

**ORAL ARGUMENT NOT YET SCHEDULED**

**No. 17-13481**

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**IN THE UNITED STATES COURT OF APPEALS  
FOR THE ELEVENTH CIRCUIT**

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FEDERAL TRADE COMMISSION and STATE OF FLORIDA,  
*Plaintiffs-Appellees,*

v.

VYLAH TEC, LLC, EXPRESS TECH HELP, LLC, TECH CREW SUPPORT LLC,  
ANGELO J. CUPO, ROBERT CUPO, and DENNIS CUPO,  
*Defendants-Appellants.*

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*On Appeal from the United States District Court  
for the Middle District of Florida  
Case No. 2:17-cv-228-FtM-99MRM (Hon. Sheri Polster Chappell)*

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**OPENING BRIEF OF APPELLANTS**

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September 25, 2017

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**CERTIFICATE OF INTERESTED PERSONS AND RULE 26.1  
CORPORATE DISCLOSURE STATEMENT**

**CERTIFICATE OF INTERESTED PERSONS**

Pursuant to Eleventh Circuit Rule 26.1-1 through 26.1-3, the following persons and entities have an interest in the outcome of this review:

Avanquest North America Inc. – CLA (EPA)

Avanquest Software Publishing Ltd. – CLA (EPA)

Bank of America N.A. – BAC (NYSE)

Bolinder, Eric R., Esq., Cause of Action Institute

Bonan, Genevieve, Esq., State of Florida, Office of the Attorney General

Bondi, Pamela Jo, Esq., Attorney General, State of Florida

Chappell, Sheri Polster, Hon. (J., Middle District of Florida)

Chriss, Sana C., Esq., Federal Trade Commission

Complete Dealer Services

Crawford, Cynthia Fleming, Esq., Cause of Action Institute

Cupo, Angelo

Cupo, Dennis

Cupo, Olga

Cupo, Robert

EVINE Live, Inc. – EVLV (NASDAQ)

Express Tech Help, LLC

Federal Trade Commission

First-Citizens Bank & Trust Co. – Owned by First Citizens Bancshares,

Inc. FIZN (NASDAQ)

Geske, Michael R., Esq., Cause of Action Institute

Grant, Joey M, Esq., Marshall Socarras Grant, PL

Financial Services Group, INC – HIG (NYSE)

Hartford Fire Insurance Company, ultimately a subsidiary of Hartford

Hegedus, Mark S., Esq., Federal Trade Commission

HSN, Inc. – HSNI (NASDAQ)

Kessler, Frank, KapilaMukamal, LLP

Lichtman, Charles, Esq., Berger Singerman LLP

Marcus, Joel, Esq., Federal Trade Commission

McSweeny, Terrell – Commissioner, FTC

Mukamal, Barry, CPA, KapilaMukamal, LLP

Nicholson, Robert N. Esq., Nicholson & Eastin, LLP

Ohlhausen, Maureen, Commissioner, Federal Trade Commission

QVC U.K. – Owned by Liberty Interactive Corporation, LVNTA, Series  
A, LVNTB, Series B (NASDAQ)

Robertson, Lisa, Owner of Complete Dealer Services

Rock, Robin, Esq., Federal Trade Commission

Shonka, David C., Esq., Federal Trade Commission

Shullman, Sarah L., Esq., State of Florida

Socarras, Ruben E., Esq., Marshall, Socarras Grant PL

Tech Crew Support, LLC

Vylah Tec, LLC, also d/b/a Vtec Support

Zuckerman, P. Benjamin, Esq., Berger Singerman LLP

### **CORPORATE DISCLOSURE STATEMENT**

Pursuant to F.R.A.P. 26.1(a) and Eleventh Circuit Rules 26.1-1  
through 26.1-3, and 27.1-1(a)(9), no parent or publicly held corporation  
other than those listed in the Certificate of Interested Persons, above,  
owns 10% or more of the stock of any appellant entity.

**STATEMENT REGARDING ORAL ARGUMENT**

Appellants, pursuant to Federal Rule of Appellate Procedure 34(a) and Eleventh Circuit Rule 34-4, believe that due to the limited record in this case and the large number of disputed or missing material facts that are critical to resolution this matter, that oral argument would be helpful to the Court in resolving the issues presented on appeal.

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**STATEMENT OF SUBJECT-MATTER AND  
APPELLATE JURISDICTION**

The district court had jurisdiction over the Complaint's claims by the Federal Trade Commission ("FTC") pursuant to 28 U.S.C. §§ 1331, 1337(a), and 1345 and 15 U.S.C. §§ 45(a) and 53(b). The district court had supplemental jurisdiction over the Complaint's claims by the State of Florida (together with FTC, the "Government") pursuant to 28 U.S.C. § 1367.

On June 4, 2017, the district court entered the Preliminary Injunction Order ("PI") from which all Defendants appealed. ECF 62. Pursuant to 28 U.S.C. § 2107(b)(2), they filed a timely Notice of Appeal within sixty days. *See* ECF 88. This Court therefore has jurisdiction over this appeal pursuant to 28 U.S.C. § 1292(a)(1) and (a)(2) because the order at issue both granted an injunction and appointed a receiver.

**STATEMENT OF THE ISSUES**

Did the District Court abuse its discretion when it entered a preliminary injunction without an evidentiary hearing to test conflicting material evidence necessary to determine whether the Government had met its burden to show likelihood of success on the merits, and a

balancing of the equities, as required by the Federal Trade Commission Act, 15 U.S.C. § 53(b), to obtain a preliminary injunction?

Did the District Court abuse its discretion by relying on conclusory claims, without evidentiary support, and evidence regarding unrelated and unnamed parties, to presume that generalized claims of harm to unidentified consumers was sufficient to issue a preliminary injunction shuttering a lawful business?

### **STATEMENT OF THE CASE**

This is an appeal from the entry of a PI issued by the United States District Court for the Middle District of Florida on June 4, 2017. The Government brought the underlying action for injunctive relief, alleging deceptive trade practices under the Federal Trade Commission Act, 15 U.S.C. §§41-58, as amended (“FTCA”), and its Florida analogue, Fla. Stat. §501.207 et seq. (“Florida Act”).

The preliminary injunction placed a family-owned tech support business into the hands of a Receiver and froze the assets of the owner, his son, his brother, and assorted non-parties. The PI was granted without benefit of an evidentiary hearing, without application of the

proper legal standard for issuing a preliminary injunction, and without application of the proper legal standard for analyzing the likelihood of success on the merits. It was based on untested and facially inadequate factual allegations.

The Government has conceded that it submitted false evidence and mischaracterized other evidence it offered to the trial court, but it has done nothing to correct the record. To the contrary, the Government insists that the lower court and this Court condone its false evidence to crush a small business and to personally destroy its managers.

This case arises from an FTC-driven “nationwide and international crackdown” program dubbed Operation Tech Trap, in which the Government seeks to bring down tech support companies *en masse*. Accordingly, the Government targeted tech support companies that exhibited certain common characteristics—or to put it in the FTC’s own words: “followed the same pattern of misconduct.”<sup>1</sup>

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<sup>1</sup> Fed. Trade Comm’n, Press Release: FTC and Federal, State and International Partners Announce Major Crackdown on Tech Support Scams (May 12, 2017), *available at* <http://bit.ly/2jPBhBC> (last visited Sept. 22, 2017).

While, no doubt, there are fraudulent tech support companies, it is equally clear that there are legitimate tech support companies that don't deserve to be painted with that broad brush and hounded out of business. Nevertheless, based on superficial similarities, the Government has virtually destroyed a legitimate tech support company that has a million customers who need it to provide the lifetime technical support that they paid for. The damage to those consumers piles up as the Government neglects them.

The Government is now causing the very consumer harm it purports to protect. All this was done on evidence that the Government has conceded is fraudulent. The Government is seeking to bulldoze V-Tec before this Court can even rule on this appeal. That is not due process, and it certainly is not justice.

## STATEMENT OF FACTS

Vylah Tec LLC, Tech Crew Support LLC, and Express Tech Help LLC (collectively, “V-Tec”) are small companies with a single operating center in Fort Myers. Answer, ECF 63 at ¶ 12. Each individual business entity provided a discrete “brand” of technical support relating to shopping channel customers. Angelo Cupo Decl., ECF 32-1 at ¶4. Robert Cupo owns and operated all three entities and his son, Angelo Cupo (together, the “Cupos”), managed them as CEO. Cupo. Answer, ECF 63 at ¶¶ 12-13.

Defendant Dennis Cupo (brother of Robert Cupo, uncle of Angelo Cupo) has spent his adult life working primarily in the window tinting and auto detailing field. ECF 32-3, D. Cupo Decl. at ¶3. Dennis Cupo never owned or operated V-Tec or conducted or managed its business. D. Cupo Decl., ECF 32-3 at ¶8. Using his prior experience arranging credit card and electronic payment processing, Dennis Cupo helped his brother set up those and other similar one-off business abilities for V-Tec in the first half of 2015. However, neither V-Tec nor the Cupos ever compensated him for that or any other work. D. Cupo Decl., ECF 32-3 at ¶¶ 5, 6, 10.

V-Tec lent Dennis Cupo \$3,500 in 2015. D. Cupo Decl., ECF 32-2 at ¶ 10. The proceeds were deposited in a bank account of his employer, Complete Dealer Services (“CDS”), to fund his commission draws temporarily while his health prevented him working enough to draw commissions. Ex. 1,<sup>2</sup> Dennis Cupo Declaration II (“D. Cupo Decl. II”) at ¶6; Exhibit 2, Lisa Robertson Declaration (“Robertson Decl.”) at ¶ 7. Otherwise, Dennis Cupo, CDS, and CDS’ owner have had no other relationship with V-Tec. D. Cupo Decl., ECF 32-3 at ¶6; Robertson Decl. at ¶ 9; Dennis Cupo Decl. II at ¶ 6.

V-Tec’s has two primary streams of income: (1) technical support contracts for buyers of electronic products (computers, cameras, tablets,

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<sup>2</sup> Certain exhibits are attached that are either: (1) public records that are readily available or were filed in the district court following the notice of appeal; or, (2) related to the interests of others who may be affected by the rule the Court makes to govern the case. *Christopher v. Cutter Labs.*, 53 F.3d 1184, 1197 n.4 (11th Cir. 1995). *See also Guttman v. Khalsa*, 669 F.3d 1101, 1127 n.5 (10th Cir. 2012) (“We recognize some documents filed in the district court are not part of the record on appeal. Nevertheless, we have authority to review them because we may take judicial notice of public records, including district court filings.). This Court thus may and should take judicial notice of the attached information.

etc.) from Home Shopping Network (“HSN”), QVC-U.K., and Evine Live, A. Cupo Decl., ECF 32-1 at ¶ 8; and (2) sales of security software, utility software, and data backup services to individual consumers. A. Cupo Decl., ECF 32-1 at ¶ 11. V-Tec’s operation of its technical support line of business has generated hundreds of positive reviews by satisfied customers posted to Google, Facebook, Yellow Pages, and the Better Business Bureau. A. Cupo Decl., ECF 32-1 at ¶¶ 8, 9. V-Tec provides technical support only when a purchaser of a service contract calls V-Tec. A. Cupo Decl., ECF 32-1 at ¶ 4. The Government acknowledges that V-Tec’s technical-support business arises only from incoming calls, not outgoing, cold calls. PI Hr’g Tr. 48:11–12, ECF 65 (“[I]t is an inbound call center”).

V-Tec’s data-security business generates revenue by selling third-party antivirus software, known as Watchdog Antimalware and F-Secure Antivirus, and related computer utility software. Those data-security products compare favorably to similar competing software, are priced fairly, work as advertised, and were actually provided to customers who bought them from V-Tec. A. Cupo Decl., ECF 32-1 at ¶¶ 5, 11. The Government makes no claim to the contrary. *See Compl. passim*, ECF 2.

V-Tec provides ongoing support for software it sells and refunds dissatisfied customers, as confirmed in the Government's own exhibits. *E.g.*, PX 19-5 (“A complete refund was sent to my credit card company on March 4 2016.”); PX 28-2 (“After that, VTec uninstalled the software and issued a refund in the amount of \$140.”).

On May 1, 2017, the Federal Trade Commission (“FTC”) and the State of Florida (collectively, “the Government”) filed a Complaint under seal alleging that V-Tec and each of the Individual Defendants engaged in deceptive practices by: (1) using pop-up messages that included phony warnings that the user's computer has been infected by a virus; (2) misleading consumers into believing that they needed to buy data-security software; and (3) misrepresenting V-Tec as an affiliate of Microsoft and some V-Tec employees as Microsoft-certified technicians. Compl., ECF 2 at ¶¶ 17-21.

The Government included with its Complaint certain exhibits that any Rule 11 “reasonable inquiry” prior to filing the Complaint would have revealed immediately as not providing evidentiary support for their allegations because the exhibits do not even relate to V-Tec or the Individual Defendants. For example, the Complaint includes a

screenshot of a pop-up message to support its allegation that V-Tec was using phony warnings. Compl. ¶ 25. Not only was the pop-up message in that screenshot unrelated to V-Tec, but even a rudimentary Google search of the telephone number in the screenshot would have revealed to the Government that this screenshot provides no evidentiary support for its claim that V-Tec engages in unlawfully deceptive practices. *See* GrayRabbit, *Fake tech support calls: What's your record?*, SpiceWorks (Feb. 24, 2016, 12:13 PM), <http://coainst.org/2wK7RGo> (last visited Sept. 22, 2017) (for public comments regarding the telephone number on the screenshot provided by Plaintiffs).

The Complaint includes as exhibits the declarations of fourteen people represented as V-Tec customers. Only four declarations relate to pop-ups; the other ten relate to technical support and sales. Of the four declarations about pop-ups, two provide a telephone number from the “misleading” pop-up message that, like the screen-shot in the Complaint, do not relate to V-Tec—and a basic Google search reveals as much. PX 24-1; PX 21-1; *see* “888-390-4235,” WhoCallsMe, <http://coainst.org/2fdSm3i> (last visited Sept. 22, 2017) (describing results of calling telephone number provided in the Government’s declarations);

*Antivirus & Internet Security* – “Scam,” Time Warner Cable Community Forums, <http://coainst.org/2hldiWp> (last visited Sept. 22, 2017) (same). The Government fed these non-V-Tec pop-ups to its other witnesses (including an expert witness), who relied on them, thus tainting their declarations with a false premise.

The remaining two declarations provide a V-Tec telephone number, but relate to events that allegedly took place in February 2015 and August 2014. PX16-1; PX 18-1. These dates are significant because although V-Tec had briefly used pop-ups as a form of advertising (all different from those shown in the Complaint), V-Tec ceased using them by mid-2015 when it changed its business model to focus on servicing technical-support contracts. A. Cupo Decl., ECF 32-1 at ¶ 8. Moreover, one of those customers received a refund for his purchase through a chargeback to his credit card. PX 16-1. The other declaration relates to an August 2014 transaction and provides no information about whether or how that customer’s complaint was resolved, although the attachment indicates that the customer rebuffed V-Tec’s offer. PX 18-14.

Ten declarations relate to customers who called V-Tec for technical support pursuant to technical service contracts that HSN, QVC-U.K.,

and Evine-Live bundled with electronic devices they sold to consumers. Seven of them did not buy the software V-Tec offered, two received refunds, and one received a credit to his credit card account. PX 17-1; PX 19-1; PX 20-1; PX 22-1; PX 23-1; PX 25-1; PX 28-1; PX 29-1 PX 30-1; PX 31-1. There is thus no evidentiary support for the allegation that any customer who was unsatisfied with anything V-Tec sold was not made whole by V-Tec long before the Government brought this action.

Because the Complaint and supporting documents were filed under seal, V-Tec did not know about them until after May 2, 2017, when the District Court issued its *ex parte* temporary restraining order (“TRO”) that temporarily appointed the Receiver with full control of V-Tec’s business and froze the Individual Defendants’ assets. TRO, ECF 9. When Defendants finally saw the declarations, they informed the court that some were not from V-Tec customers. Hr’g Tr. 18:19–23, ECF 65.

On May 3, 2017, the FTC, representatives of the Florida Attorney General, and local law enforcement raided V-Tec’s office, shut down the security cameras, and demanded all employees to put their hands in the air and step away from their computers. Exhibit 3, Elizabeth Smart Decl. (“Smart Decl.”) at ¶¶ 6, 9, 10; Exhibit 4, Cliff Shorrock Decl. (“Shorrock

Decl.”) at ¶¶ 9, 10; Exhibit 5, Jesse Larkin Decl. (“Larkin Decl.”) at ¶ 4; Exhibit 6, Nichole Ellis Decl. (“Ellis Decl.”) at ¶ 5; Exhibit 7, Angelo Cupo Declaration II (“A. Cupo Decl. II”) at ¶ 8; Exhibit 8, Kathryn Poole Dec. (“Poole Decl.”) at ¶¶ 5, 6, 9, 10. The employees were detained for several hours, interviewed individually in a separate room, and asked to sign a statement summarizing the results of the interview. Smart Decl. at ¶¶ 11, 13–16; Shorrock Decl. at ¶ 12; Larkin Decl. at ¶ 4; Poole Decl. ¶¶ 13, 14. No attorneys were present on behalf of V-Tec or any of the employees. A. Cupo Decl. II at ¶ 10. No copies of the employee interview statements have been made available to Defendants. A. Cupo Decl. II at ¶9.

Later in the day, Angelo Cupo arrived at the office and found it in lockdown. A. Cupo Decl. II at ¶¶ 3, 6, 7, 8, 12. Angelo had called the office over ten times earlier during the day, but no one answered the telephone. A. Cupo Decl. II at ¶ 4. He had also called the cellphones of all senior employees to find out why the office telephones did not appear to be working, but was unable to reach anyone. A. Cupo Decl. II at ¶ 5. When Mr. Cupo arrived at the V-Tec offices on May 3, 2017, there were five police cruisers parked outside the building. A. Cupo Decl. II at ¶ 6. Upon entering the building, he stopped at the restroom. When he exited the

restroom, a police officer was waiting by the restroom door to escort him to the V-Tec offices. A. Cupo Decl. II at ¶ 7.

When Mr. Cupo entered the V-Tec offices, there were approximately ten representatives of the FTC, the Florida Attorney General's Office, and local law enforcement present who identified themselves to him. A. Cupo Decl. II at ¶ 8. He was told that they had shut down the server and the security cameras. No one was answering the telephones. A. Cupo Decl. II at ¶ 12.

Angelo Cupo told a member of the Attorney General's office that he wanted an attorney, at which point all members of the Attorney General's office promptly left the V-Tec offices, leaving Angelo Cupo with representatives of the FTC and local law enforcement. A. Cupo Decl. II at ¶ 10. Mr. Cupo was introduced to Barry Mukamal and told that Mr. Mukamal had been appointed as Receiver and would be taking over the running of the business and that neither he, nor his father, would be able to operate the business indefinitely. A. Cupo Decl. II at ¶ 11.

In accordance with the terms of the TRO, the business has been held since May 3, 2017 by the Receiver. The Cupos have not been allowed to run their business since that time, missing over 100,000 customer calls

that they are contractually obligated to answer. A. Cupo Decl. II at ¶ 16. When Angelo Cupo asked the Receiver when V-Tec could resume operations, the Receiver responded: “Never.” A. Cupo Decl. II at ¶ 13. The Receiver has since taken the position that Angelo Cupo was uncooperative because he desired legal counsel in dealing with the Government’s raid on V-Tec. Final Rep. of Receiver § 2.8, ECF 105-1 (“Angelo Cupo refused to answer any questions or otherwise cooperate with the Receiver, citing the lack of legal representation[.]”) (hereinafter Final Rep.).

Under the terms of the TRO, which were largely retained in the PI, in addition to the assets of V-Tec, the personal assets of each of the Individual Defendants—including assets that are only partially owned by them or that are “held . . . for . . . the indirect benefit of” any defendant—are frozen. T.R.O., ECF 9 at 7-8; PI Order, ECF 62. This means that the bank accounts of the three individual Cupos, including funds jointly owned by Robert Cupo’s wife, as well as the company account of non-owner, non-employee Lisa Robertson—into whose account the \$3,500.00 loan check to Mr. Dennis Cupo was deposited—were frozen. As a result of having its bank account frozen, Lisa Robertson’s

business was unable to satisfy its payroll obligations, lost two employees, and suffered damage to its business prospects, reputation, and financial status. Robertson Decl. at ¶ 11. Three weeks after the entry of the TRO, Lisa Robertson's bank accounts were finally unfrozen in part. Min. Order, ECF 36 (unfreezing Wells Fargo bank account for Complete Dealer Services LLC d/b/a Tint Protection ending in 6287 and partially unfreezing Wells Fargo bank account for Complete Dealer Services LLC d/b/a Tint Protection ending in 8144).

All Defendants were also prohibited from: (1) using credit cards, including credit cards held jointly with anyone else; (2) using proceeds of any loan, including loans to others, such as Robert Cupo's wife, Olga Cupo; and (3) encumbering any assets, including their homes, even if held jointly, such as Robert Cupo's home, which he holds jointly with his wife. O. Cupo Decl. at ¶ 24. Thus, Olga Cupo, who is not a defendant and about whom the Government makes no allegation, has also had some of her assets frozen. O. Cupo Decl. at ¶¶ 23, 24.

As a result of the asset freeze, Dennis Cupo, who is 67 years old and has a heart condition, was left with \$250 in cash. Angelo Cupo, who has a young daughter, was left with \$40 in cash. Robert Cupo, who is 63 years

old and supports both his daughters and a grandson, was left with \$1,930 in cash. Emergency Mot. to Partially Lift Asset Freeze, Exhibit 1, ECF 28-1; Response to Order to Show Cause, ECF 32-3, ¶¶ 3, 11. When the financial hardship imposed on the Cupos, which prevented them from covering basic living expenses such as food, medicine, and rent/mortgage payments, was brought to the attention of the FTC, the attorney for the FTC told the Cupos to get a job. Emergency Mot. to Partially Lift Asset Freeze, Exhibit 2, ECF 28-2.

On May 30, 2017, the Court heard argument about whether the TRO should be converted to a PI. At the hearing, the following material points were made:

- The statement of a former V-Tec employee, on which the FTC relied to obtain the TRO, misrepresented his tenure at V-Tec (materially overstating the length and recentness of his employment), and omitted the fact that he had been fired for cause. The former employee was not present at the hearing and was never subject to cross examination. Hr'g Tr. 19:2–21.

- With the exception of one alleged customer transaction from 2014, all of the customer declarations (as explained above) were about

other companies unrelated to V-Tec or identified no damages. Hr’g Tr. 17:17–18:19.

- V-Tec provided evidence of thousands of recent positive customer reviews relating to its service to customers of the HSN and QVC products. Hr’g Tr. 26:17–27:11; A. Cupo Decl. II at ¶ 18 (discussing results of customer satisfaction survey resulting in an over-97% satisfaction rate).

- There is no evidence in the record that the security software offered by V-Tec, which is publicly-available data-security software developed and designed by third parties for which V-Tec is one of many retailers, was not good software. Hr’g Tr. 25:2–11.

- With two exceptions, the FTC did not submit any evidence it obtained as a result of the raid—no employee statements; no customer complaints; no claims for refunds; and no evidence of pop-ups. *See generally* Hr’g Tr. The evidence the FTC did submit was suspect for the following reasons:

- o The FTC submitted one copy of a sales script that it claimed to have found on one computer in the V-Tec office following the raid. The FTC provided no evidence that the script was ever

used. Hr’g Tr. 27:12–24. The FTC also provided no evidence that purchasers of data security software did not need the product they were offered, thus, adopting the bizarre position that a technical support company should remain silent when it becomes aware that its customers have inadequate data security. *See generally* Hr’g Tr.

o The Attorney General played in open court a portion of a recorded telephone call, which it characterized as “an exemplary call that follows a majority of the scripts that we have found that have been used within the last year, year and a half.” Hr’g Tr. 51–59. A transcript of the call was not made available until after the hearing. During the hearing government counsel could not confirm the date of the call when asked. Notice by Florida of Date of Audio Rec. Transcripts, ECF 51. The later-submitted transcript submission demonstrated that call was from 2015—no call from 2016 or 2017 has been submitted. ECF 51. The transcript of the “exemplary call” recorded that the customer did not buy anything and the technician ensured that she had the technical support she needed. ECF 51 at 61–74. The transcript also showed that the technician identified the publisher of the software as a Microsoft

Silver Certified Partner. ECF 51 at 18–20. He did not represent himself or V-Tec as being Microsoft certified. ECF 51.

o The FTC also submitted the transcript of a second call, which it characterized as “[a]nother sales call of a similar nature.” ECF 51 at 2. Contrary to the FTC’s assertion—which it has not corrected before the District Court—the transcribed call was not a sales call. Moreover, the Government mislabeled the parties to the call, then presented the mislabeled transcript as “evidence” of V-Tec’s wrongdoing. This misrepresentation, which amounts to a fraud on the court, was identified in V-Tec’s Motion to Stay that was filed in this Court. Time Sensitive Mot. to Stay PI at 24–25. The Government had no response and thus conceded its misrepresentation. *See* Opp. and Reply at 6.

o Consistent with the Receiver’s statement to Angelo Cupo that he would never allow the business to reopen, the Receiver filed a Preliminary Report in which he opined that this previously profitable business was not financially sound and laid out several pages of onerous “upgrades” to V-Tec’s operations, none of which relate to the claims in the Complaint, that must be imposed before

V-Tec could be allowed to reopen. Prelim. Rep. of Receiver ECF 49-1 (hereinafter Prelim. Rep.).

- o The Receiver drew the legal conclusion that any sale of data security software would be unlawful and thus all sales revenue must be excluded from the financial analysis. Prelim. Rep. at 11.

- o Having excluded the possibility of V-Tec making any software sales, the Receiver then determined that the business was not profitable. However, rather than analyzing whether the revenue stream from technical support had a positive margin (which would lead to the conclusion that the business would be better off re-opening on a limited basis than not opening at all), he applied all fixed costs (including those such as rent, which must be paid even if the business is sitting idle), and decreed that the business was not profitable. Prelim. Rep. at 7.

On the day after the hearing, the Receiver filed a Supplemental Report to rebut the arguments V-Tec made in open court. Suppl. Rep. of Receiver, ECF 54-1 (hereinafter Suppl. Rep.). The Receiver showed how the beginning bank balance of \$670,000 would be reduced by \$100,000 in Receiver administrative costs through June 3, 2017, plus \$75,000—

\$100,000 in Receiver administrative costs projected through the next two months, plus \$25,000 for the Receiver's attorney, plus ongoing "monitoring costs" of \$3,000 per week, to conclude that there was inadequate funding to finance a re-opening of the business. Suppl. Rep. at 4. The Receiver then explained that he had been in contact with Avanquest (the company through which the HSN, QVC, and Evine Live contract with companies like V-Tec to provide the lifetime technical support they bundled and sold with certain electronic devices). Due to the shutdown of V-Tec's operations, V-Tec had been unable to provide technical support to customers, which caused Avanquest "tens of thousands of dollars" in damages and put the entire technical-support line of business at risk. Suppl. Rep., ECF 54 at 5–6. The Receiver thus concluded, without support, that Avanquest might withhold amounts it owed to V-Tec, further damaging V-Tec.

The court stated that it put "great weight on the Receiver's reports," specifically citing their conclusions that V-Tec could not operate lawfully and that allowing V-Tec even to answer technical-support calls would deplete its assets. PI, ECF 62 at 6-7. The court acknowledged, but did not discuss, the fact that over 20% of V-Tec's assets had already been

absorbed by the Receiver and did not mention that the Receiver projected another \$75,000–\$100,000 in administrative costs over the next 45-60 days. *Id.* at 8. The court then ordered that:

- The Defendants’ assets remain frozen, including all property held in whole or in part by any Defendant, *i.e.*, including bank accounts or homes owned in part by family members;
- The use of credit cards was prohibited;
- \$20,000 was released for the use of both Robert and Angelo Cupo and \$1,500 was released for Dennis Cupo for living expenses;
- The Receiver retained with the power to liquidate assets and break contracts at his discretion;
- The Receiver was given the authority to determine the manner in which Defendants would comply with the law. *Id.* at 12–14, 20, 21.

On June 21, 2017, on Defendants’ motion, the court released \$50,000 for attorneys’ fees. ECF 69. In summary, of the \$670,000 held by V-Tec, up to \$200,000 was earmarked for the Receiver, \$75,000 has been released for attorneys’ fees (\$25,000 for the Receiver’s attorney and \$50,000 for V-Tec’s attorney); \$21,500 has been released for the

individual defendant's personal support for an indefinite period of time; and no funds have been allowed for restarting the business. The Receiver has since made an application for payment of \$189,000 in Receiver fees plus \$40,000 in Receiver's counsel's fees for the period ending July 31, 2017. Final Rep. § 5.57.

As a result of the freeze on V-Tec's business and the individual defendant's assets, the defendants, their family members, the employees of V-Tec, and V-Tec's customers have been harmed, including in the following ways:

Harms to V-Tec include loss of income, loss of customers, forced breach of contracts to provide customer support, loss of in-process real estate transaction to purchase a new building, loss of staff, wide-ranging damage to reputation, and draw-down of liquid assets to pay for non-productive and involuntary expenses such as the Receiver's fees and legal bills. A. Cupo Decl. II at ¶ 12, 16; O. Cupo Decl. at ¶ 10-11.

Harms to the Individual Defendants include the inability to pay basic life expenses such as mortgage, risk of imminent loss of personal home, loss of credit and damage to credit rating, loss of ability to move freely due to the inability even to purchase gasoline for the car, lack of

sleep, shortness of breath and threats to life and health of Robert and Dennis Cupo, who have heart conditions, damage to family relationships; and wide-ranging damage to reputation. A. Cupo Decl. II at ¶ 23; D. Cupo Decl. II at ¶¶ 11–14, 16; O. Cupo Decl. at ¶¶ 14–15.

V-Tec's customers and business associates, and the technology-buying public at large, have suffered loss of access to pre-paid technical support, thousands of hours of being put on hold while attempting to reach V-Tec, the inability to purchase desired services, loss of revenue (to business associates), and the general chilling of the technical support market. A. Cupo Decl. II at ¶¶ 15-20.

In addition, non-defendant Olga Cupo (wife of Robert Cupo) who is not named in the complaint and does not figure in any of the allegations, has had her jointly-owned funds frozen; the house she owns subjected to the asset freeze; her life converted to one of constant anxiety, including the fear of being widowed due to the adverse effects on the health of her husband; her expectations regarding retirement and the ability to meaningfully provide for her children and grandchildren destroyed; her hope and enjoyment of day-to-day life shattered; and the loss of family reputation. O. Cupo Decl. at ¶¶ 12–24. Other non-defendants have

suffered the loss of personal assets, including non-party, Lisa Robertson, the sole owner of non-party, Complete Dealer Services, who has suffered the loss of employees, business relationships, personal funds, and reputation, as well as suffering anxiety and aggravated ill-health. L Robertson Decl. at ¶¶ 8, 11–12.

### STANDARD OF REVIEW

This Court reviews the grant of a preliminary injunction for abuse of discretion. *Fed. Trade Comm’n v. Bishop*, 425 F. App’x 796, 797 (11th Cir. 2011) (citing *Commodity Futures Trading Comm’n v. Wilshire Inv. Mgmt. Corp.*, 531 F.3d 1339, 1343 (11th Cir. 2008)). Legal conclusions upon which a preliminary injunction is based are reviewed *de novo*. *Am. Civil Liberties Union v. Miami-Dade Cty. School Bd.*, 557 F.3d 1177, 1198 (11th Cir. 2009). “A district court abuses its discretion if it applies an incorrect legal standard, follows improper procedures in making the determination or makes findings of fact that are clearly erroneous.” *Martin v. Automobili Lamborghini Exclusive, Inc.*, 307 F.3d 1332, 1336 (11th Cir. 2002) (citing *Chi. Tribune Co. v. Bridgestone/Firestone, Inc.*, 263 F.3d 1304, 1309 (11th Cir. 2001)); see *In re Red Carpet Corp. of Panama City Beach*, 902 F.2d 883, 890 (11th Cir. 1990). And “if the court

misapplied the law in making its decision [the Eleventh Circuit] does not defer to [the district court's] legal analysis.” *Guaranty Fin. Servs., Inc. v. Ryan*, 928 F.2d 994, 998 (11th Cir. 1991).

### **SUMMARY OF ARGUMENT**

This case ultimately rests on three legal premises: 1) the lower court never applied the proper standard to the PI; 2) the lower court failed to conduct a required evidentiary hearing; and 3) even if the district court had applied the right standard, it should have never issued the PI on the law or this faulty record. The Government's arguments to the district court were either unsupported or backed up by blatant misrepresentations of fact. The district court bought this gambit, erroneously finding that V-Tec stipulated to a PI, skipping the evidentiary hearing, and summarily entering the PI without conducting the proper analysis. Had the district court followed this Court's standards, it could not have entered this PI on the record, and the Cupos would still be in business. This Court should vacate and remand the PI to the district court with instructions to deny relief to the Government.

## ARGUMENT

### I. THE DISTRICT COURT FAILED TO PROPERLY ANALYZE THE REQUEST FOR PRELIMINARY INJUNCTION

The district court not only failed to apply the proper legal standard, it failed to apply *any* legal standard at all, committing clear error. For this reason alone, this Court should reverse the lower court and vacate the PI. The district court correctly recited the FTCA requirements for a preliminary injunction: 1) FTC's ultimate likelihood of success on the merits and 2) a balancing of equities. ECF 62 at 785. Nevertheless, it expressly skipped the requisite analysis, based on the erroneous assumption the V-Tec had agreed to an injunction and was merely quibbling over the details:

At issue before the Court is not whether Plaintiffs have made the requisite showing for a preliminary injunction. That is because Defendants do not object to a limited preliminary injunction. Instead, the parties square off over the terms of a preliminary injunction and asset freeze.

*Id.* at 786. This ruling was incorrect. Defendants only proffered a limited preliminary injunction in the alternative and with several conditions *because the district court had ordered it to do so. See* ECF 42.

Vylah Tec Defendants do not oppose the imposition of a *limited* preliminary injunction, **so long as** the preliminary

injunction order entered preserves the business's ability to return to operations as a going concern in a compliant fashion; modifies the asset freeze to provide for the capital needs of the companies and the personal needs of the individual defendants; and is otherwise reasonable and appropriate.

ECF 32 at 194 (*italics in original; emphasis in bold added*).

This was not a joint, voluntary stipulation, but compliance with a court order. Defense counsel even noted this when submitting the proposal: "Should the Court *conclude after the hearing* that a Preliminary Injunction is appropriate, attached is the Defendants' proposed order." Opp. Exh. Dec. C (*emphasis added*). No Defendant stipulated to any PI. Rather, pursuant to the court's order, Defendants submitted an alternative offer should the court rule against them with respect to whether a PI was merited.

At oral argument, Defendants similarly did not agree to a shutdown of V-Tec. Instead, counsel agreed that V-Tec would not represent a relationship with Microsoft or use any scripts that misrepresent customer computer issues. Hr'g Tr. 41:21–23, 42:2–9. Because V-Tec has maintained consistently that it does not engage in deceptive practices and that the Government's evidence does not show otherwise, proffering that draft as required by the court was no concession at all, much less

agreement to hand the business to a Receiver and freeze Individual Defendants' assets. *See Mot.* at 1, 11, 15–21.

Moreover, the conditions precedent to entering the limited injunction Defendants proffered in the alternative were never met. The district court's finding that Defendants agreed to any injunction was therefore clearly erroneous. That is no surprise inasmuch as the lower court did not acknowledge its own order requiring both sides to submit proposed injunctions. *See FTC v. Enforma Natural Prods.*, 362 F.3d 1204, 1218 (9th Cir. 2004) (vacating preliminary injunction not supported by adequate findings of fact and conclusions of law, in part because one “clearly erroneous finding” did not account for inherent conflict with a previous order by same court).

Because the district court improperly found that both sides had agreed to an injunction, it did not engage in the legal analysis required to enter a PI. At a minimum, therefore, the PI should be vacated and the matter remanded to the district court to conduct the proper analysis, including the issues of ultimate likelihood of success and weighing the equities. *See Palmer v. Hosp. Auth. of Randolph Cty.*, 22 F.3d 1559, 1569 (11th Cir. 1994) (“Because the district court failed to engage in any

analysis of the discretionary factors available to it in this case, we must remand[.]”); *see also Vega v. T-Mobile USA, Inc.*, 564 F.3d 1256, 1278 (11th Cir. 2009) (vacating district court order because it skipped statutorily required analysis); *accord Am. Humanist Ass’n v. Greenville Cty. Sch. Dist.*, 571 F. App’x 250, 252 (4th Cir. 2014) (unpublished) (remanding, stating “[i]n denying Plaintiffs’ motion for a preliminary injunction, the district court provided no analysis of the law and made no attempt to apply the four factors[.]”); *N.Y. Progress & Prot. PAC v. Walsh*, 733 F.3d 483, 488 (2d Cir. 2013) (vacating a preliminary injunction in a First Amendment case when the district court conducted no analysis on the likelihood of success).

## **II. THE LOWER COURT ERRED BY FAILING TO HOLD AN EVIDENTIARY HEARING TO RESOLVE SERIOUS FACTUAL DISPUTES**

The Government submitted a stunningly sloppy record that relies on hearsay, exhibits that do not relate to V-Tec, and unsupported arguments and assertions of counsel. If an evidentiary hearing had been conducted below—as required by this Court—and if this Circuit’s “appropriateness” standard were applied to the factual submissions about the propriety of a PI, the fiction that the Government successfully imposed upon the lower court would have been revealed.

The Government bears the evidentiary burden to obtain a PI, always an extraordinary remedy. Given Defendants' substantial admissible evidence disputing all the Government's material assertions, an evidentiary hearing was certainly required. *See, e.g., United States v. Lambert*, 695 F.2d 536, 539 (11th Cir. 1983) ("Because a preliminary injunction is 'an extraordinary and drastic remedy,' its grant is the exception rather than the rule, and plaintiff must clearly carry the burden of persuasion.") (citation omitted); *see also Four Seasons Hotels & Resorts, B.V. v. Consorcia Barr, S.A.*, 320 F.3d 1205, 1211 (11th Cir. 2003) ("Where conflicting factual information 'place[s] in serious dispute issues central to [a party's] claims' and 'much depends upon the accurate presentation of numerous facts, the trial court err[s] in not holding an evidentiary hearing[.]'" (quoting *All Care Nursing Serv. v. Bethesda Mem. Hosp. Corp.*, 887 F.2d 1535, 1539 (11th Cir. 1989))). Not doing so was an abuse of discretion.

An evidentiary hearing was required, even if not requested by the parties. *Arrowpoint Capital Corp. v. Arrowpoint Asset Mgmt., LLC*, 793 F.3d 313, 324 & n.11 (3d Cir. 2015) ("[W]here the motion [for PI] turns on a disputed factual issue, an evidentiary hearing is ordinarily required"

even if unclear whether hearing was requested.) (quoting *Kos Pharm., Inc. v. Andrx Corp.*, 369 F.3d 700, 719 n.16 (3d Cir. 2004), and cases from D.C., 2d, 4th, 5th, 6th, 7th, and 11th Cir.). This legal error is subject to *de novo* review. *Knight v. Thompson*, 797 F.3d 934, 942 (11th Cir. 2015).

The lower court's failure to test the evidence was outcome-determinative. The District Court adopted as fact assertions and arguments of Government counsel and the Receiver, without regard to Defendants' admissible evidence seriously disputing the Government's narrative. Had the court held the requisite evidentiary hearing, it would have been positioned to (1) apply the appropriate evidentiary standards under *Canal Authority of Florida v. Callaway*, 489 F.2d 567, 576 (5th Cir. 1974), and Fla. Stat. § 501.207(7)(a)–(b) about considering the Government's hearsay and character evidence or, at the very least, require testable, in-court statements by their purported technical-support expert and evidentiary support for counsel's argument;<sup>3</sup> and (2)

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<sup>3</sup> The Florida Attorney General never made the showing required by the Florida Act to admit hearsay in cases brought by the State. The Florida Act provides an exception to the hearsay rule “if the trier of fact determines that: (a) [t]he statement is offered as evidence of a material fact [and] (b) [t]he statement is more probative on the point for which it is offered than any other evidence which the proponent can procure through reasonable efforts[.]” Fla. Stat. § 501.207(7)(a)–(b). The

apply the appropriate legal standards to its findings under 15 U.S.C. § 53(b), which requires a weighing of the equities and public interest and consideration of the FTC's and the state Attorney General's likelihood of success on the merits.

Because the district court did not hold an evidentiary hearing, it had an insufficient basis for even a preliminarily finding of facts and, therefore, the findings it did make were clearly erroneous. In turn, because the court did not satisfy this Court's mandates for preliminarily findings when the evidence is seriously disputed, it likewise could not have properly analyzed the Government's likelihood of success under Section 5 of the FTCA's three-part test for liability.

Had the court examined the facts relevant to the public interest, it would have been equipped to balance the severity of the harm caused by shutting down V-Tec's operations: the ongoing and accumulating harm to V-Tec's customers; the punishing injuries to the Cupos and numerous non-parties such as Lisa Robertson and her employees (whose interests

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Government easily could have procured a non-hearsay declaration by the unnamed tech-support expert but did not. And the court's failure to hold an evidentiary hearing demonstrates that it did not analyze whether the Government had sufficiently met the state-law standard for admitting hearsay in actions brought by the State of Florida.

were not even considered because they were not represented below); the breaches of prepaid lifetime service contracts that the PI and Receiver's reports imposed upon V-Tec, Avanquest, and the shopping channels (and the associated exposure to legal action and reputational harm in the market); and the myriad injuries caused by closing a business on which numerous employees and vendors relied (such as the parties to the pending real estate deal that was blocked by the asset freeze). Against this substantial and demonstrable harm stands a single, three-year-old customer declaration, which indicates that V-Tec offered to resolve the customer's complaint but was rebuffed by the customer. PX 18.

The government's other "damages" evidence shows that V-Tec's customers either suffered no harm or were made whole long before this case was a malevolent twinkle in the Government's eye. That is not enough. The crux of the Government's claim is that "thousands of panicked consumers . . . have purchased unnecessary computer software products and services from" V-Tec. Compl. ¶ 37. There is no evidence in the record of "thousands of panicked consumers." There is not even evidence of *one* "panicked" consumer. More egregious still are the wholly imaginary harms claimed by the Government that have not a scintilla of

evidentiary support. The Government claims that the consumers purchased “unnecessary computer software,” but has produced no evidence that the data-security software that V-Tec sells is unnecessary. And any suggestion or assertion by the government that purchasing data-security software is inherently unnecessary is absurd on its face.

The most recent case to address the same kind of deficiency in the context of an unfair trade practice claim is *Fed. Trade Comm’n v. D-Link Sys.*, No. 17-cv-00039, 2017 U.S. Dist. LEXIS 152319 at \*14-15 (N.D. Cal. Sept. 19, 2017). The FTC argued it had sufficiently alleged the likelihood of future consumer harm by claiming that malefactors “could” exploit alleged deficiencies in the devices to obtain sensitive information.

That is effectively the sum total of the harm allegations, and they make out a mere possibility of injury at best. The FTC does not identify a single incident . . . [of the alleged harm]. . . . The absence of any concrete facts makes it just as possible that DLS's devices are not likely to substantially harm consumers, and the FTC cannot rely on wholly conclusory allegations about potential injury to tilt the balance in its favor.

*Fed. Trade Comm’n v. D-Link Sys.*, No. 17-cv-00039, 2017 U.S. Dist. LEXIS 152319 at \*14-15 (N.D. Cal. Sept. 19, 2017).

This Court has also ruled that likelihood of consumer harm requires more than its mere possibility. *See LabMD, Inc.*, 678 F. App’x at 822.

Here, the Government's claim that the purchase of data security was "unnecessary" is based on nothing but a conclusory allegation that undergirds the Government's case.

An evidentiary hearing would have exposed that there is no evidence to support that claim, and that no element of the Government's case relates to the likelihood of *future* harm, as required for a PI. *See LabMD, Inc. v. Fed. Trade Comm'n*, 678 F. App'x 816, 822 (11th Cir. 2016); *Fed. Trade Comm'n v. Mktg. Response Group, Inc.*, No. 96-111-CV-T-17A, 1996 U.S. Dist. LEXIS 10589, at \*6 (M.D. Fla. June 24, 1996) ("Generally, a preliminary injunction under section 53(b) will only issue if the wrongs are ongoing, or are apt to continue."). Because the evidence on which the Government relies, including the evidence supposedly gleaned from the V-Tec offices, does not relate to ongoing or prospective practices (if it even relates to V-Tec at all), it is irrelevant to and does not support the PI. The Government may argue that the declaration of its star witness, Matthew Luongo, is to the contrary. However, Mr. Luongo was fired from V-Tec in mid-2015, and as such, has nothing to say about V-Tec's operations in 2017—a fact that he concedes in his declaration. PX-15. By contrast, Defendant's declarants, based on their personal

knowledge of current procedures, disputed the Government's assertions and thus the conflicting claims should have been tested. The lower court's failure to hold an evidentiary hearing to probe these falsehoods was an error of law.

### **III. THE DISTRICT COURT SHOULD NOT HAVE ENTERED A PRELIMINARY INJUNCTION**

The FTCA allows a court to issue a preliminary injunction so long as there is "a proper showing that, weighing the equities and considering the Commission's likelihood of ultimate success, [an injunction] would be in the public interest...." 15 U.S.C. § 53(b); *see Bishop*, 425 F. App'x at 797. The FTC failed to show either that it is likely to succeed on the merits or that the equities weigh in favor of the PI.

#### **A. FTC Has Not Shown an Ultimate Likelihood of Success**

The district court entered a PI that is destroying V-Tec and punitively and irreparably harming Defendants, consumers, and others without substantively considering the merits of the Government's case. Even if the Government's evidence were valid and admissible, the alleged conduct still would not constitute a material misrepresentation likely to deceive reasonable consumers and thus the Government's case would fail on the merits.

**1. Upselling is Neither Illegal nor is it Likely to Mislead Consumers**

There is a three-part test to determine liability under FTCA Section 5: “(1) there was a representation; (2) the representation was likely to mislead customers acting reasonably under the circumstances; and (3) the representation was material.” *Fed. Trade Comm’n v. Tashman*, 318 F.3d 1273, 1277 (11th Cir. 1989). The district court must apply the facts to this standard, gauging the FTC’s “ultimate likelihood of success” on the merits. As the lower court failed to do this in its preliminary injunction analysis, Defendants turn to the initial *ex parte* temporary restraining order for guidance. There the district court simply stated in a conclusory fashion that Defendants’ conduct violated and was likely to violate FTCA § 5 and thus the FTC was “likely to prevail on the merits of the action.” Accordingly, there is no guidance to be gained from the TRO.

Had the analysis been performed, it would have shown that V-Tec made a representation, the need for computer-security software, to roughly 6% of the customers who called for the technical support they bought from HSN and other shopping channels, and that the representation was material to the roughly 1–2% of customers who

purchased the software. A. Cupo Decl., ECF No. 32-1 at ¶ 5. It would not have shown that V-Tec engaged in any misrepresentation that misled consumers.

Courts consider the “net impression” created in determining whether a representation is likely to mislead reasonably acting consumers. *See Fed. Trade Comm’n v. Stefanchik*, 559 F.3d 924, 928 (9th Cir. 2009). Liability “is predicated upon certain misrepresentations or misleading statements, coupled with action taken in reliance upon these statements.” *McGregor v. Chierico*, 206 F.3d 1378, 1388 (11th Cir. 2000). For example, in *McGregor*, defendants made two calls to businesses: one to gather information and the second to use that information to actively deceive customers. *Id.* at n.11. There, they “tricked” a business’s employees into thinking that they had already purchased the products, thus inducing them to “confirm” the order. *Id.* In that case, 95% of victims affirmed that they had not actually ordered the product. *Id.*; *see also Fed. Trade Comm’n v. Verity Int’l, Ltd.*, 443 F.3d 48, 63–64 (2d Cir. 2006) (consumers deceived by defendants’ lies about whether and how they could avoid charges for adult pornography).

Here, there is no misrepresentation. The Government concedes that V-Tec did not call out to consumers but only received incoming calls, the vast majority from HSN and other shopping channel customers who had already paid for lifetime technical support when they bought electronic devices. On these calls, V-Tec employees identified insufficiencies in the customers' computer-security software. They informed consumers of the associated risk and offered to sell them software that would remedy the problem. Nowhere does the FTC contend that computer-security software is unnecessary for computers<sup>4</sup> or that the software V-Tec was selling was incapable of fulfilling consumer's needs. There is not a single consumer complaint regarding the quality of software received from V-Tec.

Moreover, the alternative scenario would expose V-Tec to risk and would imperil V-Tec's customers. Imagine an unsophisticated purchaser of a laptop computer who uses his lifetime service contract to contact V-Tec for assistance with setting up his password on his new device. He is proud of himself for proactively taking steps to "secure" his new device. What he doesn't realize is that the security software that came loaded

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<sup>4</sup> Indeed, the FTC considers itself one of the leading government advocates in enforcing data security practices. *See LabMD, Inc. v. Fed. Trade Comm'n*, 678 F. App'x 816 (11th Cir. 2016).

onto his laptop is only a sample that will expire within three months and he therefore needs to implement a permanent solution. If the V-Tec service representative says nothing and does not offer to provide the needed data security software—knowing full well that the customer is at risk and is not sophisticated enough to recognize that risk—the customer will go on his merry way in the false belief that his data is secure because he has set up a password to protect it, and V-Tec will not have offered any protection to the customer.

Thus V-Tec is placed in a damned-if-you-do, damned-if-you-don't scenario—accused of offering for sale valid third-party security software to as-yet-unidentified customers whom the Government claims do not, unlike most people, actually need data security software.

**B. No Consumer Harm is Likely from the Violations Alleged in the Complaint**

Under 15 U.S.C. § 53(b)(1), a PI is appropriate if an entity “is violating, or is about to violate, any provision of law enforced by the [FTC.]” The Complaint concerns three specific allegations: (1) use of pop-up messages; (2) upselling data security software, and (3) misrepresenting V-Tec as an affiliate of Microsoft and some V-Tec employees as Microsoft certified. “A preliminary injunction will only

issue if the wrongs are ongoing or are apt to continue.” *Fed. Trade Comm’n v. Home Assure, LLC.*, No. 09-cv-547, 2009 WL 1043956, at \*19 (M.D. Fla. Apr. 16, 2009). The Government has provided no evidence that V-Tec has used any type of pop-up within the last two years—much less any pop-up with a misleading message—or that any customer was misled into buying unneeded data security software. The best the Government could produce, from over one million customers, was a single declaration suggesting, but not expressly stating, that a customer from three years ago might not have been made whole—and that customer, apparently, rebuffed V-Tec’s offers to address the matter. PX 18-1.<sup>5</sup> For this the Government is destroying a business and lives.

V-Tec’s technical-support business, the core of its model, is not implicated in any of these allegations. Continuing to answer phone calls and honor customer-service contracts presents no risk of damage to

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<sup>5</sup> Moreover, any claim arising from that remote transaction about which there is no evidence that V-Tec did not make the customer whole is time-barred under the Florida Act. *See Fla. Stat. § 501.207(5)* (“No action may be brought by the enforcing authority under this section more than 4 years after the occurrence of a violation of this part or more than 2 years after the last payment in a transaction involved in a violation of this part, whichever is later.”). Because that declaration does not provide evidence of a violation, it therefore does not support even a claim for relief under the Florida Act, let alone the PI now at issue.

consumers. Furthermore, as shown below, the FTC's factual allegations are either incomplete or patently false. *See infra* at §§ IV & V.

**C. The Balance of Harms Weighs Against Issuance of a PI**

The court should have weighed the likely harms from the Government's requested PI. Instead, it weighed the arguments and reached an erroneous decision. Its ruling that "reopening Defendants' business [subject to Defendants' conditional and minimal PI] will result in less money being available to compensate alleged victims of Defendants' activities," Prelim. Inj. Order at 788, was clearly erroneous given the first month's Receiver bill of nearly a quarter of V-Tec's assets. Allowing V-Tec to operate would have preserved its income stream and increased assets, avoided the consumer and public harm now occurring, and would not have harmed the Government's legitimate interests, particularly considering its complete evidentiary failure. *See Canal Auth. of Fla. v. Callaway*, 489 F.2d 567, 576 (5th Cir. 1974) ("The focus always must be on prevention of injury by a proper order, not merely on preservation of the status quo."). Conservatively projecting \$50,000 a month in receivership bills, V-Tec's assets will be depleted in five months.

Without a victory on appeal, this PI will effectively destroy V-Tec before the trial even begins.

**(a) Due to the Receiver's Open Hostility to Appellants, They Cannot Get Back into Business**

The Preliminary Injunction in no way preserves the business's assets or its ability to resume operations. All operating capital, including the personal assets of most of the Cupo family, are currently either frozen or held by the Receiver. The Receiver has consistently been openly hostile to the Cupo family, all while pocketing enormous fees for doing nothing. One need look no further than his most recent report to see that. Instead of fulfilling his duties to the Court, he spends much of the final report—for which he will presumably seek costs from the Cupo's money—seemingly aggrieved by Appellants' filings in *this court*, which are not germane to his duties. He bases his improper filing on the claim that Appellants, “within the Appeal papers . . . make a myriad of gratuitous and factually inaccurate statements and allegations regarding the Receiver's activities.” Final Rep. § 1.2. He even concedes that the “Appeal is not addressed to this [District] Court,” but nevertheless, “[it] will be responded to accordingly” as it “makes allegations which directly relate to the subject matter of this Report[.]” Final Rep. § 1.2. He further alleges

that Appellants’ arguments in this Court “are misleading and appear to be gratuitous.” Final Rep. § 1.5. All this follows one of his earliest statements to the Cupos, when he told them they would “never” be able to reopen. A. Cupo Decl. II at ¶ 13. The Receiver even makes the patently absurd complaint that Angelo Cupo refused to answer any questions because *he did not have legal counsel present*. Final Rep. at § 2.8. The Receiver clearly has let his personal grievances get in the way of his duties to the court—(and *only* to the court), *see* Prelim. Inj. Order at 18<sup>6</sup>—and has no interest in allowing V-Tec to reopen its business. His report and his recommendations cannot be taken seriously.

Even if they were, the Receiver *only* has expertise in accounting and not the tech-support field. The Receiver’s reports have consistently made

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<sup>6</sup> In *Haddad v. Rav Bahamas, Ltd.*, 589 F. Supp. 2d 1302 (S.D. Fla. 2008)—a case the Government did not disclose below—the court rejected an expert damages report by the same person appointed Receiver in this case. His expert report was rejected in *Haddad* because it relied upon factual assumptions and legal conclusions that did not match the evidence and remaining theories of recovery in the case. The Receiver’s reports in this case are indisputably flawed in the same way. For example, his own calculations show that V-Tec was operating profitably. ECF 49-1 at 543 ¶¶ 21–24. His future projections and conclusions about what V-Tec must do to operate lawfully and profitably depend upon theories not alleged in the Complaint, not required by law, and not supported by any of the Government’s evidence. *See id.* at 544–51, ¶¶ 29–50.

allegations that the Cupos did not have people properly trained to provide tech support. However, he cites no expertise or authority to draw this conclusion. Given the overwhelming bias he has shown in his reports, one must assume this recommendation is also tainted. This is also contravened by the high levels of satisfaction V-Tec's customers reported as a result of their calls with V-Tec, which is nowhere contested by the Receiver.

Finally, the Receiver recently filed a motion with the District Court to permanently close the business. He did so cognizant of the appeal pending in this Court, and that the trial court has set a Summer 2018 trial date. His intent is clearly to destroy the Cupos and V-Tec before they can get to trial, which would ensure an effective, but unmerited victory for the Government—and a windfall for himself.

**(b) The PI is Overbroad and Reaches Unrelated Assets**

The PI's overbreadth strains the private finances and joint accounts of Cupo family members and others. It unjustifiably reaches the accounts of Dennis Cupo and his employer, who have nothing to do with V-Tec's business. The Government bore the burden of proving a connection between assets that are frozen and alleged harm. *See U.S. ex rel. Rahman*

*v. Oncology Assocs.*, 198 F.3d 489, 596–97 (4th Cir. 1999) (“This nexus between the assets sought to be frozen through an interim order and the ultimate relief requested . . . is essential . . . to enter a preliminary injunction freezing assets.”). The Government has not asserted a nexus between any consumer harm and Dennis Cupo’s finances or activities, or the accounts and operations of his employer. *See supra* note 1; *see also Fed. Trade Comm’n v. Gem Merch. Corp.*, 87 F.3d 466, 470 (11th Cir. 1996) (“[T]he FTC must show that the individual defendants participated directly in the practices or acts or had authority to control them’ and ‘had some knowledge of the practices.”) (quoting *Fed. Trade Comm’n v. Amy Travel Serv., Inc.*, 875 F.2d 564, 573 (7th Cir. 1989)).

Assets held jointly by Robert Cupo and his wife should be unfrozen. Olga Cupo is not an owner or controller of V-Tec, and the Government makes no allegation about her. The freeze punitively threatens her finances and ability to maintain existing property solely because she is the wife of a Defendant. *See, e.g., McGregor*, 206 F.3d at 1385; *United States v. One Single Fam. Residence*, 894 F.2d 1511 (11th Cir. 1990). This PI should be lifted from property held jointly or solely by non-defendants.

**IV. THE TRO NEVER SHOULD HAVE ISSUED ON THIS RECORD, WHICH IS COMPOSED LARGELY OF EVIDENCE THAT FAILS THE RULE 11 REASONABLE-INQUIRY STANDARD**

The allegations in the Complaint and *Ex Parte* Motion for TRO relied on substantial, material evidence that on its face cannot withstand the most basic scrutiny or satisfy the Government's duty under Rule 11. The Government bore the burden of establishing that it was entitled to a temporary restraining order without notice to Appellants. *Freshpoint S. Fla., Inc. v. Farmer Green's Mkt. WPB, LLC*, No. 14-80657, 2014 WL 12531546, at \*2 (S.D. Fla. June 12, 2014). In seeking to meet that burden, the Government was bound by the Rule 11 reasonable inquiry standard to ensure that its factual contentions had evidentiary support. Fed. R. Civ. P. 11(b)(3). Satisfying the Rule 11 standard is most vital where, as here, there was no testing of the Government's evidence beyond what the Government itself performed prior to presenting that evidence *ex parte* to the court. The Government fell woefully short of that standard, creating a record that is replete with claims that could not bear the most rudimentary examination. The lower court's issuance of the PI, which the Government has conceded relied on the findings necessary to the TRO, Opp. at 12; Reply at 1, is reviewed for abuse of discretion. *Lambert*, 695

F.2d at 539. Because the District Court abused its discretion by not holding an evidentiary hearing, this Court owes no deference to its ruling based on clearly erroneous findings. *See Knight*, 797 F.3d at 942 (“We review the District Court’s factual determinations for clear error and its legal conclusions de novo.”). The following elements of the Government’s factual submissions are conspicuous as facially unworthy of presentation to any court.

**A. The Declarations Relating to Non-V-Tec Pop-Ups Infect the Entire Record on Pop-Ups**

The Government presented four customer declarations in support of its allegation that V-Tec has an ongoing practice of using pop-ups to lure customers: two that apparently relate to V-Tec’s previous use of legitimate pop-up advertising, which did not extend beyond mid-2015, and thus are not relevant to the Government’s allegations, PX 16 (Bluth); PX 18 (Falcon), and two that, on their face, do not relate to V-Tec at all. It is the latter two that infect and undermine the entire evidentiary record, and which any reasonable inquiry under Rule 11 would have exposed as deficient *before* the Government filed its complaint under seal and its motion to proceed *ex parte*. PX 21 (Myers); PX 24 (Shaw). Instead of performing this fundamental review, the Government fed the faulty

information to its expert, who used it as the basis for his report; appears to have fed it to another declarant, who used the faulty exhibit as an attachment to his declaration; and finally imbedded the whole kit and caboodle into its own pleadings and attorney declaration—effectively laundering false evidence through multiple layers of declarations, pleadings, and counsel’s argument.

**B. Elementary Investigation Would Have Exposed the Exhibits as Unsound**

The Myers and Shaw Declarations (PX 21 and PX 24, respectively), attach screenshots that allegedly lured the declarants to contact V-Tec. However, the screenshots include phone numbers that were never owned or used by V-Tec.

For example, Attachment A to the Myers Declaration (“Myers Exhibit”), the “blue screen of death,” provides telephone number 866-639-9442. Ms. Myers declares that she received this pop-up and placed a call to that number for service on December 29, 2015. Web commentary for phone number 866-639-9442 produced within two months of Ms. Myer’s experience, but well before the Government filed its *Ex Parte* Motion for TRO, shows that this telephone number was being discussed along with another pop-up screen, different from the one submitted against V-Tec

by the Government, regarding the operations of some unknown third-party. One caller described his experience with that telephone number as follows:

*The first person who answered spoke in a very heavy Indian accent. They kept trying to get me to use Support.Me/LogMeIn to let them access my computer. Of course, each time they gave me a six digit code, I immediately clicked the Report Abuse link and sent it to LogMeIn. They gave me 4 different codes. Eventually, getting nowhere with me, the guy transfers me to a woman with a similarly-thick accent and she tries LogMeIn again . . . gives up, then tries to get me to load TeamViewer.*

Community Spiceworks Screenshots, Exh. 10.

The Government could have used publicly available information to learn that the number, 866-629-9442, was being discussed in relation to a variety of apparently offshore operations—not V-Tec’s wholly-domestic operations. But the Government either did not do so or disregarded the indications that this factual submission failed to support its theory against V-Tec. Moreover, the Government could have, but apparently did not, confirm with V-Tec’s telephone service provider the full list of telephone numbers ever used by V-Tec, which would have revealed that neither of these phone numbers was ever used by V-Tec. Even worse, the

Government continues to beat this dead horse. Subsequent unrebutted testimony has established that V-Tec was not using pop-ups at all during December 2015, and thus this declaration could not relate to V-Tec. *See* A. Cupo Decl., ECF 32-1 at ¶ 8. Nevertheless, the Government has not corrected the record, either below or before this Court on Appellants' Motion for a Stay Pending Appeal, nor has it withdrawn this exhibit.

Perhaps the impediment to correcting the record can be found in the extent to which the Government has interwoven this bogus blue screen of death throughout its exhibits and pleadings. For example, the identical screenshot was included as an attachment to the declaration of Matthew Luongo, the ex-V-Tec employee who was fired in 2015. In his declaration, Mr. Luongo is careful not to authenticate the screenshot as an actual V-Tec screen. Instead, he cabins his testimony, describing the attachment as "typical" of such messages. PX 15-2 at ¶6. Mr. Luongo is curiously silent regarding the provenance of the attached screenshot, in marked contrast to his claim to have sourced the second attachment to his declaration from his own computer. PX 15-2 at ¶8.

Similarly, Attachment A to the Shaw Declaration, the "Symantec screen," provides telephone number 888-390-4235, which a simple *Google*

search would have exposed as belonging to some unknown third-party. Web commentary produced during the timeframe in which Mr. Shaw claims to have received the pop-up and called the number, March 2015, includes the following commentary:

*I too got the same popup and warning siren. The message said to call the given Microsoft # and in the background was a Norton virus warning for sybot and another one. The Indian men answering wanted \$70 to fix it.  
JRod, 27 Mar 2015;*

*Thanks for the heads up. The India tech started going thru his script. I did not give him permission and told them I would let my IT guy fix it. The call suddenly was disconnected.  
Missy, 3 Apr 2015*

Whocallsme Screenshots Exh. 11.

Notwithstanding the ease with which the Government could have used publicly-available information to identify that the number 888-390-4235 provided on the spurious Symantec screen was already being discussed relative to another apparently offshore operation, it either did not do so, or again disregarded evidence that failed to support its theory.

### **C. Garbage In/Garbage Out**

Having either failed to validate the inauthentic screenshots, or in wholesale disregard of any contra-evidence, the Government sought to

create a veneer of academic probity by feeding the inauthentic information to its expert, Dr. Nikiforakis, who relied completely on the faulty input to craft his declaration on pop-ups. But as the old saying goes: garbage in, garbage out. Because he relied solely on the specious information provided by the FTC, Dr. Nikiforakis's pop-up analysis teaches nothing about V-Tec.

For example, Dr. Nikiforakis began his evaluation by analyzing the bogus blue screen of death. Although he purports to have identified the relevant screenshot himself through use of his custom web crawler, he did so based on “a phone number 8666399442, which FTC staff told me was connected to Vtec.” PX 04-2 at ¶ 6. This is the same phone number that originated with the bogus blue screen of death provided with the Myers Declaration. It is thus not surprising that Dr. Nikiforakis was able to retrieve the very same screenshot from which the phone number originated. Without any independent analysis of whether the screenshot bore any relationship to V-Tec, Dr. Nikiforakis drew a variety of negative conclusions about the screenshot—none of which have anything to do with V-Tec.

The second phase of Dr. Nikiforakis' pop-up analysis focused on the spurious Symantec screenshot derived from the Seth Declaration. In fact, Figure 3 to Dr. Nikiforakis' report is labeled, "Screenshot of pop-up sent by FTC." PX 04-5. The usefulness of this analysis is obvious: garbage in, garbage out.

Finally, Dr. Nikiforakis made an observation, which, had nothing else done so, should have put the Government on notice that its evidence was faulty: Dr. Nikiforakis identified the host of the spurious Symantec screenshot provided by the FTC as the domain computerhelpus.com, which, he noted, was not associated with either Norton or Symantec. PX 04-5 at ¶ 13. But neither is that domain associated with V-Tec. The Government's own evidence included a list of domain names associated with V-Tec that it obtained from GoDaddy.com as part of its TRO record. PX 11-3. The domain name computerhelpus.com is not among the domain names associated with V-Tec. Had it done nothing else, the Government at least should have confirmed that it was not making allegations that were inconsistent with its own exhibits. It did not do so.

#### **D. Infecting the Record**

Having carefully crafted an array of exhibits to create the illusion of a deep record, the Government relied on that illusion to plead its case. But the Government should have never presented this façade as passing Rule 11 muster. The bogus blue screen of death appears in the Government's briefing, *Ex Parte* Memo. of Law in Supp. of T.R.O. at 37, ECF 4 (hereinafter T.R.O. Mem.); is cited within the context of Dr. Nikiforakis's Declaration, PX 04-2; is cited within the Government's Rule 65 Declaration of Counsel, Decl. of Robin Rock, ECF 5 at 63); and was referenced in oral argument during the PI hearing, Hr'g Tr. 9:6–9, 45:16, 45:5. The spurious Symantec screen likewise appears in the Government's briefing, T.R.O. Mem. at 38; is cited within the context of Dr. Nikiforakis's Declaration, PX 04-3; is cited in the Rule 65 Declaration of Counsel, Rock Decl. ¶ 63; and was referenced in oral argument during the PI hearing, Hr'g Tr. 9:6–9, 45:16, 45:5. These two inauthentic pieces of evidence form the foundation, walls, and roof of the Government's pop-ups claim. Without them, the façade collapses. The *Ex Parte* Motion for TRO thus should have been denied for lack of evidentiary support.

## V. THE PI SHOULD NOT HAVE BEEN GRANTED ON THIS RECORD

In arguing for the issuance of the Preliminary Injunction, the Government continued to rely on the facially-flawed and inauthentic evidence described above, but compounded that error by introducing additional false evidence. Because the Government, as the movant, bore the burden of persuasion on all elements necessary to a preliminary injunction, its failure to submit *bona fide* evidentiary support on each element should have been fatal to its motion for such an extraordinary and drastic remedy. *See McDonald's Corp. v. Robertson*, 147 F.3d 1301, 1306 (11th Cir.1998) (“[A] preliminary injunction is an extraordinary and drastic remedy not to be granted unless the movant clearly established the ‘burden of persuasion’ as to the four requisites.”) (internal footnote and citation omitted); *Lambert*, 695 F.2d at 539 (“Because a preliminary injunction is ‘an extraordinary and drastic remedy,’ its grant is the exception rather than the rule, and plaintiff must clearly carry the burden of persuasion.”). The following provides a sampling of the most egregious among the Government’s evidentiary inventions.

**A. The Government Misidentified Parties to a Technical Support Call to Claim Malfeasance by V-Tec, the Real Hero in the Case**

In an effort to support its “sales script” claim, at the PI hearing, Florida’s attorney general played part of a recorded telephone call, which she characterized as “an exemplary call that follows a majority of the scripts that we have found,” Hr’g Tr. 51–59. The AG could not then confirm the date of the call or provide a transcript. Hr’g Tr. 60. A transcript of the call, plus a transcript of a second call, were filed after the hearing. These transcripts showed either that the alleged victim made no purchase, or related to the activities of an unaffiliated third party that the Government falsely ascribed to V-Tec. ECF 51 at 697–710.

The later-submitted transcript of the first call demonstrated that call was from 2015 (no call from 2016 or 2017 has been submitted). ECF 51. The transcript, which the Government characterized as an “exemplary call” showed that the customer did not buy anything and the technician ensured that she had the technical support she needed. ECF 51 at 61–74. The transcript also showed that the technician identified the publisher of the software he offered as a Microsoft Silver Certified Partner. ECF 51 at 18–20. He did not represent himself or V-Tec as being

Microsoft certified. ECF 51. It is thus unclear how this transcript advances the Government's case: no sale, no misrepresentation, no declination of service.

The government also submitted the transcript of a second call, which it characterized as “[a]nother sales call of a similar nature.” ECF 51 at 2. The transcript is not, contrary to the Government's assertion, the transcript of a sales call. No sale was made or even offered.

Instead, a customer, Ms. Griffith, called V-Tec for assistance. V-Tec technical support representative, Matthew, answered the phone call, activating V-Tec's telephone recording system (from which the recording was retrieved by the Government). Ms. Griffith then initiated a three-way call, patching Matthew into an ongoing call that Ms. Griffith was having with an unknown, third-party, later identified as Prasad. ECF 51 at 83–85.

Ms. Griffith stated that she had been having issues with the Microsoft software that was loaded onto a device she purchased through HSN. Because she believed the issue to be Microsoft's problem, she *Googled* Microsoft technical support and called the number that came up in her search results. The technician who answered the phone call

(Prasad), whom she believed to be a Microsoft employee, told her that he would fix her problem, but that she would have to pay him first. Unbeknownst to her, she had called a company that was not affiliated with Microsoft. ECF 51 at 83–85.

Even after Matthew had joined the call, Prasad misrepresented to Ms. Griffith that he was from Microsoft. Prasad ultimately confessed to being from “My Phone Support.” ECF 51 at 85–90, 97. Matthew assured Ms. Griffith that she had lifetime support through V-Tec, which she had already purchased and could use at no additional cost. ECF 51 at 94–96. At the customer’s request, the real V-Tec technician dispatched Prasad from the call (after assisting Ms. Griffith to disconnect Prasad’s remote access to her computer) and assured Ms. Griffith that V-Tec would call her back and help her. ECF 51 at 90–97. Thus, V-Tec did exactly what they were paid to do: assist the customer. Nevertheless, the Government presents this transcript as evidence that V-Tec is a bad actor.

This raises the obvious question of how V-Tec, the hero, could be dubbed the villain of the piece. It was achieved through a simple swap of identities. The government submitted to the court a transcript in which the designation “VTEC” was attached to Prasad’s name and Matthew,

the real V-Tec technician, was inexplicably labeled “HSN Matthew.” The mislabeling is perplexing considering that no one from HSN was ever on the call. Thus, the Government represented to the court that Prasad’s scurrilous behavior could be laid at V-Tec’s door, while the exemplary behavior of Matthew—the real V-Tec employee and hero in this drama—is credited to HSN, which had no involvement in the call whatsoever.

The error in labeling the parties is readily identifiable for at least two reasons: (1) the call was allegedly retrieved from the V-Tec call recordings and thus, the person who answered the telephone and initiated the recording, Matthew, is clearly the V-Tec employee—not “Prasad” whose pre-existing call was interrupted when the customer called V-Tec; and (2) the text of the transcript clearly indicates that Matthew is the person supporting the prepaid service contract, whereas Prasad ultimately confessed to being from “My Phone Support.” ECF 51 at 721–26, 733. Although this misrepresentation has been brought to the Government’s attention on multiple occasions, it has done nothing to correct the record in the lower court or here.

**B. The Receiver's Recommendations are Unrelated to the Claims in the Case and Structured to Bankrupt V-Tec**

The lower court appointed a Receiver in this case to “[c]onserve, hold, and manage” Defendants’ assets as an “agent of this Court.” ECF 9 at 98, 100. Pursuant to that appointment, the Receiver issued two reports (“Preliminary Report,” ECF 49-1; and “Supplemental Report,” ECF 54-1) prior to the imposition of the PI. The court put “great weight” on the Receiver’s reports in determining that the PI should issue. Prelim. Inj. Order at 788.

The post-hearing Supplemental Report was filed two days after the hearing and was thus not subject to cross-examination. The Supplemental Report set forth onerous requirements that the Receiver declared must be fulfilled before the business could reopen, reiterating his analysis from his Preliminary Report. Suppl. Rep. at 544–47. The issue: these requirements don’t match the Complaint. Indeed, they have no bearing on the Government’s allegations or any proposed remedy. Instead, they place crushing burdens on a small business, rendering it unprofitable and draining its remaining funding—exactly the opposite of conserving its assets.

The Receiver says V-Tec must change many things before it can operate lawfully and profitably. But none of them are legally mandated and all of them are wholly unrelated to any violation alleged in the Complaint or relevant to any factual submission by the Government about V-Tec.

- Sufficient vetting of personnel;
- “Verified” training about providing “a reasonable standard for a technical service” which the Receiver never defines;
- Sufficient monitoring of staff to ensure security of personally identifiable and sensitive information;
- Better accounting procedures and controls; and
- Records-management procedures and controls.

Suppl. Rep. at 750–51. Indeed, the Receiver’s factually and legally unsupported requirements for V-Tec to operate lawfully and profitably is contradicted by Defendants’ admissible evidence about V-Tec’s 97% customer satisfaction rating, achieved without meeting the Receiver’s purported standards.

The Receiver also complained that V-Tec does not pay its employees enough and suggested that its employee salary range should be markedly higher (up to nearly three times) its existing rates. This “requirement” to

re-open V-Tec is not tied in any way to the Complaint or any likely consumer harm and provides no support for the PI.

In addition to imposing massive additional costs on V-Tec, in his Supplemental Report, the Receiver confirmed that the Government forced V-Tec to breach its contract with Avanquest (the interim party between V-Tec and HSN), exposing Avanquest to costs of “tens of thousands of dollars’ because VTec ceased providing technical support for Avanquest’s customers.” Suppl. Rep. at 750–51.

Having thus rendered V-Tec unprofitable, indeed having failed to operate V-Tec at all, the Receiver requested payment for services, seeking \$230,574 through the end of July 2017, including compensation (\$189,302), expenses (\$981), attorney fees (\$39,510), and legal costs (\$782). The Receiver’s request for payment notes that the “Receivership accounts” only held \$530,000 on the date of filing, August 16, 2017. ECF 99 at 4 n.1. Based on that balance, the Receiver’s requests for \$230,574 in costs and fees would consume 44% of the balance, not including any additional claim he may make for costs associated with August or September 2017.

**CONCLUSION**

For the foregoing reasons, this Court should reverse the ruling of the lower court and remand with orders to vacate the Preliminary Injunction.

Date: September 25, 2017

Respectfully submitted,

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**CERTIFICATE OF COMPLIANCE**

Pursuant to Fed. R. App. P. 32(a)(7)(C) and Circuit Rule 32(e)(2)(C), I hereby certify that this brief complies with the type-volume limitation of Fed. R. App. P. 32(a)(7)(B) and Circuit Rule 32(e)(2)(B) because it contains 12,978 words, excluding the parts of the brief exempted by Fed. R. App. P. 32(a)(7)(B)(iii) and Eleventh Circuit Local Rule 32(e)(1). I hereby certify that this brief also complies with the typeface requirements of Fed. R. App. P 32(a)(5) and the type style requirements of Fed. R. App. P. 32(a)(6) because it has been prepared in a proportionally spaced typeface using Microsoft Word 2015 in Century Schoolbook 14-point font.

Date: September 25, 2017

/s/ Cynthia Fleming Crawford  
Cynthia Fleming Crawford

**CERTIFICATE OF SERVICE**

I hereby certify that on September 25, 2017, I electronically filed the foregoing document with the Clerk of the Court for the United States Court of Appeals for the Eleventh Circuit by using the appellate CM/ECF system, thereby serving all persons required to be served.

Date: September 25, 2017

/s/ Cynthia Fleming Crawford  
Cynthia Fleming Crawford

## **ADDENDUM**

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*Opening Brief of Appellants*

Exhibit 1

Dennis Cupo Declaration II

Declaration of Dennis Cupo

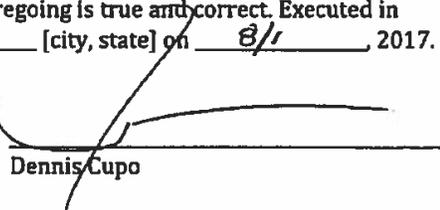
1. I, Dennis Cupo, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. In May of this year I was checking a Bank of America credit card balance when I was informed there was a legal hold on my accounts. I had no idea what they were talking about.
4. About the same time my brother advised me that I would soon be served notice that I was party to an action filed by the FTC. I wasn't sure how this affected me as my association with my brother's company was only for a brief time.
5. In July of 2015 I had quadruple bypass surgery and it was necessary for me to slow down my lifestyle. I took a job working for Lisa Robertson, a minority business owner in Fort Lauderdale. I was her assistant manager and sales person. This job gave me flexible hours a small salary as well as a draw against my commission.
6. In an effort to help me out, my brother sent Ms. Robertson's company, Complete Dealer Services, a check on my behalf for \$3500.00. This was the one and only transaction between the two companies and was meant to cover my draws on my commission because my health did not allow me to work enough hours to cover my advances against my commission draw.
7. In December of 2016 and January of 2017 Ms. Robertson was hospitalized several times. In order to reduce strain on her she made me a signer on her business bank account to help with the task of payroll while she was convalescing. It is important to state that I hold no stock or ownership in Ms. Robertson's company and never have. I was just helping her out as a trusted employee.
8. At the end of May, I went to the bank to get a check for my rent. I was told that there was a legal pledge on my account and I could not draw out my money, pay my rent or get money to live on. This occurred on a Friday afternoon and we soon found out that there was a legal

hold on all company checks from Ms. Robertson's corporation. There was no reason why, no explanation. This left 10 auto detailers that work in 90 degree plus heat every day without the means to live their lives, eat or pay rent. Many of her company bills, insurance, taxes, etc. were on direct pay. This FTC action invaded a company that had no involvement with the investigation they were conducting.

9. Ms. Robertson lost several employees because she had no way to pay them.
10. She went the very next day to another bank and depleted her personal savings to open new accounts to allow her business to survive. The bank closed at 12, she was there until 2:30 pm that Saturday. She suffered great embarrassment and humiliation for something that shouldn't have affected her at all! It took weeks to recover and threw her business into a tailspin. She has still not recouped the funds she was forced to lay out to keep her business functioning.
11. Personally, I was penniless. I live week to week and wasn't able to do anything but borrow from friends. I became despondent and my credit score dropped over 100 points. I had run up my balances on my credit cards after my surgery but had an excellent payment record (100%) until this happened. As of today, my ability to recover is not in sight and I'm not sure if it will ever happen short of a windfall.
12. I'm not sure if I have gas money to run appointments in order to make money. Ms. Robertson has greatly diminished my roll in her company and my ability to make money has been sabotaged because of this.
13. My name is plastered over the Internet as a codefendant in this case.
14. At 67 years old, I've been instructed to avoid stress, I take over 20 different medications daily, some of which are necessary to keep me calm. They are not working! The feeling of doom and dread has hung over me since this fiasco began.
15. My brother has heart disease and Ms. Robertson has problems with her immune system.

16. I'm not sure where this will take my life. I was happily just getting by, not living the "high life," but not living wondering where my rent, food or expenses would be coming from and whether or not I can make ends meet. I am up nights worrying about my future and it sickens me.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
TAMPA, FL [city, state] on 8/1, 2017.

  
\_\_\_\_\_  
Dennis Cupo

*Opening Brief of Appellants*

Exhibit 2

Lisa Robertson Declaration

Declaration of Lisa Robertson

1. I, Lisa Robertson, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. I am a single mother of one and a minority small business owner in South Florida.
4. I started my company approximately 2 years ago and I have 12 employees doing detailing and window tinting at auto dealerships as well as in homes and businesses.
5. After my opening, I hired Dennis Cupo with whom I had worked with previously in another company. We made an arrangement for him to work on commission where he would receive a weekly draw of funds every week.
6. As I had just opened the business, leads were coming in slowly.
7. Mr. Cupo had just had open heart surgery two months before, so in an effort to help out the situation his brother sent my company a check for \$3500.00 to cover his brother's draw and keep him afloat, giving me a chance to get my business going to a point where Dennis would have enough leads to sell to be successful.
8. One Friday, 5/5/17, a payday, I received a call from my onsite supervisor to tell me he was at the bank and was told that the company's account was frozen and even though there were funds in the account, they couldn't be released. My bank had no information, my employees were in a panic as they live from pay check to pay check.
9. I am the sole owner in my company, I have no partners or shareholders. I have no connection with this case that would give the FTC a reason to seize my business account.
10. In the year prior to the incident I was hospitalized several times and was unable to work. During this period, I made Dennis Cupo a signer on the business account to help expedite day to day operations. I did not make him a partner or give him stock in the company and he is no longer a signer on the account.

11. The effects of this FTC action on myself and my business;

- a. The day after this happened, I spent the next day, Saturday at a new bank until 2:30;
- b. I was forced to deplete my savings account;
- c. I lost 2 employees because of the pay issue;
- d. My health has suffered greatly because of worry and stress;
- e. The financial general balance of my business has suffered greatly;
- f. I am still unable to replenish funds withdrawn from my savings;
- g. This has ruined hard earned banking relationships and tainted my company;
- h. The FTC still has a hold of \$3500.00 on my original account;
- i. I have not told my family because I am so embarrassed;
- j. I have cried, lost sleep, suffered further health issues and been a wreck over this;
- k. The business was forced to place ads, hire and train new employees;
- l. Many accounts, insurance, supplies etc. were on auto pay and had payments denied;
- m. Hours of my time have been taken away from my business to fix these issues;
- n. I never received any explanation from FTC on why this happened;
- o. Even if everything were put back in place, it will not satisfy my pain and suffering;

12. As a minority business owner, my company was put in a bad position because of an FTC mistake. If my company were to fail, many of my employees would be out of a job and forced on unemployment or welfare insurance.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
TAMPA, FL [city, state] on 8/11, 2017.  
  
Lisa Robertson  
Owner Complete Dealer Services  
(954) 588-1000

*Opening Brief of Appellants*

Exhibit 3

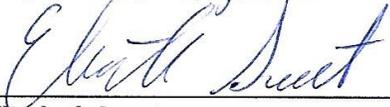
Elizabeth Smart Declaration

Declaration of Elizabeth Smart

1. I, Elizabeth Smart, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. I began working at V-Tec in September 2015.
4. On May 3, 2017, I was at work at V-Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916.
5. At approximately 9 am that day, police officers and several others, whom I later learned were from the FTC, came into the office where I was working.
6. The police told us to back away from the computers and to put our hands in the air.
7. The police directed every employee in the office to sit in the area by the front door.
8. The police told us that they could not explain to us what was happening.
9. The FTC personnel walked around the office looking at the computers and then asked us how to get into the locked office doors. They instructed a coworker to go through the ceiling to unlock the locked offices.
10. The FTC asked for the location of the server room and the passwords to get in. A coworker provided them with the information.
11. The employees were not allowed to have their cellphones or to leave the office.
12. We were told that the Cupos were not in charge anymore
13. Each employee was sent one by one to be interviewed by a man sitting in a conference room.
14. During my interview, I was asked basic information, such as: name, duration of employment, and job title, as well as for my driver's license.
15. While the employees were waiting to be allowed to leave, Barry, the temporary receiver, asked us question about our jobs.

16. After a few hours, some employees complained about not being allowed to leave, have lunch, or be told what was going on. Then, employees who had already been interviewed were allowed to leave, but we were all told that we were not allowed to have any contact with the Cupos.
17. Before I was allowed to leave, I was pulled aside and asked more questions about V-Tec's operations and procedures.
18. On May 22, 2017, I was contacted by telephone and asked more questions. I was also asked if I would sign a declaration. I have not received any declaration.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
Fort Myers Florida [city, state] on August 2, 2017.

  
\_\_\_\_\_  
Elizabeth Smart

*Opening Brief of Appellants*

Exhibit 4

Cliff Shorrock Declaration

Declaration of Cliff Shorrock

1. I, Cliff Shorrock, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. I have worked with V-Tec for over 2 years at the time of the incident. I began my employment in August of 2015.
4. On May 3, 2017, I was at work at V-Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916.
5. I had stepped out of the office to obtain food. Upon returning, I saw several Fort Myers Police Department squad cars in the parking lot. As I walked up to the doors of the building, a man asked me if I was a manager for V-Tec. I told him I was not. He asked if a manager was present. I told him there was not.
6. I began to call the owners on my cell phone and was immediately told that I was not to use my phone. I complied.
7. I asked what was happening. The man told me that he was there to shut down V-Tec.
8. The man, along with several other people, escorted me into the elevator and to the office.
9. I saw two of my colleagues sitting on the couch in the reception area with FMPD officers.
10. The people who escorted me to the office were trying to get into the individual offices. One of them asked me if I knew how to get in. I remembered the location of a spare key and provided it to them.
11. They opened all the offices and the network closet, and disconnected all of the network equipment.
12. All of the employees were asked to place their cell phones on a desk.
13. Each employee was taken one-by-one into Angelo's office for questioning and asked to provide their driver's license or ID card.

14. I was also asked to log in to the server so the people on site could access the data on the server.
15. Before I was allowed to leave, I was told to take my personal computer equipment with as I might never get it back otherwise. Personal equipment was: 1 4 Port USB 2.0 Hub & 1 20" Widescreen LCD monitor.
16. During this, Anyone that requested use of the restroom had to be escorted by FMPD Officers. Any employees arriving for their shift were immediately detained & asked to place their phone on Zane's desk at the front of the office.
17. When we asked about the documents pertaining to this seizure, We were given copies to read but told we could not retain these copies. Later they decided to let some of us retain these copies & email copies to other employees.
18. At no point in time during the raid was I shown a search warrant and I am not aware that a search warrant was shown to anyone else. (F.S. 933.11: All search warrants shall be issued in duplicate. The duplicate shall be delivered to the officer with the original warrant, and when the officer serves the warrant, he or she shall deliver a copy to the person named in the warrant, or in his or her absence to some person in charge of, or living on the premises. When property is taken under the warrant the officer shall deliver to such person a written inventory of the property taken and receipt for the same, specifying the same in detail, and if no person is found in possession of the premises where such property is found, shall leave the said receipt on the premises.)

I declare under penalty of perjury that the foregoing is true and correct. Executed in Fort Myers, FL on May 2<sup>nd</sup>, 2017.

  
Cliff Shorrock

*Opening Brief of Appellants*

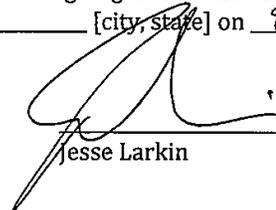
Exhibit 5

Jesse Larkin Declaration

Declaration of Jesse Larkin

1. I, Jesse Larkin, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. On May 3, 2017, I was at work at V-Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916.
4. On the morning of May 3, 2017, the FTC came into the office and told us to put our hands up and to step away from the computers.
5. We were not allowed to touch anything and were corralled into the front corner of the office.
6. Everyone's cell phone was confiscated.
7. When additional employees arrived, they were also corralled into the same area.
8. Some employees had child care concerns, but were told that they had to wait, but were being held, not arrested. The person in charge implied that there would be repercussions for anyone who tried to leave.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
Fort Myers, FL [city, state] on 8/21, 2017.

  
\_\_\_\_\_  
Jesse Larkin

*Opening Brief of Appellants*

Exhibit 6

Nichole Ellis Declaration

Declaration of Nichole Ellis

1. I, Nichole Ellis am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. On May 3, 2017, I was at work at V-Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916.
4. I arrived at the office at around 11 am. At that time, the morning crew was there all crammed in the reception area on a small couch or in chairs in front of the desk.
5. I asked some of the others what was happening and was told that some people had come into the office, took over, shut down the internet and telephones, and would not let the employees leave.
6. One of my colleagues told me that he had been told that if anyone tried to leave before being interviewed, the people would inform the judge.
7. I asked if we could contact the Cupos. One of the men told me that I could not talk to the Cupos about the case and that if I talked to them, I would probably be looked at as being under investigation too.
8. One of the employees asked for a statement in writing that he was free to go. We were given a document to look at. I asked for a copy but was told that I could not have one. The documents were then retrieved from the employees. Some employees were upset because they had signed a document stating that they had received a copy of the document that had just been taken from them.
9. One employee picked up his phone and tried to leave. One of the men told us that he couldn't give us legal advice and that it would be said that we were free to go, but if anyone actually left, the court would be told who cooperated with the investigation.

10. We have been prevented from responding to our customers or informing them in any way why we aren't able to help them.

I declare under penalty of perjury that the foregoing is true and correct. Executed in Cape Coral FL [city, state] on Aug 01, 2017.

Nichole Ellis  
Nichole Ellis

Nichole Ellis  
August 01, 2017

*Opening Brief of Appellants*

Exhibit 7

Angelo Cupo Declaration II w/attachments

Declaration of Angelo Cupo

1. I, Angelo Cupo, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. On May 3, 2017, I arrived at Vylah Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916 at approximately 1:30pm in the afternoon.
4. I had called the office over 10 times earlier during the day, but no one answered the telephone.
5. I had called the cellphones of all senior employees to find out why the office telephones did not appear to be working, but was unable to reach anyone.
6. When I arrived at the Vylah Tec offices on May 3, 2017, there were 5 police cruisers parked outside the building.
7. Upon entering the building, I stopped to use the restroom. When I exited the restroom, a police officer was waiting by the restroom door and told me I had to come with him, he escorted me to the Vylah Tec offices.
8. When I entered the Vylah Tec offices, there were approximately 10 representatives of the FTC, representatives of the Florida Attorney General's Office, and local law enforcement (individually and/or together "FTC Party") who identified themselves to me. I had no reason to believe that their self-identification was inaccurate.
9. No copies of any employee statements taken during the raid have ever been made available to me.
10. The FTC and or Attorney General's office asked if I would be getting counsel. I replied yes. All members of the FTC and Attorney General's office promptly left the

Vylah Tec offices, leaving me with the Receiver, his assistant Frank, a few techs looking at hard drives and the local law enforcement.

11. I was introduced to Barry Mukamal and told that Mr. Mukamel had been appointed as Receiver and would be taking over the running of the business, and that neither I, nor my father, would be able to operate the business for an unknown period of time.
12. I was told they shut down the network and the security cameras and no one would be allowed to work or answer all our customers' calls.
13. At my first conversation with the receiver, I asked Mr. Mukamal when Vylah Tec could resume business because we do not do anything wrong. His response was, "Never." He also informed me that he does not have the power to reopen our company. This was before he issued any report or received any documents from us.
14. Since mid-June, we have been in constant contact with the Receiver, seeking information on when and how we could reopen for business and highlighting the damage that is being done to our customers, who are entitled to technical support and who are not receiving it because the Receiver will not allow us to respond to the countless calls, emails, and voicemails for help. *Correspondence with Frank Kessler, Exhibits B and C.*
15. We have received significantly more negative reviews, complaints, and overall harm done to customers due to the FTC's actions in the last 3 months (TRO) then we have ever received while open for 3 years.
16. Since May 3, 2017 (TRO) when the receiver took over command, we have received over 100,000+ customer calls in which customers of Vylah Tec have waited on

“death hold” for over 6,700+ hours. Every day we are closed, more harm comes to our customers. *Report from Call Tracking System, Exhibit A.*

17. Along with all the missed customer calls, we have thousands of voicemails from customers needing assistance that have not been addressed yet, as well as hundreds of emails that are all still unanswered while the receiver has been in control.
18. Between March 24, 2017 and May 3, 2017, V-Tec received 35,779 calls from customers. *Report from Call Tracking System, Exhibit D.* Of those, customers from 2,460 calls, or 6.9%, were offered software to purchase. This percentage reflects that we do not offer services or software to nearly 93% of our callers, we simple provide tech support services. *Report from Call Tracking System, Exhibit E.*
19. Between March 24, 2017 and May 3, 2017, of the 35,779 customers that called for support services, only 363 customers purchased additional software or services. This is 1% of sales activity that occurred. This is the AVG percentage of “upsells” that occur.
20. Since January of 2016 to March 3<sup>rd</sup> 2017, we have answered and provided USA based tech support services to nearly 464,072 calls.
21. V-Tec conducted a customer satisfaction survey of customer experiences during the period of March 2016 until the day of the raid on May 3, 2017. Of 7,947 responses, 7,577 customers response indicated that they were satisfied with the service they received and only 208 customer responses indicated that the customer was not satisfied—97.4% satisfaction rate. *See Exhibit F for summary of responses.*
22. Among the concerns that we have raised to the Receiver is the need to finalize our 2016 taxes. When we raised this issue to the Receiver, his office responded as

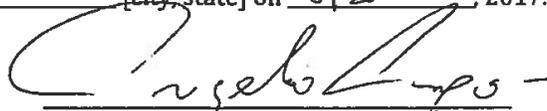
follows: "The company elected to form and report as a partnership and thus file utilizing an 1120S which flows through to each individual partner. Accordingly, the Receivership is not responsible for any federal tax obligation arising from any of the tax returns provided." *Correspondence with Frank Kessler*, Exhibit B, fourth page at item 1. As the Receiver, who is an accountment, must know, as S-Corporations wholly owned by my father, the tax liability flows through to my father—but the Receiver has taken all the money that should be available to satisfy the tax bill. The Receiver did not explain how my father can resolve any tax liability when his personal, as well as the corporate accounts, have been frozen.

23. As a direct result of the FTC's actions, I have suffered, and continue to suffer, the following harms:

- a. Due to the TRO on myself individually, I cannot use any of my credit cards or my bank account, which makes paying bills, debt, and basic living necessities all extremely difficult;
- b. My relationship with my parents has suffered due to the stress and anxiety of being left with limited funds and being individually frozen of all activity due to the TRO;
- c. My credit score was 770 and has dropped over 150 points due to outstanding debt I cannot afford to pay. The FTC has also locked my credit cards which in effect I cannot make payments to and are also the reason my credit score is dropping significantly;

- d. Due to the freeze on all our assists, and the limited amount of funds I no longer can afford to pay my rent, potentially leaving me at risk of being evicted;
- e. The pressure and stress from all of this does not allow me to sleep well at night;

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
Esterro, FL [city, state] on 8/2, 2017.

  
\_\_\_\_\_  
Angelo Cupo

## A. Cupo Dec. II – Exhibit A

Home

Dashboard

Reports

1-800-553-8159

Total Elapsed Time: 6 s

Sort Order: Ascending Show Subtotals:

**Time Frame**

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Interval: Date Range

Start: 5/3/2017 8:50 AM

End: 7/31/2017 8:46 AM

- Customize
- Save As
- Export Details
- Schedule
- Add Chart
- Edit Chart
- Delete Chart
- Exit

QUEUE WAIT TIME	
100862	67:49:54:44
100862	67:49:54:44

A. Cupo Dec. II – Exhibit B

-----Original Message-----

From: Frank Kessler <FKessler@kapilamukamal.com>  
To: bcupo <bcupo@aol.com>  
Cc: ajcupo91 <ajcupo91@gmail.com>  
Sent: Sat, Jun 17, 2017 5:14 pm  
Subject: RE: Concerns

Angelo,

Below you will find responses to the various housekeeping issues you inquired about today. Our office will continue to work to resolve the issues you address and they will be completed shortly.

We are currently evaluating your current submission and will respond to that as well when complete.

Regards,

Frank

**Frank Kessler**  
*Senior Consultant*

**Kapila Mukamal**

CPAs, Forensic and Insolvency Advisors

1 SE 3<sup>rd</sup> Ave, Ste 2150  
Miami, FL 33131  
Direct: (786) 517-5728  
Main: (786) 517-5771  
Fax: (786) 517-5772  
[fkessler@kapilamukamal.com](mailto:fkessler@kapilamukamal.com)

**From:** [bcupo@aol.com](mailto:bcupo@aol.com) [<mailto:bcupo@aol.com>]  
**Sent:** Tuesday, June 13, 2017 9:57 AM  
**To:** Frank Kessler <[FKessler@kapilamukamal.com](mailto:FKessler@kapilamukamal.com)>  
**Cc:** [ajcupo91@gmail.com](mailto:ajcupo91@gmail.com)  
**Subject:** Concerns

Hi Frank,

Please see below.

1. The taxes from 2016-2017 need to be paid.
  - The 2016 tax papers were provided when we sat down at our office.

[FK] The company elected to form and report as a partnership and thus file utilizing an 1120S which flows through each individual partner. Accordingly, the Receivership is not responsible for any federal tax obligations arising from any of the tax returns provided.
  - For 2017 please contact Craig Kind our accountant.

[FK] The Receiver will evaluate 2017 tax filings.
2. There are several agents with outstanding payroll concern [FK] The absence of detail below is not helpful.
  - Sarah Podkowa needs her 04/28 payroll check re-done so she may be fully paid for her time.

[FK] You provided to us the payroll schedule which was processed despite a multitude of missing information. You have provided no data with specifics of what needs to be "re-done".
  - Sarah Podkowa claims not to have received the check that was written 05/26.

[FK] Elliott will check on the status of a check if it was issued by ADP during the previous process. As indicated, you provided the payroll data.
  - Jessica Singleton needs her 04/28 payroll check re-done so she may be fully paid for her time.

[FK] You have provided to us no information from which to generate any payroll. Where is the payroll data from which to process this check?
  - Mika Wright claims he did not get his direct deposit information for 04/28 paycheck, he sent me a screenshot of his bank account history to show no deposits since 04/14.

[FK] Elliott will confirm status of this check if it was issues with the last processing.
  - Kathryn Poole claims a shortage of 2 hours on her 05/26 check, will need to be paid out to her.

[FK] Elliott will confirm the information provide which was the basis for the processed payroll. Are you saying that the payroll requested was short 2 hours or that our office shorted the two hours?
3. BBB complaints - we need to answer to them before it's too late. BBB complaints would have

been sent to the [vts@vtecsupport.com](mailto:vts@vtecsupport.com) email address. If not, we should be able to call them and get a link sent to whatever email address we want. We want to respond to these complaints and advise the customers of the business temporary closure and advise when we reopen we will put them to be contacted as a priority to resolve any issues we can at that time.

[FK] VTec's history with BBB begins on 9/22/14. Customer responses begin 2/16/2017 with the last entry on 5/18/17. There are a total of 72 responses (69 positive and 3 negative). Your rating is an F despite only three negative reviews as VTec's composite score is a 2.26 out of 5. There are two negative responses since receivership inception. The Receiver is evaluating a way to properly communicate the company's status to the BBB.

4. Can you please send an updated ledger for expenses paid?

[FK] Elliott, send an updated ledger.

5. Chargebacks need to be reimbursed to first citizens bank Our online banking access has been blocked. We need to contact First Citizens bank and reimburse all chargeback expenses.

[FK] Elliott is reconciling this matter with First Citizens Bank and will be addressed by the Receiver.

6. Customer Refund Requests - we need to call back customers that have requested refunds and answer any questions/concerns and or process refunds

[FK] Once the Receiver understands the scope and measure of the returns being sought, a plan to deal with refunds will be considered.

7. Missed calls- we are currently at 50k missed calls since being shut down. We need to get agents back on phones asap!

[FK] Under evaluation from you most recent submission.

8. Websites - we want access to our websites to make small changes to the pages the FTC had concerns with. The Websites would need to be turned on and changes made. We would also have to contact Carolina to have her make the changes to Express Tech ASAP. Should be simple to take down images.

[FK] This request is premature. This is a component of any restart.

\*\*\*\*\*

Any accounting, business or tax advice contained in this communication, including attachments and enclosures, is not intended as a thorough, in-depth analysis of specific issues, nor a substitute for a formal opinion, nor is it sufficient to avoid tax-related penalties. If desired, KapilaMukamal would be pleased to perform the requisite research and provide you with a detailed written analysis. Such an engagement may be the subject of a separate engagement letter that would define the scope and limits of the desired consultation services.

\*\*\*\*\*

This transmission is intended to be delivered only to the named addressee(s) and may contain information that is confidential, proprietary, work-product or privileged. If this information is received by anyone other than the named addressee(s), the recipient should immediately notify the sender by e-mail and by telephone (954) 761-1011 and obtain instructions as to the disposal of the transmitted material. In

no event shall this material be read, used, copied, reproduced, stored or retained by anyone other than the named addressee(s), except with the express consent of the sender or the named addressee(s).  
Thank you.

## A. Cupo Dec. II – Exhibit C

Tue, Jul 11, 2017 2:37 pm

RE: update please

From Frank Kessler FKessler@kapilamukamal.comhide details

To Angelo Cupo ajcupo91@gmail.com

Cc bcupo bcupo@aol.com

show image slideshow

Angelo,

Our office understands your concerns. The Receiver's review is near completion and there are observations and concerns over restart which we will need to meet and discuss with you. We believe that you will understand our observations and we will seek your assistance in understanding their resolution.

Regards,

Frank

**Frank Kessler**  
*Senior Consultant*

**Kapila Mukamal**

CPAs, Forensic and Insolvency Advisors

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[fkessler@kapilamukamal.com](mailto:fkessler@kapilamukamal.com)

**From:** Angelo Cupo [<mailto:ajcupo91@gmail.com>]

**Sent:** Tuesday, July 11, 2017 2:11 PM

**To:** Frank Kessler <[FKessler@kapilamukamal.com](mailto:FKessler@kapilamukamal.com)>

**Cc:** [bcupo@aol.com](mailto:bcupo@aol.com)

**Subject:** update please

Hi Frank,

We are very concerned with the performance of your team and lack of communication on how the receiver plans to move forward. There is a very clear court order that states for our parties to work together on reopening the company. We are well over 60k missed calls from our valued customers that have our support services and desperately need assistance and your team has done nothing but negate the fact that hundreds of innocent consumers are sitting on death hold for hours and hours every day.

We have gotten more consumer complaints since the receiver has been in charge then we have had in the 3+ years in business.

If you can please be so kind to update us ASAP, it would be much appreciated.

Thanks,  
Angelo

-----Original Message-----

From: Frank Kessler <FKessler@kapilamukamal.com>  
To: Angelo Cupo <ajcupo91@gmail.com>  
Cc: bcupo <bcupo@aol.com>  
Sent: Tue, Jul 11, 2017 2:37 pm  
Subject: RE: update please

Angelo,

Our office understands your concerns. The Receiver's review is near completion and there are observations and concerns over restart which we will need to meet and discuss with you. We believe that you will understand our observations and we will seek your assistance in understanding their resolution.

Regards,

Frank

**Frank Kessler**  
*Senior Consultant*

**Kapila Mukamal**

CPAs, Forensic and Insolvency Advisors

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Miami, FL 33131  
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Cc: [bcupo@aol.com](mailto:bcupo@aol.com)  
Subject: update please

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Thanks,  
Angelo

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Any accounting, business or tax advice contained in this communication, including attachments and enclosures, is not intended as a thorough, in-depth analysis of specific issues, nor a substitute for a formal opinion, nor is it sufficient to avoid tax-related penalties. If desired, KapilaMukamal would be pleased to perform the requisite research and provide you with a detailed written analysis. Such an engagement may be the subject of a separate engagement letter that would define the scope and limits of the desired consultation services.

\*\*\*\*\*

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## A. Cupo Dec. II – Exhibit D

Home

Dashboard

Reports

1-800-553-8159

lete

Total Elapsed Time: 2 s

Sort Order: Ascending Show Subtotals:

**Time Frame**

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Interval: Date Range

Start: 3/24/2017 1:22 PM

End: 5/3/2017 1:21 PM

Customize

Save As

Export Details

Schedule

Add Chart

Edit Chart

Delete Chart

Exit

35779
35779

Copyright 2001

A-37

## A. Cupo Dec. II – Exhibit E

Home

Dashboard

Reports

1-800-553-8159

Position

Time

Total Elapsed Time: 1 s

Sort Order:  Show Subtotals:

Sort Order:  Show Subtotals:

**Time Frame**

Time Zone:

Interval:

Start:

End:

- Customize
- Save
- Save As
- Export Details
- Schedule
- Add Chart
- Edit Chart
- Delete Chart
- Exit

CALLS	
	2460
	2460

Copyright 2001

A. Cupo Dec. II – Exhibit F

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/1/2017 18:29:03		cathy	in customer service	questions, then she hung up on me. I called back & cancelled my order. in this
1/2/2017 8:37:06	7033396230	Arthur B	Yes	
1/2/2017 8:38:28	9417649022	Stephannie	Yes	Very impressive the way she pinpointed the problem and resolved it.
1/2/2017 9:38:02		cliffs	Yes	
1/2/2017 10:24:38	239 458-2816	can't remember		print.
1/2/2017 11:00:17	4023391626	amber	Yes	tech very knowledgeable, courteous, and proficient. good experience
1/2/2017 11:56:13	614-401-7285	Jeremy	Yes	Agent was very helpful and addressed all of my known issues.
1/2/2017 12:22:28		Jessie	Yes	lifetime tech support. It has certainly paid for itself. Thank you so much. Every
1/2/2017 13:45:28	81889782074	Raymond	Yes	were so busy today
1/2/2017 14:05:10	9516790080	angelo	Yes	very polite and willing to help and solved the problem
1/2/2017 14:44:03		JeffR	Yes	
1/2/2017 15:37:21			Yes	
1/2/2017 16:09:25	609 893 7664	Angelo	Yes	the process of fixing my PC. They both worked very hard for me and I appreciate
1/2/2017 16:22:26	304-277-4573		Yes	
1/2/2017 17:23:41	805-691-9955	ivan	Yes	he told me how completed the new computer is
1/2/2017 17:30:55		jessica s	Yes	
1/2/2017 18:24:03	7172380227	elizabeth	Yes	and everything was resolved. Thank You
1/2/2017 18:35:35		jaleal	Yes	
1/2/2017 19:03:39	843 872 5075	tiffany	Yes	very professional very polite very helpful
1/2/2017 19:05:04	7146239731	IneshiaF	Yes	myself. I do know (and like) that the Vtec people were very easy to work with.
1/2/2017 19:15:47	4107903332	Christian	Yes	personality. Great experience with his expertise.
1/2/2017 19:23:30	3606871980	Chris C	Yes	took care of the problem and was a great help
1/2/2017 19:31:50		Quinn A	Yes	Very satisfied.
1/2/2017 20:06:20	2013967649	Chris	Yes	Knowledgeable professional helpful. Good work. Thanks
1/2/2017 23:18:22	2104887281	QuinnA	Yes	technical support person. I had a very simple question that was gladly answered
1/2/2017 23:18:41		Chris	Yes	
1/3/2017 11:17:02	603-476-5737	Stephanie	Yes	she is a credit to Vtech
1/3/2017 11:18:15			Yes	
1/3/2017 13:00:34	216-441-1202	Jeffy	Yes	Jeffy was very helpful, and very informative. Really appreciate his help.
1/3/2017 13:24:25	5616335869	yes	Yes	very good job Happy New Year
1/3/2017 14:20:21		Monica H	Yes	tremendous knowledge and answered every question that I had. I enjoyed her
1/3/2017 14:30:00	6304427411	James	Yes	
1/3/2017 16:13:18	9544343134	James	Yes	
1/3/2017 16:19:33			Yes	
1/3/2017 17:16:24	3479343511	Jeyla	Yes	She was very patient and was aaable to solve both my problems. Thank you
1/3/2017 17:24:40	Luz	Raymond ?	Yes	
1/3/2017 17:44:08	9289162737		Yes	she was very helpful I cannot believe that someone could be so kind and helpful while giving us service. He was fast, and I think he's brilliant!!!! He definitely needs a promotion!!! He never made us feel stupid, and we always feel stupid when dealing with technology. I told him he was immortal, and I think he's the best tech I've ever worked with. Just call him Superman!!!!!!!!!!!!!!!!!!!!!!
1/3/2017 17:52:36	409-656-9994	sean	Yes	
1/3/2017 18:25:42			Yes	
1/3/2017 18:30:22	8473587289	chris b	Yes	She was fantastic
1/3/2017 18:35:50	5737745586	RobertoF	Yes	Felt more secure about my antivirus since HP had said negative things.
1/3/2017 19:22:44	9494962261	matthew p	Yes	extremely patient and thorough = got me through my frustration
1/3/2017 20:12:40	2187316246	Olga	Yes	Very friendly and knowledgeable
1/3/2017 20:17:46		Mike	Yes	I was very happy with the service. Jon was very courteous and helpful. He explained everything that he was doing. Explanations were given in a manner that were easily understood. Jon was very helpful and I appreciate his help. excellent help
1/3/2017 20:31:57	419-747-7775	Jon Casino	Yes	
1/3/2017 22:35:18	210-219-0924		Yes	
1/3/2017 22:44:03			Yes	
1/3/2017 22:45:43	3015208223	chris b	Yes	great ser.
1/3/2017 23:32:08	209-581-9732	quinn matthe	Yes	took a lot of work to gain access to my computer, but he stayed with it and was successful. great job.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/3/2017 23:33:54		Quinn	Yes	
1/3/2017 23:44:02		Sean C	Yes	Great Service and it didn't take all day.
1/4/2017 0:10:53	3363747777	Matthew	Yes	I have called for assistance and have spoken with 3 representatives. All of them were helpful and very courteous - and resolved my issues promptly. He was extremely patient and remained on the problem until I had no more concerns even though I could hear in the background how very busy they were
1/4/2017 10:51:20	9494962261	Matthew P	Yes	The agent was excellent in figuring out the problem on my computer. Matthew was terrific. Took time to explain and answered all my questions and fixed my computer. Thanks a million Matthew and Vtech!
1/4/2017 11:38:09		James L	Yes	This is the best service I have ever had. Thank you for a great job. For people to know as much as they do and fix my puter is mind blowing
1/4/2017 12:17:25	8135453952	Matthew K	Yes	Super quick, easy and informative. Had the same agent I had previously, and they was ever helpful. Thanks again CliffS
1/4/2017 12:37:03		Don't remem	Yes	The agent was very helpful and courteous .
1/4/2017 12:37:10	347-271-5323		Yes	Very patient person & confidant in doing his job. Very thankful to him. he knew exactly what was wrong and he fixed it, 1 minute! I was on the phone waiting for 1 hour
1/4/2017 12:41:29	2404629955	CliffS	Yes	
1/4/2017 13:22:26	7186821810	Elizabeth G	Yes	
1/4/2017 13:32:22		Cliff	Yes	
1/4/2017 13:45:52		Cliff	Yes	
1/4/2017 14:49:35	9894632612	Liz.	Yes	
1/4/2017 15:32:57	214-728-9980	Elijah and Je	Yes	
1/4/2017 16:03:20	727-389-8751	Elizabeth	Yes	
1/4/2017 16:10:21		Tiffany L	Yes	Tffany L was very helpful and patient. She took care of all my requests.
1/4/2017 16:25:54	4432820009	Latravia	Yes	Very helpful - patient. Thanks
1/4/2017 16:58:08		jalel	Yes	Agent was very courteous and professionL
1/4/2017 18:09:55			Yes	
1/4/2017 18:36:35		?	Yes	
1/4/2017 18:36:50				
1/4/2017 19:15:02	9045578510	Brihanna	Yes	I will no longer purchase a computer without your services...I am thrilled to have ENGLISH speaking reps who can talk and not tell me continuously!!!! "we can fix that for you". Thanks so much for you help in everything you do .. have a Happy New Year and keep up the GREAT work!!!!
1/4/2017 19:15:35	7183644984	JERRY	Yes	NICE man and very helpful
1/4/2017 20:26:20		Jerry H	Yes	He was so very helpful, and kind.
1/4/2017 20:34:42	7406635456	bryannia	Yes	She was very courteous and knowledgeable
1/4/2017 22:43:24	7155776622	Robinson	Yes	
1/4/2017 23:21:57	770-630-7829	ElisabethB	Yes	Elisabeth was extremely helpful. She went above and beyond to assist and provide support. Thanks
1/4/2017 23:38:05			Yes	
1/4/2017 23:45:00	Calvin Malone	Sean C	Yes	great help thanks sean!
1/5/2017 6:36:28	671 653 1444	Rodrigo B	Yes	
1/5/2017 8:27:52		StephanieL	Yes	I was overall satisfied with my service, but I would have liked to know that she was about to close my internet browser. I had some private tabs open with a few things I was looking at on Ebay and I would have liked to remember what they were before the window was closed. Also, I am not completely sure if she wanted me to uninstall the 3rd party web browser I was using and only use Microsoft Edge or what. I'm not going to uninstall because that's were all of my bookmarks are and with that browser I can just log in and share between devices. thank you for calling me back. Elizabeth was wonderful and patient in helping me get started and installing new programs
1/5/2017 9:51:56	973 423 4098	elizabeth g	Yes	
1/5/2017 12:06:25		james	Yes	
1/5/2017 12:21:22			Yes	
1/5/2017 13:08:05	3056885385	dont rememt	Yes	he was very great
1/5/2017 13:25:30			Yes	
1/5/2017 14:10:43		chris	Yes	
1/5/2017 14:33:50		was awesome	Yes	
1/5/2017 14:34:30	610-316-6585	Stephanie L	Yes	She was so pleasant to begin with and she helped me with multiple problems that I have been trying to figure out for a month. She gets all "10s". I loved, loved loved her Attitude. Attitude is Everything! We old people can't help because we weren't raised on Computers, but you have to give us an "A" for trying. Thanks again for being soooo helpful. Have a good week and year and I hope I get her if I have to call back. I'll try not to, but you never know....
1/5/2017 15:38:24	9499811946	Monica H	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/5/2017 15:48:22		cliff s	Yes	very good as usual cliff is awesome n much appreciated be my along with vtech:)
1/5/2017 16:36:58	480-259-4732	ChrisC	Yes	I have dealt also with Arthur, Addison and James D, They have all been very professional and helpful. Thanks guys!
1/5/2017 17:16:56	2022855754	j johnson	Yes	satisfied with service but took to long to trouble shoot problem was on chat since 1240 and finally tech came on 1 hr later and then for about 40 min I sat idle during session and had to call customer service , left message for them to call back , finally representative came back on computer session around 405 , last
1/5/2017 17:22:06	941-358-1213	Sorry I forge	Yes	chatted with him at 325, see chat details.
1/5/2017 17:47:14	732 337 6853	Addison S.	Yes	Very pleasant and helpful glade I have your support. Happy New year Addison S. is the most patient, knowledgeable, efficient and friendly technician that has ever helped me; and there have been many. He took care of a billing situation for me with ease and a few simple directions. When he asked if there was anything else he could help me with, I'm sure he never expected a display of such ignorance of computers! He corrected my problems, explaining steps to follow to avoid future mishaps. It was an education to just watch what he was doing on the screen making it possible to see and connect mentally to the procedures he demonstrated. He displayed the patience of a saint in answering the perplexing questions of a senior citizen. I love the computer that I purchased but the assistance that comes along with it adds a value to it that is immeasurable. Thank you Vtec for Addison who made a pleasant experience out of a frustrating situation. Hopefully, his suggestions will lessen future calls but I will not hesitate to again learn from your professional staff. So happy to have experienced Vtec in a personal way!
1/5/2017 18:07:48	7046072447	Arthur	Yes	Arthur was extremely helpful. After working with 3 other tech reps, he was able to complete the task and recommended additional services to protect the PC
1/5/2017 18:16:45		michael	Yes	very friendly and patient
1/5/2017 18:55:38	3152884633	elizabeth	Yes	she was very polite and answered all my questions
1/5/2017 20:09:43		SeanC	Yes	
1/5/2017 21:09:05	218.731.6246	TiffanyH	Yes	
1/5/2017 21:33:57	7867151485	Matthew P	Yes	I am absolutely ecstatic!!! I've had so many difficulties trying to set up my printer and this gentleman has been WONDERFUL. He listened to my situation and I didn't have to repeat myself!!! it is so refreshing to have someone actually listen attentively and really provide superior customer service!! Thank you Matthew, thank you so much!!! now I can print important documents and policies!!!
1/5/2017 21:50:00			Yes	
1/5/2017 22:38:25	916-747-1868	TIFFANY H	Yes	TIFFANY H DID A GREAT JOB. PRODUCT FAILURE ADDRESSED.
1/5/2017 22:54:44	7207675717	Tiffany H	Yes	she was very helpful with pc problem / well done ! Thanks
1/5/2017 22:58:29		ineshia f	Yes	Ineshia F was very nice and helpful and is very good at her job. On scale of 1 to 10 I would rate a 10. Thanks for your help
1/5/2017 23:09:33		bryhanah	Yes	
1/5/2017 23:29:01			Yes	
1/5/2017 23:52:19	980 255-8381	Chris C.	Yes	He was professional and provided excellent customer service. Thanks for people like him who make the sale of all these high tech items possible, because without them they would all be returned.
1/6/2017 0:02:19		tiffany	Yes	
1/6/2017 1:36:32		ANTHONY	Yes	VERY NICE AND PROFESSIONAL
1/6/2017 9:29:27		Stephannie	Yes	
1/6/2017 10:56:52		sahra	Yes	
1/6/2017 12:42:02	6464792761	cliff	Yes	cliff was very helpful and nice
1/6/2017 12:58:16		Jessiel and	Yes	I can't tell you how wonderful to have some one wait on you that is kind and good at their job. Thank you so so much
1/6/2017 13:18:32	505-2523454	Ciffs	Yes	I had the pleasure to speak to CLIFFS a supervisor. And was helped very quickly . I just want to say, he gave outstanding customer service and tech support. As has been my experience with each person that has helped me at V tech
1/6/2017 13:36:05	7166836219	a very helpfu	Yes	They all get an AAAAAAAA+++++++ Thank You. Again Corrinna G the service tech was very helpful. he was able to answer to take care of a couple issues for which I am very appreciative.
1/6/2017 13:52:46	9099442807	Monica	Yes	it would be nice of Microsoft would place a user guide in documents, to enable consumer in browsing for answers to specific application questions.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/6/2017 14:51:59	3308440414	shelby	Yes	amazed at your techs knowledge and patience with me. thanks so much
1/6/2017 16:00:32	4103042788	Cliff	Yes	Thanks for the help I appreciated very much Ryan's help. I'm not great with computers he has been very patient with me as well very knowledgeable and professional throughout the whole time needed to fixed the laptop issue I called with.
1/6/2017 16:10:06	203 873 6577	Ryan	Yes	
1/6/2017 16:26:57		michael	Yes	
1/6/2017 16:33:42	770-328-2587		Yes	
1/6/2017 16:40:14			Yes	
				He was
1/6/2017 17:30:50	916-332-3560	Michael Lawr	Yes	He was great again!
1/6/2017 19:10:27	215-431-2368	Quinn A	Yes	Quinn was very helpful and courteous. Solved my problem
1/6/2017 19:25:55			Yes	
1/6/2017 19:46:54	5129222611		Yes	I forgot his name...but I have spoke to him several times and he is great!
1/6/2017 19:51:42		janel	Yes	she was very professional. THANKS both times that I called tonight they fixed the problem and were helpful and informative thank you so much
1/6/2017 20:21:13		chris c and j	Yes	
1/6/2017 20:47:25		female name	Yes	
1/6/2017 20:54:09		Carlin	Yes	
1/6/2017 21:08:43		Quinn A	Yes	Rate him 5+ stars. He was extremely helpful and patient, professional and couteous Michael was the efficient, professional and had a great attitude in dealing with people who really didn't know much of what they were doing. His overall knowledge compensated for what we lacked. It has been a real pleasure dealing with such professionalism. Thank you. Elizabeth is the excellent support person that helped me tonight. She explained everything so very clearly and patiently that even I (no geek here!) was able to respond and follow her directions. It would be great if all tech support persons were as excellent as she is. In other experiences with tech, I have found them so difficult to understand and follow, it was very frustrating. Fortunately, tonight was a great experience working with her, and I hope she is justly rewarded and appreciated for such good work!! he was great and very helpful
1/6/2017 21:31:04	7082938709	Michael L	Yes	
1/6/2017 21:52:27	5174823337	Elizabeth B	Yes	
1/6/2017 21:53:16	937-364-2033	sean c	Yes	
1/6/2017 21:57:19	8286867943	R Johnson	Yes	
1/6/2017 22:16:16		michael	Yes	
1/6/2017 23:42:34	3302738134	carlin	Yes	I was completely satisfied with the assistance and the patience of the representative.
1/7/2017 1:15:31		Quinn A	Yes	
1/7/2017 8:49:17	4069393657	RYIAN	Yes	THANK YOU FOR YOUR WELCOMED SERVICE He was so kind helpful and patient with me encouraged me so much on my first computer at the age of 77 Couldn't ask for a nicer person to help me
1/7/2017 9:46:48		Ryan P	Yes	
1/7/2017 11:51:36	607-265-9270	olga	Yes	Had a lot of feed back on both ends of our phone call .. Very annoying .. Had to cut phone call short .. Was not able to talk of all my computer problems ..
1/7/2017 13:12:51	303-895-7096	Sarah	Yes	
1/7/2017 13:39:25		Don't rember	Yes	this service is necessary for someone like me that does not have a tech background and needs help with pc/laptop issues
1/7/2017 13:53:56		Olga - very p	Yes	
1/7/2017 14:36:03			Yes	
1/7/2017 15:01:24		James.D	Yes	James was very knowlegable and was very patinete She was very helpful and nice to us when having the conversation. She was able to fix our issue after a while. Thank you!
1/7/2017 15:11:52	2019813560	Sarah P.	Yes	
1/7/2017 15:38:40			Yes	
1/7/2017 15:51:12		Bhrianna		over an hour and still nothing was fixed an now i have to call back and hope i get some one who knows what they are doing not very happy I still need to check my email status to make sure it is fixed. Not happy about the anti virus but Haley was very patient and answered all questions asked of me. very helpful
1/7/2017 16:08:56	(540) 949-7041	not sure	Yes	
1/7/2017 16:40:47	803-456-4065	Haley M.	Yes	
1/7/2017 16:45:50		tiffany	Yes	
1/7/2017 16:53:18	9543147191	haley m	Yes	
1/7/2017 17:16:23		PennC	Yes	
1/7/2017 17:49:21			Yes	great service. I'm completely satisfies

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/7/2017 17:57:34	860-568-9338	OlgaG	Yes	Olga was so professional and patient. She answered all my questions and explained to me anything I did not quite understand. I appreciated the time she put into resolving my computer issues. he was extremely helpful.
1/7/2017 18:25:43	760-341-8675	Carlin B	Yes	
1/7/2017 18:29:22			Yes	
1/7/2017 18:36:29		Tiffany	Yes	I was very satisfied with the service that Tiffany give to me. I would give her a 10 very patient and got us connected. Christian was so patient with me - a 78-year-old who is not tech-savvy. He was able to answer my questions and even installed ThinkFreeOffice for me, as well as related items. He made it a pleasurable experience.
1/7/2017 18:52:16		bryanna	Yes	
1/7/2017 19:17:07	330-724-6974	Christian	Yes	I appreciate her being able to expedite as soon as she did to work towards my very needed resolve. Thank you for helping me with these serious and ongoing concerns Sean!! GOD BLESS..BLESS GOD... <>< she was kind and very helpful. stuck with it until i was satisfied and made sure i knew how to do it myself. nice person
1/7/2017 19:34:35	469-879-6524	Matt	Yes	
1/7/2017 19:38:48	7278313842	I'm sorry, we	Yes	did a great job Very Satisfied Customer. Chris B was professional; courteous; knowledgeable; and patient. My V-Tech Support Service was "exceptional" !  Christan needs a pay increase. Total GENIUS. Thanks so very much.  I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/7/2017 19:56:58		tiffany h	Yes	
1/7/2017 20:39:02		terri	Yes	
1/7/2017 21:03:27			Yes	
1/7/2017 21:04:13		Tiffiny was v	Yes	
1/7/2017 22:33:09	323-933-4114	Chris B	Yes	Christan needs a pay increase. Total GENIUS. Thanks so very much.
1/7/2017 23:34:24			Yes	
1/7/2017 23:39:50	304-776-1910	Christan S.	Yes	
1/7/2017 23:41:05			Yes	
1/8/2017 10:04:40		jessel	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 10:48:21	615-447-5995	JamesD	Yes	
1/8/2017 11:16:13	2404930215	RyanP	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 11:18:35	201261853		Yes	
1/8/2017 11:43:10	606-947-0069	Jeromy H	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 12:08:10			Yes	
1/8/2017 13:29:53	718-574-6702	Elijah	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 14:41:35		sarah p	Yes	
1/8/2017 15:03:35	919-761-1691	Matthew	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 15:12:51		i think it was	Yes	
1/8/2017 15:57:46	631-738-0549	Eliajah	Yes	
1/8/2017 16:02:14	718-796-2927	James D	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 16:07:58	4105260945	James D	Yes	
1/8/2017 16:20:20	4073444549	JerryH	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 16:27:08	8599911250	Jessie	Yes	
1/8/2017 16:54:18		angelo	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.
1/8/2017 18:04:31	919-761-1691	James	Yes	
1/8/2017 19:17:02	2405054376	jerry	Yes	
1/8/2017 19:38:59		Mr Hartman	Yes	I called the day before and gave up. I didn't leave a message but they called me back on a Sunday ! They help me and answered all my questions . I was so happy , thank you. THANK YOU FOR HELPING ME! RyanP was awesome. I am 72yrs. still learning. Ryan was clear n instructing me how 2 get what I needed 2 get Bluetooth. Wish I could speak to him everytime I needed assistance.  Jeromy was informative, polite, and quick to resolve my computer issues.  Elijah very experience and knowlegable very knowledgeable, efficient, easy to talk to - all good Very Kind....Very Considerate...enjoyed his Expertise and his Calm Demeanor. Thank YOU !!!!!  Eliajah solved my problem while being so pleasant and patient. too long a lag time for Microsoft to up date. eating up my Wi-Fi data. Not unlimited. was everything that needed to be complete, complete?  Exceptional tech. Excellent customer service. Was patent and answered all f my questions.  I would have NEVER imagined that MicroSoft WORD would not be included in this HP Package...it literally makes this computer obsolete. I am able to return this computer if I am not satisfied....it has nothing to do with your Tech Support.....THEY....are amazing people. I will consider returning it tomorrow. I am exhausted with it today. IF I can't make Gift Certificates, Schedules and Manuals....then I am not quite certain what this HP has any value to anybody. Oh.....peruse FaceBook.....works well for that however .....I really don't have time to do that very often and at the price for this computer, it would be ludicrous to purchase it for a FaceBook "Reader"....I am saddened greatly to have to return this HP as the screen is beautiful and easy to read. He did a great job Jeremy was very informative as he went through the processes to help with my situation.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/8/2017 19:53:54	561-272-2756	Olga	Yes	I am very happy with vetch. Thank you Olga for your help. Happy New Year to you all. Darlene
1/8/2017 20:21:37		Carlin	Yes	
1/8/2017 20:47:25		christian	Yes	wow after 3 days of trying to get someone to help he was fantastic thank you Christan
1/8/2017 21:00:29		terri c.	Yes	
1/8/2017 21:20:48		Chris C	Yes	Chris was absolutely polite, courteous and great to take care of my problems of for me. And yes I was very satisfied.
1/8/2017 22:02:51		olga	Yes	
1/9/2017 0:35:37	7035935488	Didnt hear hi	Yes	Courteous and Resolved my issue. Thanks to her. Great Customer Service
1/9/2017 10:13:29		Latravia	Yes	
1/9/2017 10:43:38			Yes	
1/9/2017 10:46:11			Yes	
1/9/2017 11:58:41	615-419-7255	Stephanie	Yes	I haven't had a chance to do anything on my computer since I was helped so can't really say whether I'm satisfied or not she was very fast at resolving my problems ,she was kind and very pleasant to work with, very helpful
1/9/2017 13:53:50		NicholeE,	Yes	
1/9/2017 14:35:11	2182488147	monique	Yes	nice guy Very professional, yet very personable.
1/9/2017 15:01:20		Chris B	Yes	
1/9/2017 15:08:40		MoniqueS	Yes	
1/9/2017 15:11:48		Raymond	Yes	
1/9/2017 15:12:19	776 776-1888	PennC	Yes	tech. support agent PennC was fantastic. he took the time and patience with me that I greatly needed. he is to be commended for a job well done. my thanks again to him.
1/9/2017 15:15:29		Matthew	Yes	
1/9/2017 15:41:04	785-828-4875	Julio	Yes	He was a wonderful help. So patient. Solved all our problems and made sure everything was up and running. 100% customer satisfaction. Thank you. I didn't get her name but she was extremely knowledgeable, very friendly and completely efficient.
1/9/2017 15:42:28				
1/9/2017 16:01:48	7184232061	didn't get her	Yes	Elijah C is a very professional and patient representative. I spoke with him on 1-7-17 and 1-9-17. We had an issue whereas I thought he was to call me back on 1-8-17; but that was a mis communication on my part. I sincerely thank Elijah C. for helping me and being so patient and understanding, as I am a senior with problems comprehending, but Elijah remained patient and professional. Elijah C. is truly an asset to your company and clients. I also had the pleasure of speaking with Julio R. who was also professional. These two gentlemen are indeed an asset and I THANK them for their service. Sincerely, Linda Avery. SATISFIED CUSTOMER...
1/9/2017 16:15:53	518-828-0281	Michael	Yes	
1/9/2017 16:19:46	707 374 2250	Elijah C. and	Yes	It is very loud in the background when you talk to the agent. Other than that I was happy with the service. Thanks
1/9/2017 16:48:46	773-768-7550	TERESA	Yes	Excellent service with Michael
1/9/2017 16:52:56		Olga	Yes	
1/9/2017 16:53:10	954-914-4684	Chris	Yes	He was very helpful & resolved my issue. He was also very patient, as I am a senior citizen & am asked several questions. He tried to fix, but was a manufacturing problem Outstanding Service
1/9/2017 17:04:50	951-301-9716	Michael	Yes	
1/9/2017 17:17:00		Julio	Yes	I was helped by four people today. It was a third tier scan finally, done by Jeremy. Everyone was great, and I really appreciate all the help! Thank you.
1/9/2017 17:39:44		Julio	Yes	
1/9/2017 17:48:39	6234633532	Christian	Yes	The representative very helpful in resolving my problem and very polite and helpful. Every person at HP are very courtesy and extend all their help in any issues you may encounter. Keep up the great work provided to customers.
1/9/2017 19:19:57		Angelo	Yes	
1/9/2017 20:13:34		Chris b	Yes	
1/9/2017 20:29:33	207-747-5375	Arthur B.	Yes	The support and problem solving approach was impressive. Carlin was patient and very professional.
1/9/2017 20:36:03		robert	Yes	
1/9/2017 21:20:56	9088342140	mathew	Yes	
1/9/2017 22:10:05	716-580-3100	Quinn	Yes	
1/9/2017 22:14:37	8137581897	Jalea	Yes	
1/9/2017 22:14:42	8137581897	Jalea	Yes	
1/9/2017 23:16:24	724-583-0711	Carlin	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/10/2017 0:24:57		Quin	Yes	
1/10/2017 10:22:37	2156829027		Yes	
1/10/2017 10:27:37			Yes	
				Thank You so much for hiring such a wonderful, patient and knowledgeable person. She is so delightful and patient. never talked over me, answered all my questions and did not make me feel like I did not know what I was doing. Again Thank You.
1/10/2017 10:38:39	361-960-4244	Latravia P.	Yes	
1/10/2017 10:41:24	(505)300- 4590		Yes	
				So great to have a talented tech support helper. Friendly, patient, thorough, .She has the knowledge of what to do and does it. Thank You Tech Support professional courteous and helpfu we were not able to connect my lab top with my printer ,because it not wireless, we would have to plug it in to the printer.
1/10/2017 10:59:08	8146774493	Monique	Yes	
1/10/2017 12:01:31		Cliffs	Yes	
1/10/2017 12:03:05		matthew g	Yes	
1/10/2017 12:10:09		elijah c	Yes	
1/10/2017 12:21:40		Matthew G.	Yes	
1/10/2017 13:09:44	484 767 7284	jose	Yes	He was a GREAT help to me. he did a great job 100% happy She was so patient and polite. Made me fell like I was working with my best friend and assistant all at once Great support Very helpful and learned a few things I didn't know Excellent service, several times I had spoken to Cliff in the past, always helpful and professional. But very unsatisfied that it took 8 hours to fix updates. Apparently that was the problem and I am very surprised it took that long to fix/update:!
1/10/2017 13:15:07	Norman Willis	Ms. monique	Yes	
1/10/2017 13:34:51	706-878-5351	Stephannie	Yes	
1/10/2017 13:36:38	352-228-0892	Stephanniel	Yes	
1/10/2017 14:15:51	8045985380	Cliff	Yes	
1/10/2017 15:07:13	cliff 2nd but I fo	both agents	Yes	
1/10/2017 15:40:44		cliff?	Yes	
1/10/2017 15:40:46		cliff?	Yes	
1/10/2017 15:41:21				
1/10/2017 16:17:06		Haley	Yes	she had trouble hearing me but helped me anyway.
1/10/2017 16:46:46			Yes	
1/10/2017 17:08:47		Raymond	Yes	very helpful
1/10/2017 18:17:25	4093703101	Kathryn	Yes	
1/10/2017 18:27:47	9897997725		Yes	
				Angelo notified me offand helped me install numerous updates while helping me with my initial area of concern.
1/10/2017 18:30:54	9804305868	Angelo G	Yes	
1/10/2017 19:45:29	5412159099	haley m	Yes	
1/10/2017 20:25:18	213-204-0935	HaleyM	Yes	
1/10/2017 20:53:40	508-754-6085	bryanna	Yes	she helped me with additional information i needed to find
1/10/2017 20:59:11	3613580000	Brianna	Yes	Very Help ful
1/10/2017 22:38:00	718 646 0850	Mike Lawren	Yes	Micheal was professional, helpful and a delight to speak with. A+ for Mike.
1/11/2017 10:38:50	870-284-0897	don't know	Yes	
				It took over 50 minutes to get the problem fixed with updates from HP, but during that time she was very friendly and helpful. She may be young, but carried on a conversation that showed that she was very mature for her age. This is the second time I have had her as a tech. I like it when I have someone that I have had before, it creates a great working relationship with them and your company.
1/11/2017 10:56:25	520-628-1501	Amber	Yes	
1/11/2017 11:02:54			Yes	
1/11/2017 11:33:37	2252762942	scott	Yes	
1/11/2017 11:54:17	3073500273	Raoul and Jk	Yes	
1/11/2017 12:04:09		Julio	Yes	Still no answer to the problem He was very honest and to the point
1/11/2017 13:03:32	3024228309	katherine an	Yes	
1/11/2017 13:06:16			Yes	
1/11/2017 13:20:11	9282734980	Teresa	Yes	
1/11/2017 14:05:12		Elizabeth	Yes	
1/11/2017 14:14:18			Yes	
				This is really very helpful. You guys return my calls quickly just an excellent service we you cant figure out things. Thank you so much.
1/11/2017 14:46:40			Yes	
1/11/2017 15:29:17	3607950404	Jesse L	Yes	
1/11/2017 15:39:02	5102342686	julioR	Yes	explained work and advised me of work done
1/11/2017 15:44:58	7085999193		Yes	
1/11/2017 18:33:58	703-670-3619	Jeremy H an	Yes	They were very helpful and answered all my questions well.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/11/2017 18:49:12	3197752438	Elizabeth	Yes	She was wonderful, talented (she got it done), and did not make me feel like an idiot. To the powers that be - she's a keeper. very nice and informative
1/11/2017 19:09:41	7852722004	kathryn	Yes	
1/11/2017 19:11:55	352-430-1415	Ineshia F.		No, I was not, at all! I had V-Tec assistance (Monique F.) earlier which was a pleasant, helpful but lengthy call, which I'm sure, couldn't be helped. Among other things, I ask for help installing three of the five offers that were included with my computer when I purchased it on HSN. I also have technical support with V-Tec 24/7 with my new computer. This is the first time, I alone, have purchased and am setting up a new computer, all of which I know nothing about. After logging off with that service, I proceeded to try and open the three and had a problem. "The reason for my next call with Ineshia F."... after almost fixing my problems, began to make many deletions, saying my computer is very slow, I don't need this open, that open, clicking away, my not knowing what she was deleting and she closed deleted other things saying I can bring them back if I want them. I don't even know what to expect with them deleted or not deleted and wouldn't know how to bring them back, if I did want something. She didn't like my security either. I think she wanted to sell me a security program. Then she wanted to abruptly hang up. I said, "Wait, I want to try the apps. before hanging up as that was what I should have done in the first call. She was annoyed about that, saying they are all ok, until one came up "Register Now" or "Register Later". I didn't know what to do with this one and didn't understand why this one program needed registration. Asked her what I should do. She was abrupt - telling me I have to decide what to do, whatever I want. It's my decision. As far as she was concerned, her job is over and she ended the service.
1/11/2017 19:40:47		Bryannah	Yes	
1/11/2017 20:19:48		Quinn,A	Yes	
1/11/2017 20:28:22	7852722004	sean c	Yes	
1/11/2017 22:43:11		Pat	Yes	
1/12/2017 0:14:48	9283776002	iNESHIA	Yes	
1/12/2017 0:31:42	4123437116	bryanna	Yes	
1/12/2017 6:16:05	(813)443-6082	Rodrigo	Yes	
1/12/2017 7:43:44		rodrigo	Yes	
1/12/2017 9:51:59		Jesse	Yes	
1/12/2017 12:46:58	203 426-1401	Can't recall	Yes	
1/12/2017 15:30:33		ok		
1/12/2017 15:31:38	719-963-6083	monique	Yes	
1/12/2017 16:26:23			Yes	
1/12/2017 17:35:30	718-796-2927	did not hear name		
1/12/2017 18:08:27	2257576117	Scott	Yes	
1/12/2017 18:08:28	2257576117	Scott	Yes	
1/12/2017 18:35:25		Bryhanna	Yes	
1/12/2017 21:19:26			Yes	
1/12/2017 21:58:22	7065930167	Elizabeth	Yes	
1/12/2017 22:03:59		bryannah	Yes	
1/12/2017 22:10:31	309-340-2772	mathew	Yes	
1/12/2017 22:37:06	5048583811	nice guy - mi	Yes	
1/12/2017 22:49:15	352-949-9213		Yes	
1/13/2017 0:05:15	856.889.2660		Yes	
1/13/2017 0:50:42			Yes	
1/13/2017 6:23:21	817-262-0139	rodrigo	Yes	
1/13/2017 9:24:21	814-255-3172	SARAH	Yes	
1/13/2017 10:24:33		Sarah	Yes	
1/13/2017 11:32:05	812-576-2955	Cliff S	Yes	
1/13/2017 11:38:50		ryan	Yes	
1/13/2017 12:16:52	276 9562155	Jennifer?	Yes	
1/13/2017 13:44:35		cliff		

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/13/2017 13:51:26	7132533710	Mathew K.	Yes	he was exceptional nice and patient with me and explained everything he was doing. Very nice! I would ask for him again and would be willing to wait for him to call me back. Great Agent!
1/13/2017 14:49:30			Yes	
1/13/2017 15:23:08		Multiple	Yes	Addressing the issue required 3 -days, and multiple phone calls.
1/13/2017 16:57:41			Yes	
1/13/2017 17:08:42		sean	Yes	
1/13/2017 17:21:39		olga	Yes	
1/13/2017 17:27:40		christian	Yes	He advised me to contact AT&T we were unable to test fax. I had no number. I was able to print Christian sent me a test page. So thank you Christian. This is so helpful and the best customer service experience!! I'm very grateful to have this support
1/13/2017 19:01:26	3174897217	carlin	Yes	
1/13/2017 19:12:22		Brehanna	Yes	
1/13/2017 19:33:46		MATTHEW	Yes	
1/13/2017 20:29:43	2504422758	Pennc	Yes	He helped me so much and was very patient. Thank you!!!!
1/13/2017 20:30:29		Ryan Johnsc	Yes	very professional
1/13/2017 20:41:24	5189353615	Jalea	Yes	Very helpful and knowledgeable
1/13/2017 21:38:28	4102852032	olga	Yes	will know more after I have used it for A Time! I have called in on several occasions over the past year & have never been so impressed with a customer service agent before. This gentleman went above & beyond in a multitude of ways. He was both charming & extremely knowledgeable. He is an excellent representative & example of your company/department. Thanks be to Mr. Johnson!
1/13/2017 23:14:39	(386)585-3288	Ryan Johnsc	Yes	Excellent service
1/13/2017 23:46:19	248 200-7755	christian	Yes	She was very good, solved the problem and was great. Thank you.
1/14/2017 0:51:37	9133852217	Brynnah	Yes	ryan was very polite and addressed all my issues very professionally
1/14/2017 8:36:13	3133891033	ryan	Yes	This was my second interaction with him. He is always pleasant, patient and happy to help.
1/14/2017 9:37:00		Rbert	Yes	He was great and answered all of my stupid questions without making me feel stupid
1/14/2017 10:21:20	3527929873	I forgot his n	Yes	
1/14/2017 10:25:38	4072674921	JAMES	Yes	
1/14/2017 10:55:23		James D.	Yes	very cordial and knowledgable
1/14/2017 11:01:27		RobertoF	Yes	
1/14/2017 11:20:55	8015129096	robert	Yes	love your service! very patient and kind
1/14/2017 12:21:29	6154382454	terri	Yes	
1/14/2017 12:26:02	7189619770	Sarah P.	Yes	Problem was Vipre Anti-Virus was shutdown due to updates issue. But, eventually came back after Sarah P. was going thru the check points.
1/14/2017 13:05:22	8282509816	James	Yes	As usual Vtech fixed my problem for which I extend my thanks to all.
1/14/2017 13:28:12		james d	Yes	
1/14/2017 15:12:08	951 679-1035	James	Yes	Have spoke to several tect's in the last three days and all have been excellent and very helpful. I'm really glad you are available to me.
1/14/2017 16:42:09	925-202-6440	Terri	Yes	
1/14/2017 17:26:06	8103959421		Yes	
1/14/2017 17:47:27			Yes	
1/14/2017 17:56:35			Yes	
1/14/2017 18:03:22	702 493 0776	forgot his na	Yes	He was very helpful and polite Very quick response...very quick service...painless & pleasant experience. You have very friendly and competent people. Thank you very much it took 3 calls to get through Very impressed with the friendliness and knowledge of V Tec! So much better than dealing with HP customer service. You guys are awesome!
1/14/2017 18:10:57	4107903332	Ineshia	Yes	
1/14/2017 18:45:02		dont think he	Yes	
1/14/2017 18:46:16	5737832551	multiple ager	Yes	
1/14/2017 19:01:28			Yes	
1/14/2017 19:08:08	727-418-8573	ChistianS	Yes	He pretty much tried everything to find the answer. And he did find it a little slow, but overall good
1/14/2017 19:49:20		Michael P	Yes	
1/14/2017 20:05:35		Mathew G.	Yes	
1/14/2017 20:37:24		christian	Yes	very helpful and answered my questions
1/14/2017 20:55:40			Yes	
1/14/2017 22:51:08		terry	Yes	
1/15/2017 11:00:59		Elizabeth	Yes	
1/15/2017 11:29:28		Jeremy Hart	Yes	Very Tentative to all my needs! Thank You Jeremy..
1/15/2017 11:57:46	708-543-5160	Robert	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/15/2017 12:47:25	412-977-6898	Roberto F.	Yes	Roberto was very helpful. The printer issue took some time but he checked to make sure everything was working properly. The support I got was excellent. Robert was very help full and patient
1/15/2017 13:20:44		Robert	Yes	
1/15/2017 14:17:47	3604799045	JamesD	Yes	James provided outstanding service. I will definitely refer your company to my friends.
1/15/2017 17:48:12			Yes	
1/15/2017 20:16:16	Q	Quinn	Yes	Very Helpful. my computer was stuck on a spreadsheet and he disconnected it
1/15/2017 20:28:48	4192222611	Chris	Yes	
1/15/2017 23:53:44		Chris	Yes	they are always courtesy and polite i like that alike thanks.
1/16/2017 8:04:49			Yes	
1/16/2017 10:30:21	2257576117	Amber	Yes	Somewhat satisfied first two agents should have called me if they needed me to sign on. Amber was best not resolved issue need to call Cannon Can't find a work around for my problem but Ray was very helpful and tried everything to help. He gave me suggestions to fix my problem .
1/16/2017 11:17:05	9043427216	James D.,Cæ	No	
1/16/2017 11:28:53	978-290-8089	Raymond	Yes	It was a pleasure to have had stephannie work on my PC after seven tec's she accomplished what was necessary to make it right, thank u again Steff. He was very patient and courteous
1/16/2017 11:35:44			Yes	
1/16/2017 12:27:40	440-593-4890	Stephennie	Yes	she did it, very courteous where is the place formne to enter my redemption code
1/16/2017 13:02:11		Raymond	Yes	
1/16/2017 13:22:37	6362740967	RYAN	Yes	Julio was very helpful Very helpful
1/16/2017 14:02:42			Yes	
1/16/2017 14:15:39	4192226211	Amber	Yes	Scott the support Rep was very patient, polite, and helpful :) you guys are great. I don't know what I would do without you, thank-you! Very pleasant and patient. I just love this service. Thank You!!
1/16/2017 14:37:59		don't know h	No	
1/16/2017 15:27:07	708-748-1039	Julio R.	Yes	the representative was excellent gave me a lot of help to get my computer working much better. he was also very patient and kind Thank you Tiffanyh again Vtech took care of a problem for me. Thank you for your help. Matthew was very knowledgable Had a lot of feed back and noise from other tech dont know if it was on my end or yours had to make call x2 This was last evening. just waited till this morning much better. He was very help and a pleasure to deal with. she was very helpful. she is cool and takes her time to research on questions.
1/16/2017 15:32:09	407-453-1775	Olga	Yes	
1/16/2017 15:58:24	267 372 5974	Scott	Yes	your agent was /is extremely helpful and knowledgeable I am very satisfied with his help and his thoughtfulness for contacting me as a follow up on my issues I just love Arthur he was so easy to talk to and helped this ol girl so very much, I wish everyone I have to deal with was like him. You have a good one there. The reason I stay with HSN is to get your tech support. it is worth its weight in gold! Thanks again! Agent was very helpful and friendly very well satisfied
1/16/2017 21:03:29		Elizabeth	Yes	
1/16/2017 21:13:38			Yes	terrific service
1/16/2017 23:55:16	3604912978	Chris B	Yes	
1/17/2017 0:28:43	17184512975	carlin	Yes	Terrific work! Very helpful Thank you!
1/17/2017 2:23:14	2169612958	tiffanyh	Yes	
1/17/2017 3:57:18	6038372210	Matthew P	Yes	Arthur was amazing , very smart and very honest , you should pay him more Friendly, professional and helpful!
1/17/2017 7:01:52	3142232180	cant rememt	Yes	
1/17/2017 11:09:56		Jesse L	Yes	Terrific work! Very helpful Thank you!
1/17/2017 11:13:43	5145968983	moniqueS	Yes	
1/17/2017 12:21:49	7186821810	jeremy H	No	Arthur was amazing , very smart and very honest , you should pay him more Friendly, professional and helpful!
1/17/2017 12:22:50	2569742702	arthur b.	Yes	
1/17/2017 12:35:57	9045578510	James	Yes	Terrific work! Very helpful Thank you!
1/17/2017 12:37:09	2156795862	JulioR	Yes	
1/17/2017 12:43:52			Yes	Terrific work! Very helpful Thank you!
1/17/2017 12:49:40		jeremy	Yes	
1/17/2017 12:56:14		james d	Yes	Terrific work! Very helpful Thank you!
1/17/2017 13:26:12	6821810	jeromy h	Yes	
1/17/2017 14:19:57	2159715991		Yes	Terrific work! Very helpful Thank you!
1/17/2017 14:51:15		Cliff S	Yes	
1/17/2017 15:05:24		Michael	Yes	Terrific work! Very helpful Thank you!
1/17/2017 15:05:42		Forgot	Yes	
1/17/2017 15:10:03	5615098533	he was very	Yes	Terrific work! Very helpful Thank you!
1/17/2017 15:28:04			Yes	
1/17/2017 16:04:05	6312343848	arthur b	Yes	Terrific work! Very helpful Thank you!
1/17/2017 17:19:59	304-542-6666	Aurther	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/17/2017 18:23:39	7245916349	Sean	Yes	I have talked to four of your agents in 2 days and they are all helpful but everytime we do or add something I seemed to have more issues either losing info on computer having the same issues???? all of your agents are courteous and helpful but my issues seem to be only temp fixes I really dont have time to spend 1.5 to 2 hrs on phone 2 Or 3 times a day I wish you could all get together and come up with the right fix but thank for your help I will keep trying
1/17/2017 18:23:43				
1/17/2017 18:58:34		Haley M.	Yes	Haley M. was very patient, kind and knowledgeable. Appreciated her help.
1/17/2017 19:01:31	812 547 7234	brehanna	Yes	a+ very nice great job
1/17/2017 20:39:27	231-744-1573	johnson, sea	Yes	Everyone was patient, and worked to get my issue resolved. Thanks again
1/17/2017 20:42:32	7735468589	roberto	Yes	
1/17/2017 20:58:23	2677169522		Yes	
1/17/2017 21:00:33	Was very helpf	Hailey	Yes	Appreciate her taking the time to explain things to me and go through my computer and get it up and running.. Hugs Hailey ..thank you dear..
1/17/2017 21:10:02	609=660=9754	Michael	Yes	
1/17/2017 23:25:11	5413675681	rjohnson	Yes	Very patient and very, very smart. Need more like him. Give him a raise. He remembered every thing I asked for. Thank you and J Johnson for your service.
1/18/2017 0:26:40		BRIYANA	Yes	
1/18/2017 1:19:27			No	
1/18/2017 2:36:08	936 235 1916	Mathew	Yes	
1/18/2017 8:10:42	6096701193	MATTHEW	Yes	Very professional. Fixed problem quickly. Chris was very patient and professional. He made my morning worth getting up for. Give him a BIG raise... very polite and efficient She was very patient with me and answered my questions and gave me good advice. Absolutely superb, professional, courteous, and knowledgeable... it was a pleasant experience.
1/18/2017 8:39:48	978-667-0355	Chris	Yes	
1/18/2017 10:50:19	4124985505	jeremy	Yes	
1/18/2017 11:05:27	9515067709	AmberT	Yes	
1/18/2017 11:42:54	6787568958	TED	Yes	
1/18/2017 11:44:31		AmberT	Yes	
1/18/2017 12:37:36		jesse	Yes	always pleased with your services...thank you
1/18/2017 12:41:24		Elija	Yes	good & fast service
1/18/2017 13:09:32		cliff s	Yes	
1/18/2017 13:23:37		Mathew	Yes	
1/18/2017 14:02:56	3138371996	josec	Yes	
1/18/2017 14:42:09		JoseC	Yes	Jose was very pleasant and seemed very knowledgeable. He answered all my questions and fixed my problems. I was quite pleased. Thank you.
1/18/2017 14:44:03		MATTHEW	Yes	AWESOME Jose was very courteous, patient, customer friendly as well as professional & assisted me with all issues
1/18/2017 15:22:18		Jose	Yes	
1/18/2017 15:43:47			Yes	We need more people like Jessel, what a perfect gentleman and so very helpful.. God Blessing Jessel.
1/18/2017 16:07:08	347-780-1923	Jessel	Yes	
1/18/2017 17:51:26			Yes	
1/18/2017 18:28:21			Yes	
1/18/2017 19:44:10		Matt G	Yes	He was AWESOME! It took me FOUR hours to get my lost "code" and it was nice to talk to someone that knew what they were doing!
1/18/2017 20:11:00	732-238-1507	Brianna	Yes	
1/18/2017 20:12:25	203-510-1469	Arthur B	Yes	Arthur B tried really hard to solve my problem. We could not fix it so he gave me a phone number where I can try and get help from the products company. Thank you for trying I learned some things.
1/18/2017 20:42:43	5732803988	I think 6 age	Yes	thank you Vtech had to take off a malware app, and now my Neat scanner no longer works properly, but I was told that because my Neat scanner was not purchased from HSN, they could not fix my scanner. My Neat scanner was working the day before, so I figured that whatever they did to get the malware app off, messed up my Neat scanner. Thought they should fix it. Doesn't seem fair. I bought a three year plan, but apparently it doesn't work for everything. The Neat scanner is pretty much married to my computer.
1/18/2017 21:32:38	5737745586	BryhannaH	No	Ted was very helpful. We appreciated his assistance
1/18/2017 21:37:53	6154034280	Ted	Yes	
1/18/2017 22:34:11		tiffany	Yes	
1/18/2017 22:45:30		Sean C	No	Problem was not solved

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/18/2017 23:06:06		sean.c	Yes	the people helping me were awesome.thanks for always having such a great staff.
1/18/2017 23:13:21	405-733-0278	TiffanyH	Yes	Very helpful
1/19/2017 6:44:32		Matthew	Yes	to the point...did the job... no guidance, no above and beyond
1/19/2017 7:08:19	773-978-3596	Metthew		I've yet to try the system - again!
1/19/2017 10:16:38			Yes	
1/19/2017 10:43:33			Yes	
1/19/2017 11:14:36		cliffs	Yes	very with it and swift
1/19/2017 11:39:13		cliffs	Yes	
1/19/2017 11:51:43		do not remer	Yes	very happy with his assistance
1/19/2017 11:51:49			Yes	
				Kathryn has rare professional qualities as someone genuine and sincerely committed to making a caring difference. Surveys like this are fine , recognizing someone with this kind or rare quality is more deserving of a promotion. Seriously, we all like a pat on the back, giving someone there due is more the right thing to do!
1/19/2017 13:00:43	9512381568	KATHRYN	Yes	very nice
1/19/2017 14:06:37	510-562-6998	cliff	Yes	
1/19/2017 14:32:30			Yes	
1/19/2017 15:17:31	505-733-2278	Jose C.	Yes	Overall ,the service is very satisfactory Monica is a real asset to V-Tech. So patient and helpful. Hope I get her again if I ever have to call back. Great job helping Love this new HP laptop and your teck,s are great.
1/19/2017 15:21:51		Monica H.	Yes	I have'd used the VTec support on several occasions for problems that have occurred on my computer and they were able to fix them all.One of the reason I purchase the computer was for that exact feature.The V Tec support tech people are worth there weight in gold .Thank You.
1/19/2017 15:38:58		Monica	Yes	Jose C. is certainly a great asset to Vtec Support. He is the only one out of approx. 4 other techs that helped me get the laptop issues all corrected. He gets the highest score 10. Thanks to Jose C.
1/19/2017 15:40:01	215 947 7831	Raymond D	Yes	
1/19/2017 16:50:40	Chris		Yes	
1/19/2017 18:13:15	480-600-4674	Jose C	Yes	
1/19/2017 18:23:59	6143701577	Tiffany	Yes	
1/19/2017 19:09:04			Yes	
1/19/2017 20:31:08	831-442-0813	Crhis C.	Yes	
1/19/2017 21:04:19	480-600-4674	Bryhanna H.	Yes	Bryhanna H. fixed my issues. She was very nice and knowlegable. She gets the highest mark 10.
1/19/2017 21:33:10		Tiffany H.	Yes	Very helpful and very patient!!!!
1/19/2017 21:41:36	561-447-8797	bryhanna	Yes	bryhanna was very helpful and accommodating. Chris B. was EXTREMELY knowledgeable. He truly was trying to set up my new computer in the most efficient way even offering and doing extras. He truly knows computers. I would pay for V Tech technical support on future computers if it is not provided. I don't know if part of my problem is my internet connection, possibly cutting out and slow. I appreciated that Chris B. took his time and was thorough. Solved my current problem.Great She was very pleasant , helpful and made me feel at ease while setting up . WELL TRAINED , POLITE UNDERSTANDING & PATIENT I ALWAYS ENJOY YOUR CUSTOMER SERVICES THE TECH ARE THE BEST !!! very pleasant,and knowledgeable. everyone did a great job. thank you. Very helpful, She knows her stuff. Thanx so much!!!
1/19/2017 23:06:27		Chris B.	Yes	
1/19/2017 23:12:43		Tiffany H.	Yes	
1/19/2017 23:17:11		Bryhanna	Yes	
1/20/2017 3:48:20	982358017	MATTHEW	Yes	
1/20/2017 9:15:24	803-254-6157		Yes	
1/20/2017 10:35:24		addison	Yes	
1/20/2017 11:04:02		Stephannie	Yes	
1/20/2017 11:14:34	8138988074	elizabeththe	Yes	
1/20/2017 11:42:06		Arthur	Yes	Arthur was very helpful and patient . He address and fix my issues with my computer. I would recommend this rep. to anyone that has a problem with there computer. A for excellent. Thank you Arthur. Matthew K was very helpful and showed me a lot of new thing, and really set up everything I need. My thanks to him and the support team. Please send him home because he did excellent work. Patient and kind very pleasant. I would like him to be my personal IT lol I am happy she even found an issue one of your other techs didn't complete which "might" be the reason I had the problems I did in the first place today.
1/20/2017 12:30:33	(816) 965-9075	Matthew K	Yes	
1/20/2017 12:35:13	469463058	Arthur B	Yes	
1/20/2017 12:53:12	516-379-5352	Elizabeth G	Yes	



Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/21/2017 14:21:04		Angelo	Yes	very helpful!
1/21/2017 15:07:44		Amber	Yes	
1/21/2017 16:03:19			Yes	
1/21/2017 18:29:34	843-531-9210		Yes	very good help
1/21/2017 19:52:15	805-691-9955	christen s	Yes	
1/21/2017 20:05:32	excellent	great	Yes	great service I am very satisfied with the service
1/21/2017 20:06:19	910-670-3652	Sean	Yes	Sean was very courteous, patient and knowledgeable.
1/21/2017 20:11:42		jRobinson	Yes	It took three or four attempts.
1/21/2017 20:20:24	9726823767	tiffany h	Yes	
1/21/2017 20:38:29	732-238-1507	Christian	Yes	
1/21/2017 20:42:07	937-901-9198		Yes	
1/21/2017 20:45:15	650-273-1210	QuinnA	Yes	Resolved an issue that others had not resolved.
1/21/2017 20:49:24	574-737-7031		Yes	i am sorry i did not remember her name, but she knew what i wanted and how to correct the problems. very polite and understanding. thank you
1/21/2017 20:50:30		Christina S	Yes	So knowledgable and professional. Thank you
1/21/2017 20:57:33		Carey	Yes	
1/21/2017 21:37:20			Yes	
1/21/2017 21:58:41	8653880976	not sure	Yes	
1/21/2017 23:11:32			Yes	Thanks Again!
1/22/2017 0:01:04		pen	Yes	
1/22/2017 0:23:19	5413675681	ariela	Yes	patience and smart
1/22/2017 0:37:59		Quinn	Yes	
1/22/2017 1:09:53	2155371427	andy ?	Yes	he was excellent very helpful Very proficient and professional. Took Excellent care of my problems and gave me Awesome tips! Thank You Matt!!!
1/22/2017 11:46:25	410-285-2032	Matt K	Yes	
1/22/2017 13:32:18	2019351719	MichelleB	Yes	
1/22/2017 13:45:45	8154851148	James D	Yes	
1/22/2017 15:03:49				
1/22/2017 15:35:15		James D	Yes	
1/22/2017 15:36:55			Yes	
1/22/2017 15:37:54			Yes	
1/22/2017 16:25:05		olga	Yes	appreciate her quickness and kindness helping me out Matthew helped enormously, I would never been able to do what he fixed for me .He is very knowledgable and extremely helpful, as well as pleasant!
1/22/2017 16:53:22	9517696448	MtthewK	Yes	
1/22/2017 17:16:49	988-823-3343	christ	Yes	was a great help to me god bless him and all of you that work for your company. thank you
1/22/2017 18:17:32		Christian S	Yes	Was kept informed about what was being done and the timeline Matthew was very very helpful , very knowledge, went above and beyound, thank you, matthew
1/22/2017 19:19:54		matthew	Yes	
1/22/2017 19:44:10	6022000400	Olga & Chris	Yes	
1/22/2017 20:06:31			Yes	
1/22/2017 21:22:59		olga	Yes	she was very polite, professional & provided service in a timely manner. He helped me better than anyone has so far with my new computer..He was very good.
1/22/2017 22:37:30	507-534-2877	Christian	Yes	
1/23/2017 0:08:18	507-534-2877	Chris	Yes	
1/23/2017 2:54:51	3027369855	forgot	Yes	
1/23/2017 9:37:12		cliff	Yes	
1/23/2017 10:31:49	9413807400	can't rememi	Yes	Very helpful!
1/23/2017 10:45:43			Yes	
1/23/2017 11:01:04	3522832294	Arthur B	Yes	Arthur B. was extremely patient and helpful. Kudos to Vtec for an excellent employee! Wonderful, complete and friendly service. It helps to have a friendly person to solve your issues and Addison should be at the top of everyone's list. Thanks a bunch!
1/23/2017 11:57:31	570-398-2257	Addison	Yes	
1/23/2017 12:26:44	708-543-5160	Arthur	Yes	We spent one and a half hours on the phone but it was worth it, he cleaned up any issues I had and installed software that did not know I had. He was wonderful.
1/23/2017 12:45:11	2036344300	addision	Yes	thanks for your help jermony and addision aslo v tec support. carry on!!!!
1/23/2017 13:53:38		Amber	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/23/2017 13:55:38	937-676-2675	matthew k	Yes	MATTHEW K is a great tech agent. He was so helpful, answered all questions and concerns. from a satisfaction scale 1-10, Matthew K is a 20!!! Thanks
1/23/2017 14:04:50			Yes	
1/23/2017 14:05:43	7175152843	Arthur	Yes	prompt and professional
1/23/2017 14:15:17		cliff	Yes	
1/23/2017 14:28:01		roberto	Yes	
1/23/2017 14:33:50			Yes	didn't look at his name
1/23/2017 14:35:25			Yes	
1/23/2017 14:38:45		matthewK	Yes	
1/23/2017 14:56:34	541-517-8525	Jose C	Yes	Outstanding representative. I believe issues even over and above what I perceived were resolved. I really appreciate the way he handled my call.
1/23/2017 15:40:55	7046847224	Roberto F	Yes	
1/23/2017 15:44:49		Amber	Yes	Amber was a delight. She was very patient and very helpful
1/23/2017 15:53:36	9143841210	stephanie	Yes	great service thank you
1/23/2017 16:06:31		Cliff	Yes	Helpful and great service.
1/23/2017 16:21:24	9257590769	?	Yes	he was great!
1/23/2017 16:39:16	7183644984	chris	Yes	great service and great help from a nice man thanks vtec
1/23/2017 17:14:29		ishia	Yes	she was very knowledgeable, professional, courteous, and helpful
1/23/2017 17:42:10		quinn	Yes	
1/23/2017 18:30:18	5135037327	Jaleal	Yes	Excellent service. The agent was patient and friendly. Thank you for your patience, Christian. I may call you back later tonight, or tomorrow. Jo Ann Acero
1/23/2017 18:30:52		Christian S.	Yes	
1/23/2017 18:55:14		yes	Yes	
1/23/2017 19:07:32		scott	Yes	Scott very good a resolving issue
1/23/2017 19:13:01	520-628-1501	Jeremy H.	Yes	Probably one of the most skilled lab techs that I have talked with. He certainly knows how to help the frustrated computer user, that keeps finding ways to lock up the computer screen, back to a functioning computer. I was left a message to call and waited 2 hours and 53 minutes when I was hung up on. I recalled and waited another 70 minutes when I left a message stating how frustrated and angry I was. Waiting that long is indefensible and very poor customer service. The music you have to listen to is terrible and being told about every 30 seconds that you will help shortly is like a slap in the face. I waited on the phone from 0253 until 0705.
1/23/2017 19:15:27		Sarah	Yes	
1/23/2017 19:25:02	3863340069	Tiffany	Yes	
1/23/2017 20:40:12	5162826959	Jaleal	Yes	
1/23/2017 21:05:10		Christian C	Yes	Just completed so not sure how happy I will be...keeping my fingers crossed...Thanks!! There was a lot of background noise, when I was talking to Julie (people talking). When the installation was being done, it would be helpful to know if I should click the button, or whether the technician would do it. Overall painless!
1/23/2017 21:30:13		JulioR and C	Yes	
1/23/2017 21:58:22	770-224-8042	Olga and Ch	Yes	How do I get rid of this window with the expired warranty. I have lifetime service.
1/23/2017 22:05:14	618-789-2436	Olga G.	Yes	Olga G. was very nice, efficient and professional. I could not be happier. Roberto was very helpful and smart and a delight to work with. He also had a lot of patience.
1/23/2017 22:06:41	910 575 1666	Roberto F	Yes	
1/23/2017 23:11:13	1-818-527-1211	forgot tihnk it	Yes	
1/24/2017 9:19:43	6784913839	matthew p	Yes	excellent
1/24/2017 9:41:47			Yes	
1/24/2017 10:18:16		Arthur B	Yes	Arthur was efficient and helpful.
1/24/2017 11:20:26	608 346 4924	Cliff	Yes	
1/24/2017 12:13:11	831-442-0813	Jeremy H.	Yes	Each person to whom I have spoken has always been very helpful to instruct this senior citizen in managing the computer.
1/24/2017 12:53:04	6084292063	Monica H.	Yes	
1/24/2017 12:57:10	3154725934	Julio	Yes	This individual was patient with less than technical descriptions of the trouble I was encountering. He resolved the problem and gave instructions on how to "fix" the problem in the future as well as running a diagnostic to check the computer. Quite expert, very patient, shared information freely and answered wide-ranging questions. Thank you!!!
1/24/2017 12:57:42			Yes	
1/24/2017 13:52:12		Arthur B.	Yes	Very professional and helpful.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/24/2017 13:59:26		Jeromy	Yes	Enjoyed the chat and service. Will call again now that I know this is available and painless.
1/24/2017 14:05:48	9195564548	Cliff	Yes	Love the VTec Support!!!! Cliff has always been so helpful and patient. This service is worth its weight in gold. It makes life so much easier especially for the technologically challenged individuals. I will not purchase another computer unless it comes with VTec Support.
1/24/2017 14:43:28	5403811863	ArthurB	Yes	
1/24/2017 15:54:00	570-421-5540	Monique S	Yes	Very kind and helpful.
1/24/2017 18:30:21	7068929399	Bryhannah	Yes	She was very helpful and seemed happy to help. Olga was excellent. She was patient working on problems with my computer. After the work she did my Dell computer is working so much better. I highly recommend Olga.
1/24/2017 18:55:29	(847) 728-0299	Olga	Yes	The agent was great. The phone connection had an awful echo. Hard to understand.
1/24/2017 19:25:05	850-745-0880		Yes	
1/24/2017 19:47:48		not sure of th	Yes	
1/24/2017 20:09:49	805-591-9955	robert	Yes	
1/24/2017 20:11:24	6784913839	rjohnson	Yes	
1/24/2017 20:20:50			No	
1/24/2017 20:34:41	5677126402	shall remain	No	"we cannot help you with 3rd party(Microsoft)issues" it has not loaded correctly and leaves in the middle of my typing taking all my work into lala land.
1/24/2017 20:45:18			No	
1/24/2017 21:06:31	9018462282	Robert	Yes	Satisfied
1/24/2017 21:29:47	9709809428	Sean,Cliff,Ni	No	As of yet my problem has not been fixed yet.
1/24/2017 21:45:25	602-363-4556	Jerry	Yes	He was really nice and patient. very helpful and knew what he was talking about. best online tech support I have received via phone/remote. I have had HPs for many years and dealing with HP tech support is not fun.
1/24/2017 22:22:32	5616293911	robert	Yes	Very patent and kind
1/24/2017 22:57:15	38138988074	Tiffany	Yes	
1/25/2017 0:29:13	8138988074		Yes	
1/25/2017 9:06:48			Yes	Agent was knowledgeable and able to answer my question immediately.
1/25/2017 10:46:10			No	
1/25/2017 11:51:01	2039269443	cliff	Yes	She handled things quickly, efficiently, and was very polite
1/25/2017 13:09:31	1-218-248-814	Amber	Yes	
1/25/2017 13:42:21	352-515-1898	Addison	Yes	Your representatives are very pleasant and helpful.
1/25/2017 14:07:35	5705427769	Jerymy	Yes	Jerimy was very helpful, Thank You!
1/25/2017 17:35:42	8138988074		Yes	
1/25/2017 18:41:42	6013451310	Unknown	Yes	
1/25/2017 19:02:59	3528756384	addison	Yes	we got cut off
1/25/2017 19:31:18			Yes	
1/25/2017 19:31:38	3528756384	addison	Yes	
1/25/2017 19:36:35		jennifer	Yes	
1/25/2017 21:15:03	402 592-4086	Cabrin ?	Yes	Great Job THanks! Irene Murray
1/25/2017 21:27:44			Yes	
1/25/2017 21:30:08	7186982695	Ineshia	Yes	
1/25/2017 21:31:39			Yes	
1/25/2017 21:58:47		katilyn	Yes	
1/25/2017 22:01:11	7203558994	TiffanyH	Yes	Thanks Tiffany and Carlin B for helping me!
1/25/2017 22:09:23	6604417001		Yes	
1/25/2017 23:27:01		Sean C	Yes	very good service I was very happy he tried mightily but istill need help but thats because i know absolutely nothing about computers and i mean absolutly nothing Need help in obtaining a viable Microsoft account a preexisting issue with HP, pls help me ?
1/25/2017 23:49:53	215 537 1427	penn c	Yes	
1/26/2017 3:03:11			Yes	
1/26/2017 8:27:11		elizabeth	Yes	
1/26/2017 11:17:18		Cliffs	Yes	The problem solved. Thank you!

Timestamp	Number	You Spoke	satisfied with	Additional Comments
				<p>Yes and NO First call at 9 PM 1/25 and Sean had me reload Wind 10 to quote "permanently fix problem" About 11pm I printed a note to him "going to bed soon... At 11:32 said PLS give me steps to take when finished . Got NO response! At 1:55 AM woke up and noticed Screen waiting for a click to continue loading... I did . At 3:45 AM again needed to click to Verify.. something to continue. I Did!</p> <p>At 5:58AM I had to click again to continue the process.. Needless to say I was AND am exhausted with this experience. It's NOT over After calls to V-Tech finally got thru since use of printer still not available . 9:18 AMCalled again and got Nicole E who seemed knowledgeable and helpful . She did much to correct situation and asked if anything else... I inquired about Not able to access blocked documents from bank... and she proceeded to help ...At about 11:14 AM</p> <p>my phone went dead AND I NEVER GOT A CALL ON MY ALTERNATE CELL AS PROMISED. Now the remote page was NEVER DISCONNECTED TILL ABOUT 12:50 PM. I AM EXHAUSTED with 1.) Calling U and time to complete process 2) Being on Remote access and NO communication throughout the night 3) Worry about this remote session continuing after 1.6 hrs w/o communication 4) The thought of a security scam and legitimacy of these sessions having access to my personal info still troubling me. I would like to speak to a Head MGR for explanation and assurance RE: All concerns noted. Thanks for this COURTESY!</p>
1/26/2017 13:07:08	315 520 4810	Seanc AND Nicole E		
1/26/2017 14:38:27		Monique S	Yes	By far the best customer service/support I have ever had. Arthur deserves the employee of the month for his patience and knowledge.
1/26/2017 14:39:14	1-630-923-288	ArthurB	Yes	he was super helpful and a great salesman
1/26/2017 18:27:51			Yes	He was knowledgeable, professional, and personable.
1/26/2017 18:40:28		mathew	Yes	your people were great.they helped me when I never could have done it,bravc the tech guy was very helpful Thank You!
1/26/2017 18:48:07	4042712033	BryannaH	Yes	thank you for everything you were helpfull
1/26/2017 19:01:30	646-732-4939	John Casino	Yes	Very prompt and professional service. Thank you. Great job!
1/26/2017 19:04:29	530-677-4049	?	Yes	
1/26/2017 19:10:18	928-7331865	brihanna anc	Yes	
1/26/2017 19:50:21			Yes	
1/26/2017 20:13:44	720-355-8994	AddisonS,Rc	Yes	
1/26/2017 21:05:55		Penn	Yes	
1/26/2017 21:13:09		very nice to \	Yes	
1/26/2017 21:50:45	9723633889	yes	Yes	
1/26/2017 21:59:13	(304) 853 9103	Bryhanna	Yes	
1/26/2017 22:07:46		Christian	Yes	
1/26/2017 22:44:25		cristian s	Yes	
1/26/2017 23:05:08	7706852938	Penn C	Yes	
1/26/2017 23:43:13		Sean or Sha	Yes	Found the problem Quick... and Fixed in a very short time. EXCELLENT!!! Elisabeth was great to work with. She was very diligent, professional and a real pleasure to work with. Couldn't have done it without you!! he was fantastic truly truly fantastic very patient She was so patient with me. I admire that.
1/26/2017 23:50:13	4439862099	ELISABETH	Yes	
1/27/2017 0:58:25	8566300000	Christian	Yes	
1/27/2017 1:10:46	2155371427	christian c	Yes	
1/27/2017 1:17:01		Bryhannah	Yes	
1/27/2017 2:33:15			Yes	
1/27/2017 2:55:49			Yes	
1/27/2017 5:34:37			Yes	
1/27/2017 8:33:33		Matthew P	Yes	I enjoyed working with Matthew, when we got disconnected he called me right back.
1/27/2017 8:43:07		Cliffs	Yes	
1/27/2017 9:07:56		Cliffs	Yes	It just took a matter of moments for Cliffs to fix my problem I love it.
1/27/2017 10:24:39			Yes	
1/27/2017 12:14:13	8624320590	Michele B	Yes	Extremely helpful. Highly recommend her. Very knowledgeable and helpful
1/27/2017 12:34:23	8634320590	Michele B	Yes	She was AWESOME and knew what she was doing
1/27/2017 13:28:02		NicoleE	Yes	
1/27/2017 13:59:36	205-705-2136	Amber, the C	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/27/2017 14:00:28		ELIJAH C	Yes	VERY HAPPY WITH ALL YOUR REPS. !! SERVICE IS BEST I'VE EVER HAD! THANKS
1/27/2017 14:18:27		MatthewK	Yes	
1/27/2017 14:37:22	704-503-3832		Yes	
1/27/2017 14:43:12	13078516785			
1/27/2017 15:05:07	724-478-4043	Elijah C	Yes	He was very helpful and patient to a senior citizen. He gets an A. After four calls re: same issue this is the first time it was actually fixed. I appreciate her patience and help. I am a novice and at times not very good at following directions. Thanks for the timely help.
1/27/2017 15:20:26	862-881-6980	JamesD	Yes	
1/27/2017 16:58:54	3094415715	Serena	Yes	
1/27/2017 17:15:25	541 536-9403	Sean	Yes	
1/27/2017 17:24:04		Rodrigo	Yes	He was exceptional. My apologies for misspelling his name.
1/27/2017 18:04:53			Yes	
1/27/2017 18:26:39			Yes	
1/27/2017 18:28:30		Cliffs	Yes	
1/27/2017 19:24:55	3104849883	Penne	Yes	<p>Penne did a great job and the technician Rjohnson.</p> <p>I waited from 4:30 to 5:45 pm this evening and finally hung up. called back around 7:10 and left cell number for a return call. Received a return call back within 5 mins. Spoke to JonC. He was impatient but resolved my problem. I wanted to go over 2 issues with him that we discussed in the beginning of our conversation but he HUNG UP on me at the end when he resolved the main problem. TOO LONG OF A WAIT - ONE AND A HALF HOURS IS TOO LONG. Extremely dissatisfied with the Vtec service. Miriam Duffy</p>
1/27/2017 19:33:23	4848839904	jon c	No	
1/27/2017 19:40:18		rodrigo	Yes	
1/27/2017 19:42:31		??	Yes	<p>She definitely helped me !!</p> <p>Carlton was awesome and answered my questions and addressed all my concerns for now. Thank you!</p> <p>He was Absolutely the best. He made sure that my computer was setup the way I wanted it to be. He was so professional and was very patient with me. Keep up the good work.</p> <p>Thanks so Much</p>
1/27/2017 19:51:01		Carlton	Yes	
				<p>Sincerely</p> <p>Peggy L</p>
1/27/2017 21:47:55		ChrisC	Yes	<p>Christian S. was super patient, knowledgeable and very, very thorough. I am so thrilled that I decided to purchased Watchdog, b/c the Technical Support which goes along with it is fabulous. The people are courteous (as was Christian), and really listen to the problem you may be having. He even helped me out with a few other computer issues. Very, very impressed with this tech. support agent, and others I have worked with.....</p> <p>Awsome customer service; extremely fast!!</p> <p>I really appreciate the ability to take care of my computer.</p> <p>Very knowledgeable, good understanding of my computer issues. Thanks!</p> <p>He was very professional and patient...great job!</p> <p>christian S keep up the fantastic job, thank you again and again etc.dennis Leblanc 2/28/2017</p> <p>very professional and excellent with his knowledge of the product line</p> <p>excellent service</p>
1/27/2017 22:19:05		Christian S.	Yes	
1/27/2017 23:40:40	310-384-2653	Leah	Yes	
1/28/2017 0:48:04	3146790919	elisabeth	Yes	
1/28/2017 0:52:48	520-777-6991	Bryhanna	Yes	
1/28/2017 1:16:51	3476848092	ChrisC	Yes	
1/28/2017 1:29:39	203-634-4300	christianS	Yes	
1/28/2017 7:34:14	980 255-8381	mathew	Yes	
1/28/2017 8:11:18		mathew	Yes	
1/28/2017 8:43:48	2034372561		Yes	
1/28/2017 8:58:38		Matthew	Yes	
1/28/2017 9:10:21	9895441197	james	Yes	
1/28/2017 12:06:59		sara	Yes	
1/28/2017 12:16:39		RobertoF	Yes	competent and courteous
1/28/2017 12:47:26	3372883373	James D	Yes	
1/28/2017 12:50:41	yes		Yes	
1/28/2017 12:57:04	501-226-5372		Yes	<p>young man very pleasant and patient----fixed it all----YEA !!!!!</p> <p>James was the 3rd tech I have dealt with in the last few days, everyone was friendly and helpful</p>
1/28/2017 15:32:08	8603181609	James D	Yes	
1/28/2017 15:35:12		Amber T anc	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/28/2017 15:56:14	775-357-2842	Elijah C	Yes	He was very helpful and patient. Thankyou for the service
1/28/2017 15:56:49	6063291121	JamesD	Yes	
				It was my pleasure to meet, speak with & have Ryan Johnson as my Tech Rep. as being a recent heart patient, I was trying to keep from getting overwhelmed with the task of getting an important document from my Pro Serv 3 onto my Laptop & he went beyond the call of assisting me. His professionalism & that gorgeous voice made my heart best in proportion as to how it should have, LOL but, overall he's a 1st rate representative & he deserves honorable mention, a raise & promotion as well!!! Hats off to a great company & a gentleman & scholar named Ryan Johnson most companies would love to have on their team!! Sincerest Regards, Jacqueline Smith
1/28/2017 16:29:09	404-316-2921	Mr. Ryan Jol	Yes	
1/28/2017 16:33:23	2052057662	sara p	Yes	
1/28/2017 16:43:36		Chris B	Yes	Very knowledgeable, helpful & pleasant
1/28/2017 17:02:45	805-691-9955	i don't know	Yes	
1/28/2017 17:30:55	9195634594	Tiffany	Yes	
1/28/2017 18:00:42	6099070606	SeanC	Yes	he was pleasant and patient
1/28/2017 18:16:44		Jon	Yes	
1/28/2017 18:33:42		yes	Yes	
1/28/2017 18:41:33			Yes	
1/28/2017 18:43:41			Yes	
1/28/2017 19:01:01		Christian	Yes	He was very professional
1/28/2017 19:05:44	2569742702	elizabeth	Yes	she is awesome I needed help And as simple as could be HALEY M. took my computer in hand and fixed it.
1/28/2017 19:30:18	9362351916	Haley m,	Yes	
1/28/2017 19:40:00	4105260945	penn	Yes	
1/28/2017 19:58:33	315-686-3859	Brihanna	Yes	
1/28/2017 20:44:16		johnson	Yes	success
1/28/2017 20:44:51	419 472 4363	AngeloG	Yes	seems very thorough, Reps were smart and courteous Was not able to get the problem solved on our session but up until then I found her very helpful. Terri was very helpful she did a great job! Very pleasant, professional and knowledgeable about products and services. Elizabeth Did a wonderful Job Helping me. You need to keep this employee. I appreciated all she did in helping me fix my Problem..Thanks again the rep was very helpful all the way
1/28/2017 20:55:45	888-323-8062	Byrananna		Highly professional , calming , methodical , patient , clearly professional. Too bad these days we are quick with a pat on the back and "good job" , instead of a real life changing better living wage. This crew deserves that as well as a whole lot of workers across the country. Seen CEO wages lately in the tens of millions ? Where would they be without guys and gals like these? Very knowledgeable and pleasant to work with. I was extremely satisfied with this service. I think you may have saved us from having to buy a new computer....Thank you so much.... I called because my laptop would not recognize my printer. After more than 2 hours it looked as if they were still working on it but I had to work. Checked it this morning and there are no desktop icons. When I click on the HP support assistant, I can't access anything in it. What's going on here?
1/28/2017 21:07:51	361-852-0611	TerriC	Yes	
1/28/2017 21:18:58	773-294-3115	ElisabethB	Yes	
1/28/2017 21:35:52	3049457701	Elizabeth B	Yes	
1/28/2017 21:39:23	267 258 2264	quinna	Yes	
1/28/2017 22:00:52	4849840378	sean	Yes	
1/28/2017 23:30:48		Penn	Yes	
1/28/2017 23:33:38		Bryhanna H	Yes	
1/29/2017 2:29:36	765-832-7862	Chris and Ar	Yes	
1/29/2017 10:41:18	7655061911	Olga	No	
1/29/2017 11:50:35			Yes	
1/29/2017 12:22:28				
1/29/2017 12:22:46		Matthew K	Yes	fast, polite and solved my issues as well as made recommendations for backup
1/29/2017 13:08:12	7326194515	jeromy	Yes	had a problem with iPhone/not receiving e mails for aol Very professional, courteous service provided. Answered my initial question and provided very helpful additional suggestions Extremely informative Extremely professional and helpful
1/29/2017 13:10:08	6462518374	Matthew K	Yes	
1/29/2017 13:40:39	8479437727	Elizabeth	Yes	
1/29/2017 14:27:14		Corey	Yes	
1/29/2017 15:12:34		Corey A.	Yes	I'd be lost without VTech! Robert was amazing. Patient, courteous, knowledgeable and fun. So glad we have this service.
1/29/2017 15:25:17	404-319-1404	Robert	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/29/2017 15:26:11		Elizabeth G.	Yes	was nice to be able to understand the Technician. Thank You for your support very tolerant with me thank you
1/29/2017 15:28:44		terri c	Yes	
1/29/2017 15:42:15		Jeromy H	Yes	He was amazing. Absolutely amazing. I am really happy now. He. knows his stuff and is an outstanding professional. He explained what he was doing with such clarity and understanding that I feel empowered to actually enjoy my device. He was just great. Thanks. very professional and fast repair
1/29/2017 16:21:37		jeromy h	Yes	
1/29/2017 17:41:53	6462518374	Elijah C	Yes	Very courteous and professional service. Was very helpful in answering the questions I had and was able to answer them to the fullest extent in a way that I was able to understand.
1/29/2017 17:45:23		Jeromy	Yes	
1/29/2017 18:21:57	908 235 8017		Yes	THE TECH THAT I GOT WAS WELL TRAINED POLITE , UNDERSTANDING I'M HAPPY WITH SERVICE RECEIVE !!!! great!!!!!!!!!!!!!!!
1/29/2017 20:05:40			Yes	
1/29/2017 20:33:56		Corey a	Yes	
1/30/2017 9:24:08				
1/30/2017 12:18:15	813-812-6511	matt	Yes	He was very helpful. New to service, but so far pleased with help. He's from Fort Myers and he is outstanding, very knowledgeable person. The gal was very knowledgeable. a great help. a problem I worked on 2 days took moments to solve. Go V Tec! none Matthew was very helpful and patient, Very nice, helpful and professional. He was very efficient and taught me what I needed to know to email a document. Very satisfied. Olga is very helpful and patient with my lack of computer skill. She was able to help me turn on the DVD player ( I did not know that I needed to do that) and find a better way to work with attachments Thanks you for clear help and the time spent helping me. great service to have Elijah was very pleasant to speak with and he was very patient. She told me my laptop didn't have a virus, that some one had tried to hack into it. She fixed it and made sure that all the threats were removed and answered all my questions. She was very helpful and friendly. Addison was great in getting my laptop going and answered my questions on my billing... He also checked to see if my printer was hooked up and it was not.. due to no fault of his but mine.... Thank you so much.. somewhat. I do not understand what type of support that you are giving if any. Just basic setup-nothing else. Matthew K was a great help and resolved my difficulties.  He helped me print my pdfs that would not print with Windows 10, by installing a free Adobe Reader download. Thank you. Your service is very valuable to me.
1/30/2017 13:55:37	2522399713	Amber first ti	Yes	
1/30/2017 14:01:35	707-425-4792	Corley A	Yes	
1/30/2017 14:43:16	330-343-6860	Amber T	Yes	
1/30/2017 15:04:10	6196786645	julio	Yes	
1/30/2017 15:12:24		Matthew K	Yes	
1/30/2017 15:20:12	863-422-1949	Julio & Cliff	Yes	
1/30/2017 15:50:46	435743-6541	Cliff S	Yes	
1/30/2017 16:16:14		Olga G	Yes	
1/30/2017 17:15:04		elijah	Yes	
1/30/2017 17:57:53		Elijah C.	Yes	
1/30/2017 18:01:27	(910) 895-0448	Tiffant H	Yes	
1/30/2017 18:09:39		Deborah Reed Addison	Yes	
1/30/2017 18:11:47	2028238008	OlgaG	Yes	
1/30/2017 18:44:58		Matthew K	Yes	
1/30/2017 19:13:27	3105030527	Elijah	Yes	
1/30/2017 19:51:35		Roberto r	Yes	
1/30/2017 20:24:24		angelo	Yes	
1/30/2017 20:40:48		elizabeth egertjerry	Yes	
1/30/2017 22:05:12		Jerry and Rc	Yes	Both of these gentlemen assisted me this evening and they were both very professional and helpful. They are a credit to your business. Amber was very courteous, and helpful, she helped me on all 3 of my computers and solved the problem right off. She also checked for me to make sure I had my husbands new computer all set up right. and so much more. Very helpful he was a big help On going issues - Not sure - need to run computer at dance studio to see if issues truly fixed
1/30/2017 22:05:22	(859) 356-3526	Amber	Yes	
1/30/2017 22:09:09		Roberto F	Yes	
1/30/2017 22:10:46		carlinb	Yes	
1/30/2017 22:46:44	8084639446	Jerry	Yes	
1/30/2017 23:45:17			Yes	
1/31/2017 0:59:33	770-923-3140	ChristianS	Yes	It took a while to get a call back, but it was worth it as my issue with opening an excel program on a flash drive and being able to enter info on the program was resolved. He also took some options off which speeded up the notebook also.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
1/31/2017 1:10:19	575-742-3173	Chris B.	Yes	Chris was very patient and kind. He took the time to make sure the problem was solved.
1/31/2017 1:26:35	3239799377	Christian	Yes	Your service has been so helpful and technicians very patient and helpful
1/31/2017 1:39:43	9188994414	amber was v	Yes	on a scale one to ten I will get her a ten
1/31/2017 8:00:21	1-814-383-408	cliff	Yes	all the agents I had are great to help me with the computer. great company
1/31/2017 8:20:29	6076389025	Clif	Yes	he was a great help with my questions, thanks
1/31/2017 9:23:52	361-852-0611	Cliff	Yes	Cliff did a great job!!!
1/31/2017 12:28:31	8475908606	amber	Yes	It seems the problem has been fixed. We see if it continues to work!
1/31/2017 12:47:48	9172824024	forgot	Yes	excelent svc
1/31/2017 12:59:46	734-224-0043	James D	Yes	James was very effcient and knowlegable and understanding and very helpful and corrected my problem
1/31/2017 12:59:50	734-224-0043	James D	Yes	James was very effcient and knowlegable and understanding and very helpful and corrected my problem
1/31/2017 12:59:57	734-224-0043	James D	Yes	James was very effcient and knowlegable and understanding and very helpful and corrected my problem
1/31/2017 13:00:07	734-224-0043	James D	Yes	James was very effcient and knowlegable and understanding and very helpful and corrected my problem
1/31/2017 14:00:13	8328190928	Amber	Yes	I was very pleased that she made the conversation personal by addressing me by my name. Doesn't make me feel like just some number on her screen. Even after the service was done, she took the time to really explain some services to me that I may need in the need future to help protect my system. I hope you have a lot more people working there like Amber, it will make it a much more enjoyable experience if I ever need to call back. Thank you VTec
1/31/2017 14:51:13		great	Yes	keep up the good work
1/31/2017 14:58:39		jeremy	Yes	solved problem immediately and explained they whys clearly
1/31/2017 15:05:34			Yes	
1/31/2017 15:32:46			Yes	
1/31/2017 16:50:30	3092866025	olga and mo	Yes	all people were helpful and paintent with me.
1/31/2017 17:10:35	513 729 3510	Scott	Yes	Very helpful and patient, thanks for that and everything else.
1/31/2017 17:12:44		Jeromy	Yes	
1/31/2017 17:33:07			Yes	
1/31/2017 17:59:15		raymond	Yes	
1/31/2017 18:29:32		james	Yes	
1/31/2017 19:23:32		Jerry	Yes	Pleasant and gave helpful tips. Troubleshooting was short and sweet. Thank you.
1/31/2017 19:45:43	2019455593		Yes	
1/31/2017 20:36:18		jonathan c	Yes	jonathan was wonderful. he was patient and extremely helpful. I am one of those people who know nothing so it was very satisfying to have someone take the time to make sure I am comfortable. I would recommend your company to everyone. thanks so much.
1/31/2017 21:23:47	9362351916	Sean	Yes	He solved my problem in shot order than-you
1/31/2017 21:28:35	718 538 6062	Tiffany	Yes	Very Knowledgeable...Thank you
1/31/2017 21:34:25			Yes	
1/31/2017 22:42:07			Yes	
2/1/2017 0:03:30	773 405 3550	Chris B.	Yes	Very knowledgeable in explaining the different programs also answered each of my questions. I'am most appreciative. Thank you
2/1/2017 3:31:33	856-630-0000	Matthew	Yes	
2/1/2017 8:28:06		cliff	Yes	great help.....the best!
2/1/2017 9:27:24		Jeromy	Yes	very happy to have had his help
2/1/2017 11:12:09		Amber	Yes	
2/1/2017 11:17:51	6083464924	Olga	Yes	
2/1/2017 11:31:13	7576654862		Yes	
2/1/2017 11:57:42	6148375212	cliff	Yes	Great Service
2/1/2017 13:35:19	(347)965-8662	Cliff S.	Yes	Cliff S. was great. He helped service and fix all of the issues with my computer. He was also very professional and pleasant.Thank you so much V Tech.
2/1/2017 13:51:53		Elijah	Yes	
2/1/2017 14:00:16		ryan johnson	Yes	ryan was very knowledgeable, quick and very pleasant
2/1/2017 16:00:40	8475908606		Yes	Had this problem yesterday thought it was fixed. Today the same problem it seems to be fixed. Try later adain and see if the problem holds
2/1/2017 17:03:29		tiffany	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
				What a wonderful Helpful Technical Assistant. He answered all my questions and check several concerns I had with new programs and Vipre security program system. I am now convinced things are running properly. Thank-you Vtec Support and of course Penn C. I'm very happy to have your Lifetime Technical Support. Nora Jerse
2/1/2017 17:42:37		PennC	Yes	
2/1/2017 18:09:44			Yes	
2/1/2017 19:01:36			Yes	
				very helpfull A delight to speak with. She was extremely pleasant, patient, extremely willing to answer ALL of my questions and concerns and was patient enough to make sure I understood how to do what I needed to know to do on my own. I appreciated her patience very, very much. I never felt belittled by not knowing some simple tasks unfamiliar to me without having to look it up on my own time. I would recommend her highly as a qualified support technician.
2/1/2017 19:05:21		Elisabeth	Yes	
2/1/2017 19:07:53	803-941-7668	julioR - sear	Yes	very courteous and knolegeable.highly recommended.thank you again. claude.
2/1/2017 19:48:02	4232907840	RJohson	Yes	Mr Johson was helpful & professional.
2/1/2017 20:20:05		tiffani h	Yes	
2/1/2017 20:36:30		seas	Yes	He did l amazing work
2/1/2017 20:45:33			Yes	
2/1/2017 21:36:38	3365972363	tiffeney	Yes	
2/1/2017 22:23:12	4437713088	elisabeth b	Yes	
2/1/2017 22:52:06	248-548-3227	QuinnA	Yes	Quinn was very friendly, knowledgeable, professional and helpful QuinnA was patient, helpful and we got internet restored. Very knowledgeable, professional customer service agent. efficient and courteous He was very understanding that I don't know very much about computers.. Thank you
2/1/2017 23:33:39	2103755681	QuinnA	Yes	
2/2/2017 9:02:57	7047798211	Matthew	Yes	
2/2/2017 11:12:20		Adison	Yes	
2/2/2017 11:44:49			Yes	
2/2/2017 12:40:59			Yes	
2/2/2017 14:35:22		Jeremy	Yes	He knew exactly what the problem was, Very nice person.
2/2/2017 14:50:31		james d	Yes	The agent was extremely patient and addressed all of my concerns. Thank you James was very helpful he answered all my questions. The help I received was outstanding thank you again for all your help. He was helpful and very sincere.
2/2/2017 14:51:05	3619463005	james g	Yes	
2/2/2017 18:04:03			Yes	
2/2/2017 18:50:53	334-502-8288	james	Yes	
2/2/2017 19:00:19		penn	Yes	very helpful Don't know if anything was actually fixed. Would appreciate follow-up call as to what was discovered and how corrected because computer problems seemed extremely serious to me and am skeptical that they have been fixed.
2/2/2017 20:54:12	941-752-5871	julio	Yes	
2/2/2017 21:46:38	7087694290	Sean	Yes	
				Both Tiffany and Christian were very supportive and knowledgeable about how to help resolve my computer problem. They were efficient and expeditious. Thank you both very much. Tiffany was very supportive and informative she found that more in depth knowledge was needed to remedy the problem and contacted a level 3 technician. Christian was that level 3 support and took care of my concern (fixed the problem) Thanks so much again. Very skilled and went out of his way to help me - give him a raise.
2/2/2017 23:26:19	7185386062	Christian anc	Yes	
2/3/2017 4:04:08	281-528-9292	Matthew	No	
2/3/2017 5:48:05	520-886-2101	Tiffany H & M	Yes	
2/3/2017 9:15:58			Yes	
2/3/2017 9:40:33	2395423812	Julio R	Yes	Julio was very knowledgeable, polite and patient. He represents VTech in a very professional manner. Congratulations for employing such helpful techs!
2/3/2017 9:58:19	562 498-3659	Shara	Yes	Shara, had the patients of Job with me and resolved my problem with the highest degree of satisfaction. Please thank her again for me. George L. Lewis, Jr. I only waited 10 minutes to be answered initially Then Julio promptly completed the installation. Friendly helpful Thank You cliff is very knowledgeable and willing to share his knowledge he always makes sure that the customer is understanding of the situation
2/3/2017 10:01:07	315 732-0247	Julio	Yes	
2/3/2017 11:18:05	631-525-7337	cliff	Yes	
2/3/2017 11:56:28	1 937 556 8691?		Yes	
2/3/2017 12:41:57			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/3/2017 12:42:24			Yes	
2/3/2017 13:55:58	315 732-0247	Cliff?	Yes	After installing F Secure, proceeded to scan for why my son said computer was slow. Cleaned up problems and it runs better. Friendly service and fast Thank You
2/3/2017 14:35:21	720-767-5717		Yes	SHE WAS VERY HELPFUL
2/3/2017 15:09:13		tech support	Yes	helped a lot thanks
2/3/2017 15:18:18	4439004261	olga	Yes	
2/3/2017 15:18:44	916-476-6629	Sarah	Yes	
2/3/2017 15:41:38	214 215 3588	Nocole E	Yes	I'm so happy, you saved over \$200.00 from a scam who hijacked my computer Very patient with a total novice.
2/3/2017 16:58:37	480-288-2032	JAMES D	Yes	JAMES WAS WONDERFUL! HE EXPLAINED HIS PROCESS TO ME AND I WAS ABLE TO UNDERSTAND EVERY WORD THAT WAS TOLD TO ME. HE IS AN EXCELLENT ADVISOR AND IS TO BE COMMENDED FOR HIS HONESTY AND ALSO FOR HELPING ME WITH MY NEW COMPUTER. I APPRECIATE HIS HELP TREMENDOUSLY. THANK YOU VERY MUCH JAMES!
2/3/2017 17:15:56	9724639331	Ineshia	Yes	Marvelous Customer Service! Thank each of you.
2/3/2017 17:17:40		Matthew K.	Yes	He was most helpful.
2/3/2017 17:28:18	904-600-6320	Elisabeth B	Yes	I was so pleasantly surprised by how she just listened to my problem and coming from a totally non-techie here. She immediately took control, as we waited for a download she asked what other things I needed from there we had a few pleasantries of Florida sunshine and sweet iced tea as I'm in Fl. too! She said I needed to call back the next day also, yes I really needed help getting my new computer going and it was a blessing to get the same sweet tech again, I felt so blessed not having to explain from beginning to a new Tech, We giggled that it was meant to be..... I wish I could give her 100 stars she was AMAZING! Thanks from Jacksonville Sherri
2/3/2017 17:32:04		Cliff is extreme	Cliff	Yes
2/3/2017 18:27:27	2569742702	carlin	Yes	He is a great tech. He takes his time and understands the problem and fixes it if it takes a while. He doesn't rush the client and he helps one understand the problem very fast and veryyy helpful
2/3/2017 21:12:42	650 578-0319	Chris	Yes	found the issue suggested repair and downloaded program to repair very satisfied
2/3/2017 21:20:56	603 837 2210	Kristian (I be	Yes	I wish I could talk to this gentleman every time. He was so very very helpful. I certainly could not have done all this by myself
2/3/2017 22:02:40	714-995-0551	Christian	Yes	
2/3/2017 22:39:31	305-796-7278	Do not reme	Yes	Great service recovery on the part of this representative got disconnected while waiting for session to download
2/4/2017 11:35:01	4344329095	don't remem	Yes	
2/4/2017 11:39:15			No	
2/4/2017 13:32:16			Yes	ittookmeoverthreehourstogetacallback andtogetTHATcallbackihadtoenterthecallbackoptiontwice!!!!!!!!!!!!!!!!!!!!!!
2/4/2017 14:03:56		Corey	No	Corey was so helpful. Answered all my questions and then some. Spoke clearly and went above and beyond. I hope he answers if I have to call again.
2/4/2017 14:06:28			Yes	she was very very helpful to me and fix my problem in no time. thank you
2/4/2017 14:19:36		Ryan I think	Yes	Very courteous, professional, knowledgeable.
2/4/2017 14:33:36			Yes	Every person I have spoken to is grerat
2/4/2017 15:18:49	352-949-9213	?	No	I would like to know what was wrong other than the "Goose Chase" file, Please!
2/4/2017 17:08:08		olgag	Yes	And Thank You James!
2/4/2017 17:22:30	708-543-5160	Penn	Yes	
2/4/2017 17:56:57	4237794874	Tiffany	Yes	She was very patient and kind throughout this fix
2/4/2017 18:19:53	6784626999		Yes	I have called twice and both time the representative where extremely friendly and helpful
2/4/2017 18:25:08	4199372262	Addison?	Yes	Thanks
2/4/2017 18:37:23			Yes	perfect
2/4/2017 18:52:15	772.828.9347	BryhannaH	Yes	As always, VTech knows their stuff. Thank you BryhannaH for quickly and expertly solving my problem! God bless VTech! God bless BryhannaH!
2/4/2017 19:41:05	9188350602	Bryhanna	Yes	She was exceptional and helped me understand everything that happened. A great asset for your company.
2/4/2017 20:02:02	6199168236	christonia	Yes	excellent help across the board
2/4/2017 21:02:04			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/4/2017 22:09:41	307-696-3998	don't rember	Yes	no
2/4/2017 23:06:08		Sean	Yes	So far so good.
2/5/2017 1:45:43	8503161235	carlin b	Yes	bought watchdog because of his presentation clear friendly voice Very polite and helpful. He told me about other software options that V Tech Support offers without trying to push them on to me.
2/5/2017 9:54:21		JamesD	Yes	
2/5/2017 11:36:41	828-575-2697		Yes	
2/5/2017 12:02:14	8433336199	James	Yes	He was very confident, professional, authentic, and very knowledgeable. He is an asset to your organization
2/5/2017 12:03:57	8433336199	James	Yes	He was very professional, kind, knowledgeable, authentic, and confident. He is an asset to your organization
2/5/2017 12:41:24		SarahP	Yes	Very helpful in assisting me with my programs upon startup and removing tablet mode.
2/5/2017 14:17:28			Yes	
2/5/2017 16:02:16	5707392578	roberto	Yes	Great service with extremely talented people. More than completely satisfied.
2/5/2017 16:21:57		Ms.Sarah P.	Yes	Keep up the great work.
2/5/2017 17:53:04	610-278-5025	AngeloD	Yes	I had to wait for the customer service tech to answer the call and was on the phone for over an hour in total, but hopefully he resolved the problem.
2/5/2017 18:18:49		Bryhannah	Yes	Bryhannah tried to help me connect to my free trial of Windows 365, but was unable to connect. We do not know the reason, but we stayed on the phone for almost one hour troubleshooting. I appreciate her efforts.
2/5/2017 19:52:32		christian s	Yes	I would like to know how to set my language to English and time to reflect EST As upset as I am with all the continual problems and concerns with this Laptop, Angelo remained professional, and helpful as he worked to resolve.
2/5/2017 20:04:47	727.831.3842	Angelo	Yes	Thank you Angelo & GOD Bless <><
2/5/2017 20:13:09		Brihannah	Yes	she solved the problems that I presented very efficiently So far the representatives of vtec have been very friendly and helpful and have answered all my questions.
2/5/2017 21:00:48	859-356-3526	Sorry, didn't	Yes	
2/5/2017 21:40:18			Yes	
2/5/2017 22:06:55	7326194515	christian an	Yes	
2/5/2017 22:18:54	609 917 4759	caelin	Yes	great help excelant heisxveryefficientandsharpandhashelpedbefore
2/6/2017 0:05:23	3106578513	chrisc	Yes	Excellent support of the issues and to allow me to understand the process. I will most likely use additional support services and result of her detailing the cost and support services available. will not know immediately if the problem is fixed long term
2/6/2017 11:05:14		MoniqueS	Yes	
2/6/2017 13:26:40	570-751-4567	olga	Yes	
2/6/2017 14:30:18		jermy	Yes	
2/6/2017 15:18:38	7174691004	julioR (first r	Yes	
2/6/2017 15:21:48		jose	Yes	most knowledgeable
2/6/2017 16:18:38		Jeremy	Yes	Very nice and helpful and polite
2/6/2017 16:50:29	302-836-1896	josec	Yes	
2/6/2017 17:59:05		I forgot her n	Yes	She was extremely helpful
2/6/2017 18:37:56			Yes	
2/6/2017 18:58:26	302-737-2705	Amber	Yes	She was very knowledgeable about my computer.
2/6/2017 19:03:35		robertof	Yes	very helpful
2/6/2017 19:13:26	9098808803	christine	Yes	Excellent service with v-tech. Chris was excellent and went above what he was suppose to and very fast and for our first time we are very happy.
2/6/2017 19:31:37	5306620963	Chris B	Yes	excellent
2/6/2017 19:44:14	2695531880	billing addisc	Yes	
2/6/2017 19:44:19		christian S	Yes	christian was great

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/6/2017 20:16:22		AmberT	Yes	I was going to send back this desktop because I was having trouble with signing on without using the mouse. Amber hookup my mouse and got me sign on. And she also removed apps that I didn't. She was so professional. Keep up the good work.
2/6/2017 23:32:45			Yes	
2/6/2017 23:49:35		IneshaF	Yes	After 2 days of calling Inesha did everything she could and more to assist me. She was extremely patient and courteous with me only to figure out the problem was the computer hardware. She was very professional and deserves a raise! The computer is possessed.
2/7/2017 0:13:56		Chris B	Yes	
2/7/2017 2:24:58	315-686-3859	Carlin	Yes	He was very helpful and worked hard to solve the problem but he just had to change me from Chrome back to Microsoft Edge and I am happy with that.
2/7/2017 8:22:10	6787552420	Cliff	Yes	
2/7/2017 10:15:05		Kathryn	Yes	Great service. Surprising enough... A Computer Technician picked up my first call without being put on hold! Kathryn answered my questions and resolved my new computer issues in a professional and timely manner... and put me at ease with her friendly and patient tone. Kathryn also gave me helpful tips about securing my new HP computer with proper antispysware & antivirus protection. I feel confident that if I ever need assistance with computer concerns in the future, I know that I can call Vtec (Kathryn) for prompt & accurate service.
2/7/2017 10:42:15			Yes	
2/7/2017 13:14:18	508-987-5819	monique s	Yes	
2/7/2017 13:25:09	5138981357	Elizabeth	Yes	extremely helpful and knowledgeable. got right to work and solved my problem excellent job very professional, answer all my questions, quite patient. Thank You Darrell McKenzie
2/7/2017 13:25:17			Yes	
2/7/2017 13:39:04	6317923345	Amber	Yes	None. Olga was extremely helpful and professional everyone was very professional
2/7/2017 14:31:43		Olga G	Yes	
2/7/2017 15:49:58	631-422-1519	I spoke to mi	Yes	
2/7/2017 17:46:23	951-238-1568	Tiffany H	Yes	I had a personal opportunity to speak with Tiffany's manager first hand. It's a better side of life these days when you find an ease in the effort to impress on someone else the value another person brings into your life...to interpret an experience of contact that brings out the best in other people. Tiffany is that rare find in what it means to do just that. Life's a boomerang ...good things are supposed to happen when our intent equals an impact on someone else that makes that happen. Pats on the back all day long are nice and makes us feel good , a solid contribution to our paychecks shows a measure of appreciation that cements our commitment to what we say we stand for. Do the right thing VTec and make a cash deposit . It goes a longer way in life , especially these days than a pat on the back. We all have lives, families, and children. We're all in it together. he needs a raise. GREAT help and suggestions! Thanks Everyone was very helpful none Chris was extremely helpful & friendly. Explained everything I asked him & offered more options which would be helpful to me. If I have another question I hope I will be able to reach him again! MY concern is why I keep having so many viruses since I have the coverage recommended by your staffer. For what I am paying yearly I shouldn't have all of these problem. If it continues, I will look for service some place else. Matthew was very knowledgeable and helpful
2/7/2017 17:47:38	9042598337	james	Yes	
2/7/2017 21:37:22	4042770051	Addison5	Yes	
2/7/2017 21:46:16	2314594468	Kathryn And	Yes	
2/7/2017 22:47:01	6196786645	Hannah	Yes	
2/8/2017 0:51:56	718-793-6330	Chris B	Yes	
2/8/2017 11:14:30	301-577-3148	Didn't get his	Yes	Very friendly and easy to understand very satisfied with her, she is extremely professional & sweet Very pleasant and knowledgeable First contact number I called, waited a long long time. Hung up and called the second number for tec support and got thru. Wish there was a quicker way to call in emergency situations. Very good service
2/8/2017 11:28:11		matthew k	Yes	
2/8/2017 11:36:46		monique	Yes	
2/8/2017 11:45:23		dont rememl	Yes	
2/8/2017 12:48:16	4127933405	sarah	Yes	
2/8/2017 14:24:14		jesse	Yes	
2/8/2017 14:34:10	973-661-5219	Sheila F.	Yes	
2/8/2017 14:55:24	709217661	Amber	Yes	
2/8/2017 16:30:44	646-305-2766	Elizabeth B	Yes	
2/8/2017 16:34:37		Michelle	Yes	
2/8/2017 16:50:06		matthewK	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/8/2017 18:44:02		william bibbe	No	we were cut of ; no return call
2/8/2017 18:46:14	843-234-0181	Tiffany	Yes	
2/8/2017 18:50:21	575-742-3173		Yes	Did not catch her name. She was very kind and helpful.
2/8/2017 18:58:29	510-794-1575	Elijah	Yes	Took to long to get service, 2 1/2 hours Once I got it Elijah was great
2/8/2017 20:43:40			Yes	Very patient, even when my questions weren't completely clear.
2/8/2017 21:27:44		carlan	Yes	
2/8/2017 21:40:45	5708787807	Tiffany	Yes	You all have been really great helping me out this week! You deserve a RAISE!!
2/8/2017 22:07:08	9729865449		Yes	great service but long wait before I got it. Thank you.
2/8/2017 22:32:38			Yes	
2/8/2017 23:28:25	8586130070	PennC	Yes	
2/9/2017 0:16:46	7083617656	Forgot his name	Yes	He was OUTSTANDING! He answered all of my questions and helped me get my new computer up and running.
2/9/2017 6:30:36			Yes	
2/9/2017 8:46:34	4237794874	Robert	Yes	Very polite,patient, and took care of my problem quickly.
2/9/2017 9:29:39		Forgot name	Yes	
2/9/2017 9:43:28	9039282348		Yes	
2/9/2017 11:17:57		Amber	Yes	excellent customer service.....Kudos to Amber and much thanks for your help.
2/9/2017 11:35:34	631-422-1519	many	Yes	very satisfied with everyone I do not understand what kind of service help that you are suppose to be providing. Could you provide me with more detail information or where I can go to read about this information.
2/9/2017 11:40:07	2028237700	Roberto	Yes	Very helpful and checked out everything to make sure it was working and showed me slowly how to fix this problem in the future if needed. Very courteous . So glad I have this support service, all the techs are always so friendly and helpful.
2/9/2017 12:33:04	4237794874	Matthew K	Yes	
2/9/2017 12:33:47		SHEILA	Yes	
2/9/2017 12:58:36			Yes	
2/9/2017 13:00:48	256 353 0233		Yes	
2/9/2017 13:10:29	480-814-9519	Jose	Yes	Very courteous and resolved all matters.
2/9/2017 13:12:19		Robert	Yes	Very helpful, cooperative, polite and easy to work with!
2/9/2017 13:45:00		Ineisha	Yes	Ineisha is fabulous! She is so patient and professional! I thank her so much for getting me up and running! JermonyH was very helpful with my issue and very personable. He explained everything he was doing and made me feel comfortable with the actions he took to fix my problem. Great help.
2/9/2017 14:19:17	352-989-5024	JeromyH	Yes	
2/9/2017 14:24:10			Yes	
2/9/2017 15:33:28		OLGA	Yes	
2/9/2017 16:30:02	7313453120	sean	Yes	he was very good-was a big help ty all at watchdog
2/9/2017 16:45:06		michelleb	Yes	
2/9/2017 16:46:49	978-455-5745	Olga	Yes	She went to the source of the problem was downloading 2 updates from HP and didn't finish they both failed. So she went to do it another way and was successful.
2/9/2017 16:46:56				
2/9/2017 17:13:32		TiffanyH	Yes	The customer service was satisfactory and all questions were answered. Penn gave me very excellent service. I am delighted with his expertise and cheerful patience. Penn is a great asset to VTec's technical support team. He competently answered all my questions and solved by problems with my new HSN computer. Thank you - your happy customer - Nancy Thomas
2/9/2017 17:15:35		PennC	Yes	
2/9/2017 17:31:50		bryhanna	Yes	
2/9/2017 17:44:29	631-384-5611	Tiffany	Yes	very he took charge of my computer and made every thing happen as I wanted very pleased
2/9/2017 17:56:13	6608563576	johnson	Yes	Excellent service! Jose is very professional and knowledgeable and spent much time addressing my computer needs. He also made suggestions that would improve the running of my new laptop. Thank-you very much, Denise
2/9/2017 18:00:30	(781) 812 2567	Jose C.	Yes	
2/9/2017 18:01:45			Yes	
2/9/2017 18:07:30			Yes	I really was frustrated with a few things but Scott went through all the issues I had. I am very happy with the professional way he handle everything, and that I had no problem understanding everything he was saying to me. Scott is an asset to all older people like myself.
2/9/2017 18:47:15	2673182927	Scott	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/9/2017 18:47:44	3607950404	tiffant h	Yes	
2/9/2017 19:21:26		tiffany	Yes	
2/9/2017 20:55:18		Rhoul and S	Yes	they were wonderful. My system was in serious trouble and they handled problem with system and answering all my questions.
2/9/2017 20:56:47			Yes	
2/9/2017 21:10:17	1-254-727-4106		Yes	
2/9/2017 21:42:08	5027411114	PennC	Yes	Your tech service is great. I really appreciate having the support included with the laptop I bought from HSN. I would like to thank everyone at Vtec, for there upmost support and time Keep UP THE GREAT WORK!!!!!!! Service was excellent from Chris. Thank you! He was very knowledgeable and helpful. He helped me a lot !! Agent was very pleasant and helpful. Very knowledgeable and helpful Very Willing to delve deeper to get to the root of my problem and concerns Thanks Christian !
2/9/2017 21:50:27	203-634-4300	ryanJ	Yes	
2/9/2017 22:21:15	702-328-7898	chris	Yes	
2/9/2017 22:50:45		Sean	Yes	
2/9/2017 23:17:53	610-372-4051	I forgot her n	Yes	
2/9/2017 23:36:47	914 659-3339	ElisabethB	Yes	
2/9/2017 23:46:23	7185386062	Christian	Yes	
2/10/2017 10:19:17		matthew and	Yes	
2/10/2017 11:00:37	8139322815	jose	Yes	jose was great, he updated my computer and was a pleasure to work with outstanding as always.....great place to fix things i mess up.
2/10/2017 11:28:39		cliff	Yes	
2/10/2017 12:01:11		Karthryn	Yes	Very knowledgeable, personable and helpful. You have a great tech here.
2/10/2017 12:24:29			Yes	
2/10/2017 12:33:58	9362351916	olga	No	To impatient sent me to another co. Roberto came on and got every thing straight, good
2/10/2017 13:38:45	812 547 7234	mathew k	Yes	the best most helpful friendly exelent job off to a good start... looking forward to a long satisfied relationship... keep up the good work
2/10/2017 14:15:40	this is my first e	robert	Yes	
2/10/2017 14:27:55	7183610576		Yes	
2/10/2017 14:41:53			Yes	
2/10/2017 15:00:26	360-687-1980	olga	Yes	fast response and great job
2/10/2017 15:20:08	5167965214	yes very mur	Yes	
2/10/2017 15:23:46	8149526418	Elizebeth	Yes	
2/10/2017 16:15:03	6235222685	swift James	Yes	
2/10/2017 16:26:14		Olga	Yes	
2/10/2017 16:53:31		sheila F, Jer	Yes	
2/10/2017 17:30:37	708 487-9056	Bryanna	Yes	
2/10/2017 17:38:49		Sean C	No	
2/10/2017 17:53:04	832-974-3497	Richard	Yes	Called originally and spoke with Robert who was very nice and cleaned up my computer; however, when he signed off, all the printing on my computer was messed up (it looked as if the letters where broken and some were thinner than others). Also, there was a problem with opening subsequent windows on my google browser. Immediately called back and after a 58 minute wait (I originally waited about 40 minutes to get Robert), I was connected with Sean. I told him my problems and he was able to return my printing to it's normal setting, however, he could not get the pages to load as they did previously. It's very, very frustrating dealing with your organization. I've now spent well over 3 hours total trying to get things back the way they were before I called for a simple cleanup. I still have to try and fix my problem with google. Sean insisted that they did nothing that would change it, however, it worked perfectly until they fooled around with it. I also asked for directions on how to change the printing in case I encountered that problem again and he said I just had to call them. Everytime I have called for something, they have screwed up something else. Also the wait times are horrendous and Sean also put me on hold several times for several minutes and still came up with no solution. HELP!!!!!! I guess you get what you pay for.... Thank you for your help.
2/10/2017 17:55:52			Yes	
2/10/2017 18:53:56			Yes	
2/10/2017 19:30:03	609-886-8435	Carlin B	Yes	very nice, glad I have virus protection if u could e-mail the name of protection I purchased that would be great
2/10/2017 20:03:10		PennC	Yes	hegavemeexelantassistancewithaveryupliftingandrelaxingwayofspeech
2/10/2017 20:36:45	6038260243	Addison	Yes	Very nice, polite & concerned about my computer.
2/11/2017 0:30:19		Carlin	Yes	
2/11/2017 1:55:46	718 760-5366	Ineshia	Yes	Very helpful, and knowledgeable.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/11/2017 2:40:07	4806004674	Bryhanna H.	Yes	Bryhanna was knowledgeable and got me on the right track with my issues. Thank you. She went out of her way to help me and to understand how to save something.
2/11/2017 4:45:43	2815289292	Tiffany H.	Yes	you people are GRATE heanswerdafewquestionsihadandilearndsomewthings!!!!
2/11/2017 8:35:31	9042598337	james d.	Yes	
2/11/2017 9:36:25		roberto	Yes	Helpful kind and fixed my problem thank you very much Judy Very helpful and explained everything very good!!!! Nice guy to work with jamesd and coreya did a great job andvery.its a pleasue working with them courteus Tech team is very knowledgeable and I certainly appreciate having them when there is a problem. Thanks Sean for your assistance today and yesterday. She was exceptionally helpful and patient with me.
2/11/2017 9:41:56	3045508466	James D	Yes	
2/11/2017 11:23:36		Robert	Yes	
2/11/2017 12:13:06	6093320636	roberto	Yes	
2/11/2017 13:27:40	6142144828	James	Yes	
2/11/2017 15:00:18	8139322815	jamesd and	Yes	
2/11/2017 17:17:15	4347972181	Sean	Yes	
2/11/2017 18:06:57		Bryhanna H	Yes	
2/11/2017 18:42:22			Yes	
2/11/2017 19:05:05	407-482-4085	Elizebeth	Yes	
2/11/2017 21:19:13	4237794874	Elisabeth B	Yes	Tech was super polite and explained everything she was doing and got the system speakers back working. Bryhannah was helpful and am crossing my fingers that what she (and the previous tech) has assisted me with has resolved my computer issues. penn was very helpful The Agent was very professional and helpful. very impressed. thank you Service person was very patient, capable and helpful. she was excellent very patient made the process enjoyable she is a great ambassador for your service this young man was very patient, and very helpful; a real asset to your customer service
2/11/2017 21:22:38	603.826.0243	Bryhannah	Yes	
2/11/2017 21:42:04	347-236-4318	penn	Yes	
2/11/2017 22:18:54		I think it was	Yes	
2/11/2017 23:17:02		Tiffany	Yes	
2/11/2017 23:26:01	6103981486	bryhanna	Yes	
2/12/2017 0:27:12	580-241-5714	carlin b	Yes	Very helpful and knowledgeable
2/12/2017 1:02:31	5409154808	Brehanna	Yes	
2/12/2017 5:32:53	3603486736	dont know	Yes	
2/12/2017 9:17:53	337-288-3373		Yes	I am please not only with the knowledge that the agents have in resolving issues but also with the the manner of respect they have for the customers and the desire to answer questions they may have.
2/12/2017 9:48:36	3142232189	james	Yes	agent was very helpful in helping me get problem corrected.
2/12/2017 11:44:21		jeramie	Yes	all of your tecks were very good. Thanks again. JOE
2/12/2017 13:11:46	9173197156			
2/12/2017 13:15:32	9173197156	Jeromy	Yes	please call me at 9173197156
2/12/2017 13:21:19	413-229-8387	Sarah P	Yes	Sarah was so awesome you should give her a raise!!!! She wasn't feeling well but not only came in to work, gave awesome service. After waiting on the phone for 17 minutes I pressed * and prepared myself to wait 24 hours for a call back but Sarah called back in 3! My problem was an old laserjet printer that I was trying to use with my snazzy new Windows 10 and it kept telling me that it was an incompatible 2.0 USB port with a 3.0 USB port. I didn't even know what that means because if the plug fits and the manufacturers are the same, what is the problem? Sarah P to the rescue with her driver download expertise!. She kept at it because it didn't work the first time she tried it and she kept apologizing for the delay but she fixed it and it works just as well as it did with my old antique 2003 Dell computer! Like I said before, give the girl a much deserved raise!
2/12/2017 13:50:51		JesseL	Yes	
2/12/2017 13:52:15	323-979-9377	ElijahC	Yes	very helpful, patient, and answered all my questions in a pleasant manner james was very knowledgeable and helpful. he walked me through the process and gave a clear explanation. I should be able to continue on my own very helpful Was very helpful and easy to understand my problems and resolve the issues. Excellent Customer Service.. very happy!!!
2/12/2017 14:31:42	5164861253	james	Yes	
2/12/2017 15:02:59		jamesd	Yes	
2/12/2017 15:20:08		Matthew K.	Yes	
2/12/2017 16:37:06		Matthew K	Yes	
2/12/2017 17:05:17		Jesse L	Yes	
2/12/2017 18:03:18		Not Certain	Yes	Very helpful, knowledgeable, courteous support rep....thanks very good service ,helpful and pleasant
2/12/2017 18:16:38		Penn	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/12/2017 18:34:06	909-865-9491	Matthew K	Yes	I did not have to wait two hours for my phone call to be returned. Yeah! It seem as if she didn't want to help me. She didn't know what she was doing, couldn't help me. Just told me anything to get me off the phone. She did not help. I AM VERY DISAPPOINTED WITH THE SERVICE. She need a better attitude when talking to customers. From the start I had to tell her to slow down and speak clearly (three times).
2/12/2017 19:31:37	8048618153	BryhannaH	No	outstanding, clear and down right supportive
2/12/2017 19:40:19	9078842020	penn	Yes	ChristianS also helped
2/12/2017 20:08:37	6103167312	ElijahC	Yes	vert thorough
2/12/2017 20:37:52	409-777-8097	Jerry H.	Yes	very helpful and professional
2/12/2017 21:08:09	6028182838	christian	Yes	Call back time short, and the agent help to resolve the issue right away and took the time to explain what was going on with the system. I'm very happy for his help.  Thank You,  Richard Elliott
2/12/2017 23:36:19	6194232054	?	Yes	Very satisfied with tech support.
2/13/2017 0:09:25	2514577295	PennC	Yes	super nice very friendly very helpful
2/13/2017 9:25:36			Yes	
2/13/2017 11:20:17	2155371427	im sorry i mi	Yes	the lady was extremely helpful
2/13/2017 11:41:15	518-459-4669	I didn't catch	Yes	Vtech bailed me out again. I am so very happy to have their support. Very knowledgeable, friendly, and very PATIENT DEALING WITH ME.
2/13/2017 12:23:05	2013379442	Elijah	Yes	had to wait at least 20 minutes before an agent was available
2/13/2017 12:29:09			Yes	I am sorry I don't remember the last person who just called me. She was very professional and knowledgeable. The person before her earlier at 12:00 ish what not qualified at all to help me and her name was Shiela. She knew very little about how to fix my problem...Nevertheless, I do thank you for the last tech I spoke with. Sorry for that!
2/13/2017 13:38:18	5087546085	I am sorry I f	Yes	
2/13/2017 15:04:12			Yes	
2/13/2017 15:27:33	985-542-3122	Cheyene	Yes	Very professional and polite.
2/13/2017 15:48:45	8036406172	elijah	Yes	You're company has found a "Diamond in the Rough" in Amber.....she is definitely a "Keeper"! Not only was she extremely knowledgible about fixing my computer problem but her shining personality along with her abundant amount of patience shown through. It was like a breathe of fresh air to be able to work with her over the phone in rectifying my computer issue. Very satisfied and grateful, Deborah York
2/13/2017 16:26:32		Amber	Yes	
2/13/2017 16:48:32			Yes	
2/13/2017 17:12:55	2025544210	Michelle Bar	Yes	Thank you Michelle for all your help I have'd used the Vtech support service on more than one occasion and each time they were very professional and were able to resolve my problem in a short amount of time.It is one of the reasons I purchased the computer, for the life time support service, it's worth it's weight in gold. JR
2/13/2017 17:49:34		Olga G	Yes	
2/13/2017 17:55:14		stephanie	Yes	
2/13/2017 18:04:16		christian	Yes	the Tech knows his job well
2/13/2017 18:30:04	3309138105	amber t	Yes	she did an excellent job in finding out the problem

Timestamp	Number	You Spoke	satisfied with	Additional Comments
				you should make sure that when HSN promotes lifetime support on any technical issue, as was the case with this Tracfone, and says that you can activate your phone up to a year but does not say that beyond 2 months you lose your lifetime support of technical support, that is lying by omission. So please make sure that that is part of your contract with HSN as part of your representation of services. Life isn't fair but this is BUSINESS!! And HSN has misrepresented your service contract on air. I have been a long time loyal customer to Tracfone, (and HSN) and for the first 15 years I have not run into this type of problem. I do hope that V-tec continues to uphold it's end of the bargain.
				Thank you for allowing me to voice my thoughts and to give my feedback. Sincerely, Ann Marie Mercorelli I feel it should be a easier way
2/13/2017 18:38:57	830-665-4611	forgot	Yes	
2/13/2017 19:58:04	213 434 2183	christian	No	
2/13/2017 19:59:00				
2/13/2017 20:00:25	512-749-7686	Jerry H.	Yes	This is the second time I have had the pleasure of speaking with Jerry. He is the utmost professional and extremely knowledgable. Very pleased.
2/13/2017 20:10:06		Jerry	Yes	Jerry was very helpful and polite.
2/13/2017 20:35:06		Elizabeth B	Yes	Very friendly
2/13/2017 20:46:43	740-851-4749	Elisabeth B	Yes	She was more than gracious, courteous, and patient. Just what customers want to experience when having assistance with computer questions. Your agent was very polite and easy to talk with. She also went into my computer and took out a program that I didn't want. Great employee! Thanks Carleen Sutherland
2/13/2017 22:10:14	1 707-668-197	IneshiaF	Yes	Tiffany's patience and determination with resolving my problem was highly appreciated. Thank you so much for the quality of service you provide. Wonderful service very knowledgeable very helpful and patient with my ignorance.
2/13/2017 22:16:24	608-606-2833	Tiffany H	Yes	
2/14/2017 0:11:38	3045957055	shawn	Yes	
2/14/2017 1:00:21	6508730155	chris(?)	Yes	
2/14/2017 1:52:17	5802415714	I forgot	Yes	
2/14/2017 8:58:00	7574815751	Cliff	Yes	
2/14/2017 11:41:25	413-533-4115	Olegi, juilio,	Yes	Cliff fixed everything but the ones I spoke to tried to help I need to convert WPS tp DOC
2/14/2017 12:26:04	9855423122	Monique S	Yes	Very Professional and very polite
2/14/2017 13:44:00	304-623-4544	James	Yes	
2/14/2017 13:53:24		Mika	Yes	Mika was very helpful in resolving my issues with my HP laptop and printer
2/14/2017 13:57:12			Yes	A pleasure to work with
2/14/2017 14:17:51			Yes	
2/14/2017 14:24:32	989 790 1165	excellent	Yes	
2/14/2017 15:41:51	5044557026	sheila	Yes	good service and very helpful
2/14/2017 15:42:46				
2/14/2017 16:41:12	6148375212	Olga	Yes	Very It would be nice to know the approximate time it takes to do the work. I had a scary thing that happened to me so I was very uncomfortable with the long wait it took to install or fix ... heck I'm not sure what he was doing "james d" the tech and the screen was black during the last hour or so... so I'm not sure what was going on with my system doing that time. Will someone call and give me an overview as to what just happened here? excellent service,very professional
2/14/2017 18:44:38	2144316208	sarah p	Yes	
2/14/2017 18:59:06		james	Yes	
2/14/2017 23:17:59			Yes	
2/15/2017 2:16:31			Yes	
2/15/2017 6:57:49	281-528-9292	Matthew	Yes	Matthew goes out of his way to help you. He is polite and a gentleman at all times. He listens to your request and helps you reach your goal. Hope I am making sense - I am tired - good day. Thank you Matthew.
2/15/2017 8:09:44	4232153036	Matthew	Yes	
2/15/2017 9:32:49		jesse	Yes	
2/15/2017 9:48:44	718-712-1270	Sarah	Yes	Just the best. I actually had a great time speaking with the technician while having my computer fixed, re-booted, updated, etc. Just a wonderful personality. Almost look forward to the next computer mishap. Thank you.
2/15/2017 9:56:52	3175063558	?	Yes	problem resolved

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/15/2017 11:14:53		SARAH	Yes	Sarah was wonderful, patient, and guided me with exceptional customer service. he was very helpful and did everything he could to make my computer run faster. i have not tried to get back on yet so i do not know if it was successful.
2/15/2017 13:33:51		mika w	Yes	
2/15/2017 13:39:51	407-482-4085	alijah	Yes	
2/15/2017 13:50:34		amber	Yes	
2/15/2017 14:18:47		Hannah B	Yes	Very helpful
2/15/2017 14:57:11		cliffs but don	Yes	Great help and very knowledgeable
2/15/2017 15:07:40		Jesse L	Yes	very good and patient and tried everything to get me up and running.
2/15/2017 15:12:04	5707759103	Julio	Yes	
2/15/2017 15:38:16	484 480 3949	amber	Yes	
2/15/2017 16:12:20	6317247029	Olga	Yes	
2/15/2017 18:34:44	860-274-6566	barbara	Yes	outstanding
2/15/2017 18:51:07	314 824 9280	yes	No	
2/15/2017 19:10:35	803-641-2998	Matthem K	Yes	Very helpful and nice
2/15/2017 21:38:41		Bryanna	Yes	
2/15/2017 21:49:22		Sean C	Yes	Thanks for the help
2/15/2017 22:04:31		Addison	Yes	I was called back in a good amount of time. Addison was helpful in looking over my new system. And he made notes because system was updating. Thanks
2/15/2017 22:07:57	520-384-9133	Elizabeth B	Yes	She was great & Helped with a program that I can now work!!
2/15/2017 22:25:53	5593412861	very nice yo	Yes	I could not live without you
2/15/2017 22:42:31			Yes	Very good service
2/15/2017 23:49:39	6018635674	Doug	No	I just wanted him to open a file that had an extension on It that my store could not open up by itself.
2/16/2017 0:01:38	7249794224		Yes	The rep was very knowledgeable and fast, solving my problem. Thanks again.
2/16/2017 3:05:39			Yes	
2/16/2017 10:34:02	702-275-7860	cliff	Yes	he was very helpful ty he was very helpful, walked me thru my printer. helped me print and scan document and helped me to delete from my laptop.
2/16/2017 10:34:45	918 2343414	forgot to writ	Yes	Stellar Agent ..Give her a raise :)
2/16/2017 11:13:34			Yes	
2/16/2017 11:26:32			Yes	
2/16/2017 11:58:03	903-203-0967	Amber	Yes	Delightful young lady who helped me immensely, pleasant courteous and very helpfull It just seems there is always something else to purchase and I get frustrated with that. Elizabeth did a great job though. I just don't like having to constantly spend more money.
2/16/2017 12:12:44	9205584202	Elizabeth G	Yes	
2/16/2017 13:54:00			Yes	
2/16/2017 13:55:24	9082471541	Sheila F.	Yes	very patient, God Bless Her! Keep up the good work.
2/16/2017 14:03:48		coreyA	Yes	
2/16/2017 14:53:36		OlgaG	Yes	Olga was very pleasant.
2/16/2017 15:03:14			Yes	need to have this stop popping up, if possible. Can you eliminate this hijacker?
2/16/2017 15:30:01		Elizabeth B	Yes	very knowledgeable fixed my problem in just a few minutes
2/16/2017 15:43:28		elisabethb	Yes	She was very helpful and polite and provided me with an answer to my question.
2/16/2017 16:27:06	6305278775	Can't Remer	Yes	The agent was very helpful! Work with me and did a fine job.
2/16/2017 16:54:04	201 880 4371	AngeloG	Yes	COULD not hear him well-increase phone volume-I was getting echos
2/16/2017 16:57:05				
2/16/2017 17:18:40		lajdada hill	Yes	
2/16/2017 17:42:39	864-833-5764	Olga	Yes	Great conversation with Olga...very helpful and super nice!
2/16/2017 18:05:26	216-341-6614	Mika	Yes	
2/16/2017 18:26:49	6787369516	Penn	Yes	didn't take too long Penn was very helpful
2/16/2017 18:39:14		Chris B	No	Very quick with fixing my problem
2/16/2017 19:19:08		Bryanna H	Yes	She was very polite and she helped me resolve my computer issues.
2/16/2017 20:46:53		sean	Yes	great help
2/16/2017 21:00:10		matthewk	Yes	
2/16/2017 21:39:15	314-367-1775	Bryhanna	Yes	
2/16/2017 22:37:14			Yes	
2/16/2017 23:25:19		Breanne	Yes	
2/17/2017 0:47:33	5162826959	Tiffany H	Yes	I cant thank Tiffany enough for her help to this Computer Novice. She exceeded any expectations I ever had when I purchased my Laptop, from Evine. 5 Star Service!! Jon Parkus

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/17/2017 1:59:56		Anthony	Yes	Anthony represents your service exceptionally well, technically and in terms of customer service. I would hire him in a flash.
2/17/2017 11:34:08	7172157029	ELIZABETE	Yes	She was friendly; helpful and solved my problem with PDS files. Thank you very much. God bless VTEC!
2/17/2017 11:45:56	314-989-0212	Can't remem	Yes	
2/17/2017 11:47:12	936-273-4685	Cheyenne	Yes	
2/17/2017 11:51:43		Olga G	Yes	
2/17/2017 12:10:03	816-284-2904	I forgot	Yes	Very Kind
2/17/2017 14:08:35			Yes	
2/17/2017 14:34:48	5593412861	very nice girl	Yes	I love you he took care of the problem i was having!!!!!!
2/17/2017 15:28:30	3106578513	?D	Yes	Everyone I have dealt with at Vtec has been courteous, professional and knowledgeable. My only complaint would be it takes a long time to get a call back and make a connection with someone. I am a senior, and not as computer smart the tech support was very much appreciated. The rep was very thorough and informative . Very helpful
2/17/2017 15:42:05		Scott	Yes	
2/17/2017 16:35:01		vry patient a	Yes	
2/17/2017 17:27:52	972-313-8585	Matthew K	Yes	
2/17/2017 17:50:46	218-731-6246	CeanS	Yes	
2/17/2017 18:01:45	616 636 4536	Inshia F.	Yes	Very professional, fast and efficient.
2/17/2017 18:17:38	713-7290-0332	James	Yes	
2/17/2017 19:09:27	4402572262	corey and se	Yes	both reps were fantastic. could sean c call as my mother interfered with the rep completing the work on her computer
2/17/2017 19:15:07	9142178321	bryanna	Yes	she really was very helpful and didn't rush me off the phone very patience
2/17/2017 19:34:47		carlin	Yes	
2/17/2017 21:33:14	2606101911	Corey Altma	Yes	He was very helpful and took a lot of time to make sure he was getting my computer working correctly. I'm glad I got him this time because I wasn't happy the last time I called Vtech support.
2/17/2017 22:26:51	256-775-7777	Penn C and	Yes	You have very nice and smart folks working for you. I'm glad I have your service.
2/17/2017 22:38:16			Yes	
2/17/2017 22:54:43		christian	Yes	
2/17/2017 23:23:04		briannah	Yes	solved the problem
2/17/2017 23:24:57		elisabeth	Yes	
2/18/2017 0:22:41		cant rememt	Yes	was very helpful . thank you
2/18/2017 1:17:54			Yes	
2/18/2017 10:23:44	3144290314	Roberto	Yes	Roberto was great to work with. He is pleasant answered all my questions. His thoroughness to check my computer for viruses and malware was very reassuring. Got my computer safe to use again.
2/18/2017 14:48:49		PENNC	Yes	agent was very patient and did a fine job
2/18/2017 14:57:06			Yes	
2/18/2017 16:40:26			Yes	
2/18/2017 17:26:14	8624320590	Chris B	Yes	Chris was extremely helpful. would recommend him everyday of the week and twice on sunday.
2/18/2017 17:40:43		good	Yes	
2/18/2017 17:45:04	9414086185	I forgot	Yes	
2/18/2017 18:24:29	2529456308		Yes	he was great
2/18/2017 18:25:08			Yes	
2/18/2017 18:36:04		Briahana	Yes	
2/18/2017 18:52:49		Cheyenne	Yes	no
2/18/2017 20:46:21			Yes	
2/18/2017 21:56:44	314-878-6723	ChrisB	Yes	These computer are driving me nuttier! I'll never buy HPs again. BUT what you what to know is how my interaction with Chris went. Sorry, I got carried away. Chris was great, he is very courteous, and even though all went great, I really don't want to talk with him again anytime soon! LOL This Agent showed above and beyond skill, tack, truly good at explaining process, patient . I was VERY satisfied with service given. Thank you, CarlinB. thx smart Exceptional assistance from this agent very patient & professional Carlin was very nice and polite. he solved all my issue. went above and beyond
2/18/2017 22:04:46	6183347782	CarlinB	Yes	
2/18/2017 22:05:07	6142021975	3 diff, but all	Yes	
2/18/2017 23:10:30		natalie	Yes	
2/19/2017 0:27:03	5802504211	carlen?	Yes	
2/19/2017 0:47:44	8502415714	anthony	Yes	
2/19/2017 1:30:20	713-301-8945	Mr. Carlin	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/19/2017 9:01:32	6035605864	Roberto	Yes	Roberto was very professional, polite, and knowledgeable.
2/19/2017 11:24:30		robert	Yes	
2/19/2017 11:59:41	6098575270	ElijahC	Yes	Very helpful and patient
2/19/2017 12:46:34		Elizabeth	Yes	I really liked the way she explained the process as she went on.
2/19/2017 12:50:52	9549376033	bryanna	Yes	
2/19/2017 13:13:31	2052527662	Bryhanna	Yes	
2/19/2017 13:46:24	8658091237	unknown	Yes	Great Job. Like always
				I bought \$400 worth of something one year ago that sometimes works on Sunday when it is schedule to run. (Started out great then started skipping weekly clean up.) Got an upgrade last week and now it says my LIFETIME subscription is up. WHAT KIND OF A SCAM ARE YOU PULLING? I AM NOT HAPPY!!!!
2/19/2017 14:06:40	609-266-5190	I don't know	No	
2/19/2017 14:44:03	7603418675	JamesD	Yes	
2/19/2017 15:22:45	727-698-9201	Brianna	Yes	Brianna was absolutely a wonderful help. She was extremely pleasant and none of my questions went unanswered. Give this gal a raise!
2/19/2017 16:01:27			Yes	excellent help
2/19/2017 18:49:25			Yes	she was very helpful
2/19/2017 19:14:37	2034372561	Penn	Yes	excellent job
2/19/2017 19:45:41	4342372260	great job	Yes	agent did a great job
2/19/2017 20:28:50	731-607-0566	Christian	Yes	I have always had great service from V tech
2/19/2017 20:43:53	7342338913	bihanna	Yes	
				He is a pleasure to speak with. Not only did he resolve he problem for which I contacted your company, but also gave me a few more tips and tricks on how to accomplish more. I am a sponge and am trying very hard to learn as much as your representatives will allow me within a reasonable amount of time. I thank you very much for allowing me to comment. Have a good night. Wish me luck; fractured ankle and going in for surgery tomorrow. Will be laid up and probably spending more time on the computer. So, the more I learn the more I can get done. Thank you.
2/19/2017 20:49:18		Christian	Yes	
2/19/2017 21:39:15	4102417879	Bryhanna H	Yes	
2/20/2017 0:00:22	7204031418	Carlin	Yes	A long but successful process. Carlin was very patient with me.
2/20/2017 0:33:02	210-733-9595	ChristianS	Yes	Patient and courteous and knowledgeable.
2/20/2017 9:52:21	251-479-9505	Jeromery	Yes	
2/20/2017 10:06:51	8572515274	chyenne	Yes	awesome service
2/20/2017 10:08:00		Sheila	Yes	
2/20/2017 10:39:05	7704826794		Yes	great service She kept asking the same questions over and over that I had already explained to her over and over again. She does not listen well and repeats herself way too much. She had someone else assisting her and did not tell me someone else was logging onto my laptop. She was not very thorough in explaining what she was doing while she was helping me. She kept forgetting what she said that she was going to do next after one process was finished. All in all she was not a good tech at all. I really hope that I do not have to speak with her again. I was already frustrated and she did not help matters. Definitely added to my frustrations. Jerome or whoever he was actually ended up resolving the problem with the web browsers not loading.
2/20/2017 11:03:54		Cheyenne	No	
2/20/2017 12:00:58			Yes	very satisfied Amber went above & beyond to resolve issue I was having with scanning documents. She was extremely professional and helpful and pleasant to work with.
2/20/2017 12:11:25	845-561-8007	AmberT	Yes	Ms AmberT gave me EXCELLENT SERVICE. She was Professional, patient, explained when I had any questions, resolved my concerns completed the help needed, and I was totally satisfied. In today's dealings when needing help it is hard to get good results. She was above and beyond GREAT at her job. Thank You as always I am a PLEASED CUSTOMER!!!!
2/20/2017 13:05:12	618-334-7782	AmberT	Yes	Very helpful and professional
2/20/2017 13:58:52	9182868005	olga	Yes	
2/20/2017 14:19:06		Scott	Yes	
2/20/2017 14:33:29	575-387-2847	RaymondD	Yes	very attentive and professional
2/20/2017 14:48:01	508-360-2525	OLGA	Yes	SHE WAS VERY NICE AND PATIENT
2/20/2017 15:07:07			Yes	Very nice lady

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/20/2017 15:26:11	6077973591	HANNAH B	Yes	I was ready to send this laptop back, HANNAH B did a great job it works great now thanks to HANNAH B she is a credit to your company do not let her get away thanks G Stewart
2/20/2017 15:34:30		Elijah	Yes	
2/20/2017 15:48:25	5167965214	scott	Yes	Very patient young man appreciate all your help. Thank you. Not happy with service WOW terrific rep patient and knowledgeable great experience talking to her was worth the 3hr wait. Give that girl a pay raise so you don't lose her. She's an asset to your company. Very Professional!! Very knowledgeable and patient Again....appreciate all your help. Thank you Thank You, Olga G. & Christian S.
2/20/2017 16:42:03		MikaW	Yes	
2/20/2017 17:01:18	5186220345	Bryhanna	Yes	
2/20/2017 18:01:56			No	
2/20/2017 18:11:55	954 445 4716	Amber	Yes	
2/20/2017 18:32:27		Rodger	Yes	She did not know what she was doing. She did not know what to look for and she did not even do the typical diagnostic one should do to determine what the issue was. She was pretty bad. very pleased thank you
2/20/2017 18:35:57	9133384787	Breyanna H	Yes	
2/20/2017 18:45:44	5186220345	Elizabethb	Yes	
2/20/2017 19:08:49	816 808 7771	Olga G.	Yes	
2/20/2017 20:17:00	7576654862		Yes	
2/20/2017 20:45:39			Yes	
2/20/2017 20:49:53		Bryhanna	No	
2/20/2017 20:50:04		robert	Yes	It took a long time to get you on the line, and a long time to get my new system going. I am not sure why there was a problem. But I would like to thank Amber T. and I think his name was Matthew who worked on my computer to get it all set up. Very Good Tech Did a great job Thank You He was #1 in our eyes. A very good job working with us. A big THANKS!!!!!!!!!! answered all my questions very helpful easy to talk to
2/20/2017 21:03:12	7652885282	Bryanna	Yes	
2/20/2017 22:27:50	805-499-2609	Amber T	Yes	
2/20/2017 22:33:59	5868466757	Matthewp	Yes	He was very helpful and courteous in addressing and resolving my Livetec issues. SHE WENT ABOVE AND BEYOND SHE IS FANTASTIC!!!!!!!!!!!!!! SHE WENT ABOVE AND BEYOND SHE IS FANTASTIC!!!!!!!!!!!!!! made sure everything was working properly and reinstalled my vipre  Monique did an excellent job. She was helpful and personable! ALWAYS satisfied with V-Tech representatives Great Job  Very pleased with her assistance . Thank You Very professional help. Hopefully this has fixed my problem. Still had a problem after my last call to VTec supp. Was very Helpful  Very informative and patient!!!! Love that!!! Thanks V-Tec for hiring wonderful techs! Suzy solved my problem ! Aniel is a lifesaver I had been working on WORDPAD PREPARING NUMBERS FOR MY TAXES x 3 days I did not save and he was able to recover THANK YOU ANIEL!!!!  agent very hpelpful but unable to resolve. Appears to be a problem with computer itself, the disc drive  great help thing you.
2/20/2017 23:07:27		elisabthB	Yes	
2/20/2017 23:08:39	5802415713	Robarto (ho	Yes	
2/20/2017 23:21:49	12245870265	Elizabeth	Yes	
2/20/2017 23:39:13	5162826959	Christian S	Yes	
2/21/2017 5:03:51	3043443000	Mathew	Yes	
2/21/2017 8:07:31	7274808001	ELISABETH	Yes	
2/21/2017 8:07:37	7274808001	ELISABETH	Yes	
2/21/2017 9:02:53	9739072768	Cliffs	Yes	
2/21/2017 9:26:57		Julio	Yes	
2/21/2017 10:04:58		Monique	Yes	
2/21/2017 10:25:08	412-582-0155	i forget	Yes	
2/21/2017 11:41:17		James	Yes	
2/21/2017 12:16:07		cheyanne	Yes	
2/21/2017 12:36:03	2699832987	Monique S	Yes	
2/21/2017 13:11:18	8452653086	Very Profess	Yes	
2/21/2017 13:49:17	3529895024	MikaW	Yes	
2/21/2017 13:56:17		ElizabethG	Yes	
2/21/2017 14:15:03			Yes	
2/21/2017 14:21:41		Olga	Yes	
2/21/2017 15:36:39	561-594-3497	Aniel	Yes	
2/21/2017 15:56:10	9549376033	aniel	Yes	
2/21/2017 15:59:46			Yes	
2/21/2017 16:38:17	2818049057	Chris B ?	Yes	
2/21/2017 17:15:01	978-398-6317		Yes	
2/21/2017 17:18:04	8703002002	great help	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/21/2017 18:03:15	918-273-7433	HannahB an	Yes	I'm just hoping when I restart, the name Dorothy Monson is gone! That was what prompted my initial call. I never put that in, and I don't know why it was on my brand new laptop. And yes--both agents were marvelous to work with. HannahB explained it all, and JamesD got it finished. Now I'm going to check that Monson thing!
2/21/2017 18:24:27		Tiffany	Yes	
2/21/2017 18:25:32	9166078993	roberto	Yes	
2/21/2017 18:31:20	7707281064	good	Yes	
2/21/2017 21:48:35	734 422-8823	Matthew	Yes	
2/21/2017 22:50:14	570-760-0883	OH, I think it	Yes	rwalgood
2/22/2017 0:32:59		matthew	Yes	
2/22/2017 1:38:00	650 578-0319	Matthew P	Yes	It was a long night, but she did get everything set up for me and now I am a happy camper...
2/22/2017 1:41:08		Cheyene	No	
2/22/2017 7:30:47	412-582-0155	cliffs	Yes	
2/22/2017 11:08:29		SHEILA F	Yes	
2/22/2017 12:04:28	8703002002			
2/22/2017 12:25:36		Aniel A	Yes	As usual great service problem handled immediately Thanks Joe She has not fixed problem yet. Will finish on Friday. as always...the vetch support is awesome! SEE MY FACEBOOK COMMENTS  The support tech was very polite and did put my mind at ease. He did take the time to explain everything to me in a manner that I understood. Thank you again for the great service!  think you! He was very helpful and super nice ty so much :) A-OKAY I hope this problem is solved and does not happen again very soon!  She and he were very helpful and knowledgeable and fixed the problem. I hope the fix will continue. She was by far better than Bryhanna (sp?). She and Sean were very good!!! Thank you!  VERY NICE I'm so very thankful for the help n all the hard work that the Techs did on my computer , You guys n gals are the best service in the nation ,,Thanks again I would like the VLC player & video to learn Windows 10 removed as that is where the problems came from. Would appreciate a call to discuss this. Sean seemed to do a good job remotely. I had to place requests for a call back. The first call I received was from a woman who hung up (or was disconnected) after we said hello and she never called me back. I had to place a second request for a call back after sitting on hold for about 30 min. Carlin was very helpful and resolved my issue to my satisfaction. Super nice and easy to talk to and solved problem for me. :)  spent quality time with me to answer all my questions Great service and fixed fast She was and as always a great help could not have been better she did a great job, and was very nice very good service,very nice techs I feel David went above and beyond to do all that he could to assist me! Service was superb. MatthewK went over and above to help someone that no nothing about pcs. Not only that but he made it plain and simple for me to understand. He was very patience with me. I'm 62 years old and I think this is very important!!!! Thanks Matthew
2/22/2017 12:31:32	9182995942	Jesse	Yes	
2/22/2017 13:01:36		elizabethg	Yes	
2/22/2017 13:55:56	2152802825	Julio	Yes	
2/22/2017 15:51:15		amber	Yes	
2/22/2017 17:11:57	908-500-5444	Elisiah	Yes	
2/22/2017 17:43:17	410-687-8735	Olga	Yes	
2/22/2017 17:55:06		?	Yes	
2/22/2017 18:24:42			Yes	
2/22/2017 19:02:32	4127660443	sean	Yes	
2/22/2017 19:19:01	8045436860	Tiffany H an	Yes	
2/22/2017 19:21:35	609-635-0524	olga	Yes	
2/22/2017 19:47:03		mary	Yes	
2/22/2017 22:16:08		Tiffany H	Yes	
2/22/2017 22:34:03	941/391/6719	PENN	Yes	
2/22/2017 23:27:26	4194390266	Unisicia	Yes	
2/23/2017 1:23:14	602-821-3574	Carlin (I thin	Yes	
2/23/2017 8:46:30	2152802825	Hannah	Yes	
2/23/2017 10:01:23	5088162731		Yes	
2/23/2017 12:06:07	708 357-2659	jessie	Yes	
2/23/2017 12:18:41	856-786-0766	JesseL	Yes	
2/23/2017 13:34:44	360-687-1980	olga	Yes	
2/23/2017 14:06:58	6608698852	Amber	Yes	
2/23/2017 14:14:29	727-842-7378	cliff	Yes	
2/23/2017 14:22:50	4048611296	David	Yes	
2/23/2017 14:32:41	9546282459	MatthewK	Yes	
2/23/2017 15:05:45		Dawn	Yes	
2/23/2017 15:20:52			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
				answered all my questions-very thoroughly. Great telephone manner and great personality. Don't ever let this guy go!!!! You would be doing HP and HSN a huge mistake.
				Best Regards. Cheryl (Cherie) O'Brien
2/23/2017 15:24:04	570-698-0640	Jesse L.	Yes	
2/23/2017 16:13:09	9039282348		Yes	
2/23/2017 16:30:38	702-328-7898	HANNAH	Yes	
2/23/2017 16:48:46	6305368881	James	Yes	
2/23/2017 16:59:52	205-679-6939	Dawn B.	Yes	
2/23/2017 17:16:54		raymond	Yes	
2/23/2017 17:30:16	239-628-6963	chisstan i thi	Yes	
2/23/2017 17:50:58		BryannaH	Yes	
2/23/2017 17:56:40	804-496-9888	Amber	Yes	
2/23/2017 17:56:49	804-496-9888	Amber	Yes	
2/23/2017 18:08:00	8085721864	Lajada	Yes	
2/23/2017 18:26:35	2034517243	olga	Yes	
				THE SUPPORT AGENT I HAD, PENN, WAS VERY HELPFUL, KNOWLEDGEABLE, AND FRIENDLY. I APPRECIATE HIS PATIENCE HE HAD BECAUSE I'M JUST A LITTLE COMPUTER ILLETERATE WHEN IT COMES TO DOWNLOADING AND PROGRAMING. PENN SET UP MY PROGRAM LIKE A PRO ! I APPRECIATE THE JOB HE DID FOR ME IN SETTING UP MY " OFFICE THINK " APP. THANKS AGAIN.
2/23/2017 18:28:17		PENN	Yes	
				Could not understand half of conversation as tech was not speaking very loud. Also when transferring my call to Sean I was disconnected and never was called back. Luckily I did not touch my computer and Sean?? finished the tune-up. vare good at what he dose. She was helpful and patient and I appreciated that
2/23/2017 19:06:18	7195420338	Julio	No	
2/23/2017 20:35:48		chris	Yes	
2/23/2017 22:17:31	626-482-4241	BryannaH	Yes	
2/24/2017 0:23:14			Yes	
2/24/2017 1:40:57		anthonyK	Yes	
2/24/2017 10:17:21		shalia	Yes	
				glad it's finished update took all day
				I can't remember the guy that helped me but he done an amazing job an done it quick an i'm happy with the service thank you Your agents are the best She is absolutely the best customer service rep. I have ever had the opportunity to work with! Charming and Wise. Mathew was very knowledgeable and patient. I just bought a laptop and was running very slow. This is my first time experience calling VTec and the the process was very smooth. I highly recommend it! Olga was fast and competent and I could understand her! Everyone at your facility are outstanding
2/24/2017 11:00:18	7407672599		Yes	
2/24/2017 11:30:33		Julio	Yes	
2/24/2017 11:56:34	804-496-9888	Amber	Yes	
2/24/2017 12:36:46		MathewK	Yes	
2/24/2017 12:44:17	8638755419	Olga	Yes	
2/24/2017 13:28:38	3524657533		Yes	
2/24/2017 13:31:00	954-473-1810	Dawn B	Yes	
2/24/2017 14:08:20		JamesD	Yes	
				very helpful, informative and helped me with more secure virus software, very satisfied with excellent service he provided. Amber is exceptional. I had previous problems and she was reassuring, her explanations were clear, she was upbeat and patient. I couldn't have asked for a better experience. Very helpful to an old lady with limited computer knowledge. Scott helped me with two issues today and I am very grateful.
2/24/2017 14:50:09		Amber T.	Yes	
2/24/2017 14:56:59		Scott	Yes	
2/24/2017 15:21:05			Yes	
2/24/2017 16:22:22		Olga	Yes	
2/24/2017 17:11:11		Olga	Yes	
2/24/2017 17:36:30	2056398498	female-east	Yes	
				After a couple of calls, did option for call-back. Would do that next time.
2/24/2017 17:41:08		Elizah	Yes	
2/24/2017 17:58:54	516-868-8475	Matt	Yes	
2/24/2017 19:09:30			Yes	
				very informant kind person I will call back and ask for this tech again Thank You

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/24/2017 19:15:38	Excellent help		forgot his name Yes	He was very courteous and got my Surface back up and running. GREAT CUSTOMER SERVICE! SORRY I FORGOT HIS NAME...
2/24/2017 22:06:08			Yes	
2/25/2017 0:46:32		Carlin B	Yes	You need more phone help. Waited 2 hours before someone answered our call. Thanks for your help. SHE WAS VERY HELPFUL AND HAD A VERY SUPPORTIVE WAY ABOUT HER ASSISTING ME WITH MY PC ISSUES!!!!!!!!!!!!!!!!!!!!!! I LEARNED A LOT ABOUT MY PC THANK TO HER FRIENDLY INTERACTIONS WITH ME!!
2/25/2017 9:16:22	310 6578513		i am bad with names but i am pr	
2/25/2017 10:24:46	7732394303	Cliffs	Yes	
2/25/2017 12:15:35		james	Yes	
2/25/2017 13:34:31	909-212-3115	Sarah	Yes	Sarah was helpful and very professional I had to wait an extremely long time to get tech support today. I finally had to push the star key to have them call me back. This is on 2/25/17. I have never had to wait this long. I called last night 2/24/17 could never get through pushed the star key for a return call. No one ever call me back. They stated on the recorder high volume of calls. It just seemed like a long long time. Thank you.
2/25/2017 16:11:48	2315258241	Sheila F.	Yes	
2/25/2017 17:00:47	2187316246	Elizabeth	Yes	
2/25/2017 19:40:32	5406674529	elizabeth b	Yes	very pleasant and helpful!
2/25/2017 22:33:31			Yes	
2/26/2017 1:14:41	4403659652	Calvin	Yes	got my internet back up
2/26/2017 9:26:36	727-418-8573	RobertoF	Yes	very helpful, very friendly VERY NICE AND EXPLAIN EVERY THING TO ME WAS SHE WAS DOING . THANK YOU
2/26/2017 10:25:10	646-204-9931	ELIZABETH	Yes	
2/26/2017 10:55:27			Yes	
2/26/2017 12:17:51	3154304281	JamesD	Yes	
2/26/2017 13:02:48		Roberto	Yes	He was fabulous!  I HAD A TECHNICAL ISSUE WITH MY HP COMPUTER. I CALLED THE VTEC SERVICE LINE, AND ROBERTO WAS AWESOME. POLITE, PROFESSIONAL AND KNOWLEDGEABLE ABOUT WHAT HE WAS DOING. I AM GREATFUL THAT I HAVE VTEC SUPPORT. I HAVE USED IT TWICE AND WAS ABSOLUTELY 100% SATISFIED. THANK YOU AGAIN ROBERTO !
2/26/2017 13:04:49	5136000987	ROBERTO	Yes	
2/26/2017 13:16:10		CliffS	Yes	Agent was extremely patient and was thorough with the answers to my questions.
2/26/2017 14:00:52	302-945-5955	elijah	Yes	
2/26/2017 14:20:33	8507602112	Matt	Yes	Elizabeth was extremely helpful and informative. She provided a lot of good information to help me keep my computer running smoothly, she took her time explaining everything she was doing for me. GREAT CUSTOMER SERVICE!!!
2/26/2017 14:31:16	512-921-3369	ElizabethG	Yes	
2/26/2017 15:30:24	316144561	Elijah	Yes	
2/26/2017 17:45:07		Christian S	Yes	He was very helpful and knowledgeable and professional. Corey was very patient. When Chris B, first answered my call I had been on hold for 4 1/2 hours. Yesterday I was on hold for over 6 hours. I didn't have a very good impression of Vtec, the company. After having a very good interaction with Chris B, my attitude towards this company has changed. I worked in a call center for 13 years and with my experience of being a tech support agent, I would rate Chris B, at the top of the list of good employees. Chris B, had very good things to say about your company and its employees. I did ask Chris B, to put in a ticket to have a manager call me, due to the wait time I spent on the phone trying to get support. I am hoping that the manager that calls me will be able to give me as good an impression of the company as Chris B, did? Thanks again to Chris B, and if I need tech support in the future I will be asking for Chris B. at Vtec. Very good job, I had all the right to be very angry on the phone and I know how those calls can be.
2/26/2017 20:45:24		Corey	Yes	very good support Great Service Thank you for the good customer service. I was pleased to know that the technician was in the U.S. Christian is an excellent tech, he goes the extra mile. I appreciate his knowledge and assistance without making me feel inferior.
2/26/2017 20:57:55	720-227-8000	Chris B	Yes	
2/26/2017 21:09:11	13602813738		Yes	
2/26/2017 21:09:30	NA	Bryhanna	Yes	
2/26/2017 21:58:33		I don't remer	Yes	
2/27/2017 0:03:52		Christian S.	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/27/2017 7:29:26			Yes	
2/27/2017 9:06:19		Matthew	Yes	
2/27/2017 10:09:55	7872781489	Cheyenne	Yes	I am quite satisfied with how the agent explained and handled the issue with my computer. Thank you! Monque was very helpful and patient. I had difficulty hearing him because of all the noise in the room. Had trouble getting thru to the call center. Left message on Sat. and did not hear from anyone until Mon. morning
2/27/2017 10:22:31	334-887-9841	MonqueS	Yes	
2/27/2017 11:49:11		Matthew K	Yes	
2/27/2017 12:10:00			Yes	
2/27/2017 15:46:10		Mika W	Yes	Polite and knowledgeable
2/27/2017 16:18:05			Yes	
2/27/2017 16:20:49	410-477-4976	elijahc	Yes	saw very nice and cool to talk to
2/27/2017 16:29:49	805-691-9955	tim	Yes	
2/27/2017 17:20:39		olga	Yes	Her solutions to my problems worked well.
2/27/2017 17:40:50		Corey A	Yes	Great help
2/27/2017 19:51:27		robertof	Yes	
2/27/2017 20:20:40	845-440-3828	Elisabeth	Yes	Very helpful. Very understanding! Lots of fun to talk to! Wasn't able to do the connection to my new Brother printer without oddball usb cable I had come up with a few new questions but I got disconnected. Service was great and the tech was spot on, 2 thumbs up
2/27/2017 21:11:15	231-492-3146	forgot name	Yes	
2/27/2017 21:11:33	2522866085	CarlinB	Yes	
2/27/2017 22:35:58	{813}443-6082	calin	Yes	I was transferred to 3 tier department to install my purchase of Watchdog. It took a few hours to complete this service and if I had known it would take that long I don't know if I would have done it tonight. I am however, grateful that my computer is now safe and protected. While I was on the phone with Angelo G. he kept coming back to me to let me know what was going on, and keeping me informed of the progress. Unfortunately, that can not be done while a done load is being done. Thank you for your help with this.
2/27/2017 22:55:55		Angelo G	Yes	
2/28/2017 1:00:49			Yes	
2/28/2017 1:54:54	5206785555	Mathew P	Yes	Took a long time to get help. I wont know how satisfied until luse the cpu for a while.
2/28/2017 7:00:10		Angelo	Yes	we are very satisfied with his work thank you the rep was great. The problem is I held on from 4:00 am til 8:00 am there has to be a better way to get service. Few weeks ago did the same finally gave up left my number no one returned my call. Its really a problem trying to reach you people for help. Thank Kathern for her help. She was exceptionally helpful and informative and had me feeling HEARD AT THE SAME TIME. i also learned new things!!! With the result being, that she able to resolve the problem i was having with my pc!
2/28/2017 8:31:13	5613106183	kathern	Yes	
2/28/2017 9:35:56		kathryn	Yes	
2/28/2017 10:25:24	702-469-7032	Jussel	Yes	He was very patient and helpful. If I have any further problem, I am going to ask for him to help me. Thanks to Tim A
2/28/2017 11:54:55		Tim A	Yes	The agent was very nice
2/28/2017 12:53:30	5702265277	ANIELE	Yes	very professional.corteous. and patient
2/28/2017 13:20:47	3016273366	julio	Yes	He was everything a good agent should be, patient, understanding and kind.
2/28/2017 15:29:38	6785083244	TimA	Yes	Both Reps made this daunting task rather easy and i thank them both
2/28/2017 15:36:31	631-365-3995	Angelo and	Yes	Robert Had Been so Patient with me working on my PC Great 1st time experience with Vtec Never expected it to be this pleasant Robert did answered all my Questions Very Satisfied .....!!!!!! thank you
2/28/2017 18:21:18		Robert	Yes	
2/28/2017 18:57:39	excelent	professional	Yes	
2/28/2017 19:38:46	7195420338	bryanna	Yes	tiffyh was very helpful' she told me what to do the next time I needed to scan. she set it up to scan daily.
2/28/2017 20:04:38		tiffyh	Yes	VTec is a reliable company that I can count on and I am glad that I have this service to help me with my laptop problems
2/28/2017 20:40:50	2156226424	Matthew P 2	Yes	
2/28/2017 21:00:29			Yes	
2/28/2017 21:10:15	3105030527	robert	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
2/28/2017 22:01:29	618 207-5459	Tiffany	Yes	Tiffany helped me get connected to my printer. I somehow disconnected the wrong cord. It was challenging find the claim code but she was extremely patient and we found it!! She also helped be with my utilizing my scanner. I would have never figured it out on my own. She should be allow to go home early!! She probably need a Tylenol after all that. THANK YOU SO MUCH TIFFANY!! Roberto was very professional, informative, patient and kind. Which means excellent customer service. Thank you Roberto.
2/28/2017 22:53:12	9089025062		Yes	
2/28/2017 23:00:11			Yes	
3/1/2017 12:27:33	4343298531		Yes	
3/1/2017 12:46:49	561-577-5302	MatthewK	Yes	He was awesome. I needed to get my Cannon printer to work with my laptop computer. He knew just what to do. Instead of using a old CD he went straight to the web site to make sure it was the most updated connection. He was very knowledgeable and patient. I love Vtec I would be lost without you and your staff! so good to talk to someone with out a accent. Always very nice he was very informative and told me things I did not know Wonderful Help to me very patient Very professional and informative
3/1/2017 14:10:02		mika	Yes	
3/1/2017 14:24:47		I don't know	Yes	
3/1/2017 14:41:44		olga	Yes	
3/1/2017 17:21:54	813-633-8897	Olga G	Yes	
3/1/2017 17:34:45	4808451029	penn	Yes	
3/1/2017 21:48:03		Addison	Yes	
3/2/2017 0:25:15	832 746 7297	Carlin in a FI	Yes	
3/2/2017 7:18:36	7278571975	Cliff	Yes	I am not a good computer person and Carlin was extremely supportive and helpful. He was able to get my job completed patiently. Thanks so much for him.
3/2/2017 9:45:16			Yes	
3/2/2017 10:40:55	979-548-4348	Cliff	Yes	
3/2/2017 10:55:24		tim	Yes	very easy to talk to, had good advise about getting v-tech security. resolved problem quickly. very knowledgeable very satisfied, got me back to steam wonderful Mathew was extremely helpful and explained everything in terms I could understand. Very happy with this service I'm not sure this problem has been fixed or not, but Mika was very respectful and seemed to be trying everything he could. HOWEVER, I'm not happy with ROBERT who I spoke to yesterday, 3-1-17. Robert had an attitude and was rude and hung up on me after I had been waiting for a return call of 2 hours and 40 minutes. This is only after I had been on the phone with VTech the day before, 3-1-17 for over 6 hours with similar problems. TODAY'S CALL FROM MIKA W. was a much better experience than yesterday.
3/2/2017 13:04:26		Matthew K.	Yes	
3/2/2017 13:10:49	12626282412	olga	Yes	
3/2/2017 14:20:45			Yes	
3/2/2017 16:18:00		Matthew K	Yes	
3/2/2017 16:58:38		MIKA W	Yes	she was great and knows what she is doing extremely happy with the knowledgeable service extremely happy with the knowledgeable service he really helped me!!!! great service, friendly and professional
3/2/2017 17:43:49		julio	Yes	
3/2/2017 18:48:12	6313511284		Yes	
3/2/2017 19:51:28	9543937069	?	Yes	
3/2/2017 19:51:28	9543937069	?	Yes	
3/2/2017 19:54:49	702-328-7401	Matthew	Yes	
3/2/2017 20:19:48		matthew p	Yes	
3/2/2017 20:49:04			Yes	
3/2/2017 20:50:31		Tiffany	Yes	
3/2/2017 21:39:11			Yes	
3/2/2017 21:50:25		didn't get his	Yes	Appreciate your wonderful help. unfortunately, I did not write the young lady's name I am sorry. However, she was fantastic and very patient. First called on 2/25/17 I had Terri C and Christian S they were extremely helpful - primarily Terri. I am very happy to have chosen your company. I will recommend to family and friends. Wait time to talk to a rep was ridiclous--- 1 hr and 45minutes!!!! Bryhannah is very knowledgeable about computers and help me in connecting my laptop with printing wireless. She took time with me to go through step by step and finally was printing again. Thank You. she was very helpful and was patient and showed me how to do some things I appreciate this service and was very pleased with this agent I give her 5 stars Quite helpful!!! Thanks Penn!
3/2/2017 22:14:19		Bryhannah	Yes	
3/2/2017 23:40:12	937-364-2033	Ineshia f	Yes	
3/2/2017 23:51:18		Penn	Yes	
3/3/2017 8:45:11	13078516785	ralph t. brow	Yes	
3/3/2017 8:47:02		Dont know	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/3/2017 9:07:31		Elizabeth	Yes	
3/3/2017 11:23:35	440-964-9564	James D.	Yes	Knowledgeable, helpful, polite and skilled. Pleasant to work with to resolve issue! Very pleasant , very patient Thank to VTec technician for his support.
3/3/2017 11:50:48	6102550751	cliffs	Yes	
3/3/2017 11:51:28			Yes	
3/3/2017 12:12:55		Nichole E	Yes	
3/3/2017 12:12:55			Yes	Very Patience
3/3/2017 13:26:38	435-650-9537	JamesD	Yes	
3/3/2017 14:10:12		Cheyenne L	No	I would have preferred a 'yes', 'no' or 'neutral' for if I was satisfied or not question. The agent was polite and tried to be helpful. But we were on the phone for nearly an hour without resolution. She tried very hard but was unable to really address the issues I called about. I want to really thank MattC for helping solving my problem. It is my Internet that's working slow not the computer. He was so patient with me he answer all my question and was on point. Keep up the good work. Thank again: PeggyL Thank you so much for having this service available, it's a great peace or mind knowing I can call and have my computer issues/problems resolved by a U.S. based company and a person I can understand.
3/3/2017 15:03:38	3129518112	MattC	Yes	
3/3/2017 16:17:41		Sorry, forgot	Yes	Quick call back and the agent was understandable with a good knowledge of how to help me set up the PC. Was disappointed that she couldn't help me set up additional email accounts. she was very pleasant and helpful Julio was detailed and concerned followed up with double checks, patient but talks so fast, slowing down for better listening skills helps all involved. Was there to be an order # assigned to this? The tech on Mar. 2, was to call if problem with the printer.....there was no follow up as promised by Ineshia. Therefore the reason for this action today. I LOVE this tech support and this time I got connected pretty quick, THANKS
3/3/2017 16:49:03		cheyenne	Yes	
3/3/2017 16:52:04		Cheryl	Yes	Good job
3/3/2017 17:07:17		olga	Yes	
3/3/2017 17:33:08		julio r	Yes	He had great patience and was very helpful and nice to the customer! I have always had perfect service. No matter how long it takes, the problem is solved. it was a pleasure
3/3/2017 17:36:39	504-467-9249	CheyenneL	Yes	
3/3/2017 18:22:06		penn a10	Yes	Really great service super smart guy, very polite and patient
3/3/2017 21:37:25			Yes	
3/3/2017 22:10:32		carlin	Yes	very knowledgeable and helped me very quickly. I had a ton of files.. started off with him on downloading.. and finished up with him as well... was a great help! Thank you very much!!
3/4/2017 10:55:59			Yes	
3/4/2017 12:04:35	9895693534	Robert	Yes	Helped with everything I had problem with She answered my questions and she was very polite
3/4/2017 13:23:28		Rob	Yes	
3/4/2017 15:12:21			Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/4/2017 17:22:52			Yes	
3/4/2017 17:36:27	941-748-0769		Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/4/2017 17:42:40	315-560-6361	Chritine	Yes	
3/4/2017 18:03:44	6785589552		Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/4/2017 19:28:16			Yes	
3/4/2017 20:07:47		Christian	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/4/2017 22:31:57	559 273 3733	Christian S	Yes	
3/4/2017 22:55:22	13154931957	Shane	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/4/2017 23:02:02		Tiffany	Yes	
3/4/2017 23:30:27		Matthew	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/5/2017 0:12:38	6317923345	Christian	Yes	
3/5/2017 9:18:02		very knowlec	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/5/2017 11:14:23	2483493310	ElizabethG	Yes	
3/5/2017 11:39:43		Sheila F.	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/5/2017 12:22:44			Yes	
3/5/2017 15:37:12	9255752010	Elizabeth G	Yes	All Lab Top issue: Keyboard/mousepad/number pad issue where all resolved. Good evening. James D did an excellent job! Very, very helpful and knowledgeable. She answered all of my dumb questions. Very patient with a "very much older" senior citizen. Thank you!! Sheila is the epitome of Customer Service! Professional, knowledgeable, and extremely pleasant. VTec is represented very well by Sheila. Because of this experience I will recommend V Tec to friends, family and employees! Thank you Sheila!!!! if there were customer service reps like the one I just worked with... how nice the world would be.. congrad to her. Super tech support!
3/5/2017 18:01:03			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/5/2017 18:30:27	(910)874-3101	Matthew K	Yes	He was extremely knowledgeable and helpful in helping someone with no knowledge for computers and I appreciate it very much. Thank You The representative was very helpful and patient. It was very appreciated. He solved my problem effectively.
3/5/2017 18:49:38	585-582-2303	Penn	Yes	very good experience Great guy
3/5/2017 19:22:15	360-695-9134		Yes	
3/5/2017 21:15:06	3152884633	bryanna	Yes	
3/5/2017 22:05:34		Chris p	Yes	
3/6/2017 2:04:17			Yes	
3/6/2017 3:03:44		Bryhanna	Yes	
3/6/2017 3:28:42	281-528-9292	Christain	Yes	He was very helpful and went out of his way to help me. Many thanks to everyone who helps me, because I am a little old to remember everything I have been shown.
3/6/2017 6:36:23			Yes	weare not finshed he never came back on line please call me back 843 7478173 Had to call a couple times over this past weekend because my computer was locked out from some scam. Tech support ShielaF and Cliffs were excellent. They were very pleasant and very easy to talk to. so nice to know I have a help line out there. thanks vtec support.
3/6/2017 8:16:23	2078909822	cliffs	Yes	Excellent service He is so patient and caring. I am glad I decided to call V tec to help
3/6/2017 9:09:29		cliff	Yes	
3/6/2017 9:47:31	8567282075		Yes	
3/6/2017 10:29:52		Shelia	Yes	
3/6/2017 12:23:04	3186054859	cheyrnnne	Yes	
3/6/2017 12:29:40		Olga	Yes	
3/6/2017 14:47:53	601-626-7433	Cliffs	Yes	
3/6/2017 15:04:17	239-997-2217	Aniel A	Yes	
3/6/2017 15:06:12	252-633-3146	Cheyenne	Yes	
3/6/2017 15:17:13	3042959834	Mika	Yes	
3/6/2017 16:17:05	440 777-1635	Mika	Yes	Unable to resolve but I am satisfied everything was tried. Took a very long time to get through today over an hour wait 2x's.
3/6/2017 17:14:06			Yes	Bryhanna provided excellent customer service. She was able to diagnose & fix the problem I was having with my computer very quickly. I appreciated her patience with me since I'm not computer literate. Tiffany was so knowledgeable and helpful. EXTREMELY PLEASANT. Excellent THE FIRST PERSON to know what he was going. I call for help 4 times and got a run round,
3/6/2017 17:41:36		mike	Yes	
3/6/2017 17:58:43			Yes	
3/6/2017 19:22:53			Yes	
3/6/2017 19:47:30		Bryhanna H	Yes	
3/6/2017 20:22:04	512+749-7686	Tiffany H.	Yes	
3/6/2017 20:45:24	7025255554	Chris B	Yes	
3/6/2017 21:57:12		jerry h	Yes	fixed my problem very quickly...very courteous and professional. I do appreciate having access to Vtech support...Thank you he was very knowledgeable
3/6/2017 22:48:07	3016524620	Christian S	Yes	
3/6/2017 23:06:04			Yes	
3/7/2017 2:37:56	580-250-4211	Tiffany (sp)	Yes	She was extremely nice and answered all my questions. Polite, professional and informative. Excellent!!
3/7/2017 7:40:00	5087546085	cliff	Yes	
3/7/2017 9:57:12		JesseL	Yes	
3/7/2017 11:13:36			Yes	
3/7/2017 13:00:42	786-566-7683	Elizabeth	Yes	
3/7/2017 13:18:13	240-285-6467	Kathryn	Yes	
3/7/2017 14:54:12		JulioR	Yes	
3/7/2017 15:17:20			No	
3/7/2017 15:20:58	2407274666	Kathryn	Yes	
3/7/2017 15:33:58	5712758372	Micha	Yes	
3/7/2017 16:05:26	3172136501	OlgaG	Yes	very nice and helpful
3/7/2017 16:21:39	3239280143	jessey	Yes	Nice job Micha was fantastic. Very Patient walking me through my problem. I only wish that all customer support systems were as helpful as VTech Support! His help was invaluable.
3/7/2017 16:46:17	2318435692	Mika W.	Yes	
3/7/2017 17:20:37			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/7/2017 20:46:27		Jerry H	Yes	Jerry was extremely helpful right to the very end....I felt secure with what he did to protect me from any problem I may have in the future regarding security measures....thank you thank you .....blessings....
3/7/2017 21:10:05	360-695-9134	cant rememt	No	
3/7/2017 21:17:42	7024636885	Inesatia	Yes	Will my other computers .be covered also?
3/7/2017 23:18:45	503=393-4671		No	problem not solved
3/8/2017 0:16:37		I don't know	Yes	Thank you so much I was about to reinstall it again thank you
3/8/2017 0:33:10		matthew	Yes	
3/8/2017 11:13:22	203 9342810	Cliffs	Yes	
3/8/2017 11:55:30	9186136036	KATHLANA	Yes	Very nice excellent customer service
3/8/2017 13:14:33	614 307-5563	Michelle	Yes	She was professional and efficient.
3/8/2017 13:20:16	304-292-4370	Hannah	Yes	Great service and extremely friendly tech.
3/8/2017 14:05:20		Olga	Yes	WONDERFUL thank-you so very much
3/8/2017 14:11:33			Yes	
3/8/2017 14:31:43		Scott	Yes	
3/8/2017 14:39:21		Lajada	Yes	very friendly and helpful
3/8/2017 15:47:24	423-682-7175	TimA	Yes	Tim A was very pleasant and polite as well. He helped resolve all my pending issues. Good job Tim A!!!
3/8/2017 16:43:09	6166486110	Michelle	No	Was not able to fix the problem as a work order was placed TT34234
3/8/2017 17:43:35	3024393290	ineshia	Yes	excellant
3/8/2017 17:55:37		olgia	Yes	
3/8/2017 18:55:51	7249794224		Yes	
3/8/2017 19:24:21	702 435-7889	PennC	Yes	He was very knowledgeable and patient (thank goodness). He was a great help. Michelle b was very helpful, stayed with me and explained things she knew. We kept one another company and she is a great listener! I would want to work with her again when I need your service.
3/8/2017 20:33:15	410-271-5241	Michelle B	Yes	
3/8/2017 20:56:40	8507602112	liz	No	
3/8/2017 20:58:03	2037586161	he is perfect	Yes	they were very understanding
3/8/2017 21:34:43	765-474-1961	Matt C,	Yes	Very informative
3/8/2017 21:51:08		carlin	Yes	he worked with me for along time to get me back up and running I love this service
3/8/2017 22:27:48	4042811166	MatthewK	Yes	Love your technical support team!
3/8/2017 23:03:22	8508976877	Jerry H	Yes	Very knowledgeable and helpful. Great experience.
3/9/2017 7:23:21	646 479 2761	Elizabeth	Yes	
3/9/2017 8:11:51	585 226 8604	elizabeth	Yes	
3/9/2017 9:35:43		Sarah P	Yes	Sarah was Awesome!!!!!! She was very patient with me.....answered all my questions in a manner that I could understand. I wish everyone I ever have to speak to could be as nice and helpful as she was!
3/9/2017 9:45:56	754-212-5888	cliff	Yes	I love v tech support
3/9/2017 10:49:59			Yes	
3/9/2017 11:15:36	716-930-2208	mika w	Yes	very helpfull
3/9/2017 11:18:49	7186044590	Jessie	Yes	
3/9/2017 12:40:54	6166486110	Tim A.	No	Over three calls I spend 2 hours on phone and my printer problem is still in solved
3/9/2017 12:51:54			Yes	
3/9/2017 12:52:48		Raymond D	Yes	Very pleasant customer service rep. very helpful great service.
3/9/2017 13:04:37		SARAH P	Yes	
3/9/2017 14:59:57	3525056175	James D	Yes	Thanks for your help and tolerating my lack of computer skills
3/9/2017 15:10:43	5615982292	Tim A	Yes	He took over and hour just walking me through the basics, with good spirit and attitude
3/9/2017 15:11:37	9738440576	kathy	Yes	
3/9/2017 15:47:26	3135808802	forgot name,	Yes	very helpful. did things that new would be beneficial. appreciated that.
3/9/2017 15:54:31		Elizabeth	Yes	Always's be happy with your support
3/9/2017 16:01:35	7243562443	James D	Yes	he was a very patience person and fixed the problem
3/9/2017 16:12:12	210-316-9683	kathryn	Yes	
3/9/2017 16:48:39	8138823128	Penn	Yes	Penn did a great job helping getting the connection between my pc and printer working again. He explained it so I was able to understand his actions. He is a credit to your organization
3/9/2017 17:23:07	301 627-7077	ShaunC	Yes	Technician was excellent!
3/9/2017 17:34:42			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
				I first spoke with a women, she did not appear too knowledgeable, however, I worked with her explaining I am 80 and have a hearing problem. She did not really listen to my problem, but, tried to get on my computer, when that failed she informed me the only answer was to wipe the computer clean. When I told her I would sign off and get rid of the virus (whatever) she was too busy talking to hear what I said. Long story short, she hung up on me. I called back and waited another 30 minutes and after a nice tech, he referred me to Christian, thank goodness for small favors. He was wonderful and worked along time and he did get on my computer and I think the problem is solved. That women should look for another job. Sincerely, Margi Smith
3/9/2017 17:48:47		Christian fin	Yes	
3/9/2017 17:55:52	4076900387	Scott	Yes	
3/9/2017 18:47:02	707 474 5159	penn	Yes	
3/9/2017 19:03:16		elisabeth	Yes	
3/9/2017 20:21:40		Matthew P.	Yes	
3/9/2017 22:34:41	3129518112	IneshiaF	Yes	
3/9/2017 23:08:21	Sharon Royer		Yes	
3/9/2017 23:55:44	3344052647	bryhanna	Yes	
3/9/2017 23:59:36	7737157105	lenisha	Yes	
3/10/2017 0:54:21	4056516181	I'm sorry I ca	Yes	
				Penn C has assisted me in an excellent manner. Thank you. Joaquin Gotera Friendly, skilled, efficient. Matthew was very pleasant and spoke in a very calming voice. He was able to interpret what I was trying to say and resolve the issues with my computer. Thank you very much Matthew. You were most helpful. IneshiaF is the most Outstanding VTech that I have talk to. She really really went over and beyond to remove McAfee from my computer. I didn't have to stay on the phone with her while but I was watching her do her job and I was very impressed with her. Thank U IneshiaF. I am so sorry I do not have his name but am very thankful for his help and has resolved an ongoing problem very thankful
				service was polite and professional I will be able to gage it after I try to work from home tomorrow.
				It was very hard to get someone to look at my computer. Waited on line for about 45 minutes last night and the call dropped. Called back and waited an hour and a half and just hung up. So tried again tonight and did not have to wait long at all. And the work was done quickly. I did not like the waiting but they always do a good job and they fix it right the first time. Very happy with the service.
3/10/2017 1:08:30	614-203-2325	Don't remem	Yes	
3/10/2017 10:10:57			Yes	
3/10/2017 10:58:29	5073135434		Yes	
3/10/2017 11:11:52		MikaW	Yes	
3/10/2017 11:21:13		CliffS	Yes	
3/10/2017 12:23:03			Yes	
3/10/2017 12:36:25	7344255579	cheyennel	Yes	
3/10/2017 12:46:21	860-274-6566	I didn't get h	Yes	
3/10/2017 13:23:15	763-389-3001	HannahB	Yes	
3/10/2017 13:51:04		Sheila	Yes	
3/10/2017 14:11:21		james t	Yes	
3/10/2017 15:25:55	2038470313	Olga	Yes	
3/10/2017 15:35:13	225 369-2373	Cliff S	Yes	
3/10/2017 16:06:29		JamesD	Yes	
3/10/2017 16:28:16		Niki	Yes	
3/10/2017 16:37:55			Yes	
3/10/2017 17:06:47	3108661845	i forgot her n	Yes	
3/10/2017 17:14:47	308 382 5414	mika	Yes	
3/10/2017 17:53:36		Elijah C	Yes	
3/10/2017 19:14:51		BryannaH	Yes	
3/10/2017 19:37:37	972-313-8585	Rodney T	Yes	
3/10/2017 21:12:13	239-940-5056	Mat and Tim	Yes	
				very patient with me and my frustrations with computer My problem was fixed. I appreciate the service
				good job Quick response. Thank you
				She was great, solved our problem, spoke in language easy to understand. Thanks so much she was so patient and understanding.....excellent 5 stars*****
				Olga solved my wireless problem by updating its driver after I had done a Win10 upgrade. Thanks! Mark Awesome experience! Cliff was a master at fixing my problem! All people that I spoke with were helpful and able to leave enough notes that someone else could pick up the problem where others left off. JamesD and Hannah were the most helpful and spent the most time correcting my problems. Thank you for an excellent service
				He did a great job and stuck with the issue until it was resolved
				Thank you
				The wait was not as awful as usual. The people terrific and solved all my issues competently, thank you, Iris

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/10/2017 23:11:15	2624844673	penn c	Yes	I have had such a hard time for 4 days but/GOD BLESS PENN FOR ALL THE HELP, THANK YOU SO VERY MUCH !!! ESTHER HOFFMAN
3/11/2017 12:26:56	208-351-1765	cant rememt	Yes	I am having a message pop up that my Microsoft acct cannot allow my other apps to connect. I cannot register my Amazon Fire. Please call me ASAP. LOVE LOVE Vtech. Very professional, and very knowledgeable. Do not know what I would do without their support.
3/11/2017 14:35:42	518-459-4669	Cheyenne	Yes	
3/11/2017 17:30:23	6143075563	Matthew	Yes	
3/11/2017 17:50:06			Yes	
3/11/2017 17:52:25	2707814355	Carl	Yes	very helpfulthanks and knowledge of all area.
3/11/2017 18:25:24	9542977546	Matt C	Yes	He pointed out the dangers of the Norton Security System, and the many hackers attempt made on my laptop. Very informative. Will call back to purchase best security system at a later date
3/11/2017 19:19:19	406-265-5358	Penn C	Yes	I haven't checked my computer to see if the speed is any better though. Thank you!
3/11/2017 20:04:19		chris	Yes	
3/11/2017 20:12:20		.	No	
3/11/2017 21:37:45	5704246676	MATT C	Yes	
3/11/2017 22:06:39	734-770-2988	Carlin B	Yes	Every young man that helped me tonight and in the past have always been so helpful and they're the most pleasant tech support people I have ever dealt with. In the past few days I had a Matt and also a Matthew. They are the best ever!!!! I'm very grateful!!!!
3/11/2017 22:59:34	6306151965	Penn	Yes	Excellent service and result. Quick and professional. Thank you. tiffany was very polite, concerned with my problems, answered my questions,keep up the good work tiffany H.dennis james leblanc
3/12/2017 1:20:03	2036344300	tiffanyH	Yes	very patient and through
3/12/2017 12:55:32			Yes	Got my printer working with new computer. So far so good. Thanks!!
3/12/2017 13:27:47		Cheyenne ar	Yes	
3/12/2017 13:50:07	7022806010	forgot	Yes	
3/12/2017 15:06:30	330-468-3767	forgot her na	Yes	
3/12/2017 15:31:19	8036865010	jamesD	Yes	
3/12/2017 16:56:42	3132912313	Eliza C was	Yes	
3/12/2017 18:00:32	954-236-4732	jeremy	Yes	The first agent I spoke to Matt C. was rude and didn't really want to help me. I asked for a supervisor and that's when I spoke to Jeremy. Jeremy was so friendly and helpful. I hope I get an agent like Jeremy if I need to call next time.
3/12/2017 18:54:59			Yes	One more thing....you should not keep your customers waiting for 1 hour and 45 minutes just to speak to an agent. That is unacceptable.
3/12/2017 19:13:10		Elijah c	Yes	
3/12/2017 20:04:08	985-536-2874	michelle	Yes	phone constantly disconnected and could not complete this session, I would like a return call back later or tomorrow after 5:30 pm central time. thanks
3/12/2017 20:25:39	910 691 4218	clar	Yes	excellent problem solver
3/12/2017 21:18:24	9724003040	RodneyT an	Yes	
3/12/2017 23:12:33		PennC	Yes	Very helpful, solved my concerns added me with installing the v support, and was very courteous through the whole transaction. Thank you very much!
3/13/2017 0:01:10	5189353615	Natthew K	Yes	Fixed my problem quickly. Always confident in the support Vtec techs provide.
3/13/2017 0:34:35	9517646280	Christian S	Yes	He did his job well I can ask for more I thank you
3/13/2017 8:10:52		Cliff S	Yes	
3/13/2017 9:29:05	516 868-8475	shelia	Yes	very pleasant and keen sense of job knowledge
3/13/2017 10:00:06	313 582-1732	HannahB	Yes	she made it easy for me to understand what the problem was.
3/13/2017 11:20:49			Yes	
3/13/2017 12:24:59	5802504211	she told me	Yes	acted very quick and very professional
3/13/2017 14:54:51	7192200206	Isabel R	Yes	Isabel was knowlegable , we went over setup, wireless printing, accessing email ,getting online. She was very personable and helpful she is a good asset to your company!
3/13/2017 15:03:17		hannah	Yes	wonderful, completely satisfied. all concerns were taken care off. thank you
3/13/2017 15:13:38		JulioR	Yes	I have had very helpful techs each time I call. Very satisfied
3/13/2017 15:52:31	203-364-1548	Matthew Bal	Yes	Very well satisfied. I appreciate the help and assistance. I am happy my computer was restored from tablet to desktop mode. I am grateful.
3/13/2017 16:10:18	6312260538		Yes	very professional and helpful
3/13/2017 16:49:31			Yes	
3/13/2017 17:28:48	satisfied	Allie M	Yes	none
3/13/2017 18:00:33		Chris B	Yes	He was very courteous and didn't pressure me to buy something
3/13/2017 18:33:39	9047433351	elizebth	Yes	very helpful and pleased

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/13/2017 18:53:04			Yes	
3/13/2017 19:44:15		Julio	Yes	
3/13/2017 19:58:09		christin	Yes	
3/13/2017 21:06:37			Yes	
3/13/2017 21:40:39	2036344300	matt	Yes	thanks matt, always professional . great vt support tech. TiffanyH was great and should be elevated to supervisory status!
3/13/2017 21:56:41		TiffanyH	Yes	
3/13/2017 22:38:00		Carlin	Yes	
3/13/2017 23:02:13	3102136770	forgit	Yes	
3/13/2017 23:57:45		Matthew	Yes	Matthew was patient and very helpful. Completely satisfied with service.
3/14/2017 0:08:19	7818881692	tiffany	Yes	wicked nice and helpful/thanks tiffany
3/14/2017 9:34:16		James D.	Yes	
3/14/2017 9:47:03	9739072768	cliff	Yes	fix my printer quickly and checked out my computer
3/14/2017 11:10:49		Shiela	Yes	
3/14/2017 11:51:20	8593394513	Mika	Yes	Seemed very distracted at different times, saying it has been very busy
3/14/2017 11:54:58		Julio R.	Yes	Super good help! This man is absolutely great! Many thanks to him.
3/14/2017 11:57:20		JamesD	Yes	
3/14/2017 12:05:38		Kathryn	Yes	
3/14/2017 12:10:19		Allie	Yes	I also spoke with the technician. He was very professional and handled my problems.
3/14/2017 12:45:53			Yes	
3/14/2017 12:49:53		ANIEL	Yes	
3/14/2017 13:42:08		Mika W	Yes	Extremely helpful and knowledgeable. service is always helpful - only negative is that sometimes on hold for a long time waiting for a tech to pick up the call. But not today - very timely. JulioR was very helpful and professional. Thank you techs are always helpful and pleasant and professional
3/14/2017 13:49:56		JulioR	Yes	
3/14/2017 14:00:01			Yes	
3/14/2017 14:00:57			Yes	
3/14/2017 14:59:33		MikaW	Yes	He was GREAT! Thank you very much for your patience with me.
3/14/2017 15:32:41			Yes	
3/14/2017 18:10:36			Yes	
3/14/2017 18:36:17	9736155299	Mr. Mika.	Yes	Mr. Mika was very good and help me with my problem.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/14/2017 19:17:20	7818881692	didnt give he	No	i asked if I could get an on line tutorial or instruction manuel after she told me she wasn't here to answer questions on how to use whats on this computer. she told me they were not here for that only if the computer wasn't working properly. I asked her how to use the photo app for example and she said play around with it. I told her the last person helped me put the pictures from my phone to the computer(and she was amazing by the way) and she said she shouldn't have done that. she then asked me how many more questions I had. I told her many more since I got no instruction how to use this new computer. and I was on hold for 41 minutes before I hit the star button for a call back. She clearly wasn't going to help me and was very condescending .I told her it was advertised on hsn you could call for the lifetime of the computer for anything.and she said that's not what it meant. this was the third call the first 2 girls were awesome. I am use to using computers but really need assistance. I am not happy after spending hours on this and getting nowhere. thanks judy kehoe 781 888 1692
3/14/2017 20:49:03	301-385-4667	ineshia F.	Yes	She is an outstanding technician. Very professional, and makes you feel at ease with whatever question and/or concern you may have. Need more folk like this young lady who is people oriented, and very willing to assist with 'talking down to you'. Very energetic and well-spoken and polite. Forgot to write his name down, but, he was professional and resolved my problems.
3/14/2017 22:38:56	301-877-8939	Wonderful	Yes	very very professional. precise.
3/14/2017 23:01:23		roberto F.	Yes	
3/14/2017 23:30:07	7725283349	Byanna	Yes	great service !!!!
3/15/2017 0:20:12			Yes	Excellent
3/15/2017 1:08:10			Yes	
3/15/2017 1:51:30	916-568-9668	great custom	Yes	the man knew his stuff class act Great customer service. Very friendly and professional.
3/15/2017 8:42:59		Cliff	Yes	
3/15/2017 9:05:37			Yes	
3/15/2017 10:44:13	8563460303	jolio r	Yes	Allie was very pleasant, and worked efficiently to speed up the performance of my new PC. A Great Teacher, exhibiting Amazing Patience ! he was fantastic
3/15/2017 12:06:33	2537779384	Cliff S	Yes	
3/15/2017 12:08:12			Yes	Solved the problem
3/15/2017 12:29:37		AllieM	Yes	
3/15/2017 12:44:44	michael loglio	Matthew Bal	Yes	Matt C. was very helpful, he explained each step, and was very personable as well. ElisabethB was professional, clear with instructions and patient. Very helpful and friendly He was patient and helpful
3/15/2017 12:53:55		julio	Yes	
3/15/2017 15:22:46		Allie	Yes	I just got off the phone with Roberto , and his service was outstanding and to the point. I am a recreational user, and I am treated just like I am a Big Company. I have never had an issue with V Tech. Sometimes the wait is longer than some may like, but they will call you back I promise. Remember Patience is a virtue! I am a happy customer Roberto. Thank you for your help tonight...
3/15/2017 15:54:18			Yes	
3/15/2017 16:29:32			Yes	
3/15/2017 17:59:38		Anias	Yes	
3/15/2017 18:01:07	2528649070		Yes	
3/15/2017 18:29:17		Matt C.	Yes	
3/15/2017 18:29:26		ElisabethB	Yes	
3/15/2017 18:59:33		Roberto	Yes	very helpful fast and pleasant
3/15/2017 19:34:52		Penn	Yes	
3/15/2017 19:41:53		mathew p	Yes	very helpful fast and pleasant
3/15/2017 19:42:48			Yes	
3/15/2017 20:47:37		tiffany	Yes	
3/15/2017 21:47:48	5707600883	Roberto	Yes	
3/16/2017 9:39:34	7174924888	Chris	Yes	very helpful fast and pleasant
3/16/2017 10:52:08		CliffS	Yes	
3/16/2017 11:01:29		Greg	Yes	
3/16/2017 11:10:38	315-560-6361	Isabel R	Yes	
3/16/2017 11:49:44	3256696857	CliffS	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/16/2017 12:47:04		zack b	Yes	HE WAS GREAT!!!! I REALLY THOUGHT IT WAS GOING TO BE OVER FOR MY COMPUTER, BUT ZACK B WALKED ME THROUGH EVERYTHING, STEP BY STEP. HE WAS VERY PROFESSIONAL. I CAN'T SAY ENOUGH THANKYOU'S SUE (BORGIE7)
3/16/2017 12:54:47		Kathryn	Yes	
3/16/2017 12:57:16	631-878-1573	micka	Yes	Great Job and Great additional advise Micka was excellent and helped me a lot!!!! made several suggestions as to the future health of my computer which I asked him about, he was excellent!!!! Your support is the best i have ever encountered. You just take over and do the job. Everyone i have talked to in the past is so very nice. They have alot of patience since i am computer illiterate.
3/16/2017 13:19:51	717-359-9756	james d	Yes	Cliff ALWAYS knows how to fix any and all problems; he is a valuable asset to V-Tech!
3/16/2017 13:32:32		Cliff S	Yes	
3/16/2017 13:51:22	614-253-2190	Jesse	Yes	Jesse was great. Answered all my questions and very helpful with the downloads. Matthew Ball was efficient and thorough. However, I called yesterday and was on hold 40 min and was disconnected. I called again today and almost the same amount of time with the same result. A little while later I rec'd a return call and when I answered the phone went to a dial tone...not thrilled with service. However, Matthew called shortly thereafter.
3/16/2017 14:33:30		Matthew Bal	Yes	
3/16/2017 15:05:20		CliffS	Yes	
3/16/2017 15:41:22	215-200-0471	Julio	Yes	
3/16/2017 15:41:57	3479153199	ZachB	Yes	It takes much too long to get a rep to help me. With my old pc, I had Premiere, and I never had to wait as long as I have to wait with Vtech. But most of the technicians are personable, professional, and polite.
3/16/2017 16:34:37	3162040090	Kathryn	Yes	
3/16/2017 17:07:44	5708153940	penn	Yes	
3/16/2017 17:42:48	9068842550		Yes	
3/16/2017 17:52:47		James tier 3	Yes	Tech agents were very helpful and provided great support in timely manner for the computer glitch I had. Thank you. Penn was very helpful and solved my problem. I am very pleased with Vtec
3/16/2017 17:57:38		PennC	Yes	
3/16/2017 18:28:25	9068842550		Yes	
3/16/2017 19:18:32	716-570-8669	Christian S	Yes	Quick and helpful "Very helpful" did a great Job. she was great she was so sweet your agent was very patient with my lack of computer knowledge Love vetch. Like having my own it team Penn was very helpful and very patient excellent service & Tiffany was very knowledgeable & courteous. very satisfied she was very patient and solved my problem wait time to connect with support took too long not her fault
3/16/2017 19:20:19	814-952-6418	Penn	Yes	
3/16/2017 19:42:23		lajada hill	Yes	
3/16/2017 19:51:00		Elizabeth B	Yes	
3/16/2017 19:52:49	346-308-5337	PennC	Yes	
3/16/2017 20:34:30	5742714357	Roberto	Yes	
3/16/2017 20:56:03	512-632-4716	Penn	Yes	
3/16/2017 21:34:05		Tiffany	Yes	
3/16/2017 21:34:22		tiffani h	Yes	
3/16/2017 22:31:57			Yes	
3/16/2017 23:31:19	215-431-2368	ChristianS	Yes	
3/16/2017 23:40:10		Penn	Yes	
3/16/2017 23:59:21	3059321985	BRYHANNA	Yes	FIRST TIME CALLER, VERY HAPPY WITH THE DEGREE OF HELP I RECEIVED, THANX He was extremely patient and explained everything to me as he was correcting problems. Great people you have working for you!!!
3/17/2017 0:04:47	785-215-2933	Matthew	Yes	Very helpful, knowledgeable, instructions and explanations were understandable, not too technical. Very professional, good people skills Very Helpful she was great. Very Patient and solved my problem. she called me back the next day as promised to complete the questions I had as we could not work on the computer until the updates finished. couldn't ask for anything else. the problem I have is in the wait - it is often greater than 45 minutes, last time I waited 1.5 hours. Phone was answered within 3 minutes !!! Totally satisfied with his professionalism and patience. Listened to my problems and fixed ALL of them !!! Thank you HSN for having a team of repair specialist that are here for me. I will buy again from HSN.
3/17/2017 0:14:25		robert	Yes	
3/17/2017 0:33:09	8183707360	Jessica	Yes	
3/17/2017 2:21:51	9154433234	BRYANNAH	Yes	
3/17/2017 2:29:33		Tiffany H	Yes	
3/17/2017 3:40:19	757-779-8835	Anthony	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/17/2017 4:07:46	843-723-7401	Anthony K	Yes	THE BEST!!!!!! Very helpful, very, very, very, good instructor, very patient, wanted to make sure everything was checked. Introduced me to new features, helped me set up google chrome and outlook email. He explained everything as he was doing it. Wish I could get him everytime I need to call. I give him an A+++ rating. You are lucky to have him on your team.
3/17/2017 8:14:11	910-868-8740	mika	Yes	
3/17/2017 9:22:43	6626165614	Aniel A	Yes	
3/17/2017 10:13:37	7542452508	elizabethg	Yes	Very polite and patient!!! A rare thing these days. Thank you. Elizabeth was extremely kind and knowledgeable. She solved in one call something that I was trying to get done and for several ours. Congratulations!!!
3/17/2017 10:57:47	8166463522	Tiffany, Che	Yes	
3/17/2017 12:37:36	304-776-1910	Julio & Cliff	Yes	These Tech Reps Very knowledgeable. My pleasure very friendly, but they couldn't fix the problem, gave suggestion to try help
3/17/2017 13:02:00	5677126402	sheila	Yes	
3/17/2017 17:23:35	650 578-0319		Yes	Very professional and most helpful. Was able to correct my issue. Thanks again Zach was very professional and very helpful. He helped me install a disk and also answered some questions for me. Gracie Herbert
3/17/2017 17:28:08	5402167127	Zach B	Yes	Extremely helpful. Could not ask for more Thank you very much all were concerned. they found login problem and fixed printer problem Both Agents were very helpful. Very happy with your service.
3/17/2017 17:50:10		AllieM	Yes	
3/17/2017 21:02:43	425-413-8045	addison	Yes	
3/17/2017 22:19:32		Penc	Yes	
3/17/2017 23:05:16		3- jermonyar	Yes	
3/17/2017 23:15:41	916 381 2376	Carlin and In	Yes	
3/18/2017 0:29:28	402 896 2222		Yes	
3/18/2017 3:44:33	215 5371427	Penn	Yes	Penn was extremely helpful and very patient with me and resolved all the issues i could remember i truly appreciated his help excellent service and excellent knowlegeble and very helpful thankyou Penn was very helpful and courteous Robert is no only knowledgeable but he is extremely courteous. Please thank him for me. George, Jr.
3/18/2017 4:54:54	361-739-8669	penn	Yes	
3/18/2017 6:29:45		penn	Yes	
3/18/2017 8:37:34	562 498-3659	Robert	Yes	VERY VERY VERY SATISFIED MATT C WAS A GREAT AGENT
3/18/2017 11:50:10			Yes	
3/18/2017 14:46:45	713 9227 4077	MATT C	Yes	very helpful and knolgeable The technician was very knowledgeable and helpful. Thank you very much! thanks that was big help
3/18/2017 15:23:45		Elizabeth B	Yes	
3/18/2017 15:24:04		mathew k	Yes	Glad to have this service available. Very efficient & professional. thanks so much for your fast, and complete service I WAS ON HOLD FOR OVER 2 HOURS, BUT WHEN I DID GET ELIZABETH G SHE COULDN'T HAVE BEEN NICER(ALMOST WORTH THE WAIT)THANX how to updated to prevent infections James was awesome. Fixed my issue quickly. Great to work with. Thanks!!! very greatful was very helpful and friendly Matt was VERY helpful and quick. THANK YOU. Christian was great Elizabeth was excellent. CarlinB didn't resolve my initial issue, tune up didn't fix it. I had to wait 3 hours before being connected to ChristianS. He patiently solved my issues. Matt was Southern Gentleman and very helpful/entertaining. Thanks Matt!! sHE WAS VERY PATIENT AND DISPLAYED A GREAT SENSE OF HUMOR. Solved my problem with a minimum of inconveniences
3/18/2017 15:40:11	313-381-1005	not sure of n	Yes	
3/18/2017 16:09:46	9166665204	chennyen	Yes	
3/18/2017 16:19:52	1 231 468 2701?		Yes	
3/18/2017 17:02:19	6098656760	Lajada Hill	Yes	
3/18/2017 17:21:43		Louis T	Yes	
3/18/2017 18:27:43	6164601474	ChristianS	Yes	
3/18/2017 18:45:57	6462328167		Yes	
3/18/2017 20:00:32	(940)432-1660	ChristianS	Yes	
3/18/2017 21:52:35		Mathew C	Yes	
3/18/2017 22:03:36	317-280-8580	tifanyh	Yes	
3/18/2017 22:10:14	8455619680	Matt and Chi	Yes	
3/18/2017 22:44:44			Yes	
3/19/2017 0:05:18		anthony k	Yes	
3/19/2017 0:12:42		Christian	Yes	
3/19/2017 9:22:06	3059321885	ELIZABETH	Yes	
3/19/2017 9:32:46		jeromy h	Yes	
3/19/2017 11:17:38	5745246198	cc do you upda	Yes	
3/19/2017 11:26:55			Yes	
3/19/2017 13:55:18	6095700174	JamesD	Yes	
3/19/2017 15:47:29	8438725075	matt	Yes	
3/19/2017 18:17:59	269-426-3595	Matt	Yes	
3/19/2017 18:46:32		Christian	Yes	
3/19/2017 19:25:46	304-277-4573		Yes	
3/19/2017 19:47:39		Elizabeth. C:	Yes	
3/19/2017 20:53:41	317-575-9750	Matt C	Yes	
3/19/2017 21:25:45	2393482222	BRYHANNA	Yes	
3/19/2017 21:39:05		Matthew C	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/19/2017 22:09:08	Wanda Dixon	Another	Yes	Excellent Service all information was obtained in a timely fashion great voice tone great job.
3/20/2017 1:39:56	360-341-4320	Penn C and	Yes	
3/20/2017 7:37:34	630-405-3322	Cliff	Yes	You worked a long time to fix it. Thank you so much. Pamela Cottrell
3/20/2017 10:00:26	7326428468		Yes	
3/20/2017 11:13:24			Yes	Very helpful
3/20/2017 12:48:44		Olga	Yes	
3/20/2017 13:51:24		mikaw	Yes	great help :} The repsentive did a great job and fix the problem
3/20/2017 14:01:38			Yes	
3/20/2017 14:21:16	916-205-6867	IssabelR	Yes	IssabelR was excellent with fixing my issues and answering my questions and concerns. I was very pleased with her help and performance thank you
3/20/2017 14:28:39	202-731-0274	jesse	Yes	
3/20/2017 15:02:57	402 896 2222		Yes	
3/20/2017 15:10:47	607-693-3327	Mika W.	Yes	Best experience yet. He was very helpful, professional and pleasant and helped me resolve several problems, including a potential hacker trying to extort information from me (my computer). 5 stars. Isabell was very friendly and professional during our call:)
3/20/2017 15:26:10	8177431306	IsabellR	Yes	
3/20/2017 15:39:12		olga	Yes	We were online together for a very long time because we were waiting for updates. Olga maintained her pleasant attitude throughout. She did a good job.
3/20/2017 15:53:40	863 632 1777	isabel	Yes	
3/20/2017 16:19:20			Yes	Very Good and i can understand him
3/20/2017 17:03:38	330-453-8046	ZACK	Yes	
3/20/2017 17:06:11			Yes	Elizabeth was most helpful and was able to solve all my problems He was very good and took care of the problem. Very satisfied!
3/20/2017 17:34:20	347-934-3511	Elizabeth	Yes	
3/20/2017 17:41:50	904 7443377	I thought he	Yes	
3/20/2017 17:50:17			Yes	Olga was extremely helpful. Spent a lot of time getting my laptop working. Thanks I called because Print Artist Premier 25 would not load. He helped with a lot of things but I still do not have Print Artist. Good She was wonderful. I wish I would have done this sooper problem fixed thanks
3/20/2017 17:55:28		olga	Yes	
3/20/2017 18:16:02		Matthew K	Yes	This is the best computer service I have ever used. The Tech (Christian S) was able to take care of all my computer issues and advised me on an issue I am still having with my printer (on my end). Christian is very knowledgeable and extremely detail oriented. I'm so glad I purchased a computer with lifetime VTEC support. Thank You. He was great. Checked my computer from the hack that happened today. It is great to know that VTech has my back. Thank you
3/20/2017 18:58:14	2164025597	Allie W	Yes	
3/20/2017 19:07:03		Olga	Yes	
3/20/2017 19:13:36	7198214730	tiffany	Yes	
3/20/2017 19:21:43		Alli	Yes	
3/20/2017 19:23:43	443-664-6235	ChristianS	Yes	very helpful & patient in answering all my questions The computer has been slow since day 1. Wait time was long 30 m which is frustrating when you are already frustrated with computer, I could not get on internet nor turn off computer. He told me to power off and I could not find button. Told me to look on back Lt side where I found nothing. As I was looking on back computer fell and cracked. If I was given correct info initially that it was on front underneath this would not happen. And I should not have to call for non functioning computer of less than 5-6 weeks of use which was never good to begin with! not happy! Roberto checked found update for windows that was not done and think this is problem. He was nice but I felt as if he was saying I had no computer knowledge, millennials were in the know. I wasn't my \$ back and /or new computer
3/20/2017 20:25:57		Michael P	Yes	
3/20/2017 20:27:51	7326428468	Elizabeth	Yes	
3/20/2017 20:53:34		robert	Yes	Very helpful, polite and courteous
3/20/2017 21:47:01		Roberto	No	
3/20/2017 22:45:55	3025614588		Yes	Matthew did an excellent job explaining the process and answering my questions. She was very thorough and I appreciate it.
3/20/2017 22:48:32		RobertoF	Yes	
3/20/2017 22:56:18	210-213-5546	AllieM	Yes	
3/20/2017 23:10:29		MatthewK	Yes	
3/20/2017 23:15:17	8057091640	ElisabethB	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/21/2017 0:26:43	5043438159	Mr. Reberto	Yes	Mr. Reberto is by far the Best Tech you have working for you. It's a pleasure talking with him. A very knowledgeable employee. Thank Him, for me, for his service helping me with my PC problem. I am very satisfied with his service. He cleared up my problems and was very patient with me. Thank you!!!
3/21/2017 11:49:01		MikaW	Yes	
3/21/2017 11:51:11		Julio	Yes	After describing my concerns, he transferred my case to Cliff. All in a very timely fashion on both parties. I was satisfied with the help.
3/21/2017 12:30:25	6173898049	james	Yes	
3/21/2017 15:40:32		Chris	Yes	he was very good great assistance
3/21/2017 18:31:24	9543147191	carmen?	Yes	
3/21/2017 19:14:55		? sounded ill	Yes	she was great
3/21/2017 19:26:46	559-306-4074	Bryhannah	Yes	
3/21/2017 19:28:44	412-371-9861	Matt	Yes	Representative was very nice and courteous, he was able to fix problem with both my laptop and printer. Thank you! He was great
3/21/2017 20:19:26	408-262-1990	Jerry H	Yes	
3/21/2017 20:29:22		Shawn W	Yes	Tiffany was a very understanding agent. She took me step by step to help me with my new computer. Thanks to Tiffany, I will start enjoying my computer. There were some problems, but she helped to fix them. Thanks Tiffany
3/21/2017 21:35:16		TiffanyH.	Yes	
3/21/2017 21:57:21	330 968 4233	mathew..	Yes	This young lady knows what she is doing. She was courteous, knowledgeable, and too appropriate actions to solve my problems, in short order. Thank you!
3/21/2017 22:00:21		Breyanah	Yes	
3/21/2017 22:01:59		robert f	Yes	
3/21/2017 22:03:33		robert f	Yes	
3/21/2017 22:58:48	602-881-1433	Ellie	Yes	Service was great
3/22/2017 0:33:36	662 542 0138		Yes	
3/22/2017 8:46:54	8036412998	kathrine	Yes	Excellent service and answered questions just seemed to take a long time to solve problem but Kathryn was polite and helpful Very smart, quick, friendly. Great service! Thanks! Was a tremendous help but forgot her name. she was great --really took care of our problems quickly Polite Professional Competant Very Knowledgeable, and very Kind!!! He answered all my questions and got my computer running smoothly again. Thank you so much... I feel so much Better!!! Five (5) Stars to you, ZachB. Wish I could give you 10 Stars!!!
3/22/2017 10:25:55	5869444206	mika	Yes	
3/22/2017 10:53:41	2407274666	Chris	Yes	
3/22/2017 11:11:54			Yes	
3/22/2017 11:28:13		zack b	Yes	ZachB was an amazing agent. He was very knowledgeable, patient and efficient. He addressed all of my concerns and went far and beyond to make sure my laptop was running properly and at it's optimal performance. She was very helpful & professional . !
3/22/2017 12:28:17	5869444206	kathryn	Yes	
3/22/2017 12:29:42	2076342628	Alijah	Yes	Great customer service technique. Very patient with a not-so computer savvy person. Olga was extremely professional and a wonderful tech who solved my problem in a courteous and timely manner. Great guy, went over and above expectations. Your lucky to have him. VERY PLEASANT GENTLEMEN!! The agent was very knowable.
3/22/2017 12:42:21			Yes	
3/22/2017 13:24:33		olga	Yes	very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient
3/22/2017 14:02:23	2152872660	Katherine	Yes	
3/22/2017 14:03:06	Sara Callahan	ZachB	Yes	ZachB was an amazing agent. He was very knowledgeable, patient and efficient. He addressed all of my concerns and went far and beyond to make sure my laptop was running properly and at it's optimal performance. She was very helpful & professional . !
3/22/2017 14:41:02	917-741-5230	Cliff	Yes	
3/22/2017 15:45:51	305 932 1985	JESSE	Yes	
3/22/2017 15:47:27	605-472-0217		Yes	
3/22/2017 16:51:19		ZachB	Yes	Great customer service technique. Very patient with a not-so computer savvy person. Olga was extremely professional and a wonderful tech who solved my problem in a courteous and timely manner. Great guy, went over and above expectations. Your lucky to have him. VERY PLEASANT GENTLEMEN!! The agent was very knowable.
3/22/2017 17:19:41	8328599941	Smathana	Yes	
3/22/2017 17:35:21		Matthew K	Yes	very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient
3/22/2017 18:11:09		OLGA G	Yes	
3/22/2017 18:28:12		ROBERTO	Yes	The agent was very knowable.
3/22/2017 18:57:26		ROBERTO	Yes	
3/22/2017 20:16:38	215 728-6416	Robert	Yes	very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient
3/22/2017 20:56:04			Yes	
3/22/2017 21:30:45	918 899-4414	gustavo	Yes	The agent was very knowable.
3/22/2017 21:30:48	918 899-4414	gustavo	Yes	
3/22/2017 21:30:50	918 899-4414	gustavo	Yes	very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient very helpful and extremely patient
3/22/2017 21:30:54	918 899-4414	gustavo	Yes	
3/22/2017 21:34:09			Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/23/2017 0:12:27		ineshia	Yes	she was patient & most helpful
3/23/2017 0:20:21	4433678459	tiffany	No	issue not resolved
3/23/2017 0:54:25		matthewk	Yes	Was very helpful and able to explain to me what was happening and why.
3/23/2017 1:24:47	940-4982661	Tiffany	Yes	Tiffany helped us understand what the error message we were receiving meant.
3/23/2017 10:59:00	731-686-8471	sarah p	Yes	Very nice & helpful
3/23/2017 11:53:46	310 6578513	MALE AGEN	Yes	HE ASKED ME WHAT I WANTED DONE AND I BELIEVE HE TOOK CARE OF THEM!!!!!!!!!!!!!!!!!!!!!!!!!!!!
				Carlin was very helpful, patient, and courteous. His personable skills were very helpful in keeping me patient and hopeful during the long and frustrating process of trouble shooting and fixing my computer problems. Carlin not only solved the problems with my computer, he also guided me through his process and explained each step of his process, thus teaching me helpful information and helping me to understand the issues with my computer. His customer service skills truly impressed me, because I think in this day and age with all the out sourcing and impatience, it is rare to find the level of customer service that Carlin provided. One example, after fixing my computer, Carlin took the time to also double checked his work and other functions to ensure that my computer is working properly before we disconnected the call. I never felt that I was being a bother, nor did I feel rushed to get me off the phone. I really appreciate Carlin B and all the care and professionalism he displayed in his service to me. Even though I am a new Vtec customer, Carlin treated me like a valued customer, and for that I am grateful. Mr. Carlin B is truly an asset to your company.
				Sincerely appreciative,
				Mrs. Kamady Diallo
3/23/2017 13:08:27	9199236872	Carlin B	Yes	
3/23/2017 13:47:15	702 339-2052	i for go	sorry Yes	
3/23/2017 15:19:41	310 6578513	LaJada Hill	Yes	SHE DID A GREAT JOB DOING THE VARIOUS PC TECH THINGS I ASKED HER TO DO FOR MY PC. SHE ALSO DID THEM IN A WAY DURING WHICH I WAS ABLE TO LEARN MORE ABOUT USING MY PC MYSELF. THANK YOU LaJada!!!!!!!!!!!!!!!!!!!!!!!!!!!! AS BEFORE, BY FOLLOWING WHAT SHE WAS DOING DURING OUR SESSION, I LEARNED HOW TO DO THINGS NOW THAT I COULD NOT DO BEFORE. AS ALWAYS, SHE PROVED HERSELF TO BE A GREAT ASSET TO VTEC!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
3/23/2017 16:36:35	310 6578513	LaJada Hill	Yes	
3/23/2017 16:47:54			Yes	
3/23/2017 18:17:36	2516756064	James d	Yes	
3/23/2017 18:24:33		Mika W	Yes	Mika did a great job. Even helped me to find what I needed.
3/23/2017 18:41:28			Yes	
3/23/2017 18:41:34				
3/23/2017 18:46:31	732-583-6492	Bryhenna H	Yes	Glad to have this support, the techs are great!
3/23/2017 18:53:13			Yes	
3/23/2017 19:49:37	936-221-3069	Penn and Ct	Yes	I could not have done any of this , thanks for the great service you have MATHEW TOOK CARE OF THE PROBLEMS I WAS HAVING WITH MY PC, VERY QUICKLY AND, IT WAS THEREFORE, EFFICIENTLY. THANK YOU!!! he was excellent & very understanding since I am tech stupid Representative very curious and knowledgeable
3/23/2017 20:08:58	310 6578513	mathew	Yes	
3/23/2017 20:17:34	3865853788	mathew	Yes	
3/23/2017 20:21:38			Yes	
3/23/2017 20:35:43	347 963 4734	ineshia F	Yes	
3/23/2017 20:53:28	2196712045	rodney t	Yes	How do I solve the hp assistant icon from keep popping up. should I just keep clearing it out? It reads updates, but I don not want to run programs I do not want. thanks. Tiffany was very thorough and patient with me. She took the time to explain what she was doing and why. It was the best experience I ever had with a technical support representative. Although I didn't speak with Matthew B, he removed McAfee and installed F-Secure Lifetime Protection and informed me when it was completed. Great experience! Now I know I can call & get the help I need. Thank you.
3/23/2017 21:53:39	757-868-6739	Tiffany H.	Yes	
3/23/2017 22:16:42	9543147191	shawn h	Yes	
3/23/2017 22:22:16		Tiffany & Alli	Yes	Very nice and friendly
3/23/2017 22:32:36	661-917-9699	CHRISTAIN	Yes	I joe thank u for all the help u gave me christain S
3/23/2017 22:33:05	5163607096	matthew	Yes	excellent professional service.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/23/2017 23:06:18		MATTEW	Yes	NICE MAN AND EASY TO TALK TO matt was totally awesome.. even though the three agents who tried could not get me up and running matt was kind patient and most of all very affiant in helping me fix my printer .... much thanks to him.... I lost the page with the stars but in my book I would check everyone one of them ...thank you matt rachelsmiley65@gmail.com
3/23/2017 23:10:42	3136334712	matt k	Yes	
3/23/2017 23:22:37	2516756064	Christian	Yes	Knew what I needed and explained it to me where I could understand, Very good experience.
3/23/2017 23:23:07		matthewb	Yes	
3/23/2017 23:53:21	3142232180	Rodney	Yes	
3/24/2017 10:18:50			Yes	
3/24/2017 10:49:39	7603418675	samantha	Yes	
3/24/2017 11:25:22	5133229623	YES 3 Agen	Yes	not happy have hp printer &hp laptop, can't use wireless? using USB port until buy another wireless printer
3/24/2017 12:53:01			Yes	
3/24/2017 13:44:40	765-474-1961	jesse	Yes	Jessica was professional, knowledgeable, affable and friendly. I enjoyed our session this morning. She relieved all of my anxieties. I was totally in her capable hands. I recommend Jessica for a pay increase immediately.  Thank you for your service Jessica.  Felecia Edwards
3/24/2017 14:07:43	706 393-3373	Jessica	Yes	
3/24/2017 15:10:47			Yes	
3/24/2017 15:50:07			Yes	
3/24/2017 16:10:24			Yes	
3/24/2017 16:10:56	9806776229	Jessica	Yes	very helpful and patient Very helpful and informative. Didn't make me feel rushed. Gustovan was great but I am completely dissatisfied that I had to wait 5 days to get someone on the phone at vtech. this is not 24/7 service that is sold when you purchase the computer from hsn. I didn't write down her name, but she was wonderful. The Representative was quite knowledgeable, courteous, patient and pleasant. I am a senior citizen and he made me feel comfortable asking simple questions I didn't know. Great job!
3/24/2017 16:50:06	7327575775	Gustoa von	Yes	
3/24/2017 18:32:06	6164145513		Yes	
3/24/2017 18:43:47	860-690-4246	GustavoN	Yes	
3/24/2017 19:59:09	3105403693		Yes	
3/24/2017 20:14:15	484.624.9360	Christain S	Yes	
3/24/2017 21:56:59		Matt	Yes	very pleasant and helpful
3/24/2017 22:07:37	3128060554	bryhana	Yes	
3/24/2017 22:13:37	7708332786	penn	Yes	I call the 800 number and was on hold 1hour 27min so I had Techs call me and less than 2 hours they called me back
3/24/2017 22:54:46	9317356558	carlin	Yes	
3/24/2017 23:22:06	3105403693	PennC	Yes	
3/25/2017 0:37:45	6624940110		Yes	thank the teach support for set up my printer very knowledgeable Good experience Very nice and fixed problem quickly! Jeff is sending this up to the next level. I had to leave because of a Doctors appt. Will call back at a later time to resolve. excellent, very patient and knowledgeable he was very informative and resolved my problem
3/25/2017 1:53:06			Yes	
3/25/2017 2:24:24		CarlinB	Yes	
3/25/2017 9:55:21			Yes	
3/25/2017 10:39:36	7606789022	Jeff	Yes	
3/25/2017 10:47:39	6159621135	Zack	Yes	
3/25/2017 10:58:12	5084152417	Jamed D	Yes	
3/25/2017 11:34:21	516-804-6223	Zack	Yes	
3/25/2017 12:42:34		Jessica S	Yes	Jessica was very helpful and patient with me and explained everything she was doing to solve my problem. I feel she is an asset to your organization. excellent He forgot to check the connection to my printer and transferred me to another technician to install your anti virus soft ware. also, your telephone answering system is not very helpful, it discourages people to call. the wait is far too long.
3/25/2017 12:53:12	727-400-8238	James	Yes	
3/25/2017 13:52:21		Jeff D	Yes	
3/25/2017 14:33:24		Roberto	Yes	
3/25/2017 15:02:28			Yes	could not hear due to other agents talking I background

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/25/2017 15:49:46		MATT	Yes	HE MENTIONED I SHOULDNT LET MICROSOFT TAKE CONTROL OF MY COMPUTER-POSSIBLY ADDING A VIRUS, BUT THATWAS THE SAME THING I THOUGHT ABOUT YOUR COMPANY WHEN I FIRST USED IT. HOW CAN I TELL?
3/25/2017 17:41:56	973-697-3205	Matthew K.	Yes	Very thorough...polite, courteous, helpful. Although satisfied with service Jeff and Penn helping me, I was disconnected by Jeff after waiting 53mins for representative. Then upon speaking with Chris who handled install of FSecure software purchased for 2 devices, he instructed me to re-dial back in for continued help with Outlook & ThinkFree Office install. After calling back in, I waited 3hrs and 40mins for assistance. Very dissatisfied with having spent a total of 6 hours to utilize this promised lifetime service for the first time since purchasing the Dell Inspiron 15 laptop.
3/25/2017 18:23:38		Jeff/Penn/Ct	Yes	you guys always rock! Thanks for keeping my computer clean and clear.
3/25/2017 18:39:21		rodney	Yes	My First and it was absolutely DELIGHTLYFULL. Thank you Collin and thank you V Tec for your time and effort. He took his time, was patient with me and informative as well. There was no pressure at all. I'm so pleased. BLESSINGS
3/25/2017 21:12:56	3303991384	CollinB	Yes	Very professional
3/25/2017 21:14:00	2088270575	Beth	Yes	Fantastic service and Christian My remote transfer person was efficient and quick. Matthew K was patient, kind and very accommodating. Great service from those two
3/25/2017 21:53:12		Matthew K	Yes	
3/26/2017 9:50:23		isabel	Yes	Very pleasant and very patient and very helpful. Valuable asset to your company.
3/26/2017 11:57:48	7198214730	ISABEL	Yes	WHAT A GREAT HELPER, THANK YOU SO MUCH ISABEL.
3/26/2017 12:00:19			Yes	
3/26/2017 12:12:00		eigah c	Yes	
3/26/2017 13:23:22	910-399-7530		Yes	very satisfied and problems resolved
3/26/2017 13:37:48		Jessica Sing	Yes	Jessica was invaluable to me! She provided so much information to a non - computer expert. My new computer was in a box for 2 years unopened and I finally hooked it up. She effortlessly helped me get my contacts from a Windows Vista to a Windows 10 operating system. She ran a scan for virus threats and eliminated those. She is so friendly and helpful and definitely a valuable asset/employee in your company. Candice
3/26/2017 13:55:34	6032156389	James	Yes	Great, kind knowledgeable Tech! Thanks!
3/26/2017 14:07:25	4028962222		Yes	
3/26/2017 15:16:35	9205584202	Matt	Yes	I have had this problem with my printer being offline many times and Matt seems to have fixed it.
3/26/2017 15:46:06		sack	Yes	
3/26/2017 16:11:09			Yes	
3/26/2017 16:36:51	530-534-5206	Jeromy H.	Yes	Thank you so much. After a rocky start of not getting any call back because the system didn't recognize me. I got a call back and Jeromy H. fixed my problem. Thanks again!
3/26/2017 16:56:34		Isabel	Yes	
3/26/2017 17:54:42		Jessica	Yes	Jessica was very helpful!
3/26/2017 19:01:33	317-769-4232	Penn	Yes	I had been switching between my Vista laptop and my Windows 10 laptop and the jumping between had messed up my printing ability from Windows 10. This had happened in the past as well and I had dealt with several Vtech personnel including Penn, and unfortunately know one has been able to determine what happens or why this is occurring ....but thankfully Penn was able to get me printing from my Windows 10 system again. Penn was so helpful and worked with me for over 3 hours finally having to uninstall and reinstall and reset drivers and routers all kinds of things to get me printing again from my Windows 10 laptop. Once we had accomplished this forever task I also had Penn install my new Microsoft office and he accomplished that as well and helped me set up the printer default to ensure I would be able to print from any office application. I don't know how he was able to maintain patience for this long to help me get through this mess. But Thank you Penn for all your help!!

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/26/2017 19:06:06		Jessica and	Yes	I got cell phone disconnected on the last part of the job with Jessica. She was rebooting my computer and I was going to reconnect her but she did not call back. I called tech support back and got Matthew who finished up what needed to be done.  Extremely helpful and professional. Answered all of my questions.
3/26/2017 19:16:23	6092090404	ChristenS	Yes	
3/26/2017 23:29:36			Yes	
3/27/2017 10:31:42	310 6578513	CLIFF AND	Yes	HELPED ME WITH DIFFERENT THINGS. AND DURING BOTH SESSIONS. I LEARNED NEW THINGS ABOUT MY PC! Very helpful, understanding and capable.
3/27/2017 11:08:12	440-964-9564	Jesse L	Yes	
3/27/2017 11:22:24			Yes	
3/27/2017 11:41:58		ken	Yes	
3/27/2017 11:50:05	6164601474	Unfortunate!	Yes	She was patient and understanding of my questions, and I appreciated her checking my computer and reassuring me that it appears to be operating OK even though I had noticed it had been slow to load and log-on at startup. Very helpful ! She was GREAT!!!!!! Was able to fix the problem quickly The agent was quick and pleasant to work with. EASILY UNDERSTOOD VOICE! Was very efficient in fixing my problems! Very patient I was extremely pleased with the assistance that I received. Great senior tech. The tech was very respectful, but seemed to lack some knowledge As always. professional and courteous!
3/27/2017 12:24:43		Cliff	Yes	
3/27/2017 12:34:04	2165982628	Shelia	Yes	
3/27/2017 12:45:02	9283773310	Cliffs	Yes	
3/27/2017 13:11:14		JESSICAS	Yes	
3/27/2017 14:05:26	218 262 3024	Jessica	Yes	
3/27/2017 15:19:56		Mathew	Yes	
3/27/2017 16:04:50	5166979113	cliffs	Yes	
3/27/2017 16:58:12		Put me on hold	No	
3/27/2017 17:13:22	251-666-5717	Mika W	Yes	
3/27/2017 17:30:27		A FEMALE	Yes	
3/27/2017 18:03:32			Yes	
3/27/2017 18:06:28			Yes	
3/27/2017 18:12:19	7195450384	Tiffany	Yes	
3/27/2017 18:37:13	4158833362	Christian	Yes	
3/27/2017 20:57:58		Roberto F	Yes	
3/27/2017 21:07:18	860 851-9351	Julio R and C	Yes	
3/27/2017 22:44:26		Christian	Yes	
3/27/2017 23:57:39		Roberto	Yes	
3/28/2017 7:54:45			Yes	
3/28/2017 9:51:21	2482593101	julio	Yes	
3/28/2017 11:43:02			Yes	
3/28/2017 12:00:47		ken	Yes	
3/28/2017 13:00:02	978-398-6317	ken	Yes	
3/28/2017 13:25:33	3125337396	Kathryn	Yes	
3/28/2017 13:55:03	6182588261	Cliff S	Yes	
3/28/2017 15:18:48	973 239 1317	MATTEO	Yes	
3/28/2017 16:16:25	8137310600	Sheila	Yes	
3/28/2017 16:36:54		for got I thin	Yes	
3/28/2017 16:49:33			Yes	
3/28/2017 16:51:30			Yes	
3/28/2017 16:52:12	7194692347	Ashley	Yes	
3/28/2017 17:01:17		PennC	Yes	
3/28/2017 19:05:31		Jerry H	Yes	
3/28/2017 20:10:35	5175299813	MatthewP	Yes	
3/28/2017 20:17:48		penn	Yes	
3/28/2017 20:28:22	319-269-6298	Matt C	Yes	
3/28/2017 20:36:12		Jerry	Yes	
3/28/2017 21:21:28	5099645594	PENN	Yes	
3/28/2017 23:23:17		BryannaH	Yes	
3/29/2017 1:22:58	4153346177	BRYHANNA	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/29/2017 12:34:23		ElijahC	Yes	<p>After 3 techs couldn't resolve the problem. I called for the 4th time and got ElijahC. He was amazing and stayed with me until; he figured out the solution and got my computer and printer to work together.</p> <p>I watched the other tech Cliff work on my tune up since I have watched others in the past. He did a half ass job..... ran ccleaner, I have and used it.... then Malware it stope half way in..... he had left my computer to do others. the malware asked to restart he clicked yes then stopped it was not complete....the screen was blank for 15 min.... then to my screen saver another 10 min.... He put in my pass word..... went to desk top..... nothing... then he said completed Jullio told me that too much was being run on CPU never came back to give a reason why....this tune up was a farse. Call me I want answers to the original concerns.....not time and space waisted....I will call the CEO to V-Tech...</p>
3/29/2017 13:00:29	3855494812	jullio r	No	
3/29/2017 13:14:16	8563354230	zach	Yes	
3/29/2017 13:39:01	310 6578513	olga	Yes	
3/29/2017 13:45:48	847-854-6550	Elijah C	Yes	
3/29/2017 13:58:21	513-557-8987	Cliff	Yes	
3/29/2017 14:07:06	702-260-6243	Katherine	Yes	
3/29/2017 14:09:05	7249630011	matt	Yes	
3/29/2017 14:24:11			Yes	
3/29/2017 15:05:48		ZachB	Yes	
3/29/2017 15:20:11	N/a	Was great ar	Yes	
3/29/2017 15:20:40			Yes	
3/29/2017 15:41:25	609 409-4586	Rodney	Yes	
3/29/2017 16:02:54	6064013317	jessie	Yes	
3/29/2017 16:18:30	4079028527	JESSICA	Yes	
3/29/2017 16:18:35	9188644163	Antonio	Yes	
3/29/2017 16:32:29			Yes	
3/29/2017 16:45:54	630 234-4529	Shelia	Yes	
3/29/2017 17:07:02			Yes	
3/29/2017 17:08:34			Yes	
3/29/2017 17:37:12		Elisha	Yes	
3/29/2017 17:39:45		JesseL	Yes	
3/29/2017 17:48:45	985-222-1555	Isabel	Yes	
3/29/2017 17:53:57			Yes	
3/29/2017 19:52:52	7188281439	carlin	Yes	
3/29/2017 20:57:30	5133856462	Roberto	Yes	
3/29/2017 23:05:43		Penn	Yes	
3/29/2017 23:06:02	304-236-3315	PennC	Yes	
3/30/2017 0:04:56		CARLIN	Yes	
3/30/2017 2:24:47	7652410189	carlin b	Yes	

SHE TOOK CARE OF ME. AND SHE DID IT IN A WAY THAT WAS INFORMATIVE AS WELL.  
 Absolutely the greatest experience ever...Thank you Elijah  
 Love this service: prompt, knowledgeable and friendly!  
 I can't help you improve your service. It's perfect as is.

Zach B was excellent. Very knowledgeable, patient, and easy to talk to. He took his time and made me feel comfortable answering all my questions and made sure everything was answered before he left. Thanks Zach!  
 wish all the tecs where like him, thank you Mike Franco  
 wish all the tecs where like him, thank you Mike Franco  
 There is way to much background noise in the call center, I could hear the agent next to Rodney and her answers to her client in detail. This should not be. You need to put your agents in cubicles with some space between them so that these calls don't over shadow one and other.

She was very nice and explained to me what she was doing.  
 agent was very helpful. Sorry I didn't get his name.

I wish he had not forgotten to sign off waited 20 minutes on phone trying to reach him.

My only complaint is I had to wait for over half an hour to get to a technician. Maybe more techs should be scheduled (or hired) to work for the company. if it works Ill be happy  
 Roberto was very patient with me and kind. He knew exactly how to fix the problem and I am extremely grateful. Thank you Roberto!!!  
 Always thankful for the help  
 PennC was very courteous and helpful and took care of my problem very well.  
 HE WAS A FANTASTIC TEC WHO REALLY EASED MY MIND FROM WHAT I WAS READING ON MY COMPUTER REALLY DID A GREAT JOB THANK YOU CARLIN  
 yes very satisfied . he was very helpful and patient with me thank you so much

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/30/2017 3:03:08	323-898-9443	CARLINB	Yes	HE TOOK CARE OF MY PROBLEMS THANK YOU SO MUCH
3/30/2017 10:51:21	412-414-3879	Raymond	Yes	
3/30/2017 11:06:30	2076324781	Cliff	Yes	
3/30/2017 11:34:33		michelle bar	Yes	So far satisfied. Time will tell if the clean up fixed the issue of the blue screen. michelle was very helpful and informative , she walked me through everything she was doing . my computer works great Elizabeth with VTec Support was GREAT. Your company is very luck to have her working your support desk
3/30/2017 11:52:23	9126634168	Elizabeth	Yes	
3/30/2017 13:17:02	3618520611	James D	Yes	
3/30/2017 13:21:00	386 795 2466		Yes	
3/30/2017 13:23:57			Yes	
3/30/2017 13:50:54	8603945116	Jesse	Yes	
3/30/2017 14:07:08	973 302 7553	Forgot his n	Yes	I left a review previously. However, his service was excellent. He was very personal and professional. I felt like I was talking to a friend. I felt like Samantha went out of her way to explain things to me and help me get set up with my new HP
3/30/2017 14:11:58	5047173706	Samantha	Yes	
3/30/2017 15:12:01	8282509816	Shelia F	Yes	
3/30/2017 15:57:15	7707281064	he,s good	Yes	
3/30/2017 16:02:15	914-763-1239	Julio	Yes	I hope I got his name correct so that he gets credit for my rating. He was absolutely the BEST. Very knowledgeable, very helpful and made sure that all my issues were address and that I was completely satisfied.
3/30/2017 16:23:43	6783679509	Mikaw	Yes	the best tech ever fast and friendly thanks
3/30/2017 16:37:50	7166836219	Jesse L	Yes	Jesse was very patient with someone who knows very little about computers
3/30/2017 16:51:05	440-892-3768	James	Yes	James did a great job and was very helpful and courteous it was a complete waste nothing was resolved and thie mail issue needs to be addressed by someone knowledgeable waste of both of our times you can look at my record and this is the 5th Dell I have purchased never again
3/30/2017 16:52:50	206 623 8499	I don,t know	No	
3/30/2017 16:57:45	1-813-812-651	MattC	Yes	
3/30/2017 17:52:02	215-324-4769		Yes	
3/30/2017 18:21:57	8605378138	christian s	Yes	never expected such a pleasant man with such deep computer knowledge .He had me relaxed sitting back and just taking the ride. Great service support was good but connection was terrible. both staff and I had trouble hearing through connection.
3/30/2017 18:59:22		penn	Yes	
3/30/2017 19:43:50		Rodney T, C	Yes	Everything is great...except the call wait time! Thank you!
3/30/2017 19:47:11	3036185054	Chistian S	Yes	Great job! Thank you. put me on hold this is not the first time last night as well very bad service, still did not address my laptop issues!!!! Sal Lopez
3/30/2017 20:16:47	630 234-4529	InesheaiF	No	
3/30/2017 22:48:34		BryhannaH	Yes	
3/30/2017 23:07:33	2165819318		Yes	
3/30/2017 23:49:37	1 910 575 1666	Pennc	Yes	it took almost 4 hours for tech support to call me back!!! Thank you. Tech was informed and patient.
3/30/2017 23:52:41		Breanna	Yes	Good and focused technician.
3/31/2017 0:03:35	704-425-4052	Rodney T, C	Yes	You guys are great!
3/31/2017 0:22:48		Christian	Yes	
3/31/2017 3:23:23	304-632-2727	Sylvia	Yes	
3/31/2017 10:40:12			No	
3/31/2017 10:53:12		cliff	Yes	
3/31/2017 10:53:58	3043443000		Yes	Service pr.ovided was courteous and professional. I did not get the representatives name
3/31/2017 11:05:54	7707030333	KenS	Yes	again the questions was answered and checked out by KenS. and issue resolved Sorry I forget his name but he was very helpful with my problem. The service was great. thank you
3/31/2017 12:21:37	773-814-7643		Yes	
3/31/2017 12:25:07	312-619-8151	Cliffs	Yes	
3/31/2017 12:56:56	912 369 0700	Mika	Yes	Mika was professional, knowledgeable, easy to understand, and fixed my problem. Thank You.
3/31/2017 13:58:44		tech 3	Yes	you all great Ken , was very informed about my needs , and showed me just what to do . All your tec are great . Very friendly and knowledgeable. Showed great patience for someone like me who does not know a lot about computers. Thanks for the help! very helpful.thank you very much.
3/31/2017 15:16:53		Ken	Yes	Jeff was very good at his job, did what he could then transferred me to another department. Very pleased with the service.
3/31/2017 15:40:25	7322171807	Gustavo	Yes	
3/31/2017 15:58:16		michelle B	Yes	
3/31/2017 16:30:56	404-805-7120	Jeff W.	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
3/31/2017 16:47:42	7046482816	Michelle Bar	Yes	Michelle was very polite and helpful.
3/31/2017 16:48:22	2404164981	JulioR + Jar	Yes	
3/31/2017 16:59:07		Elisabeth B	Yes	Very professional, patient, and provided wonderful Customer Service. She explained what she was doing as she worked and also provided additional information as requested concerning products to protect my computer from malware, spyware, etc; as well as enhance computer performance. Fantastic customer service! Wonderful polite gentleman. Thank You.
3/31/2017 17:33:29		James D	Yes	
3/31/2017 17:34:57			Yes	
3/31/2017 17:43:23		MikaW	Yes	
3/31/2017 17:51:06	724-643-1995	KenS	Yes	Ken was so helpful and I really appreciate that he spoke English and was very nice and knowledgeable. Thanks for having such a great employee. The service was wonderful!! Brianna was very understanding and patient with me thanks so much This young man was so fantastic. Helped with all my problems and took care of all of them. My pc was very slow but Gustavon remained calm and reassuring .Helped me to understand so much more than I knew. Please promote him and give him a substantial raise if possible. A true asset to your company. I am 73years and glad to have Gustavon for my representative.
3/31/2017 21:07:53		brianna h	Yes	
3/31/2017 21:29:02	561-260-7560	Gustavon	Yes	VERY QUICK AND PRECISE HANDLEING OF COMPUTER ISSUE. THIS SERVICE AGENT DEFINITELY KNOWS HERE STUFF. GREAT SERVICE!!!
3/31/2017 21:29:10		Day 1 Olga	Yes	
3/31/2017 21:31:47		BREHANNA	Yes	Your people were both very determined to tackle and finish the job despite lots of problems, one of which might have been my errors. They were a great pair plus I heard several others in the background and I send my thanks to them also. she was patient and helpful hope I spell her name correct
3/31/2017 22:32:51	5163562313		Yes	
3/31/2017 23:03:17	3026298657	Olga original	Yes	Nice young man, helpful.
3/31/2017 23:59:10	7188618781	Brylann	Yes	
4/1/2017 10:01:25		matthew	Yes	
4/1/2017 12:06:03			Yes	
4/1/2017 12:56:46			Yes	
4/1/2017 13:13:33			Yes	
4/1/2017 13:34:41	516b735-6044	Antonio Q.	Yes	
4/1/2017 13:48:18			Yes	
4/1/2017 14:17:19			Yes	
4/1/2017 14:31:53	3869439242	antonio	Yes	
4/1/2017 14:44:18			Yes	
4/1/2017 15:09:29	213-204-0935	Samantha H	Yes	he was very patient and kept me informed of everything he was about to do They weren't able to definitively fix my problem nor figure out exactly what was causing it to begin with
4/1/2017 15:16:28	216-402-0975		Yes	
4/1/2017 16:21:49	2398871035		Yes	
4/1/2017 16:36:35		Olga	No	very helpful
4/1/2017 16:47:33	4014756765	olga	Yes	
4/1/2017 17:20:39	7603418675	Carlin	Yes	My representative was patient and gave efficient service. He was able to assist me in finding a new driver that would allow my disk driver to play DVDs. It took a long time, but I think the printer is hooked up right, and it is printing.
4/1/2017 17:30:10	513-407-7430	Penn	Yes	
4/1/2017 17:30:45			Yes	
4/1/2017 18:04:17			Yes	
4/1/2017 18:30:11	2284715808	ElisabethB	Yes	
4/1/2017 18:31:15		CarlinB	Yes	
4/1/2017 19:36:42	941-567-5392	Gustavo/Jer	Yes	
4/1/2017 20:40:49			Yes	
4/1/2017 21:37:39			Yes	
4/1/2017 22:57:10	773-814-7643	Elisabeth.B	Yes	
4/1/2017 23:11:24	6415290677	PennC	Yes	Elisabeth was great and she got my problem with my printer fixed Best tech support company I've ever dealt with!
4/2/2017 0:09:19	347-400-3626	i dont remen	Yes	
4/2/2017 11:39:52		Isabl	Yes	Very quick to solve my problem and pleasant to talk to. Gustavo was great, answering all of the questions I had to get started. Fixed my keyboard and helped with initial usage of external hard drive.
4/2/2017 11:49:32		Gustavo	Yes	
4/2/2017 14:01:34	6812652423		Yes	
4/2/2017 14:18:27		MichelleB	Yes	
4/2/2017 14:22:58		mathewb	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/2/2017 14:29:45	734-672-1874	Elijah	Yes	Very helpful with all that I needed done. Completed everything I needed and even more. Elijah was what I would expect for Good customer service. He was excellent and very friendly to talk with. thank you
4/2/2017 15:33:09		Jeff	Yes	Today when I called, I was connected almost immediately. That was wonderful and Jeff was very helpful. TY
4/2/2017 15:57:04	yes	yes	Yes	
				I have dealt with a LOT of tech support calls over the years. I must say this was the most pleasant of them all. All three guys were so very helpful and courteous. They knew what they were doing and things moved very quickly. These guys were knowledgeable and personable! Wish I could deal with them on every call. This was, by far, the shortest tech support call I have ever experienced. I couldn't be happier with the service I received. Thank you VTec!!!
4/2/2017 16:00:18	570-622-1089	Antonio, Eliz	Yes	very patient and professional
4/2/2017 16:19:11	2145975424	JeffW	Yes	Took awhile to connect with a tech; on hold. Very polite and helpful!
4/2/2017 16:55:25		Zach B	Yes	spoke with Matthew, Jeff, Isabel But, Jeff H. ran diagnostics need to use to see if working properly Isabel created a shortcut for my email
4/2/2017 17:05:38		Matthew,Jeff	Yes	
4/2/2017 18:02:02			Yes	
4/2/2017 18:02:43		Matt	Yes	The service was great
4/2/2017 19:17:35		penn	Yes	Samantha did a great job, she was friendly and professional. Explained thing in a way that was easy to understand and was very knowledgeable. Good job, Samantha!!!!!!
4/2/2017 19:45:40	8178755733	Samantha	Yes	very informative and very helpful
4/2/2017 21:45:11		karlon	Yes	Very satisfied
4/2/2017 22:36:29	702-380-4838		Yes	
4/3/2017 0:22:11	347-236-4318	carl	Yes	Very Helpful and courteous, thank you
4/3/2017 8:10:31			Yes	
4/3/2017 10:37:09			Yes	He was the nicest and most knowledgeable tech I have ever encountered. He is definitely an asset for your company.
4/3/2017 10:54:38		Mica	Yes	patient and very helpful
4/3/2017 11:54:07		jessica	Yes	Elijah was very patient and helpful! Thank you
4/3/2017 12:46:11	4097890545	Elijah	Yes	
4/3/2017 13:23:47			Yes	
4/3/2017 13:24:43			Yes	
4/3/2017 13:28:55		Cliff	Yes	Check Cliff's report
4/3/2017 14:07:24	630-776-1058	Isabel ?	Yes	We think my issue was addressed? We could not duplicate the problem. I will call back if the issue returns. Thank you!
4/3/2017 15:22:21		Matthew B	Yes	
4/3/2017 15:25:57	610 389 5565	Antonio	Yes	Experience was great! I learned much and have increased my knowledge of my computer.
4/3/2017 16:01:37	585 669 9647	Tanya S	Yes	Thank You
4/3/2017 16:40:33		do not remer	Yes	thy were very kine y lhave lla my ansuers
4/3/2017 17:35:55		the qquicknest	Yes	hold time is to long was on hold 4 20 min.
4/3/2017 18:13:07		don't remem	Yes	
4/3/2017 19:00:55	6076933327	jennifer	No	I couldn't get tech to answer me and things were being put on my computer that had nothing to do with my problem...not trusting what was going on.
4/3/2017 19:53:03	5138510008	Robert	Yes	
4/3/2017 20:26:46		Elizabethb	Yes	Elizabeth is very courteous and professional Thank you very much for your support.
4/3/2017 23:02:05	706-592-9098	Christian S	Yes	Thank you Christian so much you helped me out a lot and you have a beautiful personality keep up the good work please keep Christian he's a good worker
4/3/2017 23:32:34		forgot	Yes	THANK YOU, THANK YOU, THANK YOU
4/4/2017 0:23:12			Yes	
4/4/2017 3:09:08			Yes	you shuold have more agents you guys take too long to call back
4/4/2017 10:03:01	7322908274	Elizabeth	Yes	Great support and solved my problem.
				Very helpful and professional
				Mika was extremely patient and helpful with my problems. Got my computer back to running fast again and helped me resize and print a picture I needed.
				Even tho it took 25 mins to get help to answer it was worth the wait. I know your site is very busy, but all your techs are very helpful
4/4/2017 12:22:44	707-263-8631	Mika W	Yes	he was helpful but not 100%
4/4/2017 12:24:51	2152802825	Antonio G	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/4/2017 13:05:51	410-517-0030	Audry	Yes	I couldn't of asked for anyone better. Everything I remembered to ask, She handled. When I need help Iwis I could always get her back. There is no comparison between her and agents from other companies. She was just great!
4/4/2017 13:08:15	740-396-0052	olga	Yes	
4/4/2017 13:21:44		Lajadah	Yes	very helpful personality,
4/4/2017 13:27:13	(623) 932-9297	Antonio	Yes	I normally don't like to have a return call but the wait was to long and I took the option of having you call me back. The return call came quickly and all my questions were answered. Thank you, Eva Carter
4/4/2017 13:46:11	405-830-6093	Aubry	Yes	
4/4/2017 14:22:35	201-797-3830	Mika	Yes	Mika was wonderful.
4/4/2017 14:39:38		Julio	Yes	
4/4/2017 14:48:42		antonio	Yes	
4/4/2017 15:15:00		Julio R	Yes	I was satisfied with his approach and service. Now I have to wait to make sure that issue was resolved. That I wont know until I work on my computer.
4/4/2017 15:20:40	4093703101	James D	Yes	
4/4/2017 16:26:26	5102353486	Olga	Yes	She saved my life!!
4/4/2017 17:33:52	410-7491734	Iew	Yes	
4/4/2017 18:25:59		Gustavo N	No	
4/4/2017 18:33:52	310 6578513	IAM TERRIB	Yes	Very knowledgeable yet able to explain things well to a non-techie. HE HELPED ME WITH MY PROBLEM AND ALONG THE WAY I LEARNED LOTS!!!!!!
4/4/2017 19:06:51	3168046223	jeff	Yes	
4/4/2017 20:18:22		Tiffany	Yes	This computer is giving a lot of problems Thank you, Thank you. You were very nice and fixed my problem!!!
4/4/2017 20:24:07			Yes	
4/4/2017 21:30:28		MatthewP	Yes	He was very professional with excellent customer service assistance and I appreciated his help. Thank you
4/4/2017 21:43:16			Yes	
4/4/2017 23:40:13	252-773-0800	KEN	Yes	ON HOLD FOR WHAT SEEMED TOO LONG BUT THE TECH WAS VERY KNOWLEDGEABLE VERY HELPFUL, AND VERY INFORMATIVE. HE TOOK HIS TIME AND ANSWERED ALL MY QUESTIONS.
4/5/2017 7:55:58	773-238-7435	Cliffs April 5,	Yes	
4/5/2017 8:56:37		Cliff	Yes	I really appreciate their patience when I explained my problems, Great agent to work with Cudos for hiring
4/5/2017 9:59:02			Yes	
4/5/2017 11:01:28	(214)548-6598	JulioR	Yes	Julio was very helpful, did answer all questions and helped resolve my issue. thank you and scott for all your help
4/5/2017 11:29:35		Julio	Yes	
4/5/2017 11:29:55		mika w	Yes	SHE RESOLVED MY PROBLEM. THANK YOU SHEILA!!!!!!! olga was very helpful and knowledgeable
4/5/2017 11:39:07		olga g	Yes	
4/5/2017 12:00:43	310 6578513	SHEILA F.	Yes	
4/5/2017 12:28:31		olga	Yes	
4/5/2017 12:38:16	4047314975	Jessica	Yes	He was so patient and kind...Give him a gold medal
4/5/2017 13:02:16		Elijah	Yes	
4/5/2017 13:22:21		Matthew KB	Yes	
4/5/2017 13:45:25	972 786 3732	Zach B	Yes	I had spoken to several other agents before getting Zach, all for same issue. Zach is the only one that took time to go through more than just virus/maleware scans. Zach spent time to correct my issue and I am Thankful.
4/5/2017 14:00:36			Yes	
4/5/2017 14:14:16	2675053760	eliah	Yes	He was very nice and gentle plus patience too
4/5/2017 14:34:28			Yes	
4/5/2017 15:11:16	3168217764	Very Nice Pe	Yes	Was a good experience, thank you very much. Very informative and helpful
4/5/2017 15:37:33		Matt C	Yes	
4/5/2017 16:00:23	785-215-2933	Elisabeth B.	Yes	She explained all to me and answered every question. Thank you all for your help. Thank you Jennifer E. Great Job on fixing my computer and software problems. You were very professional and knowledgeable and my i say fast in the work you did for me. thank you again for being so kind and concentrate.
4/5/2017 16:22:07	276-647-5180	Jennifer E.	No	
4/5/2017 18:01:41	8566875162		Yes	James Olga was very patient and knew her job as any expert
4/5/2017 18:55:03	7207479959	olga	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/5/2017 19:04:26	4082621990	Elizabeth	Yes	Elizabeth was very courteous and helpful and it seems like the problem with my laptop was fixed but I'm still concerned that after a couple of weeks (from the last time I call regarding same problem) it isn't powering on with the ON switch. Hopefully, this time it will correct problem.
4/5/2017 19:34:59	561-969-2029	Robert	Yes	Very helpful
4/5/2017 20:36:48	304-632-27271	Robert,I thinl	Yes	Verr nice & great @his job,he needs a raise!
4/5/2017 21:01:37	3057967278	Matthew	Yes	At ease talking with this representative gustavoN, was very helpful. I was needing updated. He explained what to do for my favorite . Now I know how to get into it and exit the correct way. very helpful.Thank you so much.
4/5/2017 21:18:25	9182343414	gustavoN	Yes	
4/5/2017 22:10:09		matthew	Yes	
4/5/2017 22:29:18		Penn	Yes	I truly appreciate all the guidance and support Penn gave this evening setting up our new computer. He was very patient and willing to take the time to explain things to me. What a great experience! Thank you. Thank you so much. My first time calling and really enjoyed talking to my agent. He was very helpful, polite and pleasant. The best experience with a tech service. Keep up the good job! Delores Goodwin
4/5/2017 22:54:57	8036361534	ken	Yes	helpful and patient
4/6/2017 1:51:40		carlin	Yes	great guy did a fine job thanks
4/6/2017 9:23:31	2032300919	jessie	Yes	Kailey spent time to try and install my AOL but could not. I will phone AOL.
4/6/2017 12:38:15	845-778-1310	Kailey	Yes	good job
4/6/2017 12:47:10			Yes	Scott was extremely helpful in resolving all of my issues. He is a valuable asset to your organization. Very personable individual. Thank you Scott for your help.Don Aipoalani
4/6/2017 12:48:44	562 201 3573	Scott	Yes	Everyone I have spoke with at Vtec support have been Awesome. Thank you for your support>
4/6/2017 15:11:21		Orlando	Yes	
4/6/2017 15:32:46	Great!	kaylee	Yes	
4/6/2017 16:20:37		Olga	Yes	
4/6/2017 17:03:04			Yes	
4/6/2017 17:26:13	7166651262		Yes	sorry forgot the agents name. She was extremely helpful. Thank You! It took awhile, but I got the big green check mark, so I hope everything runs smooth from now on.
4/6/2017 17:28:27		Julio on the j	Yes	
4/6/2017 17:48:02	8045943942	Penn	Yes	Penn helped me fix my printer so I am able to print documents again.
4/6/2017 17:58:25	2155044350	james	Yes	
4/6/2017 18:59:09		Orlando	Yes	Orlando provided outstanding service.
4/6/2017 20:14:42	818-2404817	Jerry	Yes	He was very helpful! and called me back.
4/6/2017 23:08:12		brenna	Yes	Jerry appeared excellent at his job. He manner, choice of words, and confidence made this tech-ignorant woman feel so at ease with a new computer. He is definitely an asset to your company! This was one of the most satisfying experiences I've ever had with technology support, and Jerry even speaks English! Keep him at his current job, but somehow make him a trainer. (And whoever hired him should be commended, too!) Oh my gosh, I can't say enough about my actual "customer service" experience, as opposed to "customer no service" that I have come to expect these days. Not just this time, but other times I have needed assistance, your service has been great. Ineshia (not sure of the spelling, sorry Ineshia) was friendly, professional and knowledgeable. She was reassuring with my concerns about my StopZilla and other issues with my computer. It is obvious that you have a good team based system in place that puts the utmost value on customer satisfaction. I don't care that it took a couple of hours to fix all of the problems. I was happy that I didn't have to take it somewhere to maybe get it back a week later. Please please please don't get complacent in this model as it is working great. Thanks soooooo much!
4/6/2017 23:16:58	310 968 5491	Jerry H	Yes	
4/7/2017 0:38:07	503 658 2268	Ineshia	Yes	
4/7/2017 8:20:17	2155044350		Yes	
4/7/2017 9:59:39	8457973993		Yes	
4/7/2017 10:39:27	3366278226	SarahP	Yes	The tech was very friendly and patient. She was very prompt in dealing with my issue of the screen going blank and always having to reboot to get the screen to come back up. Ran a scan and hopefully fixed the problem.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/7/2017 11:25:47	978-630-0242	Olga	Yes	Please add more time for the question to do survey to stay on screen it disappears to quick! Roberto, and Mika helped me out excellently on my two previous calls. I think Mika had a next initial of A. THANKS!
4/7/2017 11:57:06	631--525-7337	cliff	Yes	always a pleasure to speak with someone who knows their job and so far after several calls with Cliff i have always been satisfied
4/7/2017 12:06:43	4433652001	don't remem	Yes	The gentleman I spoke with was very patient and explained everything to me and was extremely helpful and cleared up all my problems.
4/7/2017 12:13:54		JAMES	Yes	I was impressed with his ability to get the job done, and stick with the problem until fixed!! THANK YOU
4/7/2017 13:06:48			Yes	
4/7/2017 13:45:27		Kathyn	Yes	
4/7/2017 14:15:01		Javier G.	Yes	
4/7/2017 15:49:26	318-537-9168	forgot	Yes	
4/7/2017 16:27:49	3162664872		Yes	still not fixed.. I can receive outlook, but can not email out.
4/7/2017 17:35:21			Yes	
4/7/2017 18:25:09		jen	Yes	very helpful. too noisy in the background
4/7/2017 19:03:34		BryhannaH	Yes	
4/7/2017 19:10:53	901.652.8204	AddisonS	Yes	Addison was thorough and very encouraging regarding my concern about a possible threat to my computer. He was professional, pleasant and very knowledgeable. He gave me sound advice to avoid future attempts by scam artist if I am again contacted by one in the future.
4/7/2017 19:22:40	7156344759	Christian	Yes	very pleased!!
4/7/2017 19:36:44		matthew b	Yes	
4/7/2017 19:53:45		iesher	Yes	wasn't opening promptly and taking a long time to reboot
4/7/2017 20:08:21		ElizabethB	Yes	She was very pleasant and efficient.
4/7/2017 20:30:09	252 515-6926	Anna	Yes	Very knowledge and helpful,
4/7/2017 20:32:30		jermoe	Yes	hire more jermoes
4/7/2017 21:41:15		Chris	Yes	Thank you Chris for helping me resolve my scanning issues.
4/7/2017 22:15:23	9524762656	Carlin	Yes	He was so amazingly patient and took so much time with me. He was incredible!
4/7/2017 22:36:36		Chris	Yes	Chris is awesome to work with! Thanks a million!
4/7/2017 23:15:05		Michael	Yes	IT WAS A JOY TO HAVE REPRESENTATIVE WHO KNOW TO FIX THE COMPUTER.SHE WAS PLESANT AND VERY PATIANT WITH ME. THANK YOU BRHIANA
4/7/2017 23:45:06	847-470-1469	BRIHANA	Yes	
4/7/2017 23:50:57	2099102635	Christian	Yes	
4/8/2017 0:49:41	3043443000	Christian	Yes	He answered all my questions in a courteous and professional manner. Was very happy with the help and how he solve the problem and also he was super pleasant.
4/8/2017 10:10:50			Yes	
4/8/2017 10:18:25		James D	Yes	
4/8/2017 11:11:05		JamesD	Yes	
4/8/2017 11:35:18		Cliff S	Yes	Tech was very patient,friendly, quick and was there to make sure problem was solved and I was satisfied.
4/8/2017 11:54:24	5705862117	robert	Yes	I love your service. I hope you lower your price to renew, as I am a senior with a fixed income and don't think I can afford it.
4/8/2017 12:26:22	7274905122	JEFF	Yes	good service
4/8/2017 12:57:07	5704174195	robert	Yes	very helpful and polite but most of all patient with me. THANK YOU :)
4/8/2017 13:19:29	206 623 8499	AddisonS	Yes	
4/8/2017 13:29:48		IsabeleR	Yes	I was so happy with IsabeleR who was efficient, polite and friendly AND she fixed and tuned my computer. Tell her thank you.
4/8/2017 13:50:26			No	
4/8/2017 14:39:58	757-426-5969	Olega	Yes	Awesome group of staff who worked on my PC
4/8/2017 14:42:31			Yes	
4/8/2017 17:42:13	631-433-5368		Yes	excellent rep and great service
4/8/2017 17:42:49	9734934545		Yes	
4/8/2017 18:29:14	570-748-4803	breeana h	Yes	she couldnt help with my norton install
4/8/2017 19:10:08	6154656969	bryanna	Yes	she was perfect
4/8/2017 19:35:05		gustov	Yes	
4/8/2017 20:11:38			Yes	
4/8/2017 21:58:37			Yes	very helpful and took time resolving my problem... Thank you very much Christian

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/8/2017 23:36:14	9404321660	?	Yes	excellent Sorry I didn't write down the young woman's name before she left screen.
4/9/2017 9:18:53		James D	Yes	
4/9/2017 10:05:44	5419985155	zach b.	Yes	excellent service and teaching about the problem and how to fix it.
4/9/2017 11:39:19	804-586-4327	Roberto	Yes	Very informative; answered questions not pertaining to original support issue
4/9/2017 13:16:28	5189353615	Zach	Yes	Great help and solved problem quickly
4/9/2017 14:30:24			Yes	
4/9/2017 14:30:58	5677126402	JamesD	Yes	Very patient fellow, he cleaned my computer and printer and was very courteous.
4/9/2017 15:07:47		James D.	Yes	
4/9/2017 15:34:35	9414454808	JessicaS	Yes	Thank you so much for helping me...I really appreciate it. You were great!
4/9/2017 17:20:51		Christian S.	Yes	Christian was very courteous and helped me answer my question in a very timely manner. I learned a few new things from him which will help me in the future. Thought installer would ask me remotely if I had any questions. I did as it appeared as though Stopzila was removed when I thought I was to get the premium life time protection.
4/9/2017 18:54:26	387-673-2728	Christian S	Yes	
4/9/2017 19:58:56			Yes	
4/9/2017 20:28:55	727-389-8751	Javie	Yes	He was very courteous & professional in resolving my issue.
4/9/2017 20:29:38		Javie	Yes	He was very courteous & professional in resolving my issue.
4/9/2017 20:39:59		Javier G	Yes	He was very pleasant and cared about my service and computer. Made my issues with computer a better experience.
4/9/2017 21:28:11	9736155299	yes	Yes	Stephany was very helpful and explained very well and made sure I understood, what the problem was and I have to do, also repaired some issues had been done accidentally by others.
4/9/2017 21:50:53	203-634-4300	biynanna	Yes	once again, VTech goes excellent job,rides off into the sunset.Thanks also to christianS.
4/9/2017 23:17:57		matthew.p	Yes	matthew was great,he fixed my problem.
4/9/2017 23:49:51	3234979818	don't know n	Yes	very knowledgeable and fast service.
4/10/2017 0:49:20	7322322290	Penn C	Yes	Penn was extremely patient and very thorough. He really listened to the problems I was having on my new computer and went above and beyond to find solutions.
4/10/2017 10:34:44	4016628660	was helpful	Yes	
4/10/2017 11:20:04	9205584202	Isabelle and	Yes	Issue was resolved at least for today. I have had this same issue several times and it has been fixed each time so we will see if this time it is in fact FIXED for good...thanks
4/10/2017 13:03:53		Zach B.	Yes	Zach was so very helpful and very patient with me. He is an asset to V-Tec.
4/10/2017 13:48:11	2018875711	isabelR	Yes	
4/10/2017 14:46:01			Yes	
4/10/2017 14:48:34		Pauletta Jac	Yes	
4/10/2017 14:57:07	660-752-5534	Tanya	No	I could not understand the way she used the English language.
4/10/2017 16:08:23			Yes	Don't you listen to how people sound on the phone. You should.
4/10/2017 16:13:22	9546094423	Jessica	Yes	Jessica was quick efficient and extremely help while being pleasant to talk with.
4/10/2017 18:25:26			Yes	
4/10/2017 18:33:53	9082471541	Penn C	Yes	I'm very well pleased with the tech help I received today...
4/10/2017 19:45:23	786-451-3941	Jerry H	Yes	Jerry was very informative and patient with me because I computer literate
4/10/2017 21:28:44		Penn	Yes	
4/10/2017 22:18:25		Addison, Ma	Yes	All 3 of the guys were AWESOME!! They got my new HP updated me while explaining along the way what was happening. I had the BEST experience ever with the V-Tech team. They even got me great deal and payment plan for virus protection. I am a new self employed entrepreneur consultant on very tight budget. Thank you guys
4/11/2017 10:25:38	2522401807		Yes	
4/11/2017 10:53:27			Yes	
4/11/2017 11:12:44		cliffs	Yes	
4/11/2017 12:14:03			Yes	
4/11/2017 14:11:27	4096569994	elizabeth	Yes	She is fabulous ....patient, kind, skillfully perfect and professional. I wish I could get her every time.
4/11/2017 14:41:37	(585)703-3617	Elizabeth	Yes	The agent was very patient with me and very helpful. I appreciate the assistance, as I would not have been able to accomplish this task without it.

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/11/2017 14:59:42	great	vinny	No	once I got somone to answer.watch dog still shOuld be identified.
4/11/2017 15:15:35	6032156389	cliffs	Yes	Tech was kind, patient and knowledgeable, thanks!
4/11/2017 15:52:08	17188990856	Raymond	Yes	
4/11/2017 16:32:30	941-704-2636	Javier	Yes	Service from both techs was very good
4/11/2017 16:53:51		Elizabeth	Yes	
4/11/2017 17:48:06	3172808389		Yes	
4/11/2017 19:01:02	954-257-4838	Bryhanna	Yes	
4/11/2017 22:32:22			Yes	
4/12/2017 0:30:56	413-267-3672	Tiffany H	Yes	She was pleasant, fast and efficient. The best experience I've had with your company so far.
4/12/2017 0:46:47		Penn C	Yes	Mr. C was most helpful and patient since I'm not good at computers.
4/12/2017 8:17:17		Cliff	Yes	
				Elizabeth downloaded Java for me, however, it is being blocked by something on my computer. We received a message that said exactly that, but when she closed out the page, the message did not come back. I know you all have allotted time for each customer, however this is completely unfair, as I need it for a business call center program. I have lifetime service with Vtec and I am on a deadline to get my calls scheduled and my calls completed this morning or I will fail the course and lose my business!! I NEED someone else to help me NOW, please. I am supposed to sign in by 9AM (less than 1/2 hour) In addition, I waited on the phone in the middle of the night for over 2 hours for a tech to pic up and take care of me.
4/12/2017 8:36:06	440-386-0822	Elizabeth G.	No	
4/12/2017 10:25:19	7328231942	Kathryn	Yes	
4/12/2017 11:01:13			Yes	
4/12/2017 12:40:09	703-393-7516	cliff	Yes	very knowledgeable and polite...tk you cliff
4/12/2017 13:23:56	440-386-0822	Clint	Yes	Thank you for getting me up and running!
4/12/2017 13:31:12		Scott	Yes	Scott in FT. Myers, FL. was very informative and a pleasure to work with
4/12/2017 13:44:49		kathrin	Yes	Agent was very helpful
4/12/2017 14:49:02	9417525871	cliff	Yes	
4/12/2017 14:56:44	8622514924	clift	Yes	he is wonderful ,very helpful and easy to talk to
4/12/2017 15:47:51	9013999491	Tanya	Yes	She was helpful and very courteous
4/12/2017 16:07:55	405.618.7834	Isabelle	Yes	Still having problem with printer.
4/12/2017 17:38:27	6148297334	penn c	Yes	pennalwaycoolandcam geta5star
4/12/2017 17:39:39		penn c	Yes	pennalwaycoolandcam geta5star
4/12/2017 18:06:22	7274905122	JAVIER G	Yes	good service
4/12/2017 18:16:02		TanyaS	Yes	She tried her best to help me. I am hoping one problem is resolved. Gustavo is extremely professional. I learn so much from him and how he guided me and getting my HP lap top working again. He made the experience worth while and I cannot not ever thank him so much. I also requested him to call me back next week on Tuesday, regarding your company's antivirus software. I am so disappointment with Norton and information he provided to me made me realize that I am not protected while I am on the internet through Norton AntiVirus. I certainly got misled by Norton for years. I am very happy with Gustavo's performance and his guidance towards me and his advise. Gustavo is the best of what he does with V-Tech. Thank you very much Gustavo . Your extreme satisfied customer, Jose Aquino.
4/12/2017 18:25:41	305-491-3383	Gustavo	Yes	she was very delightful
4/12/2017 18:35:08	757 461 1656	olag	Yes	Received great customer support from Penn C. Penn resolved my problem quickly and gave me great instructional information.
4/12/2017 19:10:02	9372169261	Penn C.	Yes	
4/12/2017 21:39:17		Mathew	Yes	
4/12/2017 21:53:03	8327547636	javier G	Yes	he was great fixed it fast thanks
				Ineshia was very knowledgeable and courteous. She was patient while answering my many questions. She is an excellent representative that should be commended for her professionalism and personal touch. Committed to explaining my issue, along with resolving it. Very Professional
4/12/2017 23:11:00		Ineshia	Yes	
4/12/2017 23:53:33	9104430654	Penn C	Yes	
4/13/2017 0:42:30	757481021	Tiffany	Yes	
4/13/2017 0:55:36	8-57458602	Carlín B	Yes	Exceptionally kind and knowledgeable gentleman who made me feel very comfortable with this rather involved setup. I so appreciate his fine help. this young woman was extremely patient with me and was very kind as well and help fix thing, which is why I called.
4/13/2017 2:35:11	405 265 2811	Tiffany	Yes	Answered and fixed my problems
4/13/2017 9:40:08	2766792044	Elizabeth	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/13/2017 10:35:27	518-459-4669	AudraT	Yes	Audra was wonderful. Could not do without Vtech Support. THANK YOU
4/13/2017 11:20:46	731-618-0121	Isabell R	Yes	
4/13/2017 11:46:57	952-540-6302	MikaW	Yes	Mika was exceptional in personalizing the computer to my specific needs. His knowledge made my requests actionable downloading Word, changing file nomenclature, putting icon I needed on the task bar. He translated my non technical needs into technical solutions. I was very impressed with his understanding of customer service and technical knowledge.
4/13/2017 11:59:36			Yes	
4/13/2017 13:03:26			No	The internet is tremendously slow. The process in using the mouse is heavily delayed and not responsive - it does not respond when I click on it until minutes later. Certain Apps (Netflix) are closing on their own so that when you click on them, they shut down within 5 seconds.
4/13/2017 13:54:46		isabel	Yes	
4/13/2017 14:40:11	8134436082	ejih	Yes	
4/13/2017 15:03:01	8479986732	Audre	Yes	Very professional, patient, good in solving problems and very helpful. Thank you Mika W., was patient and I didn't feel rushed getting through this process. I appreciate the time and your help thank you very much.
4/13/2017 15:43:05	7609982676	Mika W	Yes	
4/13/2017 16:44:07	4325306681	pennc	Yes	
4/13/2017 16:53:12		Elisabeth B	Yes	
4/13/2017 22:54:05		Kalie D.	Yes	
4/13/2017 23:20:27	7326878685	Penn	Yes	She very helpful and patient Extremely patient, Polite,& Professional. Resolved issues quickly
4/13/2017 23:33:25	6462513780		Yes	
4/13/2017 23:55:28		JENNIFER A	Yes	I GUESS WHEN I STARTED THE COMPUTER IT MEANING MY ISSUE POPPED UP AGAIN AND I X IT OUT BUT WHEN SERVICE RESTARTED MY COMPUTER IT DID NOT COME ON O I GUESS IT IS FIXED BUT I AM NOT 100% SURE ESPECIALLY SINCE I USED CREDIT CARDS YESTERDAY TO BUY ITEMS ON LINE
4/14/2017 0:29:04			Yes	
4/14/2017 1:05:40		ChristianS	Yes	patience, extremely knowledgeable and reassuring. I am pleased with service. I would recommend VTEC to my friends and family.
4/14/2017 10:00:01	7818598560	CliffS	Yes	
4/14/2017 10:32:33		Katheryn	Yes	Very friendly and knowledgeable
4/14/2017 11:17:22	860-798-5690	Hannah	Yes	Hannah was extremely helpful!
4/14/2017 14:19:33	313-291-2313	ELIZABETH	Yes	ELIZ. WAS VERY KNOWLEDGE - SHE UNDERSTAND WHAT I WAS TRYING TO SAY (I HAVE APHASIA) AND SOMETIMES I UNDERSTAND BUT CAN'T GET OUT MY WORDS OUT. I HAVE SOME UNDERSTANDING BUT CAN'T TALK TECH SPEAK. HA-HA SHE HELPS AN 85 YR. OLD GRANDMA.
4/14/2017 15:10:13			Yes	I WOULD LIKE TO BE MY SPECIAL TECH. EXCELLENT!!!!!!!!!!!!!!
4/14/2017 16:37:11	3618520611	ElisabethB	Yes	Elisabeth was very efficient. Very friendly, got problem solved!! Highly satisfied
4/14/2017 18:07:46			Yes	
4/14/2017 18:49:01		ChristisnS	Yes	Christian was very knowledgeable and tried everything he could to get a second printer working for me. He did get the first printer working and is a very pleasant person. I give him a 10+
4/14/2017 18:49:09	319-435-2067	?	Yes	prompt accurate answers
4/14/2017 18:51:49		ElisabethB	Yes	
4/14/2017 19:43:06	951-303-5342	Samantha, C	Yes	Was really helpful answered my questions and gave simple answers I could understand.
4/14/2017 19:55:29	682-593-0275	Elizabeth, B	Yes	Very satisfied with service. Knowledgeable and professional personnel. EXCELLENT REPRESENTATIVE; VERY PATIENT AND PROFESSIONAL, ESPECIALLY HELPFUL TO US SINCE WE ARE COMPUTER CHALLENGED. IT MUST HAVE BEEN "TRYING" TO UNDERSTAND WHAT WE NEEDED. CHRISTIAN S. DID NOT MAKE US FEEL INADEQUATE AS WE'RE SURE WE WERE "TRYING" AT BEST. THANK CHRISTIAN S. AND YOU FOR YOUR SERVICES. LOUISE & JOHN
4/14/2017 21:19:14	908-862-7776	CHRISTIAN	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/15/2017 0:18:03	6192120082	Bryhanna H.	Yes	Bryhanna's customer service and knowledge was over the top. Bryhanna asked if there was anything else she could for for me. Over the last two days I spoke with 4 (different) customer service reps and was not impressed (support tickets were processed and never received a call back). Very much appreciate Bryhanna's assistance. I LEARNED NEW THINGS, THANKS TO HIS EXPLAINING THINGS AND, LETTING ME DO THEM AFTER HE HAD EXPLAINED THEM WELL.
4/15/2017 8:40:58	310 6578513	JAMES D.	Yes	Always expert assistance; Cliff is clearly omnipotent!
4/15/2017 10:25:03	303-618-5054	missed it	Yes	
4/15/2017 10:33:11		Elizabeth/Cli	Yes	
4/15/2017 10:33:51	222	ElizabethG	Yes	
4/15/2017 10:48:28	561 748 4482	zach	Yes	She was very very helpful and extremely pleasant to speak with. iv called in multiple times ans she has the best service. she is a great asset to your company make sure you treat her good so i can talk to her every time... Thanks!! Zach was very helpful and explain everything to me. I am amateur with computing. A very positive and up beat person. he done a great job on my computer he was very patient with me ,resolved my pc problems, answered all my questions. also he was polite and a true professional.
4/15/2017 12:12:13	9314365824	zach	Yes	
4/15/2017 12:18:12		james d	Yes	Thank you great service so kind and professional YAH!
4/15/2017 12:33:04		ZAC	Yes	
4/15/2017 12:46:29	201-396-1968	Addison	Yes	
4/15/2017 13:59:04		AddisonS	Yes	
4/15/2017 14:06:25	7812811588	Elizabeth	Yes	
4/15/2017 14:48:25		Jennifer	Yes	
4/15/2017 15:21:42	254-718-3303	Beth	Yes	
4/15/2017 16:23:17	3132912313	ELIZABETH	Yes	
4/15/2017 16:36:39	9734240576	i'm sorry i for	Yes	
4/15/2017 18:01:29			Yes	
4/15/2017 18:40:14		Matthew B	Yes	Excellent customer service!! I'd give him a 10 if I could!!! Thanks so much!! He know exactly what I needed done...Awesome
4/15/2017 21:41:13	2487574741	penn c.	Yes	
4/15/2017 22:17:40			Yes	Very Helpful and patient I do not understand why your techs you should be the expert are having such a hard time getting my printer to work properly. Anthony was very knowledgeable & helpful. He made sure everything was working perfect before ending our session. Excellent service! Quick and easy. Very pleasant experience! he was so helpful and polite usual these days, thanks so much Anthony was very professional...checked for problem and installed program to keep this off computer. i am a retired senior citizen and so appreciate all the help v-tech gives me!
4/15/2017 23:59:45		christian	Yes	
4/16/2017 0:22:56			Yes	
4/16/2017 0:34:21			No	She did very good,, Happy Easter Give her a raise!!!
4/16/2017 4:34:16		Anthony K	Yes	
4/16/2017 8:42:42		Robert	Yes	
4/16/2017 10:21:22	910-915-6879	anthony	Yes	
4/16/2017 12:18:41	8163183915	anthony k	Yes	we were disconnected and I did not receive a call back I forgot to get his name but he was great and worked hard for way over an hr. very helpful Sorry I don't remember her name. She was very helpful and resolved my problems with patience. Thanks for the assistance with One Drive. Earlier I spoke with Christian S. & he was also helpful. However I was not home and therefore had to call back when I was in front of my computer. Thanks again! She was most helpful and patient. Christian was very thorough, knowledgeable, patient and polite. Nice person, and helpful he was intimidating, but we did the task
4/16/2017 13:46:01	2019351719	yes	Yes	
4/16/2017 14:41:57	5127810488	Taynas ?	Yes	
4/16/2017 16:32:47		jeff w	Yes	
4/16/2017 18:11:24	908-369-6410	Jessica	No	
4/16/2017 18:32:06			Yes	
4/16/2017 20:47:10		samanthah	Yes	
4/16/2017 21:00:27	2315573151	? Lovely yo	Yes	
4/16/2017 21:37:44		Bryanna	Yes	
4/17/2017 0:44:05		ChristianS	Yes	
4/17/2017 11:36:50		Jesse	Yes	
4/17/2017 11:52:36	8043359968	jeffw	No	Very courteous and helpful
4/17/2017 12:14:56			No	
4/17/2017 13:29:34	702-631-4150		Yes	
4/17/2017 14:55:14	5616335869	agent 4	Yes	
4/17/2017 15:45:47		MatthewB	Yes	
4/17/2017 16:34:11	9107393817		Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/17/2017 16:48:41	505-2523454	Agent 6	Yes	Everyone, that has ever helped me, has always been amazing.. My problem is fixed. Thank You... So much..... Kind, courteous and patient service Why do you need a password He was nice and new his job , answered my questions -
4/17/2017 16:53:41	610-389-5565	JEFF	Yes	
4/17/2017 17:04:39				
4/17/2017 17:24:01		matthew b	Yes	
4/17/2017 17:30:38			Yes	
4/17/2017 19:24:46	919-388-5834	Murray	Yes	I am not sure if my problems were fixed, since this survey came up before I could check,, thou Murray was a very nice person , he was the second person I spoke to,, the first gentleman's name I didn't get, but he was reeally nice as well. Excellent customer service. Friendly, helpful & knowledgeable.
4/17/2017 19:32:18		Tanya S.	Yes	
4/17/2017 20:19:50			Yes	All agents were extremely polite and helpful Roberto F was very good he did a fantasic job Great Technician helped me with all my issues
4/17/2017 20:26:24	941-545-3581	Matthew Chr	Yes	
4/17/2017 21:09:54		RobertoF	Yes	
4/17/2017 22:29:24		Robert F	Yes	
4/17/2017 22:50:07		Samantha H	Yes	
4/18/2017 8:05:56	9103190846	Christine S	Yes	Chris was very pleasant so early in the morning, I am delighted with her input.
4/18/2017 12:50:59	310 638 6649	?	Yes	
4/18/2017 13:06:32		James D.	Yes	Elisabeth was very nice and knew a lot about computers. In fact, all the agents I've talked to have been exceptionally nice. I am glad I bought your V-Tech and Watchdog.
4/18/2017 13:43:07	302 678 8457	Elizabeth	Yes	
4/18/2017 14:14:36			Yes	
4/18/2017 14:23:40		Elisabeth B.	Yes	
4/18/2017 18:31:57			Yes	
4/18/2017 21:47:15		There was 5	Yes	none she was perfect
4/18/2017 23:04:43	5129222611	Tiffany	Yes	Von was wonderful. I am a senior, who is computer challenged. Von was helpful, polite, knowledgeable, and explained everthing clearly...I hope i get to talk with Von every time I call.....*****
4/18/2017 23:34:31		?	Yes	
4/19/2017 0:20:43	9544479297	VON P	Yes	very patient gentleman & extremely helpful. was able to correct all my problems,that Belkin---brighthouse & magicjack could not correct since last Wednesday 4/13 & today is 4/19.Thank-you soooooooooooooo much! I appreciate Nicole's ability to remove your programs from my computer. This has been an unhappy experience for me and she did everything in her power to address my concerns and remedy the problem. I am hoping that my computer has not been damaged in the process.
4/19/2017 3:55:22		Anthony	Yes	
4/19/2017 11:41:43	386 585-3288	cliff	Yes	no help at all Very friendly, courteous and helpful. she was very polite and nice. Zack was able to gain remote access without a problem. I had two technicians yesterday that had a great deal of trouble gaining access. Zack knew exactly what to do if having trouble gaining access. He took care of the issue quickly. One thing I have had a problem is being put on hold for extended periods almost every time I call.
4/19/2017 13:15:24		Nicole	Yes	Great job and very quick!  he checked to see if all drivers were up to date and is referring me to 'security' He was great to work with. I really felt that he wanted to help me and took care of my problem quickly. I need to speak with the billing department regarding the fee I paid for virus/malware protection
4/19/2017 13:57:24	414-430-1710	Clif	Yes	
4/19/2017 14:00:28	207-255-4975	woman coult	No	
4/19/2017 14:14:31	4128841742	agent 4	Yes	
4/19/2017 14:38:22		Jessica	Yes	
4/19/2017 15:15:14	843-307-2504	Zack	Yes	Excellent Tech! Got everything back to running like it should! Thanks Penn.
4/19/2017 15:36:13	9287187066	IsabelR	Yes	
4/19/2017 15:43:44	606-324-4580	Cliff S	Yes	
4/19/2017 17:48:55			Yes	
4/19/2017 18:02:11	7147611455	ZackB	Yes	
4/19/2017 20:58:27		Matthew B	Yes	
4/19/2017 22:17:53	314-434-7705	Jerry T and	Yes	
4/19/2017 22:46:48		JAVIER and	Yes	
4/19/2017 23:52:05	4403860822	Penn C.	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/20/2017 6:47:22	562 326-4197	Chris ?	Yes	HSN and Dell have resolved every issue to my satisfaction and I appreciate all their help. I have learned how valuable having competent readily available technical assistance is in a world of constant virus and malware attacks. Thank You ! everyone for all your help
4/20/2017 11:44:55			Yes	
4/20/2017 12:11:44			Yes	
4/20/2017 12:49:44		Very Informa	Yes	
4/20/2017 13:07:51			Yes	
4/20/2017 13:49:32	3013854667	Mr. Elijah C	Yes	Everything was explained to me very well.
4/20/2017 14:26:39	864-787-0350	Jessica	Yes	Very helpful and answered all my questions/concerns. I told him to call me back at 5:00 and he didn't. It is very hard to get someone to help you with support. One day I was holding for over an hour and never got anyone. I cant just sit by the phone and wait for a call. I wish Jessica could have helped me with everything I needed/
4/20/2017 16:09:36			No	
4/20/2017 16:10:27		catherine	Yes	satisfied all questions Very patient and courteous. i am so happy with v tech. glad i bought it! forgot his name he worked on my hp desktop for me removing six threats. She educated me, at my request, on how to reduce or blow-up type on my computer, so I could do it myself in the future. Thanks Brianna!
4/20/2017 17:27:41		Zach	Yes	
4/20/2017 17:47:09	8163183915	anthony k	Yes	
4/20/2017 18:55:39	978-630-0242		Yes	
4/20/2017 19:57:50	440-386-0822	Brianna	Yes	
4/20/2017 21:39:16	219 477 7245	Jennifer	Yes	He was very patciant Very good service and excellent friendly service Outstanding support !!!!! She was polite & patient with me. All three were very thorough and friendly. A pleasure to work with.
4/20/2017 23:30:27		Angelo	Yes	
4/21/2017 0:24:28	618-777-0201	?	Yes	
4/21/2017 11:00:38	404 3243272		Yes	I was really impressed more so this time around Jeff was awesome.  Christian was very helpful and patient  Very well trained and exellant PR skills. Thank You
4/21/2017 11:39:52	504-467-9249	Kathryn	Yes	
4/21/2017 12:53:10	440-223-8420	Matthew, Dil	Yes	
4/21/2017 13:38:12	615-818-6263		Yes	
4/21/2017 14:10:35	7609982676	Jeff W	Yes	
4/21/2017 16:23:05	614-237-2041	Chris	Yes	
4/21/2017 17:22:38			No	
4/21/2017 21:22:49	724-482-2872	Christian S	Yes	
4/21/2017 23:32:13			Yes	
4/21/2017 23:58:54			Yes	
4/22/2017 0:32:02		Breanna	Yes	The support tech was very helpful. thanks
4/22/2017 7:45:10	3017554741		Yes	
4/22/2017 8:21:47	3036185054	I did not get	Yes	
4/22/2017 11:05:32	3134911145	cliffs	Yes	
4/22/2017 12:05:13	786-663-2526	matthew	Yes	As usual V - tech to the rescue. I am counting the days till I can purchase F Secure . I will feel so much better with it .... Thank You as Usual Gaye Excellent help and and very respectful and friendly
4/22/2017 12:15:49		was very got	Yes	
4/22/2017 12:21:53	5052523454	James	Yes	Always excellent service  HE HELPED ME RESOLVE THE MANY PROBLEMS I WAS HAVING WITH MY PC, AND DID IT IN A WAY THAT I WAS ABLE TO LEARN ABOUT MY PC!!! great service Very good customer service. Tried to help. Don't know about how good my computer is. Brand new. I expected faster speed.
4/22/2017 14:56:29		Zack	Yes	
4/22/2017 16:23:44	336-362-1213	olga g.	Yes	
4/22/2017 17:34:33	618 777 0201	Christian	Yes	
4/22/2017 20:32:57	310 6578513	CHRISTIAN	Yes	Christian was the "best"! He spent over an hour with me helping me with computer issues. He offered to help me with additional questions I had. He is a very patient tech., as I am computer challenged! Anthony is an awesome tech. He resolved my problem! Thanks Anthony!
4/22/2017 21:08:54	425-413-8045	christian	Yes	
4/23/2017 0:44:57	6622246122	Can't remem	Yes	
4/23/2017 0:45:57	806-341-5563	bryanna	Yes	
4/23/2017 0:56:15			Yes	
4/23/2017 1:05:20		Carlin B	Yes	
4/23/2017 1:48:31		Christian S	Yes	
4/23/2017 3:15:24	440-386-0822	Anthony	Yes	

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/23/2017 12:08:12			No	My customer service representative was rude and accused me of being rude because he couldn't sell me his anti-virus service. His main focus was this instead of assuring me he would fix the problem. When I said I couldn't afford the service right now he was rude and unsympathetic.
4/23/2017 17:44:23		John C	Yes	Everyone I have ever dealt with since I have V-Tech Support , has always been very patient and very helpful. I have never regretted spending the money for lifetime support. I do not know what I would have done without them, many times. Pat Frey
4/23/2017 17:56:35	4127933405	angelo	Yes	Angelo was very helpful and probably solved my problem. However I had been waiting for a call back from security after speaking with Jessica which call never came and my computer was tied up being worked on for hours with no results. I also held on an hour and 32 minutes to speak to someone before pressing star and leaving my number after not receiving the call back I was promised for two days. This is very unacceptable and frustrating. Angelo was very knowledgeable and I was relieved to get a tech that could help.
4/23/2017 20:42:46		GustavoN	Yes	I have always had good service from your Techs.
4/23/2017 20:50:51	2173434929	christopher	Yes	
4/23/2017 22:22:20		Samantha H	Yes	very helpful
4/23/2017 22:27:21		Christian	Yes	
4/23/2017 23:01:52	773-980-1005	Samantha	Yes	All of the techs that I have had communication with have been very helpful and professional. I really appreciate having your team to help when I am in need.
4/24/2017 8:51:28		didnt record	Yes	Thank you.
4/24/2017 12:23:10		isabel, agent	Yes	very helpful lady
4/24/2017 12:24:24	8636991148	Cliffs	Yes	
4/24/2017 13:40:31	209271250	Matthew B	Yes	
4/24/2017 14:25:36		Teck 4	Yes	Went beyond my original call great service.
4/24/2017 14:31:24	505-252-3454	Cliffs	Yes	Yah Yes at long last I was able to have them install the F- Secure on my laptop what a relief..... I will share V-Tech with my friends on facebook, instant messaging , and other social networks I am on... Thank You..... Gaye G
4/24/2017 14:58:45	9088095123	CliffS	Yes	very helpful and polite. excellent!
4/24/2017 15:59:42		Nicole	Yes	
4/24/2017 17:16:37		MatthewB	Yes	It took a little time to clear the problem but Matthew was professional and courteous throughout. He was very tactful in getting me to the right place so that the issue could be resolved. Thanks.
4/24/2017 17:46:07		Samatha	Yes	I had to call 3 times today and everyone was very helpful.
4/24/2017 17:55:58	973-706-7445	Matthew	Yes	I am very satisfied with the work that was done.
4/24/2017 18:39:29	7188990856	isabel chris	Yes	Hoping this all does the job
4/24/2017 21:09:05		Daniel Ageni	Yes	
4/24/2017 21:48:49		& Jeremy	Yes	
4/24/2017 21:49:58	856-321-0262	can't rememr	Yes	
4/24/2017 21:55:46			Yes	
4/24/2017 22:49:18		samantha	Yes	
4/25/2017 0:09:15	5304781944	Penn	Yes	Penn was great, he took care of the problem, and was fast. Give him a raise, lol
4/25/2017 1:00:43	3607950404	Samantha	Yes	
4/25/2017 2:40:27		Jeff and Chri	No	Customer not happy with how the service was run and preform and how the representative fail to do the job correctly and miss info incorrectly was written to follow or do by customer request
4/25/2017 9:30:31	9314841214	cliffs	Yes	She was great!
4/25/2017 12:08:27	781 727 5870	cliff	Yes	Very professional and very knowledgeable agent
4/25/2017 12:59:39	9293281373	Im sorry I do	Yes	
4/25/2017 13:38:41		cliff	Yes	
4/25/2017 13:41:49	nichole	nichole was	Yes	
4/25/2017 14:23:30		jake	Yes	he was so helpful
4/25/2017 15:11:55		james d	Yes	
4/25/2017 15:22:04		olga	Yes	
4/25/2017 16:42:32		Olga	Yes	Resolved quicker today. Same problem. Hope it works long term. Thanks for being there.
4/25/2017 18:08:21	601 626 7433	?	Yes	the gent was very nice and patient. A world of help. Thanks.
4/25/2017 19:34:20	9362351916	Angelo G.	Yes	
4/25/2017 21:39:43	612-877-1421	agent 7	Yes	I was very satisfied the way agent 7 helped me

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/25/2017 23:35:01	972-393-5850	Angelo	Yes	Angelo was very nice, personable and professional
4/25/2017 23:56:51	5052523454	JerryH	Yes	I hope this fixes things , I will cross my fingers Thank You , Gaye
4/26/2017 0:14:09	5756237636	gustavon	Yes	Thank you, i would like to know the cause of the problem...
4/26/2017 9:11:12	734-672-1874	Cliff	Yes	Very resourceful and pleasant.
4/26/2017 10:15:33		Isabel	Yes	Good job!
4/26/2017 10:59:23	5202196150	Jeffer	Yes	
4/26/2017 11:54:58	6173898049		Yes	
4/26/2017 11:57:12	2816157915	Elizabeth G	Yes	Elizabeth was fantastic, very informative and professional. Only issue I had was getting through, called several times and was on hold for hours before reaching an agent.
4/26/2017 13:46:27	719-634-1494	Dillion	Yes	He was very knowledgeable and very courteous. Answered all questions and gave me assurance that every thing on the computer is working ok.
4/26/2017 14:42:12	5085666050	jason	Yes	
4/26/2017 14:45:22		Zack	Yes	
4/26/2017 16:22:22		NicholeE	Yes	
4/26/2017 16:35:36		matthew	Yes	talked a little fast...
4/27/2017 6:57:43	573-783-2551	JesseL	Yes	
4/27/2017 12:22:25	3525056175		Yes	I'M VERY BAD WITH NAMES , BUT SHE WENT OUT OF HER WAY TO HELP ME, THANKS AGIAN,FRED
4/27/2017 12:29:30			Yes	thank you for your help.
4/27/2017 12:34:21	919-365-7715	Raquel P	Yes	She was very efficient and explained what she was doing.
4/27/2017 12:39:08			Yes	
4/27/2017 13:36:47	5869839380	Chris	Yes	The entire staff was helpful , also thank you Jennifer E.
4/27/2017 13:44:50	914 776 6001	Zack	Yes	V Tec support has always been helpful and kind. Thank You, Ralph Severino
4/27/2017 13:50:18		olga	Yes	
4/27/2017 13:50:52	2567122338	mika	Yes	
4/27/2017 14:15:16	208-602-7254	chris	Yes	
4/27/2017 14:22:09	818 348 9843	Catherine	Yes	took care of my problem very happy, she was very nice.
4/27/2017 14:32:02	8286440817	JAKE	Yes	We are always treated with respect. Our needs are met diligently. We depend on them to keep our system up and running. Thanks
4/27/2017 15:09:00	407-6005825	Zach	Yes	You have an awesome Customer Service Team. FREE LUNCH FOR EVERYBODY!!!! Thanks for being there.....
4/27/2017 17:49:55	502-396-7300	Dillen plus th	No	I spoke to a couple of rookies in your tech department, who were not very knowlegable, but didn't want to let me speak to someone else. As a result, it took your techs 2 days instead of one to get my computers working right.
4/27/2017 18:44:11			Yes	
4/28/2017 0:38:35	817 795-2699	Chris B.	Yes	Thanks for explaining all aspects of what and how my computer was hacked.
4/28/2017 0:44:51	3479128062	forgot name	Yes	your representative handle my problem to his best ability, I have no problem calling back
4/28/2017 1:07:20	6503558912	Christian	Yes	Christian was very patient and helpful thank you for your services 10/10 review!
4/28/2017 9:47:23	3036185054	Elizabeth	Yes	good answers, polite and knowledgable
4/28/2017 10:39:48		I forgot hs ne	Yes	He was very helpfully and educated. Make a difference.
4/28/2017 11:22:33			Yes	
4/28/2017 12:22:10	5137556953	matthew B	Yes	
4/28/2017 13:22:29	337 794 7884	Mika W	Yes	I found it difficult to know if my input was needed between 5p yesterday and 12
4/28/2017 13:23:07	170719963	Chris	No	I spoke with him twice and he said the problem was resolved but it wasn't I will call back again.
4/28/2017 16:26:36		chris?	Yes	love Vtech and have always received nothing but over the top help and support.
4/28/2017 17:13:23	440-386-0822	Jessica	Yes	Jessica was great and knew exactly what to do. Got it done in 5 minutes or less. Thanks, Jessica!!
4/28/2017 18:38:40		mika	Yes	he did a fine job and had the security fix something he could not do. service was great
4/28/2017 19:25:26	4043903735	elisabeth/ ad	Yes	Awesome service!
4/28/2017 19:49:14	5084341113	Rachel	Yes	she was excellent
4/28/2017 21:03:26		chris	Yes	very helpful
4/28/2017 21:25:25		Carlin	Yes	
4/28/2017 22:08:58	310 6578513	SamanthaH	Yes	SHE RESPONDED TO MY QUESTIONS, WHILE SHE WAS WORKING ON MY PC, AND I WAS THUS ABLE TO LEARN MORE ABOUT WORKING ON MY PC.
4/29/2017 0:45:53		kayle	Yes	Very pleasant and helpful
4/29/2017 10:54:33		JamesD	Yes	initially I was on hold waiting for someone to answer for over 20 minutes

Timestamp	Number	You Spoke	satisfied with	Additional Comments
4/29/2017 11:55:00	9734448755	Olgea	Yes	
4/29/2017 12:43:25	718-897-1569	Delia DiBiasi	Yes	Extremely satisfied with Olga
4/29/2017 13:59:24	740-632-0510	Elizabeth G	Yes	She is great! Thank you
4/29/2017 15:08:58		jamesd	Yes	very knowledgeable friendly understanding
4/29/2017 15:29:29		Elizabeth an	Yes	
4/29/2017 17:19:37		excellen hel	Yes	
4/29/2017 18:38:02	618-713-2790	jJose V	Yes	great service
4/29/2017 18:52:36	804-744-2083	Addison and	Yes	Did a Repair on om Operating System --- hope this works. She helped me with all my questions and more was very satisfied with Dells Vect Support
4/29/2017 18:55:56	9037538025	Pam	Yes	
4/29/2017 19:23:48		Cam	Yes	
4/29/2017 21:40:06		Tammy	Yes	
4/29/2017 22:48:07	7866632526		Yes	
4/29/2017 23:43:31	816-326-7300	Christain	Yes	GREAT WORK
4/30/2017 0:46:33	830-422-2838	christian	Yes	
4/30/2017 11:39:54	606-324-4580	James D.	Yes	The agent did his job very well.
4/30/2017 12:02:08	6108617532	Jessica	Yes	She was very patient and helpful
4/30/2017 13:03:32	519 974-4803	James D	Yes	
4/30/2017 13:58:06		Frank	Yes	hopefully the fix will last. I WAS WATCHING WHILE HE WAS WORKING ON MY PC AND I LEARNED A LOT ABOUT MY PC DURING THAT TIME!!!!!!!!!!!!!!
4/30/2017 14:27:03	310 6578513	JAMESD???	Yes	
4/30/2017 14:39:26		jessica	Yes	
4/30/2017 15:27:45		do not reme	Yes	
4/30/2017 16:25:14	6104540176		Yes	
4/30/2017 21:14:17	7709217661	Tanya	Yes	
5/1/2017 0:27:29	336-374-7777	?	Yes	
5/1/2017 0:59:45		BryhannaH	Yes	she was very personable, answered my questions promptly
5/1/2017 11:52:33	310 638 6649	jESSE I	Yes	jESSE N WAS VERY VERY HELPFULL.....THANK YOU
5/1/2017 12:34:58	4433546401		Yes	
5/1/2017 14:01:34	4799472431	jeff w	Yes	thank you...
5/1/2017 16:31:53			Yes	
5/1/2017 20:49:18	804-931-2759	Alexander	Yes	
5/1/2017 21:41:08		pamela	Yes	this young lady was outstanding she was very helpful in resolving our problem Not always sure of what was going on but when I asked him something he gave me an answer. That's a good thing. Thanks
5/1/2017 21:50:25	410-6996045	christian	Yes	None
5/1/2017 22:59:57	8162842904	Jeromy H.	Yes	
5/2/2017 13:30:21		James	Yes	Did an excellent job! Definitely knew what he was doing. I felt so good when he was doing maintenance on my computer. I had him once before. How lucky for me to have him again!
5/2/2017 13:59:54		James D	Yes	
5/2/2017 15:22:00		James D.	Yes	
5/2/2017 15:32:29	5029055150		Yes	
5/2/2017 16:01:06	9107542025	Javier, Kattl	Yes	Javier and Kathleen answered all questions I had and was able to find a solution waiting to see how the computer acts.
5/2/2017 16:54:04	6157261896	kathern,jame	Yes	She was knowledgeable and answered all my questions.
5/2/2017 17:36:40	98663153860	Samantha	Yes	
5/2/2017 21:17:42		DANIEL	Yes	
5/3/2017 0:24:50			Yes	
5/3/2017 0:34:28		VTEC Chris	Yes	He was very helpful in answering my questions about the computer and also ran a security check to make sure everything was working properly.
5/3/2017 6:55:21	7272547265	ineisha	Yes	she was awesome.
5/3/2017 8:12:53			Yes	
5/3/2017 8:36:41			Yes	
5/3/2017 11:07:08	480-893-3624	Jake	Yes	I'd recommend you to others.....

*Opening Brief of Appellants*

Exhibit 8

Kathryn Poole Declaration

Declaration of Kathryn Poole

1. I, Kathryn Poole, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. I began working at V-Tec in September 2015.
4. On May 3, 2017, I was at work at V-Tec's offices at 2891 Center Pointe Drive, Suite 201, Fort Myers Florida 33916.
5. At approximately 9 am that day, police officers and several others, whom I later learned were from the FTC, came into the office where I was working.
6. The police told us to back away from the computers and to put our hands in the air, that we could not do anything with our calls but put our headsets down and move to a different area.
7. The police directed every employee in the office to sit in the area by the front door.
8. The police told us that they could not explain to us what was happening and that we were not able to answer any personal calls.
9. The FTC personnel walked around the office looking at the computers and then asked us how to get into the locked office doors. They instructed a coworker to go through the ceiling to unlock the locked offices, advising if he did not they would have to break into it.
10. The FTC asked for the location of the server room and the passwords to get in. A coworker provided them with the information.
11. The employees were not allowed to have their cellphones or to leave the office. Eventually let us go to the restroom with police escort.
12. We were told that the Cupo's were not in charge anymore and that all asset's had been frozen.
13. Each employee was sent one by one to be interviewed by a man sitting in a conference room.
14. During my interview, I was asked for my driver's license so that they could make a copy of it and basic information, such as: name, duration of employment, and job title, previous employment background to have this job. They kept trying to ask me questions several different ways, in such a way that it seemed they did not like my answers. They also kept asking the different ways we contacted customers and asking how our customers received information to call us.
15. While the employees were waiting to be allowed to leave, Barry, the temporary receiver, asked us question about our jobs. Every time we asked if we could leave since we answered all questions, Barry would indicate we needed to stay that we could not leave. A few asked if we would get in trouble if we did leave because he would not give a straight answer. He continued to not give a straight answer for over an hour. He refused to give us paperwork; until another woman said he was wrong and

that she would get him to give us paperwork that we had previously been given and told we could keep. (The paperwork on the court order.)

16. After a few hours, some employees complained about not being allowed to leave that they had children to pick-up, have lunch, or be told what was going on. Then after a few just walked out, employees who had already been interviewed were allowed to leave, but we were all told that we were not allowed to have any contact with the Cupos unless it was personal and nothing about the business.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
Cape Coral, FL [city, state] on  
July 29, 2017.



Kathryn Poole

*Opening Brief of Appellants*

Exhibit 9

Olga Cupo Declaration

Declaration of Olga Cupo

1. I, Olga Cupo, am over the age of 21 and otherwise fully competent to testify in these matters.
2. I make this declaration based on my personal knowledge.
3. I am married to Robert Cupo.
4. Starting Vylah Tec was an American dream come true for our family of 3 daughters, a son, my granddaughter, which the business was named after VYLAH, my husband and myself.
5. Our company was founded with the goal in mind to create the best customer service ever.
6. We grew very quickly with very good reviews from our customers It was our number one priority to make our customers happy.
7. Growing the company came with a learning curve. With day to day operations and difficulties to work with many kinds of people.
8. But with our attention to detail in every step of the process, we created a wonderful place. We created new jobs in our community, we were able to help many of our employees. MOST were proud of their jobs and their ability to support themselves and their families.
9. Work was hard, 24/7, 365 days a year, but no matter how hard it got, we were determined to build up this business for our family.
10. With our lease being up in Sep 2017 we had purchase a building in Fort Myers which was going to serve as a company headquarters. Our closing date was set for 5/31/2017.
11. With the unexpected shutdown of our company, came the humiliation of having to tell all parties involved in the sale/buy transaction, the bad news. This was going to be a big step for us, but the opportunity was shattered.
12. We welcomed our second grandchild into our family in March of this year. It breaks my heart as we are not able to fully enjoy the time with him, because our minds are in a constant state of worry and stress, a never-ending loop of confusion. not knowing our next

steps. This puts a big damper on being able to give our family + grandkids the attention they want and need.

13. Along with the tears and the sleepless nights, waking up in cold sweats, pacing back and forth. Endless nights asking 'why' and trying to brainstorm ideas on how to overcome this situation and get our lives back to what we worked so hard to achieve.
14. It is terrifying seeing my husband waking up out of his sleep with shortness of breath countless of times. Me being ready to call 911 in fear for his health. Yet he refuses, because he thinks it's just stress.
15. My children and myself are worried that we are going to lose their father to this enormous stress. He was diagnosed with coronary artery disease 10 years ago after a procedure where they must put a stent in his heart. Both of his parents passed away young due to the same disease. The added stress, constant anxiety and worry is deteriorating his life and his health.
16. It destroyed all hopes for a normal retirement and completely robbed us of everything we've worked so hard for to leave behind for our children.
17. Waking up from nightmares, not wanting to leave the house because my mind isn't where it should be. Not understanding how the trust in our Government let this happen Seeing how these so called 'receivers' are not doing what they are supposed to be doing. They should continue to operate our business, that was their job is, but it seems as if they are just stalling, taking more time. \$125,000 dollars for 30 days and our employees are without jobs and still asking when we are going to open they want their jobs back; and our customers are not being served for what they paid for their products. These questions seem to have no answer and are ruining our lives.
18. The fact that we built a reputable name for our company and family, with no records of wrong doing, staying true and honest to the process, it's very unsettling to know all this

gave the Cupo family a bad name. Not only does this reflect on us, but will continue hurting the next generations of our family, and the worst part of it is, we haven't been found guilty of any wrong doing.

19. Now, with each day that passes we fall deeper into a depressed state. Not seeing the light at the end of the tunnel, our customers still waiting for someone to pick up the phone.
20. We are a small family business working out of Fort Myers FL. We pay our taxes, we were providing jobs to our growing community, we were helping our children and soon grandchildren become self-sufficient individuals. We were doing everything we could to be an American and prove to others that "YOU CAN DO IT!"
21. Not only did this greatly impact our family, but the 40 to 45 or so other families that were working and being supported by their job at Vylah Tec.
22. Basically, the burden of the emotional distress, the mental anguish, that this case is bringing to our family is very disturbing. We have lost the enjoyment of everyday life.
23. My husband, Robert Cupo, and I have a joint bank account. The money that I have in that joint account is frozen also.
24. My husband and I own a house together. The house is frozen also.

I declare under penalty of perjury that the foregoing is true and correct. Executed in  
ESTERO, FL [city, state] on 08/01, 2017.

Olga Cupo  
Olga Cupo

*Opening Brief of Appellants*

Exhibit 10

Community Spiceworks Screenshots

9/8/2017

Fake tech support calls: What's your record? - Water Cooler - Spiceworks

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Home > Water Cooler > Water Cooler

## Fake tech support calls: What's your record?



by GrayRabbit on Feb 24, 2016 at 12:13 PM

### Water Cooler

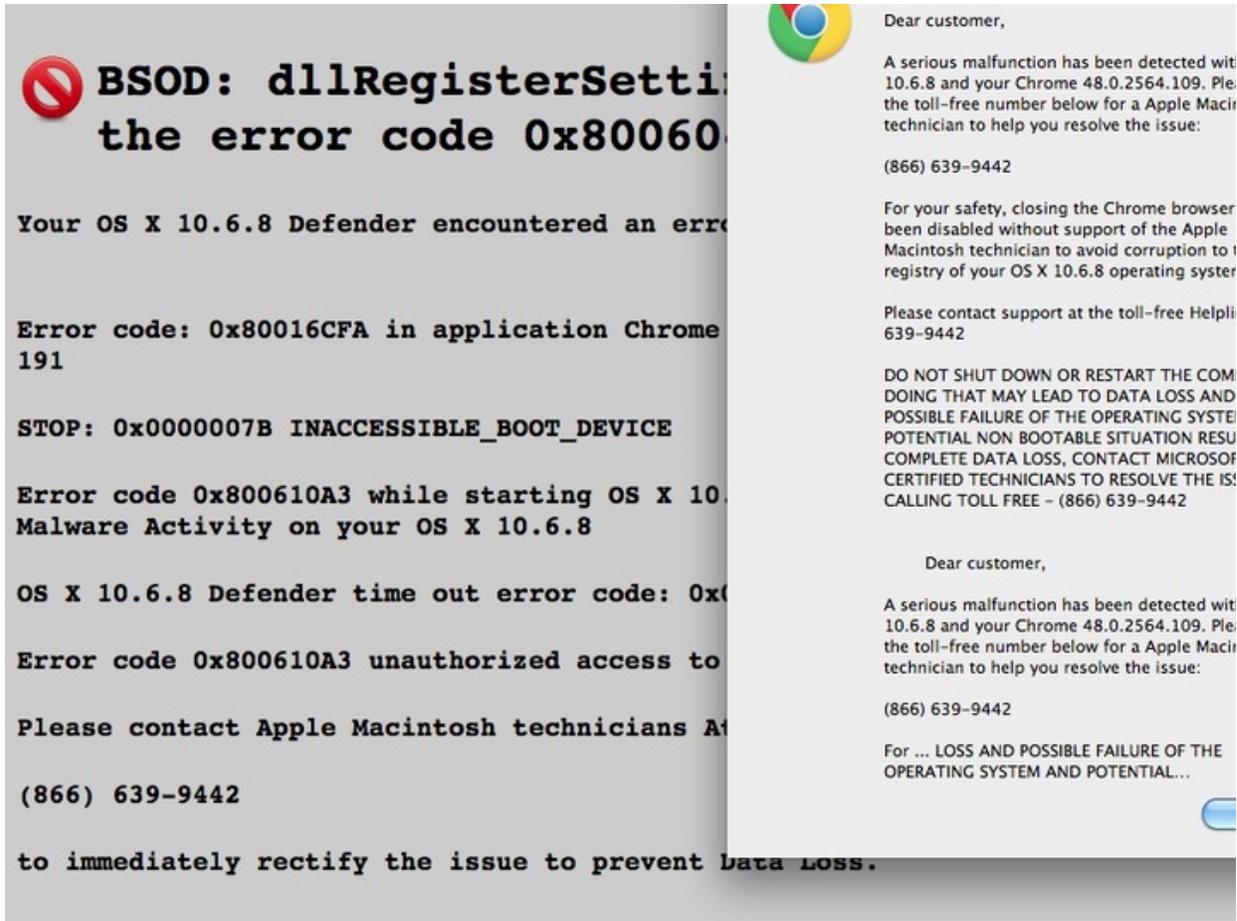
**Join the Community!** Creating your account only takes a few minutes.  
Join Now

Mine: 29 minutes, 35 seconds. (866-639-9442)

So... I was at another hotel this week, felt too lazy to whip out my travel router and was browsing the web on one of our spare/unconfigured laptops. I forgot how many adverts there are on unfiltered internet! So... I get a hijack advert which pops up this lovely message:

9/8/2017

Fake tech support calls: What's your record? - Water Cooler - Spiceworks



I laughed at it... a "BSOD" on OS X. But took the screen cap and went on my way.

So yesterday, I was back in the office and am filling out time, expense, and travel reports. I \*hate\* data entry. So naturally, my mind starts to wander...and I remembered this advert...

So I called. and played dumb. REALLY dumb. I was really hoping to play so dumb that THEY would hang up on me. I had a blast!

The first person who answered spoke in a very heavy Indian accent. They kept trying to get me to use Support.Me/LogMeIn to let them access my computer. Of course, each time they gave me a six digit code, I immediately clicked the Report Abuse link and sent it to LogMeIn. They gave me 4 different codes. Eventually, getting nowhere with me, the guy transfers me to a woman with a similarly-thick accent and she tries LogMeIn again...gives up, then tries to get me to load TeamViewer. After she was getting nowhere with me on that, she then asks me for my e-mail to send me a link and then wanted me to call back afterwards.

So...that's about a half hour of their time I wasted, about a half hour they won't be able to spend harassing ignorant people, and got some of my reports done.

I'm thinking of bringing out an old laptop from the scrap pile, doing a clean install of XP on it and calling back.

Can you beat my score?

Reply Subscribe

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## 7 Replies

9/8/2017

Fake tech support calls: What's your record? - Water Cooler - Spiceworks

## Sponsored by Spiceworks



Thai Pepper

**MrBadguy Feb 24, 2016 at 12:19 PM**

My Grandmother acts like she's senile until they hang up on her. She knows that anyone calling about her computer is full of it, and since I built it, I'm currently the only person who works on it.



Habanero

**Captain Frostbyte Feb 24, 2016 at 12:31 PM**

I don't know, I still like handing the phone to youngest child in the room - 2-5 works best and tell them it's the Easter bunny, Santa Clause, Elsa, etc.. soo funny. The caller lasts about 5 minutes max.



Datil

**Romo Feb 24, 2016 at 12:36 PM**

If I had the time to do this I would totally channel my inner Lumbergh and crush their soul Office Space style.

9/8/2017

Fake tech support calls: What's your record? - Water Cooler - Spiceworks



Datil

C\_J Feb 24, 2016 at 12:47 PM

I was in the car on a long trip (bored) when one called me so I played a long for a while. I kept acting like I was having trouble understanding him and asked him to spell out everything using the NATO alphabet (alpha, bravo, charlie...) and ended up getting him to repeat "E as in Echo" over and over and over and over and over again.



Tabasco

TechTrainer Feb 24, 2016 at 2:33 PM

My husband speaks Cantonese so sometimes I will get him on the line with the "Honey - its a computer problem!" And he'll talk back to them in a mix of Cantonese/English. Saw this go on for about 7-8 minutes one time.



Pimiento

Blair Colby Feb 25, 2016 at 1:12 PM

Systems Engineering, Inc. is an IT service provider.

I literally just ran into a website like this today. Glad you wasted their time!



Jalapeno

9/8/2017

Fake tech support calls: What's your record? - Water Cooler - Spiceworks

GrayRabbit Feb 25, 2016 at 1:51 PM

Second attempt: 24 minutes, 15 seconds. (866-639-9442)

This time I had a sparkling clean Win7 install on a Core2 Duo from the scrap pile. Had the computer sitting on the raw internet side of the network. The guy spent an inordinate amount of time in the web browser history "looking for where the infection came from." No doubt he was looking for banking sites and saved passwords.

So, I'll reload the image and try again tomorrow... hoping to drag them out to at least 1 hour.

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By creating an account, you're agreeing to our Terms of Use and our Privacy Policy

Not a member? Join the community

Back I agree

*Opening Brief of Appellants*

Exhibit 11

Whocallsme Screenshots

9/8/2017

8883904235 - who calls me from 888-390-4235?



888-390-4235



888 area code: Toll-free

[Report a phone call](#) from 888-390-4235 and help to identify who and why is calling from this number.



**Tony**

19 Mar 2015 | 3 replies

Got number from a fake Norton Antivirus pop-up notice on my computer. It popped up shortly after I clicked on an email link/phishing scam that I fell for. Funny, because I use Microsoft Security Essentials. I didn't call the number because I already know the scam. They want your credit card information.

*Caller: Claims to be Norton Antivirus*



**Illinois** replies to [Tony](#)

20 Mar 2015

Thanks for posting this, Tony. The same thing happened to me just now after clicking on a Google search result for a equinox countdown timer. I do use Norton Anti-virus. The message looked authentic, but the beeping alarm sound didn't seem right. I searched for the number on my tablet and found your message. I did a restart and everything seems fine now. Thanks again Tony, and also thank you "Who Calls Me dot com".



**JRod** replies to [Tony](#)

27 Mar 2015 | 1 reply

I too got the same popup and warning siren. The message said to call the given Microsoft # and in the background was a Norton virus warning for sybot and another one. The Indian men answering wanted \$70 to fix it.

9/8/2017

8883904235 - who calls me from 888-390-4235?



**Missy** replies to [JRod](#)

3 Apr 2015

Thanks for the heads up. The India tech started going thru his script. I did not give him permission and told them I would let my IT guy fix it. The call suddenly was disconnected.



**Lsie**

6 Apr 2015

This #popped up and said its Verizon tech support that for security reasons I need to call then a alarm started sounding off

*Caller: 8883904235*



**Hillkat**

6 Apr 2015

I did not receive a call, instead I got a URGENT message flashing on my computer screen addressed to Comcast users when I opened Firefox today. It was really quite scary looking and could have been authentic, so I checked on it. It was an "alarm" to call tech support immediately and had a beeping alarm signal. I phoned the number, they said they represented "Global Access" and when I asked more, the call was disconnected by them. This is a total scam - and it was hard to close the "alarm" window. BE VERY CAREFUL. Lsie who also reported this got the same thing, only that was Verizon, mine was Comcast...very scary.

*Caller: "Global Access"*



**mstar**

8 Apr 2015

Got the urgent message too, flashing on my computer screen to call Comcast with 888-390-4235 as the number for them. I called the number and they ID themselves as Global Access, scammers, identifying themselves as rep from Comcast.

*Caller: 888-390-4235*

9/8/2017

8883904235 - who calls me from 888-390-4235?

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[888-390-4235 summary and related numbers](#)

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888-390-4235

Search

Phone number or keyword you want to search for

Other phone numbers that starts with [888](#)

9/8/2017

8883904235 - who calls me from 888-390-4235?

**A-128**