

They Called To Tell Me My Phone . . . Isn't Working



Tam's Front Porch Ponderings
Tammy Terry
 TamsFrontPorch@IrvineOnline.Net

Why is life so complicated? I just want to get up every morning, go to work, make enough money to pay my bills and enjoy my family. People won't let me do that, no wait a minute, automated recordings will not

let me do that. Is anyone else sick of talking to a recording when you place a call about, say, ANYTHING?!? Call the pharmacy and it's ten minutes of "press one for English, two for store hours, three for the website, four for customer service or five for the pharmacy" and on and on and on. I just want a refill! The most perfect example of getting the automated run-around is with the phone companies. Let me explain.

For years, the phone number at the home where I now live has been the same. My Papaw and Granny were given the number when they had phone service installed years ago. I moved there in 1984 and kept that number until a couple of years ago when our cell phone carrier assured us it would be cheaper and better quality service if we had our home

phone and cell phone all together. It didn't take me long to figure out, he would have said ANYTHING to make a sale. Within a week, I could only talk on the home phone if I stood on one foot, with the North Star directly in front of me, the window open and holding a piece of aluminum foil. I managed to get in touch with one of their customer service representatives who promptly informed me that Sand Hill had the poorest cell phone service in the county and I should have NEVER been told my home phone would do well. I tried to return the little box they gave me and get my phone back with our previous server but the cell phone company said I had signed a contract (which I have 2 witnesses that will testify that I did NOT) and they were going to charge me a HUGE FEE to go back

to my old company. I've spent HOURS on the phone trying to reach customer service to get this cleared up until I finally gave up. I suffered through dropped calls and static until I could take it no more. I had listened to every form of music while on hold, pushed all the numbers from one to nine for help and still didn't get to speak to a live person, so I placed an order with our old company to reinstall my home phone. They assured me that within two weeks, I could plug my home phone back into the phone jack in my wall and life would be back to normal. I could still keep the original telephone number and there would be no more dropped calls or conversations full of static. They were wrong!

I plugged my phone into the phone jack and...nothing! No dial tone, no nothing! I plugged the phone back into the little box from the cell phone people and...nothing! No dial tone, no nothing! I place the first of MANY calls to the phone company, where for the first twelve and a half minutes, I had to weave my way through the automated system. After pushing the number I THINK I need, yet another recording comes on and lets me know, "All customer service representatives are busy helping other customers, your call will be recorded for quality service, your call is important to us, please stay on the line, your approximate wait time is less than ten minutes. Afterwards you will be asked to take a brief

survey" If anyone needs me, call next door to Mom's house. She'll call my sister Beth and she'll get Scarlett to write it down and give it to Taylor. Taylor can give it to Jon who will get on his bike and ride to my house, the note will fall out of his pocket somewhere between here and there in which the wind will pick it up and swirl it up against the garage door and I will find it New Year's Day! That's when I'll discover that the note was from the phone company, informing me that my phone... isn't working!

Happy Thanksgiving!

"Please hold the line while we try to reach the Tech, it will be just a brief hold, don't hang up, stay on the line"

To which I promptly received a dial tone. He disconnected me! Fifty-Nine minutes on ever loving hold and he hangs up on me!

By now my blood pressure is off the chart, I want to scream at a living, breathing, person and when I call 'Justin' back I get...

"All customer service representatives are busy helping other customers, your call will be recorded for quality service, your call is important to us, please stay on the line, your approximate wait time is less than ten minutes. Afterwards you will be asked to take a brief

survey" If anyone needs me, call next door to Mom's house. She'll call my sister Beth and she'll get Scarlett to write it down and give it to Taylor. Taylor can give it to Jon who will get on his bike and ride to my house, the note will fall out of his pocket somewhere between here and there in which the wind will pick it up and swirl it up against the garage door and I will find it New Year's Day! That's when I'll discover that the note was from the phone company, informing me that my phone... isn't working!



A Full Heart
 Sometimes I like to sit on a stool in front of my patio doors and watch the birds while I eat my dinner. I think about how grateful I am for the good life I have, and how a yard full of songbirds makes it even better. They fill me with joy.

E-mail: birdingbits@cflrr.com
 © 2015 King Features Syndicate, Inc.

ESTILL COUNTY SCHOOLS MENUS

Milk is included with every meal; plus assorted juices included with breakfast

MONDAY November 30	TUESDAY December 1	WEDNESDAY December 2	THURSDAY December 3	FRIDAY December 4
ELEMENTARY BREAKFASTS				
Cream Cheese Bagel, Apple	Toast, Cereal Grapes	Biscuit & Gravy Bananas	Pop Tarts, Cereal Pears	Muffins Pineapples
SOUTH IRVINE & ESTILL SPRINGS LUNCHES				
Chicken Nuggets Roll Mashed Potatoes Green Beans Apple, Milk	Pizza Corn Fresh Carrots/Dip Mandarin Oranges Milk	Hot Dog/Bun Tater Tots Broccoli/Dip Applesauce Milk	TACO THURSDAY Taco Wrap Let./Tom./Cheese Salsa, Refried Beans Pineapples	Deli Turkey Wrap Shred. Lettuce, Tom. Baby Bakers Cucumber Slices/Dip, Side Kicks
WEST IRVINE LUNCHES				
Chicken Nuggets Roll Mashed Potatoes Green Beans Apple, Milk	Pizza Corn Fresh Carrots/Dip Mandarin Oranges Milk	Hot Dog or Mr. Rib on Bun Tater Tots Broccoli/Dip Applesauce	TACO THURSDAY Taco Wrap Let./Tom./Cheese Salsa, Refried Beans Pineapples	Chicken Strip or Deli Turkey Wrap Shred. Lettuce, Tom. Cucumber /Dip, Side Kicks, Potato Smiles
ESTILL COUNTY MIDDLE SCHOOL BREAKFAST				
Dutch Waffle Cinn. Toast Crunch Cereal, Apple Chocolate Pop Tart Assorted Juices Milk Choices	Scr. Eggs/Toast Cocoa Puffs Cereal Strawberry Pop Tart Pineapples Assorted Juices Milk Choices	Biscuit & Gravy Raisin Bran Cereal Chocolate Pop Tart Peaches Assorted Juices Milk Choices	Trix Yogurt & Scooby Snacks Frosted Flakes Reese Puffs Cereal Brown Sugar Cinn. Pop Tart, Pears	Donut, Apple Cinn. Cheerios Chocolate Pop Tart Mandarin Oranges Assorted Juices Milk Choices
ESTILL COUNTY MIDDLE SCHOOL LUNCH				
Popcorn Chicken WG Biscuit Mashed Potatoes Normandy Blend Veggies, Tropical Fruit, Apple	Bosco w/Marinara Sauce or Chicken Quesadilla, Corn Broccoli Bites Pears, Side Kicks Ice Cream Sandwich	Grilled or Spicy Chicken on Bun Let./Tom./Pickle Potato Smiles Applesauce Mandarin Oranges	Meatball Marinara on Bun or Corn Dog Baked Beans Romaine Salad Pepper Slices Peaches, Pineapples	Chili & Crackers Grilled Cheese Carrot Sticks Broccoli & Cauliflower Bits, Oranges Tropical Fruit
ESTILL COUNTY HIGH SCHOOL BREAKFAST				
Muffins, Cereal Pop Tarts Yogurt Orange, Apple	Sausage & Biscuit Cereal Pop Tart, Yogurt Apple, Orange	Gravy & Biscuit Cereal Pop Tart, Yogurt Apple or Banana	Bacon, Egg, & Cheese Biscuit, Cereal Pop Tart, Yogurt Banana or Apple	Breakfast Pizza Cream Cheese Bagel Cereal Pop Tart, Yogurt Banana or Apple
ESTILL COUNTY HIGH SCHOOL LUNCH				
Spicy or Grilled Chicken Patty/ Bun Mashed Potatoes Normandy Veggies Mandarin Oranges Pineapples Variety Milk/OJ	Pepperoni Calzone Chicken Quesadilla Corn Glazed Carrots Salsa/Marinara Cup Pineapples Peaches	Beef Taco/Soft Shell Chicken Fajita/Soft Shell, Salsa Refried Beans Let./Tom./Cheese Pears/Tropical Fruit Cookie	Cheeseburger or Chicken Patty/Bun Potato Wedges Green Beans Let./Tom./Pickle Onion, Side Kicks Tropical Fruit	Chili & Crackers Grilled Cheese Carrots Sticks Broccoli Bits Mandarin Oranges Applesauce Variety Milk/OJ

Cox Insurance, Inc.
606-723-4013
 407 Richmond Road
 Irvine, Kentucky



John Cox

Insurance Check Up

We understand that life is often unpredictable. That's why we offer insurance that keeps you one step ahead. It's our job to anticipate potential risks and make sure you're ready for whatever life brings your way. So whether it's a fallen tree, a fender-bender or a baseball through the window, you can rest assured knowing you're completely covered. Auto and/or homeowners, please take a moment to call 606-723-4013, Cox Insurance, to make sure you're receiving not just insurance, but peace of mind as well.

ESTILL LIBRARY BOOKMOBILE SCHEDULE

246 Main Street, Irvine, KY – Call 723-3030

NOVEMBER 30 - DECEMBER 4, 2015				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
No Bookmobile Service	Winston Trotting Ridge Sandhill	Horizon Daycare Ravenna Drip Rock Wagersville	Spout Springs Hudson Mill Rd. New Fox Road Hargett-Parvin Road	West Irvine Intermediate

"Mommie & Me" and Storytime Wednesdays, 10:00 a.m. & Fridays, 10:30 a.m.

Get paid to upgrade



ENERGY STAR REBATE PROGRAM

Purchasing a new, energy efficient appliance for your home? Let our rebate program help you earn cash back.

Our ENERGY STAR Rebate program offers rebates from \$50 to \$300 for qualifying ENERGY STAR-certified appliances to help offset the cost of a high-efficiency model.

For more information, visit www.jacksonenergy.com/content/appliance-rebates.

Jackson Energy
Working for You

www.jacksonenergy.com • 1.800.262.7480