

## My latest computer problems

I received an e-mail this morning that informed me my computer anti-virus protection service was being automatically renewed, because I had not replied to previous e-mails to cancel it.

Actually, I had replied three times in no uncertain terms, that I didn't want to renew it. Then my e-mail postmaster advised me that a replies would not go through.

So I contacted the sender to advise them to cancel their service forever.

This took over an hour. I was switched from one department to another.

I jotted down so many numbers, on various little pieces of paper that I was totally confused and had forgotten what they were all for. And what I was doing on my computer in the first place, when all I wanted to do was check my e-mail.

Anyway, I finally reached a man from somewhere out there in computerland, who wanted me to allow him to take over my computer. Being the savvy person I am, I refused to give him permission to invade my computer privacy.

One hour later, after performing several requests that he directed me to fulfill, which caused me to be even more confused (I had not had breakfast yet, I was still in my pyjamas and lunch time was approaching), he had taken over my computer.

He advised me that he would cancel my service, but first he would give me a free tune-up. One hour later I had been connected to a service operator who asked me to type in any questions I might have. I had no idea how I got to where I was and didn't know what to ask. But it didn't matter. The questions were typed in by the little entity who had invaded my computer. His name was Rual, but I didn't care.

From here on Rual asked a series of questions in computer language. She answered and for all I know they could have been arranging a date.

Rual then informed me that the free tune-up was going to cost me \$169 for one year of tune-up service. I wasn't going to fall for that. An hour later (lunch time had passed) I was hungry and feeling faint, and before I realized what had happened, I had paid \$120 for a one-time, free tune-up.

Rual has now gone from my computer, just when I was becoming so fond of his voice that I was going to invite him to join me for breakfast and lunch.

I had no idea what just happened. I managed to cancel my anti-virus service and saved myself \$33 and it cost me \$120 for a free tune-up.

Yes sir, when it comes to computers you can't put one over on me.

**By Lorna Davis**