

From: "National E-Management Systems@gmail.com"

<nationalemanagementsystems@gmail.com>

Date: October 24, 2014 at 7:06:07 PM AST

To: Marjorie Wall <marjorie.wallsales@gmail.com>

Cc: Oliver.Chatten@lime.com, Glenn Thorpe <glenn.thorpe@lime.com>, Patrick Hinkson

<Patrick.Hinkson@time4lime.com>, "Sasha.Edwards@gmail.com"

<Sasha.Edwards@gmail.com>, SSealy@ftc.gov.bb, "fscantlebury@ftc.gov.bb"

<fscantlebury@ftc.gov.bb>, Andora Goodman <andora.goodman@time4lime.com>,

rhonda.hutson@lime.com

Subject: Re: Third Email per October 10th per Account Matters re 133009090100, 159000270000 and 617024510000

Ahhhh Marjorie,

I am spending too much time on this.

Let me do this now in the way that the marine in me finishes anything that I start.

1. The "it" that I agreed to was and is LIME's offer to provision ADSL in a manner whereby there is no signal degradation and if the fixed/static IP feature at my residence which was installed 11 years ago to facilitate constancy in ADSL services accomplishes then your offer is favorable.
2. I did enquire as to the status of the dongle under an erroneous impression that YOU, Marjorie had been entrusted by LIME to discuss ALL 12 matters outstanding with me.
3. After enquiring about the dongle's status, and receiving your ambiguous answers, it was only then that I became disturbed that your conversation at close of business on Friday WAS NOT AT ALL CONSISTENT WITH DESIRED RESOLUTION.
4. It was THEN I SHARED MY DISPLEASURE WITH THE OUTCOME OF ALL OF MY ISSUES and then you indicated that "you were only tasked with ONE ISSUE".
5. To the astute reader Marjorie who was not privy to our conversation, but who, notwithstanding is able to read through the lines you have written here, it becomes pellucid that there is a dynamic of "internal dynamics" that complexions this matter that I WILL NOT BE DRAWN INTO!!

LET ME BE CLEAR.

I want to pay LIME the exact fee for the services that I am receiving. As long as I am getting the internet at the rate and consistency that other residences are receiving, we are all happy campers.

You have done me a serious disservice by truncating my other remarks while we were speaking this evening AND YOU AGAIN HAD CONCURRENT CALLS TO MANAGE - OTHER EMERGENCIES. I have tried to tell you as politely as possible in previous correspondence that YOUR OTHER CLIENT PROBLEMS BEING INTERJECTED IN

CONVERSATIONS WHILE MY PROBLEMS ARE BEING DISCUSSED are “challenging” for me!!

DEAL WITH ME & LET ME LEAVE YOUR OFFICE OR OUR PHONE CONVERSATION but do not, do not put me on hold while you reach out to JASON TO ENQUIRE WHAT THE EMAIL HE IS WRITING/HAS WRITTEN OR RECEIVED, SAYS!!

PRIOR TO TODAY I would have been more flexible with this matter but AFTER THIS EVENING’S CONVERSATION and this email I am going to adopt a new modus.

This is what I said to you earlier.

1. I have been paying for a fixed IP service for x years and LIME needs to address that
2. Now as to the dongle issues that remain outstanding. This game of “rounders” one of passing David backwards and forwards through LIME personnel who have no idea as to what services I have HAS TO STOP.
3. I DONT CARE WHO HAS WHAT COMPUTER PRIVILEGES TO SEE WHAT AT LIME, WHEN I LEAVE ST PETER AND DRIVE UP TO YOUR OFFICES POST ENCOUNTERING YOUR NINCOMPOOPS AT THE !-800 NUMBER IN GUATEMALA, I WANT SOMEONE WHO CAN SEE ALLLLLLL OF MY ACCOUNTS!!!
4. LIME HAS A DEFECTIVE MODEM IN YOUR HAUWEI USB 353 unit and it is unconscionable to expect me, a client who has lost 140GB of data to just exchange it!!
5. I would have felt that as opposed to jerking me around someone from your caring LIME team (that "right there when you want us.." jingle is playing in the back of my mind) some head of your technical team would have reached out to me and said “look 140GB is a problem for anyone, come in, bring de damn dongle, let us, based on the history that our encounters with you and your dongle which we have on file, see what we can do. TOGETHER.

For others of the readers who will see this, if it was my intent to be litigious in this matter I would have already started the process. It was only when no one was responding to my written email that **I had to involve the other actors**. In fact, over the years with you I have noted that, as long as you want action, you have to go to the CEO at LIME.

IF YOU SHORT CHANGE ME WHILE TAKING MY \$1200 (and MORE) EVERY MONTH AND DO NOT MAKE A GENUINE EFFORT TO SOLVE THAT PROBLEM WHAT ELSE DO YOU EXPECT ME TO DO BUT SEEK RESTITUTION, BY ANY MEANS NECESSARY? IMAGINE I HAVE TO COERCE LIME TO GIVE ME EQUITABLE SERVICE FOR MY \$1200/month

THAT IS WHAT I SAID IN OUR TWO CONVERSATIONS (AMOUNTING TO 20 MINUTES) EARLIER THIS EVENING (Ironically, you had another interruption during our conversation and I was put on hold, then a customer came into your office and she indicated

that she was expecting a call from you and you know what your response to her was. I hope that you see the pattern Marjorie)

My version of what transpired is absent in your 3 paragraph email but you are right I SAID THAT THE WAY YOUR COMPANY IS TREATING ME CUMULATIVELY WITH ALL OF MY MATTERS, IS AN INSULT TO MY INTELLIGENCE.

Imagine, with all of the email records of Mr. Trevor Clarke, Mr. Don Austin, Mr. Alex McDonald, and with the records of mapping and installations for Maynards that LIME would have effected, my ingrunt donkey has to look for these records of our interactions and send them to LIME!! YET WUNNA BILLING ME EACH MONTH FOR ALL THESE YEARS and have no records of one of your business clients.

Your closing sentence is noted. The next time that LIME reaches out to me on this matter send me someone who will listen to my written concerns and WILL RESOLVE my remaining matters, ENOUGH IS ENOUGH.

I do not take kindly to oral flagellism and I would wish you to use your best efforts to ensure that we come to a satisfiable arrangement on these matters.

To show good faith I will not cc ongoing correspondence to the Fair Trading Commission from this moment and give you my word that I will hold any other action in abeyance in the belief that we will resolve this before I am required to pay my next BARTEL/LIME bills

LIME has however to be serious and treat my matters professionally and respectfully. I wrote your company on the 27 of September and Today is the 24th of October so you can understand why I am displeased with how “my grave concerns have been managed.

Respectfully
David

PS Do not have any of your surveying companies call me from today, it is a colossal waste of my time. Take my name off any such list.

On Oct 24, 2014, at 5:18 PM, Marjorie Wall <marjorie.wallsales@gmail.com> wrote:

Good Afternoon David,

Further to our earlier discussion, you indicated that it was a favourable offer given, receiving the business DSL currently installed on your premises at the residential rates in lieu of provisioning a residential service.

You inquired as to the status of LIME's Investigation into your dongle issues and stated categorically that you were very displeased with the response on this issue. Furthermore to issue you with a new replacement dongle was an insult to your intelligence and showed disregard to your grave concerns on the matter.(that it was not the dongle in your possession at fault but the actual line of products). Your queries with reference to your billed charges for data usage is also noted. I reminded you that I was closing off the issue with the DSL and as

the other issues were escalated to my superiors they would in turn respond to those other request.

Have a blessed weekend David and further communication on your other issues will be actioned by those more capable than I in expediting them.

Regards,

Marjorie Bartlett-Wall
Independent
Sales Representative

| D: + 1 (246) 292-7641
| M: [+ 1 \(246\) 233-1206](tel:+12462331206)
| E: marjorie.wallsales@gmail.com

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On Fri, Oct 24, 2014 at 3:26 PM, National E-Management Systems@gmail.com
<nationalemanagementsystems@gmail.com> wrote:
Good Afternoon Marjorie,

Your email is received with thanks.

Yours and the intervention of your immediate boss Rhonda (Gibson) is much appreciated as we collectively seek to resolve these 12 matters regarding the various services/plans and dongle matters that currently are the focus of our dialogue.

As I have shared with you yesterday, the process of my restoring email from 2003 is a tedious one which involves a number of steps i.e. finding a version of Outlook that can read the 2003 .pst file since my Outlook for Mac 2013 version CANNOT read ANSI psts.

The next thing that i told you that I did was to go online and buy a bit of software called PST Bridge (actually two modules Viewer and Exporter) to find said email and then export it.

The third step is that I have to recall the passwords on these psts, from 12 years ago, retrieve the email and finally send them on to you.

You certainly misspoke regarding the matter of me "reverting to a residential ADSL bundle". The facts are that Bartel (as you were then called) was unable to give me a constant ADSL service with the DHCP IP then en vogue and your technicians told me that in order to achieve this you would have to give me a static IP address.

Bartel suggested and effected the fixed IP solution and I was the person who paid for it these many years. I am sure that LIME/Bartel will take that into consideration as we seek to resolve this matter.

Notwithstanding your remark on said ADSL service, it was my understanding, and you can correct me if I am wrong, that when I left your offices 3 weeks ago that as the copy of the **Charge Request Form** that you signed on **October 7th** says that YOU would ascertain from your technical team IF the ADSL problem was still an issue in my area these 12 years later. A careful check of your form will see that you wrote that at the bottom of the CRF. You were/are still supposed to get back to me on that technical issue.

In reading this email it would seem to suggest that it was/is incumbent on me, LIME's client, to ascertain if that ADSL technological constraint still obtains. Forgive my frankness but it is up to LIME to tell me if the **Quantum Play DSL service I signed for** can be installed at my residence, WITHOUT THE SIGNAL DEGRADATION that I experienced those 12 years ago. Does that make sense?

As you can see from the screenshot below of an email from 2014, the said email went to then CEO Donald Austin. I have for CEO Alex McDonald and Mr. Trevor Clarke and it would appear that it is only when your line support agents CANNOT assist in my problems I perform have to write to the CEO(s) who intervene and get the matter resolved. This problem with its 11 of its 12 sub issues started at the desk of your Guatemala [1-800-804-8094](tel:1-800-804-8094) agents, it was then escalated to your equally inept Webchat representative Roberto and culminated in my five hours on Tuesday see ticket A181, two of which I spend with with the section outside the lounge where no one know of my MBiz plans and three with you)

It is equally informative that I am being required to find email detailing the steps and technological enablements that LIME enacted to give me a line at my home in 2003. That would be of concern to the astute reader given that LIME is billing me for said services. It is an easy thing to go back to Mr. Trevor Clarke's email and see my complaint and how he directed your team to run cabling to my Mangrove residence since it was egregious to have told me that the area did have ADSL which was the basis upon which I then bought the house.

In closing let me say that I am hopeful that I will find the email that attends this ADSL installation during Mr. Clarke's days at Bartel but as i said yesterday, IT WILL TAKE TIME. I am however led to believe that you have your own records detailing what your company had to do to get me my service.

Arising our collective interludes, and what I hope is not a deniability posture in the making, I perform must ask that, as we progress this matter towards resolution, in addition to all of what we have spoken copiously on, any and all determinations and actions regarding all of our matters is provided to me in writing going forward.

BR
David

<PastedGraphic-1.tiff>

On Oct 24, 2014, at 9:24 AM, Marjorie Wall <marjorie.wallsales@gmail.com> wrote:

Good Morning David,

Further to our several conversations yesterday, you indicated a degree of satisfaction with the issues discussed and the implementation of the Smart Choice Plan B as was requested on a previous visit. However, yesterday you indicated that you would forward an email from LIME which clarified why you were given a Static IP Address and a Business DSL Bundle on a Residential Line so we could ascertain they were no issues in reverting your service to a residential DSL Bundle. You indicated that you were satisfied with the Escalation of your concerns to upper management and eagerly anticipate their resolution of your 'Dongle Data issues'.

I await your email and the further information on your data sims to process your request on data usage. Looking forward to hearing from you shortly.

Regards,

Marjorie Bartlett-Wall
Independent
Sales Representative

| D: + 1 (246) 292-7641
| M: [+ 1 \(246\) 233-1206](tel:+12462331206)
| E: marjorie.wallsales@gmail.com

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On Wed, Oct 22, 2014 at 3:46 PM, National E-Management Systems@gmail.com
<nationalemanagementsystems@gmail.com> wrote:

Dear Mr. Chatten,

I have noted the significant time lag, and the lack of any correspondence from LIME post my making the complaint at caption

Barring the (incredulous) response of Mr. Glenn Thorpe regarding "what modem LIME had issued me" (and ensuingly what I am paying for that and other services I am supposed to have), as of today, there has still there has been no action regarding my queries.

As I have shared with your representatives LIME's management of this matter is unsatisfactory and is definitively inconsistent with the standard of service that a Barbadian Consumer should be afforded for the monetary consideration the consumer is required to pay.

Of the **many** matters that remain unresolved, a central issues is LIME's addition of a fixed IP address to my residential line as per Mr Chu your technician pit it "the only means by which ADSL service at your home would not experience degradation is to have a fixed IP address".

Can you imagine sir that a workaround that was done twelve years ago, to address a challenge **that your company had with its service to me as a client**, is one decade later as per the comments of Mrs Wall in sales something that cannot be determined because "the technical team that was at lime 12 years ago is not there now"

So this subsequent inability for LIME to tell me in 2014 if the same "internet signal degradation obtains" is not possible to be determined.

Of course members of the Fair Trading Commission to whom I have now copied this matter could appreciate that the monthly charges i have paid for twelve years is a clear indication that this consumer has continued to suffer these unilateral charges at the hands of LIME without any recourse.

I would appreciate if you would look into this matter of inequitable treatment by the end of this week. That is when your next billing cycle comes due and I will be required to pay \$1200 across all of the services that LIME continues to levy from the poor fool Weekes.

I no longer know what recourse remains open to me for LIME now wields absolute power over what Im a consumer, HAVE TO PAY failing which LIME will turn off my phones.

This relationship reeks of immunity with impunity when LIME can choose whether you respond to a customer, whether LIME shares me what services I have, whether LIME tells me what are the costs of said services and, Lord forbid, given my recent experiences at your offices, if I have the right to change or downgrade said services.

If I fail to bill my bills my service is disconnected yet LIME has a "lassoer passer" to ignore any correspondence from any customer and not to address legitimate concerns of a paying customer.

I too join the many of other Small Business Association members to say that as soon as FLOW is available in my area LIME will no longer be my provider.

David Weekes

Previous Email of October 10th 2014

Dear Marjorie,

I was expecting to hear back from you since our phone call earlier when an emergency arose at your office which caused my "emergency" to be terminated.

With regard to the matter at caption, I am seeking to harmonize all of the services that I have with your company so that I get conquerable services at an affordable price.

1. The accounts that i have listed are 133009090100, 159000270000 and 617024510000
2. The records LIME will have will be for Carlos David Weekes, IBIS Latin America (Corp) a company for which I am the sole director and Samuel Weekes (deceased) for whom I am the court appointed executor of his estate
3. To this end we (LIME/me) started said "utility harmonization process" on Tuesday by converting the existing residential service to a Smart Call Plan B
4. We also have conditionally downgraded the Business ADSL service to a normal residential service pending the comments of your technical team regarding Internet signal degradation that was prevalent 10 years ago.
5. Your records for which I have email will indicate that when you installed the service at my home no longer obtains. I would have shared with you that when the area was surveyed by a Mr. Chen in 2002 the ensuing problems regarding the fallout of the ADL necessitated that I get a fixed IP address. You stated that it would be necessary to have your tech team advise
6. When I came in on Tuesday it was noted that we unable to ascertain with any certainty which accounts were my dongle account and which was my iPad account given the telephone numbers that were there on your system
7. Having spent from 10 am until 3.30 p.m. at LIME on Tuesday while I would have indicated that I was going to return to you yesterday to finalize this exercise by bringing in the said dongle and the IPAD I was unable to do so ergo my call to Sasha and you morning.
8. It is noted that I would have felt that LIME would be able to determine EVERY SINGLE ONE OF MY SERVICES and thereafter tell me when the service was secured and what is the telephone number tied to that service since, and I amy be wrong here, I assume that this is the basis upon which I am billed every month
9. I wish to indicate to you that I purchased said dongle and SIM CARD equipment directly from LIME at Warrens years ago and that the equipment in question would never have been interchanged or removed from the equipment that they were provided in.
10. I provided you with the dongle's IMEI # 357260040128604 and its S/N G3N5TA1181400235.
11. While I had originally requested the data usage for these units I would appreciate receiving data usage for the last year on ALL of my devices under the plans. This will give us both a better idea of what my usage is and what should be the optimum plan I should subscribe to going forward.
12. Once I receive your email I will write to direct you as to what I wish to have done on the above matter and you can compose an email which clearly states all of the services for our respective records as opposed to your not knowing what I have and being unable to retrieve said information and I being unable after setting up an account 10 years ago to recall a phone number or a 12-16 digit LIME record locator

Finally, I would appreciate if you update my email records from davidweekes@earthlink.net for my E-Lime Billing to nationalemanagementsystems@gmail.com

Respectfully

David

David Weekes

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