



November 27, 2000

Mr. Robert B. Hartnett
President & CEO
WorldCom Global Accounts and UUNET
22001 Loudon County Parkway
Ashburn, VA 20147

Dear Mr. Hartnett:

As I was watching television the other night, I stumbled across an advertisement for UUNET. The commercial focused on the members of “generation d” at your company—those brilliant young minds that keep packets moving across the world, over the sophisticated internet backbone. Since I am sure that your company has invested millions of dollars into marketing operations, you will be pleased to know that it was a very convincing commercial. After the thirty seconds had elapsed, there was absolutely no doubt in my mind as to how UUNET ranks its priorities. First comes advertising, then engineering, followed by anything else, and then, just maybe, customer satisfaction.

At this point, you may already be able to sense that I am not a “happy” UUNET customer. Before you hand this letter to one of your administrative assistants to assure me in writing that you “understand where I am coming from,” let me assure you—YOU DO NOT.

To keep this letter as concise as possible, I will simply list my grievances, so that you can personally address each and every one of them:

- I started out as a DSL customer. My salesperson was Danny Gillis, who mysteriously disappeared without notifying me of his intent to leave UUNET. Consequently, when I referred my customers to him for their DSL connections as part of the UUNET channel program, their calls were not returned. I appeared to have partnered with yet another lousy conglomerate, and certainly could not earn any commissions on the non-sales.
- My business quickly outgrew the 128Kbps bandwidth of the DSL connection, so I requested that my line be upgraded. I was told that the process would take two weeks, but as I recall, it took longer than a month. If and when the upgrade actually took place, I was never notified. It was listed on my monthly bill, however.
- When I called UUNET Security to ask about stopping a Denial of Service attack, I had the opportunity to speak with the most obnoxious support personnel that I have encountered to this day—and I speak to a lot of technicians. Neal, in particular, was opposed to providing any sort of assistance, and treated me as if I were sub-human. In response to every one of my questions, he demanded that I upgrade my connection, which I had already done. At one point, he hung up on me in mid-sentence.
- When I cancelled my DSL line to upgrade to a T1 connection, I continued to receive DSL invoices for several months afterwards. (Those invoices were generated on an account separate from my T1 line, even though I specifically requested that they be combined.) Recently, I was contacted by a collection agency

regarding my “delinquent” DSL account. I pay all of my bills on time. I do not understand how you can justify billing for a dead link, especially when the customer immediately signs a contract for one that costs nearly ten times as much per month. Of course, I could not ask my DSL salesperson about this—I no longer had one to ask.

- My T1 line was successfully installed on the sixth attempt. Teresa Dennis made several valiant efforts to coordinate events between UUNET and Ameritech, but due to the incredible bureaucracy set up by UUNET, Worldcom, and Ameritech, she was unsuccessful. As the President and CEO of a Tier 1 provider, it is your responsibility to make it easier for these parties to work together. I had to contact Ameritech’s HighCap provisioning department myself in order to get their technician in the right place at the right time. The most helpful UUNET representative that I spoke with—the one who gave me Ameritech’s HighCap phone number—was afraid of losing his/her job for doing so.

- I suggested that an extranet be set up for every UUNET high-speed customer, to coordinate installation efforts and expedite customer support requests. This should be simple for a company that calls itself “a web host with too much experience.” Yet, I still can’t seem to find the site’s address...

- My T1 salesperson, James Gohng, promised a full refund of the \$3,000 installation fee if the installation was not completed within the forty-day window. I signed the contract on April 28, 2000, and the line began passing packets on July 6, 2000, clearly more than forty days later. I was given half of the refund that I was promised. When I requested that I be refunded the full amount, my account was credited another \$750.00. I am still waiting for the remaining \$750.00 to be credited.

- Shortly afterwards, James Gohng mysteriously disappeared, as well. I was surprised to learn this from the salesperson who took his place, instead of Mr. Gohng himself.

- The Cisco Systems 2610 router that was provided with the T1 line failed in mid-October when it stopped responding to all requests. I had to call your Network Operations Center to inform them of this, despite the fact that you claim to monitor all of your customers’ connections 24/7/365, in five minute intervals. The NOC would not authorize a replacement router, even though I clearly suggested that the router was causing the problem. Instead, I was required to wait until the next morning, when an Ameritech technician could be dispatched. That technician determined that the line itself was working; the router was the problem. However, the NOC did not believe him, either. It took a total of fifteen hours on the phone (many spent on hold) before the NOC called Cisco Systems. There, a technician also determined that I had a faulty router.

- Exactly one week later, the T1 line went down again, this time due to a “core router problem.” True to form, the NOC would not believe me when I told them that I was having trouble. Even after several hours, the NOC status page at <http://www.noc.uu.net> was never updated to reflect the fact that every T1 line in Cleveland, Ohio was down.

- Five days out of its ninety-day warranty, my router was not eligible for replacement, according to the NOC. I had never been warned that the unit’s warranty was so short, or even offered an extended warranty for an additional charge, which I gladly would have paid. In order to get a replacement router, I had to pressure a technician for his manager’s home phone number. Ray Wolff finally promised me a new router (one possibly better than my current model). I received a refurbished unit with the previous owner’s name still marked on it. Frustrated, but still glad to have a working unit after more than forty-eight hours of

downtime, I asked for instructions on how to return the broken unit. I never got them, and the defective Cisco router is still taking up space in my office. I do not have any idea as to how long the warranty will last on the replacement unit, if there is one at all.

- I repeatedly asked for SLA credits, which were never processed. In fact, they were never even initiated anywhere in the system, according to your billing department.

I could not help but laugh as I watched that commercial. I *am* what your marketing department calls “generation d.” As the President & CEO of Think Computer Corporation, my company services more than 125 clients nationwide with internet and technology-related needs. Our headquarters is located across the street from your alma mater, John Carroll—and I am a senior in high school.

I expect that all of these issues will be resolved promptly.

Thank you for your time,

Aaron Greenspan
President & CEO
Think Computer Corporation

u32152 (DSL) / u40933 (T1)