

Why can't all ISPs be this good?

Written by Darryn Lowe

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So my flatmate left over the weekend and before doing so he got the Phone/Internet/TV cut off and due to a stuff up on my part I can't join Telstra for another couple of years (long story). So I haven't had the Internet for a week or so nor have I had a phone (not that that gets used much anyway).

So I took the plunge and tried Orcon and ended up speaking to a chap by the name of Stefan. The whole process was smooth, quick, and helpful. All my questions were answered and although for some reason the NZMAC promo code didn't work he organised to get it added to my account anyway.

The product knowledge was awesome and when I enquired about the modem being used on my own Airport Extreme he confirmed it wasn't a problem and even confirmed they had Mac support. In fact every question I had Stefan was able to answer and the only things he had to put me on hold for was the promo code and to double check on the services that were available in my area.

The whole experience took around 20 minutes and led me to question why other ISPs aren't like this. Even Telstra can be a pain with their Helpdesk like for instance the time I had to call up their helpdesk in order to work out why our Internet wasn't working. Because it was all under my flatmate's name I had to wait until he came home from work just so that he could say that I could speak to them. In the end it was Telstra's fault for giving us the wrong IP Address.

If a small player like Orcon can have you in and out in less than half an hour why can't the big players with huge Helpdesks? It makes no sense.

Add to the fact that Orcon has been rated on a number of occasions to have the best Mac support it seems that the big players are just taking the mickey with their support.

I do have a theory though with Orcon's Mac support. Orcon is a state-owned enterprise and most government departments have a degree of platform support other than Windows. Think about Kiwibank, NZ Post, and the Census sites and you'll see what I mean.

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Slingshot apparently has good Mac support as does iHug so it really shows up the big players when the small guys offer better support for Macs than they do.

It's going to be interesting over the next couple of years when the full potential of LLU begins to be seen as to what level of support for other platforms is going to occur.

On a personal note I wholeheartedly back Orcon for their services and support. Way to go guys.