



Dave H.

Chat transcript

1 message

LiveChat <support@livechatinc.com>

Sun, Jan 29, 2023 at 5:48 AM

Reply-To:



Chat transcript

Sara Sat, 01/28/23 04:38:58 pm America/Chicago
Hello. How may I help you?
Hi! Thank you reaching iolo. My name is Sara. I'll be more than happy to assist you today!

David 04:39:56 pm When your home page says that system mechanic tunes-up your software, what does it actually do?

Sara 04:40:03 pm
Thank you for sharing your concern, I will surely help you with that.
May I have your registered email ID so that I can fetch your account details?

David H [@gmail.com](#), I think 04:40:24 pm

Sara 04:40:30 pm
Thank you for sharing your email address.
As I can see that you have system mechanic which is good till 08/12/2023

David H 04:41:25 pm
I realize that, but what kind of tune up on my software supposed to actually do?

Sara 04:41:26 pm
David, System Mechanic Ultimate defense features Optimize your PC for peak performance, Repair problems and errors, and prevent them from recurring, Clean up system clutter, Fixes dangerous settings to prevent intruders and attacks, Maintain reliability and speed, System Shield, Search and Recover, DriveScrubber, Privacy Guardian, ByePass, and Malware Killer. We are running chat exclusive offer today in which you can avail 50% OFF.
May I share the offer with you?

David H 04:42:50 pm Here's my issue, if I have all of those with system mechanic and I call because my PC is running slow, why do you want to charge me \$179 to look into it?

Sara 04:43:28 pm
David, system mechanic will just optimize your pc and you have our basic version of our software.

David H 04:43:53 pm
You just said that it Optimize your PC for peak performance, Repair problems and errors, and prevent them from recurring, Clean up system clutter,
If it repairs problems why do I need to pay more?

Sara 04:44:29 pm

It is the features of our top tier software system mechanic ultimate defense and you have our basic version.

And Our US LiveTech Support service keeps you covered for all Tech-related issues like Slow Computer Speed Malware, Spyware & Virus Removal Crashes and Freezes Program and Software Errors iPhone and Android Optimization Phone Errors and Freezes App Installation and Removal Syncing and Backup Operating System Issues/ Updates Update Software & Drivers Fix Modem/Router Issues Protect from Hackers/ Phishing and much more.. USB Issues and much more.

David H 04:45:32 pm
Please don't send me canned responses

Sara 04:45:50 pm
David, I am sharing you the features of the software.
So you can understand better.

David H 04:46:22 pm
So the other night, the tech person was beginning to work on my PC, in the middle of the repair he stops and tells me I need to pay for what he's doing

Sara 04:46:55 pm
David, for any tech related issues our livetech will help you with that.

David H 04:47:04 pm
I told him I couldn't at the moment, so we stopped and now my PC is working worse than it was before he started supposedly repaired it
They still want to charge me \$179 and it wasn't running like it was prior to him getting involved

Sara 04:48:05 pm
David, you have our basic version of software which will just optimize your pc.
To make your pc performance better we have livetech support which will resolve every concern of your pc.
If you will go with the \$179 deal our technicians will help you out in every concern that you will face with the pc.

David H 04:50:13 pm
I'm apparently not expressing myself appropriately, I do not want to pay for repairing something that wasn't broken before the tech got involved, my computer was running slow, not completely off line like it is now

Sara 04:51:10 pm
David, our livetech support will surely help you in that concern.

David Holsapple 04:51:48 pm

Sara do you really think I haven't tried already, the standard answer I receive is I still have to pay the \$179

Sara 04:52:12 pm
Yes, you have to pay for that \$179 because you do not have that service in your account.

David H 04:53:18 pm
I will just file a complaint with the BBB and see how it all comes out in the wash. My PC was running before you guys got involved, now it's not running and you want me to pay you to fix it. Sounds awfully shaky to me.

Sara 04:53:50 pm I
can understand your concern here , but you only have our basic version which will just optimize your pc.
so to make your pc performance better our tech has shared a plan so that you can resolve the issue that you are facing with your pc.

David H 04:54:50 pm It
shouldn't matter what version I have Sara, they should have looked at what version I had before getting involved, not get involved, make things worse, then tell me I have to pay for it.
It's called being proactive, you look and see what kind of account I have, inform the customer if they need repairs they must upgrade their account, if the customer says no thanks the customer is on their own. The tech shouldn't have remoted into the PC to dig around, start a repair and then refuse to continue while making things worse unless the customer pays for it. You are holding me for ransom is what you're doing.
You're not responding so I can only assume you have left the chat without helping to resolve the problem, take care.

Sara 04:59:36 pm
I can understand your concern here but as you were facing technical issues with the pc that is the reason our tech has shared the livetech offer.
David, that is your call you want to go with that offer or not.

David H 05:00:02 pm
Have a good weekend Sara

You archived the chat 05:00:10 pm

You left the following comment: Read the chat 05:01:11 pm

You rated our customer service as bad 05:01:11 pm

Is this the first time you have chatted with us about this case? Yes

Was the case resolved during the chat? No

Duration: 21m 12s

Chat started on: <https://www.iolo.com/>



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