

December 8, 2019

To Whom It May Concern:

I am a remote senior technician for Geeks On Repair, based in New Jersey. On Saturday, December 7, 2019, I provided 6 hours of remote support for an onsite technician, Larry Williams, who originally had been the technician of record for this job. After spending over 6 hours onsite, Mr. Williams did not turn in the invoice signed by the customer or check out properly to let us know that he had completed the work with the customer, which is standard protocol for the company upon receiving payment for services rendered. I provided remote support for a customer, Mr. Donzeal Curry, who stated that one of the applications that he uses on his iMac desktop computer, which is a music production application (Pro Tools by Avid).

The version of Mac OS X (Catalina) would not work with this Pro Tools application. The client had upgraded version of Mac OS before we were involved with this case. The following is the sequence of events that I did as the remote senior technician: I had to do a backup of his existing hard drive, downgrade the OS and then do several updates in order to get this system back to the state that he could use the application. I had tried to ascertain from Mr. Curry on several attempts if he had a copy of the software in order for me to reinstall. He stated that he was not sure where it was and he purchased it from Guitar Center nearby approximately 2 years ago. I was able to locate his license information from a software package and this all took approximately 6 hours to handle. The technician that I was supporting onsite, Mr. Williams, was not very helpful during this process, as I had remotely controlled the system from here in New Jersey. I will provide the call logs from my phone as I spent an extensive amount of time.

At the end of this session at approximately 6:30 Eastern time, 12/7/2019, I was told by Mr. Curry that he was not going to pay for the six hours (6) of support time that was provided because I didn't install Pro Tools as that was the main reason for the call. I am not sure what transpired between Mr. Curry and Mr. Williams, as both Mr. Williams and Mr. Curry became extremely evasive with me and carried on a side conversation on the amount of time that they were negotiating (2 versus 6 hours) to settle the bill and complete the call. It is also standard protocol that an emailed invoice is automatically generated for the client to pay online via credit or debit card, while the technician is still onsite in order to guarantee services rendered and payment received. That did not occur in this situation because of the sequence of events that took place, stated in the previous paragraphs.

I had attempted to reach out to Mr. Williams throughout yesterday evening to ensure that the support call was completed and the documentation turned in, and there has been no return texts, calls or messages since Saturday 12/7 evening as is required by the company upon completion of each service call. Several attempts to contact Mr. Williams have gone answered as of Sunday 12/8 evening.

My cell phone number is (973) 687-3443 to answer any additional questions.

A handwritten signature in black ink, appearing to read "Phil Dressner", with a long horizontal flourish extending to the right.

Phil Dressner
Senior Remote Technician
Geeks On Repair