

I'm not robot!



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Time Warner Cable Customer Service Chat Transcript, Monday 9/20/10, 4:11 PM

(User Samuel_Ro has entered room)
 (Analyst Mónica has entered room)
Mónica: Thank you for contacting Time Warner Cable. My name is Monica. Please give me a moment while I access your account.
Samuel_: How much would it cost me to add Showtime and/or HBO to my current package?
Mónica: Please wait, while the problem is escalated to another analyst.
 (Analyst Amy K has entered room)
 (Analyst Mónica has left room)
Amy K: Please wait, while the problem is escalated to another analyst.
 (Analyst nfaddj has entered room)
nfaddj: Hello! Thank you for contacting the Help Desk. My name is Nora F. How may I assist you?
 (Analyst Amy K has left room)
Samuel_: How much would it cost me to add Showtime and/or HBO to my current package?
nfaddj: what city and state you are calling from please?
Samuel_: New York, NY
nfaddj: Please wait, while the problem is escalated to another analyst
 (Analyst Jadyñ Santos has entered room)
Jadyñ Santos: My name is Jadyñ. Please give me a moment while I access your account.
 (Analyst nfaddj has left room)
Samuel_: I just want to know how much it costs to add Showtime and/or HBO.
Jadyñ Santos: I understand your concern.
Jadyñ Santos: Please hold while I transfer you over to the other support department.
Jadyñ Santos: Bye!!
Jadyñ Santos: Have a great day!
Samuel_: Are you being for real right now?
Jadyñ Santos: Please wait, while the problem is escalated to another analyst
 (Analyst Marco has entered room)
 (Analyst Jadyñ Santos has left room)
Marco: Thank you for contacting Time Warner Cable. My name is Marco. Please give me a moment while I access your account.
Marco: Hello Mr. Ro, I understand that you want to add ShowTime and HBO channels. Is that correct?
Samuel_: I'd like to know the monthly rate for adding these channels
Marco: Each premium channel cost \$14.95
Samuel_: Great, thanks. That's all I needed to know.
Marco: However, You can get two premium channels for \$26.95 monthly.
Samuel_: Hmm, I don't know. Actually, I'm really only interested in Showtime.
Samuel_: Dexter. That show is the bomb.
Marco: I know.
Marco: Is there anything else I could assist you with?
Samuel_: Nope.
Samuel_: Thank you.
Marco: You are welcome.



