

-----Original Message-----

From: baba [mailto:baba@wazobia.com]

Sent: Friday, December 09, 2011 8:11 AM

To: 'Erica_A_Gonzalez@Dell.com'

Cc: 'Bryan_Wolski@Dell.com'; 'Jermaine_Scantlebury@DELL.com'; 'John Rangel'; 'Jana Starr'; 'info'; 'Bradley_Holliday@Dell.com'; isaaclaws@hotmail.com

Subject: Concerning 97344280 - DBA GATEWAY SYSTEM

Erica et al,

My apologies for responding so late. But I had to get all my facts together to prevent any confusion on the course of action I will take with the help of my lawyer after this final issue of not being able to renew my lease. This is the proverbial last straw that broke the camel's back. I have added various dramatis personae that at one time or another were aware of bits and pieces of this soap opera.

Gateway System Technology has communicated to various personnel and through intermediaries (my lawyer and the BBB) on numerous occasions (by different media – e-mail, certified mail, my lawyer and the BBB) to resolved the issue regarding the fiasco involving the company account.

At this point, there is a need to take legal action since it is obvious that this is now affecting the business directly due to circumstances beyond our control. Gateway System Technology has on numerous occasions tried to resolve this issue amicably but it seems that will not be the case. This will serve as notice that if we do not get an agreeable outcome to this within 30 days of receiving this e-mail, we will start legal proceedings. We have gone through the process of trying to resolve this by the following means:

1. Tried to resolve this with the original account rep. before she handed us off to another person. Have tried with subsequent reps and have reached an impasse so far.
2. Was referred to the legal dept. and never received a response to numerous certified mail letters.
3. My lawyer tried to receive info and did not get any meaningful response over a year ago.
4. I contacted an arbitrator (BBB) to resolve this. On the initial try, the inquiry was closed without any resolution.
5. Had the arbitrator (BBB) reopen the case and a Dell rep (Margaret Valdez) informed the BBB by letter (attached) that someone from the DELL Legal Dept would be contacting my lawyer. This is over 4 months later and my lawyer is still waiting.
6. Now, I am unable to renew my current lease. This is a direct impact on the business and will need to be dealt with.

At this point, Gateway System Technology believes this has gone on for long enough and the issue needs to be resolved once and for all.

Additionally, before Gateway System Technology can proceed . We are seeking the following remedies to prevent legal action:

1. A reinstatement of our account to the level it would be if this fiasco did not happen.

2. The ability to lease equipment.
3. An increase in our credit facilities.
4. The removal of this blight from our records with you.

As previously communicated with other DELL personnel, all we are asking for is someone to actually look at the facts and not as usual brush it off to the next set of reps. Here are some e-mails (<http://www.wazobiaonline.net> - click on "Issues with DELL" on the main page) and I have attached the letter from Margaret Valdez to BBB informing them that a Dell lawyer would be contacting my lawyer over 4 months ago.

If you need further information, please feel free to contact me with any questions by e-mail, no phone calls please. I have copied my lawyer on this and please do not remove him from your replies.

Thank you for your somewhat, continued cooperation. Kindly reply accordingly.

Baba Bamisaiye, PMP
President
Gateway System Technology

-----Original Message-----

From: Erica_A_Gonzalez@Dell.com [mailto:Erica_A_Gonzalez@Dell.com]
Sent: Wednesday, November 30, 2011 10:08 AM
To: baba@wazobia.com
Cc: Bryan_Wolski@Dell.com; Jermaine_Scantlebury@DELL.com
Subject: RE: 2nd Attempt: R715 Dell Quote(s) #603477959

Hi Baba,

I have sent this to Margaret and she said she has not worked with you on the issue below. I have reached out to another person in my resolutions team to see if they have any info on you issue below. If you can fill me in on any info about the charged off account you have previously had with another rep that would help out greatly.

Thank you,
Erica Gonzalez
Account Manager Dell | Financial Services

-----Original Message-----

From: baba [mailto:baba@wazobia.com]
Sent: Wednesday, November 30, 2011 6:27 AM
To: Gonzalez, Erica
Cc: Wolski, Bryan; Scantlebury, Jermaine
Subject: 2nd Attempt: R715 Dell Quote(s) #603477959

Kindly forward the e-mail of Margaret Valdez. I need to clarify this issue with her.

Thanks.

Baba

-----Original Message-----

From: baba [mailto:baba@wazobia.com]

Sent: Monday, November 28, 2011 10:01 PM

To: 'Erica_A_Gonzalez@Dell.com'

Cc: 'Bryan_Wolski@Dell.com'; 'Jermaine_Scantlebury@DELL.com'

Subject: RE: R715 Dell Quote(s) #603477959

Kindly forward the e-mail of Margaret Valdez. I need to clarify this issue with her.

Thanks.

Baba

-----Original Message-----

From: Erica_A_Gonzalez@Dell.com [mailto:Erica_A_Gonzalez@Dell.com]

Sent: Monday, November 28, 2011 10:07 AM

To: baba@wazobia.com

Cc: Bryan_Wolski@Dell.com; Jermaine_Scantlebury@DELL.com

Subject: FW: R715 Dell Quote(s) #603477959

Importance: High

Good Morning Baba,

I apologize for the inconvenience, however financing thru Dell Financial services is unavailable because of a past charged-off account. We do however have alternate lenders who would be willing to work with you to finance your IT needs. There is a minimum of 10k to get the financing started with VAR recourses. I can pass your information along to them if you have a project to fit that minimum requirement. Please let me know how you would like to proceed.

Thank you,

Erica Gonzalez

Finance Account Manager

Dell Financial Services

(office) 512-513-0063

(fax) 512-283-7093

Have IT needs outside of Dell? DFS can finance that as well. Email me directly for details.

-----Original Message-----

From: baba [mailto:baba@wazobia.com]
Sent: Thursday, November 24, 2011 6:00 AM
To: Scantlebury, Jermaine
Cc: Meadows, RJ; Wolski, Bryan; Asuncion, Randy
Subject: RE: R715 Dell Quote(s) #603477959

I am a little confused now, since my original request was for a Service Contract Renewal:

1. On Thu 11/10/2011 8:37 AM, I sent an e-mail to Randy and stated: "As we all know, this equipment is outdated. What I would like is to get a new equipment renewal. I will send you the specs of the server that I would like to replace this one."
2. On the same day, Randy stated, " just send me the information.."
3. On Fri 11/11/2011 1:56 PM, I attached the quote and sent it to Randy.

I was the one that brought up the vStart on Mon 11/14/2011 7:01 PM to you in an e-mail.

Are you saying that I cannot lease a replacement server - PowerEdge R715 (attached) with QUOTE #: 603477959 but only the vStart 50v? . My current contract ended on 11/21/11.

Please advise.

Thanks.

Baba

-----Original Message-----

From: Jermaine_Scantlebury@DELL.com [mailto:Jermaine_Scantlebury@DELL.com]
Sent: Wednesday, November 23, 2011 7:12 PM
To: baba@wazobia.com
Subject: RE: R715 Dell Quote(s) #603477959

Yes Baba,

Lease will not take, just for one server. We are trying to put together a solution for you. Like the vstart without the long process. The server if you need one now. You will have to be pay with CC. if you want you can sent info to process or call me direct sir.

Thank you

-----Original Message-----

From: baba [mailto:baba@wazobia.com]
Sent: Wednesday, November 23, 2011 5:37 PM

To: Meadows, RJ; Scantlebury, Jermaine; Wolski, Bryan
Subject: RE: R715 Dell Quote(s) #603477959

Any update?

-----Original Message-----

From: baba [mailto:baba@wazobia.com]
Sent: Wednesday, November 23, 2011 8:28 AM
To: Jermaine_Scantlebury@DELL.com
Subject: RE: R715 Dell Quote(s) #603477959

Any update?

-----Original Message-----

From: baba [mailto:baba@wazobia.com]
Sent: Sunday, November 20, 2011 9:37 AM
To: Jermaine_Scantlebury@DELL.com
Subject: FW: R715 Dell Quote(s) #603477959

The vStart 50v is going to take too long to get.

I would like to move on getting the R715 Dell Quote(s) #603477959 since my lease is about to expire.

Thanks.

Baba

-----Original Message-----

From: jermaine_scantlebury@dell.com [mailto:jermaine_scantlebury@dell.com]
Sent: Friday, November 11, 2011 3:46 PM
To: baba@wazobia.com
Subject: R715 Dell Quote(s) #603477959

Dear Customer,

I appreciate your interest in Dell and our outstanding line of desktops, notebooks and server products. Dell is committed to the customer experience, and delivering the highest standards of reliability and quality with all of our products.

Below you will find the exact product quote you requested, please review the quote for accuracy BEFORE ordering.

Simply click on the attachment to view complete details, or enter your quote number at www.dell.com/quote. With a few simple clicks you can purchase it online. Your purchase will be subject to Dell's terms and conditions of sale located at http://www.dell.com/us/en/gen/misc/policy_012_policy.htm unless you have a separate written agreement. Exceptions to Dell's policies are at Dell's sole discretion and additional fees may apply.

As a part of the complete Dell Direct relationship, we provide intuitive, comprehensive online support for your system. True, our products are recognized for reliability, but imagine being able to view your specific documentation, register for file and knowledge notifications about your system, and check order status - all with the click of the mouse. It's all found at <http://support.dell.com>. Go there now to find out more, and once you have ordered your system, go to <http://support.dell.com/support/order/status.aspx?c=us&l=en&s=gen&~ck=mn> to check the status of your order. We've made it easier than picking up the phone to receive industry leading online support!

Again, thank you for choosing Dell, and I look forward to hearing from you soon.

Here are some additional links that should be of interest:

Software and Accessories:

<http://accessories.us.dell.com/sna/default.aspx?c=us&l=en&cs=04&~ck=mn>

Business Alliance Program: <http://www.dell.com/smallbiz/alliance/>

Order Status:

<http://support.dell.com/support/order/status.aspx?c=us&l=en&s=gen>

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.1872 / Virus Database: 2101/4634 - Release Date: 11/23/11

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.1873 / Virus Database: 2101/4644 - Release Date: 11/28/11

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.1873 / Virus Database: 2102/4648 - Release Date: 11/30/11