



Tim's biggest waste of time was caused by your faulty equipment (specifically 2 bad modems--they wouldn't even light up—as well as LNBS, etc.), which I guess you expect him to test for *you*, over a 9 hour day, for a “Service Call,” fee of *40 dollars!*

And he diligently re-pointed the antenna after every installation and re-installation, *back up on the roof*, while I held my ladder, so he didn't have to take yours off the truck. And BTW my homeowners insurance *requires that*, especially after I asked Tim if he was insured, and he told me he “Didn't know,” and *documenting* the entire installation, too, *back up on the roof, at night, at the end of a stressful day.*

The minimum wage in California is either \$12 or \$13 an hour (if you have more than 25 employees), and it doesn't seem to me to be Green's Home Tech that is in violation because <https://greenhometech.viasatretailer.com/> is a sub-domain of a Viasat company and you don't come near to passing the ABC sniff test.

So, despite the passage of Prop 22, a specific exception for app-based transportation and delivery drivers, you should be ashamed of yourself.

After all, you made 20 million dollars last year.

I am requesting that you:

- 1) Please pay Timothy 9 hrs. X \$13/hr. or the balance of \$117.00 total for his “service call” to me,
- 2) Please test, compensate Timothy, or provide Green's Home Tech a facility and compensation to test your devices before they are distributed,
- 3) Please compensate Timothy for another service call to my house in the near future as he did not fix my problem; that of my old modem going completely dark upwards of 10 times a day, so that I have to walk upstairs to recycle it. Since yours didn't work, he had to plug mine back in.

Tim's work was excellent; he maximized my bandwidth (tests show 5 Mbs down and 4 up when I'm throttled, and 18/5 when I'm not) and I've never seen it that high before—so it's nice to have new equipment. However, I've paid you *7 years times \$70 a month or \$5,880.00* already so I've earned my upgrade. *And you had the nerve to charge me another \$100 after wasting an entire day for me, too.* Oh yeah:

4) *Please refund that money!*

Tim did not venture his compensation rate to me; I had to ask him several times, because I have done what he is doing for almost 50 years, and told him I wanted to know that information. He was always very calm and exacting on a service-call-from-hell, too; when he finally got a “8.9” on his smartphone app (don't know what it was, he didn't show it to me) after about 8-9 hours work I knew he was successful.

In conclusion, please someone responsible get back to me about this, and please compensate Timothy for his time working on my installation so I don't have to make a stink with the Better Business Bureau or the California Department of Industrial Relations or the NLRB or post this letter to my website, etc. and advise Timothy to take the first job that comes his way for better money.

Sincerely,

Christopher J. Musser  
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P. S. I screen all my calls, but will get back to you promptly.