

“Don't sign up!! Be warned people, a contract means nothing to these robbers, once you do sign up, they are murder!”

Entry in Talk Talk Face Book page, November 2015.

The Cyber-attack at Talk Talk started months before it went public blaming some teenagers and it was perpetrated by Talk Talk's own staff in the Philippines!

Talk Talk Philippines staff were misusing the company's customer personal data base for gaining access to people's computers. This is done with the view to trafficking pornography, gambling and other illegal activities. "Sex tourism, child prostitution, and human trafficking are closely linked in the Philippines. Corruption and prostitution are flourishing because of the country's inability to enforce law and prosecute criminals." <http://www.dw.com/en/philippines-struggling-to-tackle-child-prostitution/a-18305386>



Talk Talk directors have delivered British customers into the mercy of their Philippines set-up, while allowing those representatives to be cutting off lawful defence against abuse. This company should have been closed down and its directors prosecuted.

On 30 October 2017, Baroness Dido Harding, Chief Executive of Talk Talk at the time when events described here took place, became the Chair of NHS Improvement. Based on how she handled Talk Talk, under her improvement, the NHS can be expected to be privatised into the hands of large corporations. Services are likely to be starved of investment and patients' records abused for marketing and surveillance. The baroness is a Bilderberger. The aims of the Bilderberg group are to concentrate global power into the hands of the very rich, mainly the top bankers, and depopulation.

Personal details were being sold by Talk Talk to tele-sales companies. When I first registered with Talk Talk, they inserted the name of my business as my

surname. This is possible only at Talk Talk! Despite many attempts to correct this, they were then calling me this ridiculous name until I changed my name in 2009. For many years, I was getting tele-sales people addressing me with that ridiculous alleged name concocted by Talk Talk, and by no other name! I believe that the publicised cyber-attack was the result of a long history of customer data abuse at Talk Talk by the company, itself.

The quality of the technical services and of customer services reflects a criminal level of incompetence. This company was given a number of awards, including honours to the Chief Executive for "achievements".

Talk Talk was charging the poor a little less than most other companies - for blunders at every step and eventually - for abuse. Those connected to Talk Talk got their pay and the shareholders their profits. What the poor did get for their money seemed to interest no-one.

The Service

For 10 months I had technical issues which were discussed "officially" with the company and subsequently was getting bogus calls by crooks who had knowledge of my issues, updated to the hour! They were pretending to be "that technician" that was agreed to call me and they wanted to make "adjustments to my computer". When calling the company to check, they denied to have had anything to do with those calls. The agreed "official" call backs did not take place.

I registered criminal abuse by Talk Talk with police Action Fraud in July 2015. This had been confirmed and during a telephone call 29th October 2015, a senior Talk Talk complaints manager confirmed that "some investigation takes place".

I was having intermittent fallouts of both, phone and internet, since Christmas 2014 (which ruined my Christmas because no-one could get through to me), but the company did not have a box to tick for this fault. So they were insisting for 9 months that I was reporting to have no incoming calls, even though I was constantly explaining this not being the case.

Each time I phoned, I heard a cheerful voice telling me that they record their calls, because they are trying to get better at what they do. It did not go so far as to introduce a new box to record the faults that I had been reporting for 9 months.

They forced me to buy a new handset which I did not need and which made no difference. 8th December 2015 the CEO office sent me an e-mail which claims that it had been entered into the records that the fault was with the equipment of someone else who called me, not my end. This has never been the case and I was never told that this option was as much as possible. The fault was clearly my end. Various callers were getting a ringing tone, but my phone was silent. It seemed to have been happening particularly at peak times, such as on Christmas Day. It seems that the "technical managers" were tossing a coin as to what button to push when recording faults, there were no buttons for existing faults, and no-one cared.

Because I continued reporting a problem, they proceeded to maliciously disconnecting my internet for days and a Philippine "manager" laughed when I insisted to take the matter further, telling me that he is my last "bort". I could not get customer support, or end my contract, simply because the last "bort" refused to connect, or refer me anywhere else.

On many occasions they said that they will call back, but they have not done so. Eventually, a technician needed whole two minutes to establish that the problem was caused by a faulty modem!

The CEO office confirmed in an e-mail of 08.12.2015 that on 01-04-2015 I reported a fault with my slow and failing broadband connection. An engineer had been booked to come out, but just then I found on the Talk Talk website the announcement that there is a fault in my area that is being worked on! I phoned Talk Talk again and their "technical managers" knew nothing about the fault announced on their website! I cancelled the engineer appointment, because the engineer would have found no fault on the line, and Talk Talk would have charged me in the region of £60 - for denying any knowledge of a fault published on their website!

These people are licenced by OFFCOM to provide this "service" and they are given peerages for the performance! Magdalen College is "proud" of Harding who, allegedly, studied philosophy, among other subjects. She cashed a pay check of £6.8m in 2014 and made it to the Bildeberg Group in 2016, before proceeding to "improve" the NHS, in 2017.



The CEO office offered to pay £15 compensation for all of the above, which was rejected.

Contract

My contract was rendered invalid by Talk Talk based on 9 months ongoing technical problems, failure to provide customer support and more than 3 months of criminal abuse by people in the Philippines no one cared to kerb. On top of that, they tried to charge me a 50% increase on the annual line rental. When I signed up with another company, Talk Talk was insisting on the contract and on charging me a £320 cancellation fee. They referred me to debt collectors who, unlike Talk Talk, accepted the proper legal position and they returned the case to Talk Talk who, in their full knowledge that demanding this money is not legal, continued engaging other, possibly shady debt collectors to harass and blackmail me, in order to get out of me the money which, they knew, was not due to them.

The office of the Chief Executive sent me a text message on 29th October 2015 stating that they will reply within 5 working days. They made contact in December 2015 and subsequently sent an e-mail of 8.12.2015 detailing incorrect entries and lies, such as the fault being on someone else's equipment and that I had confirmed that the fault had been resolved prior to installing

another modem. It seems that if Talk Talk did not have a box to record intermittent faults, neither did they have a box to state that the customer is unable to say whether it had been remedied, because it was intermittent. So they chose to enter “the customer said it was remedied” – which was a lie. I only knew the fault was still there when someone told me they phoned me at times I was in, but the phone did not ring.

Because Talk Talk (an “e-mail provider”) does not give its customers the option to send them e-mails, messages are sent via Facebook. 7.11. 2015, 16:23, I uploaded on their Facebook page an earlier version of the contents of this document and on 9th November 2015 received this reply:

From: "Facebook" <update+kr4mkrmygkra@facebookmail.com>
Sent: Monday, November 09, 2015 11:06 AM
To: "Corascendea Cathar" <corascen@cathar.org.uk>
Subject: TalkTalk also commented on their post.



Instead of a resolution, Talk Talk deleted the entry from the Facebook.

While with Talk Talk, my line used to crackle. Sometimes more, sometimes less. Around the time when I was leaving Talk Talk, the crackling was getting

worse and I reported the fault to my new provider who sent out an engineer. The engineer changed the socket and the gable end connection. The engineer stated that Talk Talk should have changed these items when they upgraded my line to fibre optics. The connection at the gable end required a new waterproof casing which Talk Talk had skipped to provide. It seems that, on balance, Talk Talk is not cheaper, but that they are overcharging their customers for what they provide and deliver.



Left Ordinary and above Waterproof casing

THE Carphone Warehouse

50897062

CUSTOMER HAS
RETURNED IN TOTAL
THREE TT MODEMS
(WIRED) AND ONE
WIRELESS MODEM
IN BRANCH 965
CHERTENHAM (CAMBRAY PL.)

DAVE LONSDALE

VAT Reg No. 744 0320 68
terms and conditions of sale on reverse
Thank you for choosing The Carphone Warehouse. A specific returns policy will apply to the product you have purchased, please ask your consultant for details. If you have any other queries regarding your purchase, please contact our Customer Care Team on 0870 0870 168.
The Carphone Warehouse Limited, 1 Portal Way, London W3 6RS.
Registered in England No. 2142673. www.carphonewarehouse.com

better value
...for a better mobile life

Earlier Experience

When starting with Talk Talk, I returned to the company five modems (one by Royal Mail and 4 into the shop, see receipt left) that did not work and I bought my own Netgear modem for the use of which I had been paying to Talk Talk! The Netgear modem served well till I moved to fibre optics in 2013. I promptly offered to buy my own equipment, but Talk Talk insisted it would not be compatible and they could not guarantee the service. Yes. The

result is above. Compared to 10 months of only partial service at the cost of abuse by staff unable to speak proper English, having had to return 5 useless modems first time round seems like a bargain.

Noddle

Even the alleged free Credit Report by Noddle failed to be delivered. A screen containing 4 questions stated that I have two accounts which to my knowledge do not exist, and they were not shown on a recent Experian report. But Noddle demanded that I give details about them as a condition to signing up. I raised a query about this on Noddle Facebook page, because, same as Talk Talk, Noddle do not give an e-mail address. I noticed that the page was littered with problems by other dissatisfied would be users.



Talk Talk and Noddle - like attracts like, springs to mind.

Does this mean that my data is being abused and I am denied the details? Accounts are being cloned without the person being aware. At Paypal identity fraud takes place based on an e-mail. Anyone shown accounts they do not recognise, should report it to Police Action Fraud. They may have been robbed.

I asked Talk Talk to sign me up with Experian instead, but they never replied. It was a further breach of the conditions pledged by Talk Talk.

Customer Services

Talk Talk Facebook page contained in November 2015 at least one entry by a customer stating that the company promises one thing, then does another (usually costing you more). How typical for Talk Talk! Here is just one example. I was offered fibre optics at the end of 2012 for £5. I accepted and an engineer was booked for December. The company cancelled the

appointment and postponed the visit into the New Year. Now they tried to charge me double the amount! See proofs below.

A word by a Talk Talk representative is worthless. A) It is difficult to understand them, B) They pretend not to understand, C) An agreement means nothing to them.

You do not get a service to match, you get a package (like with most providers). I do not have a TV and pay no TV licence, since 1996. I asked about a price reduction of the annual advance line rental, because I use only some of the service. The fee has gone up in 2014 from £126 to £180, but they left me on the original sum of £126 for 2015, due to my circumstances. I was previously told that a reduction is possible and that I should ask for it. But in 2015, after all that I was put through, and with my circumstances unchanged, they insisted on me paying this year's full amount of £190. In my case that meant a 50% increase - after a year of shambles and abuse.

I am with another provider since 11.11.2015 and the difference is palpable.

Glad to be free!

A selection of review headlines by other Talk Talk customers on Trustpilot:

Chaotic organisation that doesn't care about the customer ● We pay for zero service!! And are paying to be hacked too!! ● A month without internet, the worst customer service ever ● Kafka-esque complaints procedure, poor customer service ● Irresponsible and incompetent ● Run. Run Far. Run Fast. ● Can't find the words to describe how bad this company is ● Worst experience ever ● No internet after 7 weeks from live date ● Horrible, thieving, unsecure company - Avoid these cowboys ● Very unethical and disturbing marketing practices ● Sent me into a state of severe depression ● Liars and cheats ● Avoid like the plague ● Has to be the worst service provider in the world ● False Advertising As Usual by Talk Talk ● Did not think it could get this bad ● They are dishonest and deceptive. ● TalkTalk are thieves and liars ● Proving impossible to cancel ● Ban TalkTalk from the UK ● Awful. Beyond words ● Terrible - don't touch with a bargepole ● Criminal ● A catalogue of incompetence ● Avoid. Avoid. Avoid! ● Diabolical ● This company should be shut down ●

Enclosures below.

TalkTalk

A brighter home for everyone

FIBWP01_1012_0000144

CHELTENHAM
GL52 3LL

TalkTalk
PO Box 346
Southampton
SO30 2PW

Web: talktalk.co.uk/contactus

Ph: 0870 444 1820

10th December 2012

Welcome to Superfast Fibre Broadband from TalkTalk

Dear

Thanks for choosing Superfast Fibre Broadband. Now your whole family can be online at the same time and enjoy the internet to the full, without worrying about slow speeds.

In the meantime, the details of your order are confirmed in this letter, including your engineer appointment date. The booklet enclosed also contains important information about what happens next so please keep it safe.

Your order details

Engineer appointment date	19th December 2012 between 08:00 - 13:00
Activation fee	£30
Contract length	18 months

Standard monthly charges

TalkTalk Essentials	£6.50
Superfast Fibre Broadband	£5
Your estimated broadband speed	up to 38Mb

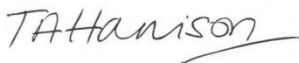
Any promotional discounts offered when placing your order and any Boosts added will be shown on your bill. Please note that from the 1st January 2013 your Line Rental will be £14.95.

Please be aware that the actual speed you receive can be affected by a number of factors such as using a wireless connection and where your router is positioned. To get the best speed possible, we recommend you connect to your router via a wired connection.

To get you set up with Superfast Fibre Broadband, our engineer will need access to your home*. If you're not going to be at home on 19th December 2012 between 08:00 - 13:00, you can re-arrange the appointment online by logging in to My Account or by calling us on **0870 444 1820***.

Please make sure you contact us no later than 1pm on the day before your scheduled appointment to let us know if you need to re-arrange. If you contact us after this time or miss your appointment you may be charged.

We hope you're looking forward to enjoying all the benefits of your new Superfast Fibre Broadband service.



Tristia Harrison
Executive Commercial Director

Subject to availability, location, minimum speed and a min 18 month contract. Only available to TalkTalk Essentials or Plus customers with TalkTalk line rental. Top speed depends upon line and location. TalkTalk slows down non time critical peer to peer file sharing at peak times, to ensure the best internet experience for all of our customers.

Please be aware that the actual speed you receive can be affected by a number of factors such as using a wireless connection and where your router is positioned. To get the best speed possible we recommend you connect to your router via a wired connection.

*Calls to 0870 444 1820: There is no charge for calls to this number from a TalkTalk registered landline. Call costs from other providers may vary. Lines open 8am - 8pm, 7 days a week.

*When the engineer visits, you or someone over the age of 18 authorised by you must be at home. If the engineer is not able to come into your home and gain access to the relevant equipment, we will charge you a failed visit fee.

TTDAILYLET1112

talktalk.co.uk

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FIBWP01_2801_0000231

CHELTENHAM
GL52 3LL

TalkTalk
PO Box 346
Southampton
SO30 2PW

Web: talktalk.co.uk/contactus

Ph: 0870 444 1820

28th January 2013

Welcome to Superfast Fibre Broadband from TalkTalk

Dear

Thanks for choosing Superfast Fibre Broadband. Now your whole family can be online at the same time and enjoy the internet to the full, without worrying about slow speeds.

In the meantime, the details of your order are confirmed in this letter, including your engineer appointment date. The booklet enclosed also contains important information about what happens next so please keep it safe.

Your order details

Engineer appointment date	6th February 2013 between 08:00 - 13:00
Activation fee	£30
Contract length	18 months

Standard monthly charges

TalkTalk Essentials	£6.50
Superfast Fibre Broadband	£10
Your estimated broadband speed	up to 38Mb

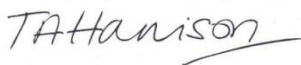
Any promotional discounts offered when placing your order and any Boosts added will be shown on your bill.

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