CustomerSupport

byLeeHolden

Once there was an earnest man named Ernest P. Savvy who bought a new computer and set out to try to send an email. This didn't seem like an extraordinary task because Ernest was highly computer literate. What's mo re, this computer was a brand new WholitPicker with a mega -Turbo-Speed processor and Macho -Giga ram equipped with the newest version of MacroHard's Ipee -Upee operating system.

Now, Ernest was more than earnest; he was also savvy and knew that he didn't have to wander around the Ethernet and log in to every site to check email. Instead he used MacroHard Lookout 2002 to manage his many email accounts. Well prepared, Ernest set up the new computer, software and email accounts precisely as the instructions dictated.

The momentous occasion arrived. With a knowing attitude and a certain amount of pride, he opened Lookout, preparing to send the first email on his shiny new system. He opened a fresh email template, selected his Whoopee.com account, entered hi s Coldmail address in the *To* field and the cryptic word "Test" in the *Subject* field, and clicked the *Send* button.

"Send." He imitated the robotic tone of a voice response unit as he clicked the *Send* button on the second account while his body already se ttled back in anticipation of the perfunctory affirmative response.

"Error 530.5.7.3. MHN has changed its security settings, cannot access server." The message sent a dagger into his heart.

Ernest'sshouldersslumped,mirroringthecornersofhismouth,   asherealizedhe wasabouttoenterthenetherworldofTheydidit.

Atremblingfingerjabbedinthenumberofthe MacroHardNetwork'scustomer supportunit.

"WelcometoMHN'scustomersupport."Theroboticvoiceintoned."Yourcall isimportanttous.   Youwillhelpusserveyoubyenteringyouraccountnumber…"

"…mother'sbirthdateandthenumberoftimesyouhadsexinthelastyearor pushingkeysatrandomuntilthenewguywhohasneverseenacomputerfiguresout howtoworkhisphone."Ernest's   braindrownedoutthecalldirectorashedutifully punchedkeysonthephone.Then   —atlast —areallivevoice:

"TheeseesGhandi.Mouyahplezahhabnamb,MHNahccoonnoomba,mutha's birddat,andsexualtymeslastyerplez?"

Ernestsankfurtherinto   thechairashewentthroughthedetails   —letterbyletter.

"Notourproblem,notourfault."Ernest'sbrainlooselytranslatedGhandi's response."Thisexceedsoursupportlimits.ItisaWholitPickerorMacroHardLookout problem."

"No,Ialreadycont   actedthemandtheysaidthecomputerworkedrightand Lookoutdiditstasksproperly,soitisclearlyanMHNproblem."Ernest'sbodywasnow meltingintoaheap,looselysupportedbythechairframe.

"Okay.You'reright.Iwasjustjerkingyourchain.   "Ghandi'stoneandaccent miraculouslychanged."Ofcourseitisourfault.Ijustpushedonekeyandfixed everything.Inaddition,yourmembershipisfreeforlife."

Ernestcompletedtheemailtemplateandpushed   *Send*.Almostimmediately,he heardt he"booyng"toneindicatingthatthemessagehadbeensentandreceivedcorrectly.

"ThankGod."Hebreathedaheavysigh."ThankGod,thisisafairytale."