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Subject: Re: Dell's Customer Support Convo.

Posted by [Dave Anderson](#) on Sat, 07 Oct 2006 20:26:18 GMT

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That is not a surprise. I've actually had a customer support worker ask me what I meant by the term "hard drive" when I asked him a question about the connector on it. Most of the time you can plainly tell that they are reading out of a script and have actually little to no experience in what they are doing.

Dell, sucks.

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