

Sent: Thursday, March 03, 2011 9:32 PM
To: 'Ooma Care Support'
Subject: RE: voicemail notification [Incident: 110303-000963]

Thanks for your prompt reply. Please note that I'm inconvenienced, but NOT confused. I bought my 1st Telo 1½ years ago, liked it, & bought a 2nd. I'm quite familiar with the service, & know which features I do, or do not, have.

If you read my message, you'll find that I distinguished between VM notifications with, & without, attachments. I haven't had the former since my Premier trial ended, but I've always had the latter...on both my accounts. I find this particularly indispensable as my Telos are in separate locations, 100 miles apart.

I delete these notifications immediately, but just retrieved an archived file to pull a few. Here's what they look like [including one full message to show the active Ooma account phone #]:

	notify@ooma.com	New VM from 15166086025 (14 sec)	Mon 12/13/2010 9:22 AM	8 KB
	notify@ooma.com	New VM from 12123493012 (69 sec)	Tue 12/7/2010 4:50 PM	8 KB
	notify@ooma.com	New VM from 18628498002 (2 sec)	Thu 12/2/2010 12:41 PM	8 KB

New VM from 15166086025 (14 sec)

notify@ooma.com

Extra line breaks in this message were removed.

Sent: Mon 12/13/2010 9:18 AM
To: info@[REDACTED].com

Listen via phone: [REDACTED] then press * Or online: <http://my.ooma.com/>

Separately—here's an excerpt from one of your many solicitations to upgrade to Premier. It does NOT say “get voicemail notifications,” but rather “take your voicemail notifications to the next level.” That's because Basic included notifications; Premier added features to those notifications.



Voicemail-to-Email

Take your voicemail notifications to the next level and enjoy the convenience of listening to your voicemail directly from your e-mail. You may configure Ooma to forward to up to three e-mail accounts, enabling you to listen to voicemail from any of your favorite desktop, web, or mobile e-mail applications.

Finally—I had extensive conversations with Rich Buchanan, then Ooma product manager, about voicemail. Ooma was contemplating offering “enhanced” voicemail services a la carte, separate from the Premier package. He certainly understood that Premier offered more & better voicemail notification options...but that Basic included the notification feature I've illustrated above.

So—thanks again for being prompt, but please don't give me another boilerplate response without checking facts. This included Basic service was removed, it was done without notification or explanation, it's unacceptable, & I want to know why.

Mostly, of course, I want it restored.

Thanks in advance for your further assistance.