

Please read this sorry tale and then my complaint at the end. I am really not happy. None of your advisors online or in store have been able to sort this out. Isn't this your core business? It's a wonder.

-- Initial call to change my contract from Pay&Go to contract was on Saturday 1st January --
-- First live chat was on Thursday 6th Jan, when I was assured that the SIM would arrive in the post on Friday morning. It didn't so I contacted you again...
-- Second live chat, Friday
Welcome to O2 live chat. Someone will start chatting with you soon.
You're through to Tom.
Tom: Hi I'm Tom. How can I help?
Simon Bramwell: Hi Tom, I chatted with Jenny yesterday about my order that I am still waiting for. Order no 003688306
Simon Bramwell: I ordered it last Saturday
Simon Bramwell: I was promised SIM would arrive by today
Tom: I'll check this for you, give me a few minutes.
Simon Bramwell: and I travel to the USA tomorrow morning and I need it now.
Simon Bramwell: Jenny said it was despatched
Tom: I'm checking.
Simon Bramwell: The first bill has already arrived by email
Simon Bramwell: including additional cost " because we've included the few days before your first bill"
Tom: I've checked your order and see that it was dispatched on 3 Jan 2010, normally the sim is delivered within 1 to 3 working days. It might have lost in the post. If you want the sim early, I'd suggest you to purchase a replacement sim from the nearest O2 store.
Tom: It's 2011*
Simon Bramwell: It's not "early" it is already letting me down.
Simon Bramwell: Where is my nearest O2 store to S051 5sz
Tom: Sorry about that. I'll help you with a link to check the O2 shop.
Simon Bramwell: Can I get a replacement sim on the same contract? or will I have to pay extra?
Tom: Click here.
Simon Bramwell: And what about my costs in obtaining this extra sim? This is really inconvenient as I have no time left to do this.
Simon Bramwell: Nearest store to me is 40 minutes away
Simon Bramwell: Can I get a replacement sim on the same contract? or will I have to pay extra?
Tom: You won't be charged for the sim. It's a replacement sim and I'll help you with a link to activate the sim with the same number and tariff.
Tom: Click here.
Simon Bramwell: OK thanks for your help - it's not your fault, but I am disappointed with this service which two other advisors assured my would be OK in the time available.
Simon Bramwell: The day I ordered, and yesterday
Tom: I'm really sorry about this. Once you receive the sim, please let us know and we'll refund the charge for the days you haven't used the service.
Simon Bramwell: And I also want to activate a temporary US call charges bolt-on - can they do this at the store?
Tom: I'm afraid we don't have such a Bolt On. We have the ITS Bolt On available.
Simon Bramwell: I was told when I ordered the SIM that by paying a small fee, my US call charges would be reduced during my travel. Are you saying this advice was wrong?
Tom: Simon, you must have been informed about the ITS Bolt On, it reduces the cost. I'll help you with a link to check the details of this Bolt On. Give me a minute.
Simon Bramwell: OK
Simon Bramwell: I can ask at the store now I know what its' called
Tom: Click here.
Tom: Simon, you can't add the Bolt On in the O2 shop.
Tom: I haven't heard from you for a while. Are you still there?
Simon Bramwell: yes - then how do I do it?
Tom: I can add it for you on your account. Have you checked the details of the Bolt On.
Tom: ?
Simon Bramwell: only what the original advisor told me - pay a fee and call charges come down
Simon Bramwell: checking website now
Tom: Okay.
Simon Bramwell: OK at £2.99 I am happy

Simon Bramwell: So yes please add it to my account starting from tomorrow (or today) for one month
Tom: Okay, I'll add it for you, give me a few minutes.
Simon Bramwell: And I will get in the car and go for a drive to Southampton for a new Sim! :-(
Tom: I'm really sorry for the trouble. I'm adding the Bolt On, please wait.
Simon Bramwell: thanks.
Tom: Thanks for waiting. I've added the Bolt On, it'll start within 24 hours.
Simon Bramwell: great - thanks for all your help - I will do the rest at the store later this afternoon
Tom: I appreciate that.

New SIM obtained from store in Shirley:
89441 10065 03998 7095
3GE1 23GPUNI

Welcome to O2 live chat. Someone will start chatting with you soon.
You're through to David.
David: Hi I'm David. How can I help?
Simon Bramwell: please look at order number 003688306
David: Do you want the order details?
Simon Bramwell: The SIM has not yet arrived, ordered last Saturday. I am travelling to USA tomorrow morning and need this working by then. Another chat advisor told me to go to a store and get a replacement SIM. I did this and tried to activate it, but this has not worked - I was asked for information and sent this off - still awaiting a reply
David: I'll activate your new sim right away. Is this the number you're talking about 07979513742?
Simon Bramwell: Yes - do you need the SIM number?
Simon Bramwell: 89441 10065 03998 7095
David: Can I have the second and third character of your security answer?
...
David: Perfect.
David: Please give me a minute.
David: Thanks for waiting. I have activated your sim and your services will start soon. Sometime it takes 24 hours/
Simon Bramwell: Oops. I am travelling out of the country in 14 hours!
David: Don't worry I gave a maximum of 24 hours but the service gets resumed soon.
Simon Bramwell: Anyway - if it all works, then you are the advisor who has helped me the most. All the others keep promising things will happen eventually and so far they haven't. I have made many attempts to contact O2 on this, by sending emails and filling on online forms. Can you put a note in the account to say it is now all sorted?
Simon Bramwell: And then I will owe you a beer or something.
David: Don't worry you can take this chat as a confirmation that your services will resume soon. So be rest assured.
Simon Bramwell: OK thanks - I'll save it all as a record.
David: Sure.
David: Is there anything else I can help you with?
Simon Bramwell: Is it possible to transfer my pervious Pay&Go balance to this account? about £7 I think.
David: Yes you can do that,
Simon Bramwell: How? My number is 07979 513742
David: Is this number associated with the current account?
Simon Bramwell: That's what I'm trying to do!
Simon Bramwell: Ah my new SIM works!
David: Great.
David: Are you now happy/
Simon Bramwell: when I have my balance transferred I will be.
David: Don't worry it will be transferred and you can see at your first bill.
Simon Bramwell: great. thanks.
David: Welcome.
Simon Bramwell: all working good.
Simon Bramwell: bye
David: We'd really like your feedback. Click on 'End chat' in the top right of this screen to tell us what you think. Bye.
Simon Bramwell: hang on... the numbers are not yet right

Simon Bramwell: the number I have 07734 823963 and I need it to be 07979 513742
David: I didn't get you.
Simon Bramwell: the phone works, but the number is not right.
Simon Bramwell: I texted someone and it came through from the wrong number
Simon Bramwell: I need it to be 07979 513742
David: I have activated the sim with the order number 003688306?
Simon Bramwell: yes.
Simon Bramwell: and my phone number is 07979 513742
Simon Bramwell: that was the order number I was given last saturday
David: Don't worry the order number that you have given has the number activated to it.
Simon Bramwell: not sure I understand - you mean 07979 513742?
Simon Bramwell: texts not coming through onto my number 07979 513742
David: Okay, please give me a minute.
David: I'm still checking.
Simon Bramwell: fine
David: Thanks for waiting. You have been given the wrong number. The phone number related to the order number 003688306 is 07734823963.
Simon Bramwell: so...
Simon Bramwell: maybe they sent the SIM to the wrong address!
David: Yes that can be.
Simon Bramwell: and maybe that's why the O2 shop had no record of an order relating to 07979 513742?
David: Yes.
David: You're genius, you got that.
Simon Bramwell: OK. can we sort it out?
Simon Bramwell: Has someone else received a SIM that I am paying for?
David: I'm sorry but for this you need to walkin to the store.
Simon Bramwell: NO! I am flying to USA early tomorrow I need this sorted out before I fly!
Simon Bramwell: Stores all closed now
Simon Bramwell: I started this process last Saturday!
Simon Bramwell: Can you ask a supervisor to help you?
David: Was the number 07979513742 with another network and you want to keep on your O2 mobile?
Simon Bramwell: NoI have been on O2 pay&go for 2 years already. My balance is about Â£7
Simon Bramwell: I have been on Favourite place tariff with my old phone
David: Is this number on O2 Pay as you Go?
Simon Bramwell: yes
Simon Bramwell: I asked them to get it changed to sim-only smartphone Â£15 per month
Simon Bramwell: they told me I need a new SIM, but could keep my number
Simon Bramwell: Why is it so complicated?
David: When you sign in for a new contract you get a temporary number and then when you get the new sim you have to fill in an online to keep your number on the new sim. Have you submitted the form?
Simon Bramwell: Yes - I got en email back asking me details about my last bill and how much it was. I replied to the email saying that since I was on pay&go, I had no previous bill. Then I got a response saying that they would reply in 24 hours. As that is too late for me, I started this chat session.
Simon Bramwell: It seems simple enough to me, but obviously there is something complicated I don't understand?
David: I'll fill in the form on your behalf. Do I have your permission?
Simon Bramwell: Yes
Simon Bramwell: Please
David: Please give me a minute.
Simon Bramwell: to be completely clear, I want my sim 89441 10065 03998 7095 to be connected to my number 07979 513742 on a Â£15 sim only contract with 500mb data and 300 minutes
Simon Bramwell: AND I ordered a Â£2.99 ITS bolton for one month, that the previous advisor already processed
David: Thanks. Please give me a few minutes.
David: Please give me your Pay and Go sim number starting with 89441100?
Simon Bramwell: 89441 10064 45257 7343
David: Thanks for waiting. I have filled in the form and your number will be transferred within four hours.
Simon Bramwell: OK. What time does this chat service stop working this evening? just in case it still doesn't work?
David: You can get in touch with us anytime.
Simon Bramwell: OK

Simon Bramwell: I'll save this chat for the next guy!
Simon Bramwell: maybe you don't get the beer just yet!
David: Sure. Have a nice weekend.
Simon Bramwell: thanks bye

But after 5 hours I find that it still does not work and there is no-one left to answer my call at O2 until after I need this fixed (I am flying out of the country tomorrow morning early). Alas, it appears that O2 are incapable of fulfilling a simple order within one calendar week. On my return to the UK I will be placing a formal complaint and looking for an alternative supplier.