

Linksys Support Contact

ANZ Tech Support: 0800 441 528

ANZ Customer Service: 0800 449 094

Contact 1 (Live Chat)

18th September, Case #: 090917-xxxxxx

I talked to *Shanne Mae* about the first router and how computers wirelessly connected to it were unable to share files or ping each other. The technician picked up that I had mentioned Windows File Sharing and ultimately told me to talk to Microsoft about the problem.

After some research, I found out that an ICMP echo request (a Ping) was automatically allowed though all brands of firewalls including the Windows one, this meant that there was a problem within the router.

Contact 2 (Live Chat)

21st September, Case #: 090920-xxxxxx

I talked to *Dionalyn* regarding the same issue and router as above but without mentioning Windows File Sharing. I also explained that I had checked numerous problem points such as Firewalls, IP Allocation, Hostname vs. IP, Upgrade firmware, etc. She then asked me to upgrade the firmware again, which at the time, seemed to fix the issue and the chat was ended.

Contact 3 (Phone)

10th October

After the problem started to occur again, I spoke to a technician on the phone about the issue and they gave me the same advice as I received initially; to call Microsoft as it was not a Linksys issue.

Note

I encountered speed issues with the router – after talking with Telecom NZ and running days of speedtests, I concluded that the ADSL modem had burnt out and I replaced the router at Dick Smith for a new one and this fixed the speed issues. The initial problem with the router still remained.

Contact 4 (Phone)

Sometime in October, Case #: 091116-xxxxxx

I again rung up and expressed that the problem did lie within the router and that I wished to speak to a more senior technician about the issue, as to avoid the basic troubleshooting I was going to receive, which I knew would have no effect. No technician was available, so I organised a call back on my cellphone.

Contact 5 (Phone)

Sometime in October

This call was in response to the previous and it was from one of the supervisors, *Rachel*. She did some research from her end and concluded that I should again replace the router. The call ended and I replaced the router the next day with a new one from Dick Smith. On the router I returned, I put a sticker with the case number so that hopefully that return would be checked against my case, rather than just binned or recycled.

Contact 6 (Phone)

21st November

After some research on the internet, and at the Linksys Community forums, I found that I was not the only person with this issue. After some reading, I found that the problem I was having was due to the router's firmware having a bug in it. This bug randomly turns on the "AP Isolation" feature while still reporting that it is turned off in the configuration page. I then called Linksys and told them this, giving them two web addresses to two threads in their own forums for them to look at. I was then told that I would receive a call back from their headquarters, because my case had now been elevated to them.

- [WAG160N AP Isolation](#)
- [WAG160N and Apple Bonjour Problem](#)
- [WAG160N cannot resolve computer names](#)

Contact 7 (Email)

1st November, Case #: 091118-xxxxxx

I received an email from *Celo Deavilla*, an Advanced Support Engineer asking me to call him back on an international number (+1 949 823 5398 direct line or +1 949 823 3000 reception) or to reply to the email to organise a call back. I replied asking for him to call me immediately on my cellphone, assuming that the email would reach him within the hour or so.

Contact 8 (Phone)

3rd December

I called the Linksys Customer Support line, to be told that they don't handle Linksys cases (funny that, their number was on the Linksys website) and they transferred me to the Linksys technical support line, where I hung up on the technician who could not understand what my area code was. Also, prior to that he too failed to retrieve my case.

Contact 9 (Email)

7th December

I received another email from *Celo Deavilla*, asking for me to give him a time so that he could organise a call back. I then replied a week later (as I was away) asking him to call that night (7th December) before 9pm, which gave him a 5hr window to call me in. After no response that night by phone, I replied again asking him to call before 9pm again (giving him 7hrs to call) or if he could give me a freephone number I could call him from or some other means of contacting him.

Contact 10 (Phone)

9th December

I called the Linksys again, asking for an update as to what was happening on the case number I still had from the original issue and I was ignored and asked to repeat the basic troubleshooting steps by the technician. I then insisted that I could speak to a supervisor, who then looked further into my case. She found the email conversation I'd had with *Celo* from Linksys headquarters and discovered that the replies I had sent two days prior had not been received yet! She then organised a call back that same day (not between 2pm and 5pm as I was busy then). This was so that she could look into the case and check that it had been properly elevated to headquarters and was being looked at.

Contact 11 (Phone)

10th December

After not receiving a call back from the Supervisor after 24hrs, I called them to see what the problem was. No one could tell me, so I arranged a call back within 40 minutes of the call, on my cellphone.

Contact 12 (Phone)

10th December

After not receiving the above call back, I rung them again, and managed to get through to a second-level technician called *Angelo*. He went through the problem again with me and finally re-referred my case to the Irvine headquarters with the highest priority he could give it.

Contact 13 (Phone)

14th December

I was finally contacted on my cellphone by *Celo* from the Linksys headquarters in California. I missed the call by half an hour and he had left a message saying to flick him an email or give him a call as soon as I got the message so that he could discuss my case. I emailed him immediately asking him to "try now" assuming again that the email would reach him in minutes.

Contact 15 (Phone)

17th December

Fed up with waiting for calls back, I used free VoIP software to call *Celo* at his office in California and I was greeted by his answer phone. I left a message on it asking for him to call me as soon as possible, also leaving a case number and my phone number.

Contact 15 (Email)

18th December

I sent an email to the GPL Requests email address asking why the WAG160N v1's source code had been removed from the Linksys website. I stated that it was against the GPL Software License Agreement and that they need to upload it again so that their customers can make their own compilations of their highly flawed firmware.

Contact 16 (Phone)

18th December

Again fed up with no response from Linksys' "Award Winning Tech Support", I called Celo in California using VoIP again. I finally got through to him and asked him to have a look at what he could do about my case. After a little wait, I was told that the firmware does indeed have errors (which probably won't be fixed anytime soon). He then said he would contact me after he got authorisation to send out a Version 2 router. Apparently, this will solve all my problems because that firmware has been updated with much more bug fixes. When I asked him why they don't just release a firmware update for the Version 1, he just kept telling me that the Version 2 would fix my problems. I then asked how often they test their products for errors and if he would take my problem seriously and do something about it - he said that they look at them "all the time" checking for problems and that there wasn't any firmware beta releases he could send me, and that there was also nothing scheduled to be done for the WAG160N v1.

Contact 17 (Phone)

23rd December

I called Celo in California again to see what was delaying him contacting me (it had been 6 days) and also to give him my address so that he could send me a Version 2 router. I reached his answer phone again so I left him a message saying that I was going away for Christmas-New Years for 3 weeks and that I expected a call within the next 24hrs with an update. I also asked him to forward my case to all the engineers and customer service representatives he could so that it could be looked at and discussed. I then made it clear that I was also calling on behalf of a large group of people with the same problems who were posting on the "Linksys Forums" asking for help with the exact same problem. I then proceeded to list some complaints such as the crap customer service and that my problem had taken over 3 months to get to this particular call.

Contact 18 (Phone)

23rd December

I called the Linksys Customer service line asking who I could speak to about lodging a formal complaint about the poor customer service I was receiving. I was muddled around by two different representatives when they continued to give me the phone numbers that I had already dialled and that I had dialled to reach them. This was useless but I was ultimately told to send an email to the Linksys ANZ Presales support team and they would refer my complaint to the correct department.

Current Status (as of 23rd December 2009)

- I have five different case numbers open with Linksys support - two chat sessions, one with the ANZ support, one with the Headquarters and one with the GPL requests centre
- I am waiting for contact back from two places - *Celo Deavilla* at the Headquarters (concerning the shipment of a Version 2 router and the firmware update of the Version 1 I have) and the GPL requests centre (concerning the removal of the WAG160N v1's source code from the Linksys website)
- This issue has been going on for over 3 months (13 weeks and 5 days)