

Apologies and Thank you to everyone who has read this note – this is an update and note of resolution of the 2016 situation.

All Saints is back to its usual contact phone numbers:-

Parish Office:- 01628 621933

Vicarage:- 01628 626121

Update:-

Following the saga contact was made with the CEO of BT and the complaint was transferred to an “Executive Level Complaint”.

The BT person traced the issue – which was due to errors in the OpenReach database.

The BT person then put in place the correct orders for OpenReach to visit and resolve the situation.

When OpenReach visited it transpired it was an easy fix and the engineer did this on his visit.

Following this the accounts, bills and contacts were checked and rectified for going forward.

This took around 6 to 8 weeks to resolve – it is such a shame that the initial contacts at BT were unable to resolve what turned out to be a simple issue – but not a common issue.

Since then everything has worked satisfactorily with BT – and no-one in the Church Office wishes to go through such a time-consuming and problematic experience again.

Original Note:-

All Saints Church wishes to Apologise to everyone for BT’s inability to resolve contact problems and advise current contact numbers.

These problems been caused by BT’s incompetence who seem unable to resolve the number changes they have caused to happen at both All Saints Church and the Vicarage.

The current situation is:-

Parish Office Number:-

BT has (temporarily) changed the number to 01628 780762 – as BT can change this at any time please use a temporary mobile number:-

FOR CONTACTING THE PARISH OFFICE PLEASE USE:- 0748 421 5171

The Parish Office number of 01628 621 933 is temporarily unavailable – BT unilaterally disconnected the office number on August 15th - having promised to restore this number by August 26th BT has been through a saga of errors (described below for those interested. BT has not followed through promises made and is still “working on it”.

All Saints Vicarage Number:-

BT has, for no reason, just changed this number to 01628 625 977 from the Vicarage number of 01628 626 921. Hopefully BT will be able to resolve this, however we hold little hope of a fast resolution as the “specialist” nominated to resolve the BT issues this is difficult to contact.

FOR CONTACTING THE VICARAGE PLEASE USE:- 01628 625 977

Hopefully this is only temporary

There has been a catalogue of errors and unfulfilled promised from BT and the HISTORY below – for those interested, is a factual record of events:-

AT ALL TIMES BT HAVE BEEN MADE AWARE THAT THIS IS A CHURCH OFFICE AND THE ISSUES ARE CAUSING MAJOR PROBLEMS WITH CONTACTS FROM PARISHIONERS AND ESPECIALLY FOR FUNERALS, BAPTISMS AND WEDDINGS. THE SEQUENCE OF EVENTS BELOW IS THE BEST RESPONSE BT HAVE BEEN ABLE TO MAKE TO THIS.

BT Disconnected the Parish Office number (01628 621 933) on Aug 15th 2016

This left the Parish Office without phone or internet.

This was due to a mix up with an adjacent property changing their phone supplier.

This had occurred four years previously and had been resolved by BT (over a four week period) who promised that it would not happen again.

BT initially refused to discuss this with Fr Jeremy as BT claimed that All Saints (Fr Jeremy) was NOT a CUSTOMER (despite having four accounts with BT).

Eventually BT agreed to resolve this by installing a new line, with a temporary number. The Parish Office number 01628 621933 would be reserved and ported over to the temporary number.

The Parish Office was given a timescale for this which was:-

BT Reserved the Parish Office number 01628 621933 for the Parish Office

New Router delivered 24th Aug (as the new line needed a new internet connection).

New line to go live 25th August

BT would call on 26th August to “port” the Parish Office number 01628 621933 onto the temporary number.

This was major inconvenience, but at least a resolution was in sight – however these proved to be false promises by BT.

26th August came with NO line and NO call from BT as promised.

BT were called and, after BT again saying we did not have a line, and offering to call us back (on the number that was not working!) BT checked the new line and advised it was installed and working.

BT claimed that the reason contact was not made was because of a fault on the line and insisted we speak to the fault dept who confirmed that the line was working to the Parish Office and it must be a problem caused by the Parish Office!

An Open Reach engineer was booked to visit on 27th August – this was only booked after agreeing to pay BT if this was seen to be the Parish Office fault (despite BT having caused the fault in the first place by disconnecting the line).

27th August a very competent Open Reach engineer visited – confirmed that the fault was nothing to do with the Parish Office and did some work in the “Green Box” in the road.

The line came back on – with the temporary number of 01628 783 955 – and the internet also came back on.

BT were called to “port “ the Parish Office number – 01628 621 933 – onto this temporary number.

This is where the next major issues started.

BT had set the new line up on a new account number and the Parish Office number had been reserved on the original account number – we were told this could not be ported across as it had been “reserved”!!!

Having explained to BT that it had been reserved for us we were told it could be resolved and would take 72 hours to port across.

30th August the Parish Office internet went down and the temporary number was changed to 01628 780 734. As this was within the timescale promised by BT to port the number it was decided to let BT continue with whatever actions they were taking to resolve the issue until the end of the week.

Sadly BT did not take any actions and did not resolve the issue.

5th Sept 2016 – following another long call with BT it transpired that the current temporary number – 01628 782 762 – actually was registered to the neighbouring property. Whilst BT was on the line the

neighbouring property was visited to check their number – it was not active and they also had complaints registered with BT as well to resolve the issue.

BT agreed that we needed to port 01628 621 933 onto the Parish Office line, however as BT now had this registered to the neighbouring property this was now a “complex issue” and was being passed to a Case Manager.

BT did close down the second account that had been set up (not wanted) and cancelled all charges. (It also transpired that we had also been charged for delivery of the router that BT ordered, then advised was not needed and had been cancelled from the BT order, but was still charged for!!).

8th Sept 2016 – the internet came back on – but no sign of the number issue being resolved

10th Sept – BT made contact to an old number in error – the person contacted explained and gave BT the correct number to contact (the one that had been used throughout this issue) – BT did not make contact but sent a text to the correct number saying they had attempted to make contact (not true) and would call again on 13th Sept 2016 – this was getting beyond ridiculous.

12th Sept contacted BT to establish how this would be resolved – advised this was now being dealt with by a specialist and BT could give no other information – the specialist direct line number was given, however this just went to answer phone!!

12th-15th Sept several messages left with BT to resolve the issue with no contact back from BT.

15th Sept 2016 BT specialist called and advised the issue was that the Parish Office line – currently on 01628 780 762 – was registered to the neighbouring property and he needed to find out what number this property was using.

15th Sept – at the request of BT we visited the neighbouring property with a phone and asked them to plug it in and make a call to check the number – confirmed that the line was dead.

The neighbouring property also commented that they had made many calls and complaints to BT who had not kept their promise to put their internet back on and they had now given up and were moving to an alternative supplier.

15th Sept 7:20pm – BT specialist called and advised he would consult with the technical team.

16th Sept 2016 – BT specialist advised that the issue was “almost certainly” a crossed line and that he had arranged for an engineer to visit on Monday 19th Sept.

When asked what time and if we could meet with the BT engineer we were advised this was an external call only and he would only make contact if he needed to.

19th Sept – NO BT engineer called to do any work at the Parish Office.

19th Sept – it transpired that a BT engineer had visited Fr Jeremy’s Vicarage (which is some roads away from the Parish Office in Church Close). He had checked the wiring and declared (to the person who let him in) that everything was in working order!! – (Not a surprise as there had been no issues at the Vicarage). We have no idea how BT had confused the Parish Office registered at Church Close with the Vicarage in Westmorland Road.

20th Sept – BT called Fr Jeremy's vicarage and were advised to call the person dealing with this – BT were again given the number to call (the one they had used every time up to now, but which the lady said she did not have!) – The lady promised to call and discuss – she did NOT call.

21st Sept – As BT had not called as promised the BT specialist was called (he was not back in work until 22nd Sept) and a message left explaining what had happened requesting an urgent call back.

22nd Sept – Fr Jeremy was getting complaints that the Vicarage number was unobtainable – upon checking this number had been changed (for no reason) to 01628 625 977.

Being at a loss the specialist was called – a message left and he has promised to call back today (22nd Sept 2016) – we have doubts that this farce of errors will be resolved and have posted this for information and will escalate as much as we can until it is resolved.