

APPENDIX A

Category	Pre	During	Post
I. Humour/ Sarcasm	<p>-#66: I will test it tomorrow but centre of Auckland 200 meters down the road from building would think should be good.</p> <p>-#235: hey @company, im going to bed now. Please don't text me twice tonight around midnight? Sweet dreams, xoxo</p> <p>-#238: aww, just got a nice call from those lovely people at @company who offered me a worse plan than the one I'm on now. Which was nice.</p> <p>-#239: aww..that's so generous of @company</p> <p>-#240: I love those calls!</p> <p>-#241: he went on to say: 'you're very lucky to be on your current plan' to which my obvious response was 'why the hell' would I change?</p> <p>-#242: I was waiting for them to force me into taking it! #jacketwasoff #fistswereraised</p> <p>-#17: Criminals agree: @company network 'faster in more places'.</p> <p>-#24: @Company found this one on website. Apparently the butter is not nuclear.</p> <p>-#78: Company exec quits suddenly, as opposed to alluding to it for maybe a</p>	<p>-#141: @company launches 4G, mobile porn watched in NZ are over the moon!</p> <p>-#142: Will 4G mean I can finally get uninterrupted reception at my house? Here's hoping @company</p> <p>-#143: @company they can't even spell phone correctly</p> <p>-#134: What is it with Takapuna and no 3G? Probably cause I'm on @company...Maybe a Ploy to Get Me on 4g.</p> <p>-#1: @company has released 4G in Auckland. According to their map, it's mostly in the sea.</p> <p>-#5: I can't see this playing out too well! RT Uh oh. Downside, @company says current datacaps "sufficient" for 4G.</p> <p>-#39: PS in case u were wondering Papatoetoe is in Auckland</p> <p>-#33: at 90mbps, @ company is almost fast enough to live-stream the changes to the iTunes Terms & Conditions.</p> <p>-#41: hahaha @company 4G launch is a bit of a #fail in my books. Only one city, have to pay extra for it and no data cap increase. LOL</p> <p>-#47: wow @company claiming 30% coverage with their 4g network. That's about the same as their 3G coverage!</p> <p>-#64: @company you guys probably want us off the 3G plans to get LTE</p> <p>-#95: flogging off old 3G stock now that 4G is</p>	<p>-Dear @company instead of rolling out 4G in the ocean, could you please just fix regular cellular connection in Auckland. FFS! (for f*** sake)</p> <p>-Nice of @company to put 4G in by the St James around the time the ballet they sponsored starts</p> <p>-I cant work out what this #supernet thing is? Have you launched UFB plans or marketing fluff?</p> <p>-jumping on the UFB bandwagon without actually having UFB</p> <p>-@company you're counting cable and a *mobile* service as UFB?</p> <p>-lol...Yes...RT @company btw, 4G is UFB as well.</p> <p>-so when do we see shared minutes and data across both networks? That would make #***net interesting.</p> <p>-does your eye twitch every time you read that tweet fro- m company as well? :P</p> <p>-twas a bit lol for sure haha</p> <p>-they obviously haven't check what 'UFB' is</p> <p>-when they say 'down from internet' do they mean...NZ? US? :D</p> <p>-Riiiiight.</p> <p>-That didn't tell me anything</p>

	<p>month, dropping hints at meetings, taking each Monday sick.</p>	<p>live? -#193: ROFL, eventually... ☺ -#260: Love it that @company is catching up with the rest of the world #4G -#262: yea. If you're a WIFI enabled shark in the Manukauhabour maybe. -#306: @user you give them more of your money -#372: I guess @company used the delorean to go back to the 80s and get this web design??? So cutting edge... -#479: fingers crossed. You guys should give away pico cells to fill in bad reception areas. -#545: Dear Company, "in parts of Auckland" isn't very futuristic. -#635: ask someone in gisborne on how terrible your network is. When the on account rates are same. -#762: more cell sites? -#765: try to get the coverage right first boys.</p> <p>-#1: Feel a bit funny after my cornflakes. Maybe its botulism. -#9: hahaha, 'is that anthrax in this bag?' ' worse its NZ milk powder'. -#21: when will @johnkeyPM make some sort of comments on the @Company affair. Which station should I listen to: MoreFM? Classic Hits? The Breeze? -#22: The #Compterror scare proves our food safety system is as good as the US, where people die eating lettuce, tomatoes. -#23: in light of the latest #compterror, little miss muffet is now left with only Kurds to eat.</p>	<p>@company -@company or "triple play" as they called it in the US 10 years ago. -flatmate tried to find out more about 4g on @company website but site was too slow. Ironic? -That'd be right (cc @company): RT @consumer: Company offer a mobile broadband plan that includes 4G but they have no 4G data devices... -so is that actually the performance that I would get on your network? Or is this supposed to be a mere puff? -can we get the details behind that test? Was it a private temporary tower right next to them? Was the file cached at Company? -lol no -@company guessing a very senior exec is holidaying in Kinloch. Never had such good 4G coverage! -@company cell site is down. Surprise surprise! ☺So nothing's changed in the past 10 years then?</p> <p>-#149: how can they guarantee that this 'recall' won't happen again? It's not like we can go and buy another baby in a shop.</p>
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		<p>And they just want to be free.</p> <p>-#26: why do they hate us? We gave them grass for their cows?</p> <p>-#39: my burning passion for Compterror continues.</p> <p>-#40: Compterror seem to be as good at PR at the moment as the Labour Party are at picking leaders.</p> <p>-#41: media offered a cup of tea while waiting for a Company briefing to begin, but there's no milk. Ominous?</p> <p>-#43: Customer All-Care-No-Responsibility</p> <p>-#94: also, if I mix Company milk powder into a paste and slap it on my forehead, will the wrinkles disappear? #botox</p> <p>-#98: might be how to turn a PR disaster to a triumph.</p> <p>-#99: it's bound to be going cheap somewhere. Might be a good way to offload it.</p> <p>-#100: absolutely- market it for the mums instead of the babies "look tired no more, this will take years off"</p> <p>-#101: hell yes. You're welcome Company</p> <p>-#102: I can see a whole new market for #company</p> <p>-#107: they could market it as a pamper pack with a nice bottle of wine.</p> <p>-#108: you haven't been drinking it! Uh oh. Still it could lead to weight loss, if that's what you're after.</p> <p>-#109: print some new labels, double the price bam, you've made a fortune.</p> <p>-#110: even worse I've been feeding it to my</p>	
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		<p>baby! Her skin is suspiciously smooth.</p> <p>-#111: Brilliant. You should email them with this plan immediately!</p> <p>-#123: bastards will nick the idea for sure. They need some positive PR desperately.</p> <p>-#136: don't forget the perks: trips to China, all the yoghurt you can eat.</p> <p>-#142: Drinking game- take a shot glass of contaminated milk every time someone on the news says Company</p> <p>-#143: haha milky roulette!</p> <p>-#164: botulin-country of origin: New Zealand, 100% natural and organic, gluten-free, no artificial colours or preservatives.</p> <p>-#168: Company head 'wha caused this outbreak' guys look awkwardly around looking for something to blame 'bloody pipe mate'</p> <p>-#169: pipe has lawyered up amid claims of pressure & intimidation from storage tank, warnings ignored #pipegate</p> <p>-#171: well, in fairness, we never said what nz is 100% of</p> <p>-#186: aw shit. Busted. Sorry, guys, sorry, Company, sorry, NZ exporters: it just seemed like a good laff at the time.</p> <p>-#190: you're all lying. It was I who infiltrated Company, posing as a cow.</p> <p>-#228: that whole Company botulism thing was a false alarm. No whey! Yes whey!</p> <p>-#229: so is the Company contamination still the apotheosis of neoliberal negligence now that it didn't happen?</p> <p>-#237: 'I'd never buy Company milk', says man</p>	
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		<p>purchasing three bottles of Company's brand</p> <p>-#266: crazy that a cleaner can do more to lower the dollar than the PM or Res Bank</p> <p>-#267: maybe we should pay the Company more?</p> <p>-#268: or task the GCSB with monitoring Company's every move #subversives</p> <p>-#457: hi Jay I saw your question. Please could you give us a call at the Company on 0800 000 000 for NZ we'd like to help.</p> <p>-#458: bet it's closed on a Sunday.</p> <p>-#565: "Company help line flooded with calls" I can picture a telephone floating in an angry sea of milk #company #lol</p> <p>-#611: glad we just sent the shawl and not a can of baby formula #royalgeorge</p> <p>-#612: company are giving out free samples on their website...#trolololol</p> <p>-#613: if it turns out the royal baby was being fed company formula, I think every journalists' head would pretty much explode.</p> <p>-#614: now that would get whey out of control!</p> <p>-#616: would make a great tear-jerking song for x factor though.</p> <p>-#617: or an Elton John number one. Pun intended.</p> <p>-#626: you should immediately call a journalist</p> <p>-#684: great news, company will be conducting a full & through review on this whole crisis. Lemme guess...a white paper perchance?</p> <p>-#5: (video) @company network failure spoof.</p>	
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		<p>-#6: Ho ho, brilliant! Accent is nearly identical too ☺RT (video)-@company network failure spoof.</p> <p>-#8: downfall meme and @company network failure. Extremely funny...had a good ROFL :D</p> <p>-#12: Hitler meme meets company netwprk failure.</p> <p>-#13: LOLOL better than the IPAD spoof for me. Network failure.</p> <p>-#48: ipad event broke the internet. Did it also cause the Company network to crash? ☺</p> <p>-#60: Company network becoming laughable. It's supposed to be a net-WORK. Not net-fail or net-broke! Reputation loser?</p> <p>-#68: Top Gear team has sport at Company's expense: the face of Company's network when it launched.</p> <p>-#71: Provider1 CEO resigns (fixing Company's network too hard, I guess?)</p> <p>-#73: their network is down again. Just like their share price.</p> <p>-#74: Company network for sale on trademe. Whoever made this=legend.</p> <p>-#79: you and so many other people agree @user1. Anyone want to buy a @company phone. *does not come with working network.</p> <p>-#81: company network for sale. Will the hilarity never end?</p> <p>-#82: Tempting! Network for sales. Already up to \$15.56.</p> <p>-#95: auction to buy company network has 10 hours left to run- get your own network with a whiff of Lemon!</p>	
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		<p>-#97: Brilliant Company Network ad...by competitor1</p> <p>-#98: competitor2 encourages migration from "Notwork". Competitor2 has launched a campaign to entice network customers...</p> <p>-#99: Company is giving out competitor1' services to hospital staff on their network as backup in case the network goes down again. SHAME.</p> <p>-#159: I recall one ex Company staffer semi-joking to me that I had to understand that Company wasn't an IT company, it was a law firm that had contractors provide munication services.</p> <p>-#123: there was a wee news article awhile ago slamming the XT network networkthingie. Saying 'it has failed to live up to its hype'. No suprires there!!! IT'S COMPSCUM!!</p> <p>-#125: seems to be up and down more frequently that a nympho on a vibrating space hopper!</p> <p>-#127: heh, cant hurt...would also be a great advertising campaign. Just need a slogan...hmmm, this is what company are offering you, this what you get (pic of big hairy sweaty man ass with Company tattooed on it...(the O being the choccy starfish)...</p> <p>-#153: doesn't anyone use the old, reliable pigeons any more? It'd be faster than Network.</p> <p>-#36: if only you had a dollar for every time they screw up</p>	
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<p>II. Fact-based</p>	<p>-#163: New Zealand doubles network capacity in Auckland +link</p>		<p>-All my kiwis can get the Lumia 925 soon on Company! +link -Company launches #LTE in Wellington, with a little help from @AnotherCompany</p>
<p>III. Disappointment</p>	<p>-#9: worse is @company's claim their network is faster than most phones-heard of 4G/LTE? The rest of the world has. -#178: thanks LS. Very difficult as calls and texts don't come thru here and we are not in the wop wops! -#152: how would 1 get sure signal? And what's the cost? Trying to avoid getting hit with lots of \$250s which is our break fee ☹️ -#155: no love guys ☹️ #hopetheresnofalsepromises -#212: hard bro. they quick to charge and slow to supply adequate services. -#214: lol just f*ck up. You won't do anything anyways -#217: bad tone in that tweet @company. It's not my phone it works fine in Aus. -#271: experienced a LOT of no coverage at all on our trip in East Cape & Northland. Disappointing. -#272: we had tens of thousands of people at HD this weekend just been. At least I had operating wifi on my laptop in the troll dungeon. -#287: I can't keep checking offers, and was told by csr there had been a GLITCH and not everyone had been sent the offer info. -#289: csr apologized and said txt</p>	<p>-#123: it might pay to be more clear that all Note2 are not compatible with 4G as I found out after calling your CS. -#107: @company \$10 extra is a bit of a rip off though? -#14: appears 4G LTE is a premium offering from @company- so available if you're willing to pay enough -#38: @company do you have a date when there will be a reasonable signal in Papatoetoe? I pay for 4 mobs (missus & kids) and a homeline. -#42: I actually live in 4g coverage area and I am paying 120 bucks a month. Why am I not getting 4g? ☹️ -#150: hmm, So I suppose my Smart1 for iphone plan from years ago isn't going to cut it ☹️ -#162: Already sorted ☺️ The URL was wrong in the video but I found the right one. Got the add-on...Just not much data to play with :/ -#168: You have to pay extra to use 4G on @company!! Yay you get to pay more to use your small data cap quicker #WTF -#189: a bit stink that you need to *pay* for that extra speed. -#191: yea, but its only in Auckland and only parts...not even a full launch yet?</p>	<p>-Exactly. I changed to a plan based on my 3G usage habits. Ah well. It's just NZ munications I guess. -My mobile data use for last 3 months. Jan 1531MB, Feb 1308MB, Mar (changed to 4G) 3067MB. Better plans please @company, else 4G sucks. -@company Riccarton/Addington-no 4G + pic -why the massive hole in the CBD? -when will 4G be rolled out to the rest of the North Shore? I'm in Browns Bay & don't get 4G coverage. -so to match my current plan would cost \$100/month vs. \$40 I pay currently. 4G isn't looking so good. -Huge mistakes in cable coverage address checker in chch still happening. 7 days ago you said it needed to be corrected ASAP. -after considerable saturation by @company I still have NO idea what ***net is (and *still* have no UGB plans). Marketing gone rogue. -why no data heavy-min/txt light plans for 4G? Seems odd to assume that the more data one wants. The more mins you have to buy.</p>

	<p>notification issue meant not everyone was told0bad if she was right or wrong @company -#397: hm. My understanding experience with other things is that it would still be valid on today but expire tomorrow? Disappointed! -#415: even though I have switched broadband providers @company still thought it was ok to charge me. Rang for a refund and they said no. -#424: I presume that because it usually wasn't isolated to me, the calls weren't logged. Happened every 2nd weekend for a while. -#777: hope you get the network up and running again soon. It's getting a bit annoying!!!</p> <p>-#1: Sending money overseas by bank to bank @company said 40 to 50 dollars and is not set up for intering. #company -#4: @company to use their app you have to go on a computer and authorise the app. Not convenient. -#56: Is Company posed to send Brand2 to the knacker's yard?</p> <p>:</p> <p>-#39: lots of hype about Motorola droid. Won't run on @company network</p>	<p>-#238: it would be great if you made my \$65 smart plan just as eligible as the other -#269: how come the speedy lite 1GB plan doesn't get 4G upgrade -#309: yes, but if somebody is asking how to make it work. Then it's unlikely they are paying >\$140 a month and getting it in their plan. -#310: when will 4G be available to pre-pay customers? We matter, too. -#312: hang on a second. You need to pay another \$10 per month for LTE? Isn't it cheaper to run than 3G? I need a deal! -#318: yea but when does the rest of NZ see speeds like that? -#330: aww stink! -#335: \$40??? That's nuts. -#346: yea but how long do we have to wait for it in rural Canterbury??? -#400: not in my house either. They looked the map all should cover. So why paid extra for the service ☺ -#615: I'll be happy when the 3G works reliably -#626: why don't you focus on your coverage issue! -#627: couldn't agree more Carmen. 3G coverage is TERRIBLE in Auckland! -#641: yes, spoke to customer services a year or so ago but they had no solution at the time and didn't get back to me. -#752: CANT GET IT....sad...still on s3 plan...cant even upgrade via customer service -#869: I've been back in NZ for a week and</p>	<p>-Tho I must say, I've noticed no difference in speed between 3G and 4G which has been a bit disappointing. -@company unfortunately you have to be on one of @company 4G plans to get that speed. So it comes at a cost. -@company thanks for the 4G trial, but can you boost my data to accommodate all these speed tests? -so no 4G for my current plan the smart 1? Guess I won't be upgrading then! -@company pretty shocked you're so far behind the 8 ball with 4G or LTE, especially in Auckland, really makes an iPhone5 redundant. -given the geographical availability and the vastness of the multi national. It's still difficult to understand y -when will 4G be free to customers? Paying extra for it seems really stupid. Faster phone internet isn't worth \$10 a month. -awesome! Now can you increase the cap on 3g vodem sticks! Lol. No broadband at my house sucks! -sad.5gb a month is not good for a gamer like me ☺ -Being in Hamilton shows me one thing- I can't see any difference between 3G and 4G for what I do. Sorry @company I won't be upgrading! -still not seeing the magic 4G appear</p>
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		<p>have managed to eat through all my data for the month. What's the value of a 4G network? :</p> <p>-#59: heh. Too many episodes like the current one and we won't have to worry too much about the cash cows...but yes, agree.</p> <p>-#45: I was reading the story yesterday and was similarly confused by the description of the formula. MAKE IT SIMPLE.</p> <p>-#363: I'll say. Talk about burying their heads in the sand. Useless and dangerous. #PR101</p> <p>-#455: Company might wanna hire a better social media team...</p> <p>-#456: or, you know, a social media team.</p> <p>-#464: worst public relations job ever. Hope customers punish them in the pocket</p> <p>-#481: serious health warning for parents using baby formula. Contaminated batches were imported to Aus, NZ</p> <p>-#487: Alright! First lert.info email alert. Didn't think it would be for a company product recall.</p> <p>-#510: don't know how I missed it but looks like a real mess and a disaster for company</p> <p>-#558: NZ companies totally unrelated to Company will be tarred with the same brush sadly</p> <p>-#1: Amazed a single component failure in CHCH can take out half the @company network!</p> <p>--#39: their much hyped network is showing signs of major decay.</p> <p>-#34: mmm from 97% to 25% coverage. When</p>	<p>on my iPhone. You said "6 November" and "no need to do a thing"</p> <p>-I was waiting for it to magically appear. Stupid me.</p> <p>-so what happens with my Smart Data plan? Do they not exist anymore?</p> <p>-look up the definition of "free" - it doesn't mean what you think it means</p> <p>-I'm in the same predicament. Its bollocks and is likely to be the end of a 13 year relationship for me.</p> <p>-#3: gordy, im not sure Company knows too much about marketing. Their whole approach to TV product hasn't paid off and their broadband marketing seems to be missing in action. One thing they're good at is billing people. That's for sure!</p> <p>-#20: how about responding by making Company favourites applicable to any network then?</p> <p>-#104: that Sucks, because I will never put my Baby back on Company formula.</p> <p>-#109: I will never put my son on Company brand!!!</p> <p>-#121: I probably would not purchase the Company baby formula anymore. I do not blame Company 4 what happened Supplier1 is defo2 blame.</p> <p>-#181: they should coz when this happened I was in Fiji with my last can</p>
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		<p>you pay top dollar for a network u expect top service.</p> <p>-#59: Problems with network: company is tonight again having trouble with its cellular network.</p> <p>-#106: Company's beleaguered network has again gone offline.</p> <p>-#108: He was the face of Network advertising campaign, but the network proved not to be top gear.</p> <p>-#109: I guess ponsonby does not count...network still not working here!</p> <p>-#159: oh Company- you were doing so well. It's time for an update to the Company network map. From the communications I can glean that the latest map looks something like this- either no coverage or very spotty.</p> <p>-#161: the only messages I could get on my Company mobile phone were: emergency calls only and no networks detected. And after a few hours, nothing at all. My mobile wouldn't work in cook islands.</p> <p>-#161: Company has and has had the worst PR of any company in New Zealand. The latest their commercial adds insult to injury, And the ad itself insults every New Zealander with its presumption that we can be seduced by flattery. You'll forgive me if I put my finger down my throat. The time to walk the talk is long past.</p> <p>-#121: its fucked. There was an item in the news earlier this morning, cell and mobile broadband is rooted. But the ite's disappeared, I guess company hadAWord.</p>	<p>of Company formula and had to use a different brand there since they only have Competitor1 brand and Competitor2 brand which caused my baby terrible constipation..! Confused on what to give baby now.</p> <p>-#187: trust has been broken, your acting like you care but truly you don't. hope other mums realize the damage you've done to not only us but to our country too...shame on you!</p> <p>-#247: awesome well after having to take our sick baby off it and change she will never go back after the massive fuss it took to get on a new one</p>
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		<p>-#130: I'll cling to my old phone as long as possible...</p> <p>-#137: I am seriously considering writing a strongly worded letter to whoever I need to asking to be released from my 24 month contract. A contract works both ways and they are not providing me with the service I signed up for.</p> <p>-#152: there's nothing like customer service. Just a shame that tell-lie-company have never attempted to master the art.</p> <p>-#156: if I were still hooked up with Network I would be doing all I could to get out of it.</p> <p>-#12: sorry unfortunately it does not answer my question I appreciate your precautionary measures but is the recall on all products or only stage 1 and 2? A simple answer will help us make a better decision on what we do for our babies.</p> <p>-#32: ca you promise that it is only these products that are affected? Surely you can understand that a baby, a child, someone you created, is the most precious thing on earth? Mums globally just want to know the truth...would you feed your baby Company formula at this moment at time?</p> <p>-#308: I bought a tin late last year, and the first bottle made my son violently ill. I won't buy the brand again.</p> <p>-#337: people do need to know. Let's just share our milk while we have it ☺</p> <p>-#1: my position with the Company has always</p>	
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		<p>been “when the horse goes, I go”. Looks like it’s time to find a new bank.</p> <p>-#4: I wonder how many customers will move banks!!</p> <p>-#11: why pretend we have real competition?</p> <p>-#13: hope it takes another 9 years for them to axe the brand...</p> <p>-#37: Company/Brand1 to scrap Brand2 Nuts!</p> <p>-#40: well, that’s annoying.</p> <p>-#76: I know stinkaye about Brand2. I liked that horse.</p> <p>-#77: yea! I know it will essentially be the same company but I liked Brand2 ☹wah</p> <p>-#115: a marketing expert says Company is risking a huge risk by dumping Brand2.</p>	
<p>IV. Quality Failure</p>	<p>-#28: can’t get through on phone. My landline as been down for 24hrs. Can someone call me?</p> <p>-#41: I’m in #akl #cbd and your 3G is very slow...#tooslow</p> <p>-#48: and while I am at it...why is everyone voicemail txts days later at present...or is that more “maintenance”?</p> <p>-#59: network down for everyone or just me in St Albans?</p> <p>-#128: @company internet is failing me. Fix it now!</p> <p>-#183: awesome speeds from my DSL line from @company grrrrr</p> <p>-#269: this is how bad @company is here today at Hampton Downs.</p> <p>-#294: came home now to find phone line dead (net too). Called contact centrebyt its “receiving a large # of calls”. What can we</p>	<p>-#111: will that mean I can get decent 3G soon too then? :-P</p> <p>-#235: when was a coverage test last done for Patea and environs?</p> <p>-#642: wow, your 3G is really slow</p> <p>-#646: it’s hard to tell when you hardly get connected to it! Give us truly comprehensive coverage first and then we’ll start talking.</p> <p>-#760: your coverage in Pauanui over Easter is beyond dreadful. Always is during holiday time. #worstthaneverbefore</p> <p>:</p> <p>-#120: we’re just had a bulletin at work as we’re all with @company now. They reckon it’ll be about another hour.</p> <p>:</p> <p>-#35: Brand2 still send statements to Parnell</p>	<p>-I have checked 10 addresses I know are outside coverage and your system swears they are covered.</p> <p>-pretty sure I have one of the worst adsl connections in new Zealand. 9mpbs down on a good day @company #3rdworldbroadband</p> <p>-@company #coverage mostly. Location picker does nothing. Tried from 3 different browsers and same result.</p> <p>-@company #Shop renders incorrectly on all 3 browsers too. Looks even worse on IE! LOL.</p> <p>-4G down on this Newmarket cell site. 3G still fine cc @company</p> <p>-So @company has 4G in Wellington. Except at Victoria University where there is still no reception at all.</p>

	<p>do?</p> <p>-#301: @company hope you can fix the Kaiteriteri cell site. Hard to make calls. Data worse. Uploaded 145kbytes in 20 mins and then crashed...</p> <p>-#331: fed up getting no reception in Birkenhead- your day are numbered.</p> <p>-#610: talk around town is capacity wasn't enough. Town swelled by 40,000 visitors. Something to look at for next year.</p>	<p>house I left in 2005. Ive only tried to change the address 2,000,000 times.</p>	<p>-</p>
<p>V. Defending the company</p>	<p>-#61: sunshine helped. Rebooted after iOS update. All connected again...user error plainly.</p> <p>-#236: isn't there a feature in iOS 6 that helps with that? :-P</p> <p>-#44: only if I want to ship to Company. No one forces you to. You really didn't know that?</p> <p>#45: so, if you don't ship to the Company behemoth, you suffer their wrath!</p> <p>-#86: why does Company have to supply DIRA milk to export based processors?</p> <p>-#89: we wouldn't expect business1 to provide business2 or business3 with their platform so they can all compete equally overseas. It's crazy.</p> <p>-#103: as you were, think ive finished my dairy products in NZ rant, bloody #company! #monopoly</p> <p>-</p>	<p>-#115: @company needs to profit. Its about 30 cents a day. If you can spring a grand for a 4g phone then I doubt you'll notice ☺</p> <p>-#11: @company is by far the best still. Any argument is essentially asking a telco to slash profits.</p> <p>-#12: I agree that @company are still the best. Majority of users wouldn't use that much data. I do +512 block isn't enough.</p> <p>-#15: Were we in any doubt that would be the case?</p> <p>- #29: does display actually change to 4G? keep running the speedtest app till you hit Company server, should see much higher speed.</p> <p>-#31: No...that's probably why the low speed...where can I pay them the extra \$10 for 4G? Can they test it on the spot? Cc: @company</p> <p>-@user @company maybe they mean its only 30% of their network rather than 30% of the country?</p> <p>-#190: why wouldn't you need to pay? Im guessing the upgrades were costly.</p>	<p>-@company the basic YFB plans are 30/10-company is well within 4G zone.</p> <p>-UFB is 100 mbits. No? My @company is already that.</p> <p>-UFB seems to be cabled by association. It's the 4G which is a bit odd...v diff tech. But hey it's all semantics. Tricky aspects to marketing @company</p> <p>-but obviously 100mbit HFC from company is pretty good in the interim ☺</p> <p>-@company I was wrong, there is a device- just wasn't showing on the MBB page</p> <p>-#1: But despite the management and procedural slip-ups that have been identified in the report the company actually did deliver when it came to owning up to the problem and making amends for it. I received a 50 per cent discount on my phone bill for three months and I doubt the new</p>

		<p>-#192: patience. They are coming. I think ☺</p> <p>-#263: haha. #jealousy gets you nowhere.</p> <p>-#293: get it anyway- when you're mobile you'll be in zone at some point. Shame not to.</p> <p>-#555: better and faster clearly. Do u remember 1G?</p> <p>-#even 12 is very fast...Beats my home broadband!</p> <p>-#13: took this long to discover? It happens here at every press event go write about "unblocked" porn again.</p> <p>-#28: can understand their concern but why go to the news before you've got results back, this just scaremongering.</p> <p>-#29: every baby? Really? Or two, who became sick after consuming a recalled product and are now being tested?</p> <p>-#30: they could have gotten sick from anything, best to wait for results before writing a story.</p> <p>-#31: yea cos that's how media works. No speculation ever. It's also entirely likely that the parents didn't contact the media.</p> <p>-#75: given only 3 batches no reports sickness/deaths only precautions I would think.</p> <p>-#77: it will blow over. There are virtually no facts Avian Flu was much bigger, blew over.</p> <p>-#79: Russia stopped cheese & butter imports, no affected. China needs infant formula, they need NZ.</p> <p>-#240: we might want to calm down a bit. When the whey powder settles Company will</p>	<p>blackberry 9700 im using would have been offered to my colleague and I had the network not repeatedly hung up on its customers south of taupo.</p> <p>-#6: always had faith on @Company network.</p> <p>-#7: great response from @company to their problems with network</p> <p>-#69: first off it was only a precaution and second it wasn't Company fault. You are parents so start acting like it instead of spoilt teenagers! 100% behind Company!!! If my child was on newborn I would have switched to Brand and if he was on gollow on Brand2 I would have switched to standard follow on. It's really that simple!</p> <p>-#80: omg all of those having a go at Company saying they need to be stringent in their testing. Clearly have not been following the incident properly. Company made it clear it was a precautionary recall, they right though have clearly indicated all of their quality testing at no stage picked up anything of concern and outlined very clearly on their website updated and those products/batches involved. Both my babies following breast feeding moved to Company and I had no concern in continuing to feed my youngest Company brand though this</p>
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		<p>probably look like a dairy leader.</p> <p>-#257: fact is though that nothing is 100% safe, including other products and especially home hygiene practices.</p> <p>-#439: so would you want facts about any danger, or would you abuse the company and throw in some wild claims?</p> <p>-#442: and people are only going to be more fearful if people make ridiculous claims about 'killing babies'</p> <p>-#483: so scary that some parents are commenting on the company site claiming to have found out the product has 'killed some babies'.</p> <p>-#625: my daughter ate company formula a few months ago and now she won't brush her teeth at night #endoftimes</p> <p>-#627: *sign* and this gets picked up by overseas media in 3,2,1</p> <p>-#628: uh, did that last para imply that botulism is infectious?</p> <p>-#631: that's what we need more of during health scares, casual hinting from press, heh. I really wish they hadn't.</p> <p>-#94: cheaper calls could restart network</p> <p>-#115: Company starts to bounce back. 2500 texts a month to any NZ network for only \$12. Sign u to Company Network now.</p> <p>-#8: I still support you and will continue to buy your products. It's an unfortunate situation and scary for some but the way I see it, it's Supplier's fault and you too are an innocent</p>	<p>ordeal. I hope the light comes on for some of those misinformed people wrongly dissing Company.</p> <p>-#83: I never wavered from Company, my daughter has had a great deal of digestive issues and Company formula has been the only formula which she has been able to tolerate so be assured Company there are many like myself that never wavered and have continued to use your fabulous product.</p> <p>-#75: good for you, Company, for putting all the babies' safety first. The way Company have handled the scare has made me trust them as a brand even more. I currently breastfeed but would trust Company as a brand if my son needs it in the future. Yes, people are angry but thank goodness that Supplier1 and Company took no chances with this despite the huge impact it will have on you guys.</p> <p>-#85: awesome! I mix-feed and prefer Company. Less wind for baby for some reason. I'm sorry that people are blaming you, when you acted promptly and responsibly with the information you were given. It's a shame your business has been so affected by something that was entirely not your fault.</p> <p>-#88: for goodness sake people need to pull their heads in and actually think</p>
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		<p>consumer of theirs. It's just unfortunate that your brand has been tarnished by them.</p> <p>-#58: I think we need to remember we have trusted Company brand for some parents, a number of years and "They" trusted Supplier1. Does that mean we 'crucify them' I won't be switching brands as I feel Company did everything possible (and then some) given the circumstances and most parents can see this ☺ And to me that speaks volumes for a company and brand. Unfortunately I can't say the same for Supplier1.</p> <p>-#384: ohhh no! I find it hard enough to get the Company brand formula. Have always used this brand and it is the best (as per my midwife). Please sort this out Supplier1!!! Arghhhh....</p> <p>-#2: it was eventually going to happen don't you think?!</p> <p>-#34: Brand1 to scrap Brand2. No more creepy horse hanging out at weddings and on family holidays then.</p>	<p>about this and get the facts before posting tripe on here! My daughter is on Brand and we trust the brand! Scares happen when it comes to food products and they've done their best in the circumstances! Grow up some of you, seriously.</p> <p>-#91: Great! Glad to know! As a mum of twins, using Company, and Supplier1, I'm more than happy with how you've handled all of this!</p> <p>-#93: I feel like hitting my head against a brick wall here because it's so pathetic how people are treating this.</p> <p>-#95: Isn't it just ridiculous! Some parents are so irrational. Go Company!</p> <p>-#97: Tbh I knew it wasn't unsafe I mean cmon, top brand, highly recommend & all. Someone was bound to have made it look like mud ☺ just because it was selling well! Awesome to hear the updates ☺ my son loved Company formula It was the best for him he's off it now nearly 3yrs old but it provided him with so many good sources ☺& brain & body development.</p> <p>-#100: oh yay. My bub has had a bum rash ever since we changed im sure it's the other formulas. By the way guys anything you feed yourself or baby could always be a chance its contaminated at least we were aware of this get over yourself.</p>
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			<p>-still a brand id stay with</p> <p>-#117: hi the3re ive read people comments above and just wanted to confirm that all Company formulaz are ok to give to babies now? I've used Company before with my first two children and would like to carry on using your formula with my third child as well. My kids are well and healthy and hope others negative opinions.</p> <p>-#125: if I was a parent this precautionary recall would make me trust this brand more! Good on you Company.</p> <p>-#127: I'll keep buying Company. It's not their fault they got a false result saying it contained something it didn't.</p> <p>-#119: that's what precautions and testing is for. Redundant if testing is completed with no public transparency. Great stuff, Company. Better a precaution than after the fact 😊</p> <p>-#129: hi, I love Company and can't wait for the normal follow on formula to be back on the shelf, I have been mixing the stuff I had in the cupboard with another brand to make it last but can't wait to be back on solely Company brand again my bubs loves it!</p> <p>-#153: Supplier1 have very strict safety standards which is why this was picked up...had it been a formula made</p>
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			<p>overseas it would not have been recalled, let alone us being told about it until someone came forward as sick, if ever really. Company were awesome in recalling just in case and as much as like all mothers, I was very worried, it is great to know that the systems do work and it was picked up and everyone's responsible came to the party and owned up.</p> <p>-#155: I used to feed my kids Company brand and now they are healthy thriving teens, tweens and children. If people choose to be extra precautions about the food they give their babies so be it. I don't think there any need to condemn them for it. But we as kiwis should support our NZ businesses as soon as we find out all is well. We hope the hysteria stirred up mostly by the media is over so NZ dairy industry and Supplier1 can move on.</p> <p>-#163: I don't believe you caused us stress. Supplier1 did. Thanks for being a great trusted brand!</p> <p>-#165: awesome stuff Company the migrane I had when this happened sucked but I'm glad you took the right steps to ensure our childrens safety. Time to put my boy back on it. You have my full support!</p> <p>-#177: until proven otherwise, Company always had my support. Your products assisted myself and friends</p>
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			<p>when we needed it for our children. Thank you ☺</p> <p>-#183: that's a relief- overdue with no 2 and was panicking about what to use as Company brand was great with a refluxing first baby! Won't hesitate to use again!</p> <p>-#194: I think Supplier1 should get on tv and make an official apology to Company and all the parents in NZ and other countries for their stupid mistake. Poor Company!!! I love Company cause it doesn't make my girl sick or anything so if my baby happy then im a happy mama!! Go Company. You are doing a great job ☺</p> <p>-#189: Supplier1 make the powder Shannon for Company. It was Supplier1 that went on TV and put the scare on for parents using it and because Company care they took the product out of the shops to make sure no one got sick and refunded parents who brought back tins to the supermarkets...So its Supplier1 that need to say sorry to Company and NZ.</p> <p>-#190: ITS NOT COMPANY AULT PEOPLE. IT IS SUPPLIER1 FAULT. COMPANY IS GOOD AND IVE BEEN USING THAT SINCE MY BABY WAS BORN! SHE IS A YEAR OLD AND LOVES COMPANY BRAND. EVEN THOUGH I TOOK HER OF IT WHEN THE NEWS CAME ON FOR THE RECALL. I GET</p>
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			<p>WHERE SOME PARENTS ARE COMING FROM NOT WANTING TO USE IT BUT YOU ALL GOT TO REALIZE THAT IT WAS NOT COMPANY'S FAULT. IT WAS SUPPLIER'S. THEY SHOULD BE THE ONE GETTING THE BLAME. THEY HAVE RUINED COMPANY REPUTATION. SO YES COMPANY I WILL BE USING THEIR FORMULA. YOU ARE AMAZINGLY AWESOME. KEEP UP THE GOOD JOB. SUPPLIER1 YOU SUCK. 😊 XXX</p> <p>-#198: always have used and will prob always use Company and I use Supplier1 products too. People jump to conclusions far too fast WITHOUT knowing the facts and I HATE it. Does my head in. Anyways- Welcome back Company 😊</p> <p>-#201: I take my hat off to you for taking the precautions. As a company you knew full well what it would cost financially and reputationally yet you still put the health and safety of our kids first. Some of the panic button pushers on this page need to realise this. Their continued negativity only shows their ignorance (as does some of the typing and grammar lol).</p> <p>-#203: for those who are so pissed with Company that's cool. Might wanna re think. Supplier1 makes the powder so they do all that. COMPANY isn't the one to blame it's Supplier1....sheeesh some people</p>
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			<p>these days.</p> <p>-#205: we love Company brand in this house and as a result from your temporary issue we had to use a different brand which caused one very very upset stomach. So glad it was only temporary.</p> <p>-#215: damned if they do and damned if they don't</p> <p>-#217: NZ is listed as one of the least corrupt nations so I would trust NZ made over any other-made infant/child formula. It could have been swept under the carpet or damage control of the ambulance at the bottom of the cliff otherwise...</p> <p>-#234: more than happy to help and support Company to keep going. You're doing a wonderful job and at least trying to explain things to those who don't wanna use Company formula. Keep up the good job.</p> <p>-#226: if your baby was better on this formula you should get it again, everything has been tested and cleared!</p> <p>-#237: you were supposed to take them back to your local supermarket for a refund, not Company fault if you just threw it away, and these tests have proved the formula was safe anyway, so you binned perfectly good formula.</p> <p>-#243: Supplier1 needs to apologize,</p>
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			<p>they stuffed up.</p> <p>-#245: good for Company dumb their name was ruined.</p> <p>-#265: what a relief...Company is the best...</p>
VI. Positive Feedback	<p>-#54: whoaaaa! The @company 3G reception in grey lynn is awesome! Wish I had that in botany.</p> <p>-#175: thanks for the reply! ☺ #service</p> <p>-#167: @company we'll have to do coffee one day...many a story we can share! ☺</p> <p>-#190: very helpful chap on the phone.</p> <p>-#208: nice work @company. Fast as here in Chch. Gotta love the speed!</p> <p>-#233: thanks for this guys. Great update to the speeds.</p> <p>-#234: THIS...where there was no 3G at all...U900 DC-you beauty!!!</p> <p>-#257: @company 3G near Clevedon , Auckland @company again wireless faster than fixed wired</p> <p>-#263: dear @company, massive thank you to Jordan from your Porirua store for being awesome and helpful today!</p> <p>-#264: credit where credit is due! ☺ #RT ☺</p> <p>-#265: absolutely, I know I'm quick to point out bad service so make an effort to highlight great service too.</p> <p>-#299: thanks heaps, got a call, am waiting for a fix now.</p> <p>-#477: perfect got a phone call! Great twitter work.</p> <p>-#540: I really just want to cancel it and go on a more expensive plan to get a</p>	<p>:</p> <p>-#132: the @company 4G speeds ain't too shabby.</p> <p>-#108: @company I received AMAZING service from Salesperson in Albany mall yesterday, he deserves a bonus! I was very happy ☺</p> <p>-#106: @company check out these speed tests done on iPhone5, various North Shore spots. + pics</p> <p>-#17: expected that. I am only hope the data plans are good enough!</p> <p>-#203: Ah ok. I will do! On LTE in the CBD now...Mental!!!</p> <p>-#204: ok @company, you got me. Now, shut up and take my money! 3G how do I get it?</p> <p>-#218: 4G went Live today in NZ. Crazy-wonderful times! :D</p> <p>-#229: do you not want me to brag to all of my friends about how awesome your 4G network is? I will keep annoying you about this.</p> <p>-#240: @company launches 4G. Boom.</p> <p>-#253: Bloody hell. *This* is fast wireless.</p> <p>-#264: I soooo want 4G right now-72 mbps on @company!!! Sooo jealous cause im a couple of meters outside the 4G rangeeee :D</p> <p>-#266: I seen the speed tests :D just need to go down the road to get the 4G.</p> <p>-#267: Total nerd instagram. Just got 4x faster</p>	<p>:</p> <p>-On my lunch break earlier. Feel free to hate on me if you aren't on 4G with VFNZ +pic @company woot!</p> <p>-4G coming to Christchurch busy times ahead of myself and @company ...Should be fun</p> <p>-@company pleased to see 4G trial at Lake Brunner. Rural people desperate for city grade UFB. Spin the wheels as fast as possible</p> <p>-You gotta love @company 4G #FasterThanASpeedBullet</p> <p>-Happen to be in CHCH today when @company turn on 4G. Not bad speeds!</p> <p>-yummy 4G</p> <p>-well when I have been on it I can say it's incredibly fast- hence my eagerness to get as much access as I can</p> <p>-@company Edgeware/St albsnd on LTE/4G- mean speeds! +pic</p> <p>-launching 4G in Taupo...Go Company</p> <p>-I've spotted the 4G logo on my phone a lot in the last week ;)</p> <p>-wow I am impressed in Papatoetoe + pic</p> <p>-double wouldn't surprise me :-P</p>

	<p>replacement iPhone ☹ will DM now ☺</p> <p>-#551: I like the sound of that!</p> <p>-#653: got my iphone 4S back (technically a replacement)!!! Much muchmuch better the 3G. Nice prompt service too from @company</p> <p>-#676: and within 4:58sec ^CB from @company solve my challenge! Thanks heaps!</p> <p>-#671: @company- Vav is an amazing sales rep who has helped me sort my problems and is on the case to clear everything up. Thanks VAV!</p> <p>-#683: @company rules on Twitter!</p> <p>-#684: the new phone is brilliant thanks!</p> <p>-#731: not bad on non-LTE connection huh @company +pic</p> <p>-#737: BIG thanks to paul and his team at @company stlukeshavent encountered such good customer service (and smiles) in FOREVER</p> <p>-#772: wow thank u! Much more progress from my rant on here than in the numerous calls to Debtworks!/! Wish I'd ranted earlier ☺</p> <p>-#774: @company well that's still better service than whats been offered so far. I do appreciate it!</p> <p>:</p> <p>-#3: @company \$1000 cash bonus offer!</p> <p>-#5: I use @company bank app on my iPod all the time, never had to auth it on the computer.</p>	<p>Internet than my home connection @ company</p> <p>-#296: 4G rolled out in #wellington too? Internet seems super fast today.</p> <p>-#290: i'll have it. \$10 for 50+down and 30+ up? Absolutely.</p> <p>-#350: Hi team what does LTE mean its come up on my phone and it's super fast!! Is that 4g</p> <p>-#352: show off lol</p> <p>-#395: sounds good to me. Since I start paying for the service yesterday ☺</p> <p>-#439: cool thanks! Works fine now and im loving how fast it is! ☺</p> <p>-#444: @company 4G (aka LTE) from Paneton, just down the road from Big Red.</p> <p>-#446: yes great speed and just coffee today.</p> <p>-#448: yes definitely and I'm less fussy about coffee now. @company</p> <p>-#454: how is this from Wellington St- nearly 50mbps +pic</p> <p>-#551: @company awesome job on the 4G</p> <p>-#559: could you tell me when you are expecting to have 4G live in the bays and Albany? I'm ready for you to take my money...</p> <p>-#851: 4G speeds ain't too shabby.</p> <p>:</p> <p>-#7: thank god. Cos I love aptamil gold- it's the best EVER.</p> <p>-#8: can I just comment ou on how well this has been handled. Compared to the Competitor1 Nah ha debacle last year, you've done a great job in your response and managing this.</p>	<p>faster=get more done</p> <p>-I don't bother looking for wifi any more. So much better on 4G</p> <p>-@company not bad for little old Matakana. Wow. Now I am jealous.</p> <p>-very cool...</p> <p>-very nice speed.</p> <p>-thanks. Ended up calling and spoke to a very helpful informed sales person. Great experience. Temped by the 4G and HD Voice.</p> <p>-was wondering why my calls sounded so amazing! Thanks Company. Now lets can the \$10 4 4G and I will be a happy customer again.</p> <p>-very acceptable 4G LTE performance from @company at bottom of Cuba Mall just now.</p> <p>-Woot @company 4G in Kaitaia! I would do a speedtest but I wont to waste the data.</p> <p>-4G from @company in Dunedin is good sitting admiring our great city from Vauxhall Reserve.</p> <p>-on CompanyAU at the moment, the speed reminds me of home @company #smallworld☺</p> <p>-@company 4G at Matarangi You guys are legends! Merry Christmas.</p> <p>-Loving @company 4G in Auckland City!</p> <p>-wow well covered I didn't see! ☺</p> <p>:</p>
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	<p>-#11: Some great new features in @company online banking like group payments & online code @log in!</p> <p>-#23: @brand1 exiting NZ through merger with @company. Bad news. Have had nothing but great service there for years.</p> <p>:</p> <p>-#blog1: its good that the squiggly 5 year old drawing isn't the only thing @company decided to revamp in their recent overhaul. Ye Gods! Do we finally get unlimited texting?!</p> <p>-blog2: I have an iPhone on the new @company network, works fine. So far, im loving the network, the phone and the plan. Is it possible that @company have actually become cool?</p> <p>-#20: network lifting @company's image</p> <p>-#21: network marketing network lifting company's image</p> <p>-#33: competitor1 plans faster network: in what looks like a reaction the company's network.</p> <p>-#35: Company network is by far NZ's best network to use if you have an iPhone.</p> <p>-#36: check it out...company has launched mobile tv on their network. Free till end November</p> <p>-#38: woot company!</p> <p>:</p> <p>-#14: interesting stats in Company presentation about changes in food and</p>	<p>-#20: can't wait for this all to be over and we go back to using Company formula. My little man loves it and since swapping brands he has been constipated which is why we chose your great product in the first place. Thank you for doing the right thing and recalling it. We hope that you have it sorted soon. Thank you for your open and honest communication with your customers. I HATE using an Irish made product...Can't wait to buy yours again ☺ good luck in the coming weeks to you and your helpful, wonderful staff.</p> <p>:</p> <p>-#31: Band1 customer looking forward to better internet banking under the new IT system from Brand2.</p> <p>-#110: I don't care about the colour of my bank card- just my t&cs. Financial advisor guy says nothing will change.</p>	<p>-#62: thank you very much I would be happy to continue on with the Company brand formula and I feel much better that I don't have to stress too much about it.</p> <p>-#72: would have done the same but there was none on the shelves...doing my shop tonight and grabbing my Brand. Thanks Company for being cautious and I am hopeful you are compensated for loss of sales.</p> <p>-what a relief! I don't have any children but it's good to know our little kiwis are safe</p> <p><u>-#102: my sons had Company from birth and loves it ☺ didn't bother to change milk brands when they did the recall even though it wasn't his stage I wasn't worried cos my sons perfectly fine on it, can't even get him on normal milk cos he knows the difference lol</u></p> <p>-#143: pleased to hear that...it scared me off your product have used it for 13yrs for 5 kids...have got the baby on rice milk now.</p> <p>-#137: my baby loves Company, and all my overseas friends envy me for being able to get the product easily...I was lost when all this happened and wish it didn't happen, as I am still struggling to find him a better option and me.</p> <p>-#139: when will the sachets be back on shelf? My little girl is missing her</p>
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	<p>eating habits. -#25: about time. Company says likely to roll out free milk trial from Northland schools to nationwide.</p>		<p>formula. -#171: my babies love Company brand too. -#196: awesome. Due to have my baby anything &sooo wasn't keen on anything else besides Company 😊</p>
VII. Discussing rumours	<p>: -#10: Dear @company if you are waiting for smart phones to catch up as per your tvc, does this mean you have LTE/4G ready to go? #confused -#164: are @company holding new zealand's best kept secret +link LTE support? #comeon</p>	<p>: : -#10: more details please about #company handing out envelopes of cash to Chinese journalists. Can you prove this allegation? -#12: is this true? If it is you could sell the story in NZ, if you can't be bothered I would like to know more about it anyway.</p>	<p>: -our spies tell us @company is now testing rural 4G in one part of the SI. Go you ultrafast internet</p>
VIII. Negative feedback /anger	<p>: -#36: hey @company thanks for sending me my password in plaintext without so much as asking for it. I'm glad you take security seriously #smh -#30: automated because account change. The point is you should_not_be able to recover my plaintext password in any circumstance. -#56: no not as yet. I still get one or no bars making it impossible to make calls. -#64: followed closely by that awkward moment when your data is too slow to play a video. -#74: Re your MyBusiness emails-if you use a noreply email & have NO unsubscribe link. How do we stop receiving them? -#210: just connected to wifi...The 3G in</p>	<p>: -#10: I think of mobile data caps are applaudingly low. 2/3gig a month is terrible. I constantly go over my 2gig every month. -#36: @company how about working on getting anyG reception in Papatoetoe before rolling out 4G nationwide #crawlbeforeuwalk -#170: yes. At an extra \$10 per month and most of your coverage is over the ocean. Makes no sense. -#233: kewl! When can we expect decent 3G/2G coverage meanwhile? -#356: when does Hamilton get hooked up with 4g? I hope you will start offering better data plans for such fast internet 😊 -#498: simple you blow through your tiny data cap even faster. 10x speed should mean 10x cap then it would be interesting.</p>	<p>: -These 4G ads are just frickin' annoying!!!One is historically inaccurate; I know, I studied the (cont) -Buying extra data for the fourth time this month. I would really really NOT recommend changing to 4G at all. Cc @company -so your 4G capable plans start at \$40 for 500MB. Why is data so much more expensive than a few years ago? -buuuut...its not 4g capable unless I spend \$10...paradox! -so,*really* NOT worth getting 4G then as the new plans are really expensive & low data 😊 -best sort out your cable maps in Chch. Your rep was prepared to process an</p>

	<p>Whitiangasux Thanks @company for nothing lol</p> <p>-#211: useless maafuckaz</p> <p>-#285: oh, you had a free weekend calling deal from 1st Dec- why wasn't I hear about this @company #badform</p> <p>-#648: hey how about getting some service...being on hold for faults 10min haven't spoken to a real person yet.</p> <p>-#673: answered. Then disconnected!!! W T F @company</p> <p>-#770: spent 16mins on ph to Debtworks about a ill from @company. Today's tally approx. \$9 in call charges/wages. Total so far = \$31 #winning</p> <p>:</p> <p>-#2: what future the brand? @company ramps up ad spend on brand2, cuts spend brand1.</p> <p>-#18: @company spends 8x more on ads for brand2 than brand1 as it reviews brand1 future.</p> <p>:</p> <p>-#blog3: so why all the fanfare for something we already have...because their arrogance presumes that we have never seen it before.</p> <p>-#2: Rip off!</p> <p>:</p> <p>-#1: new law for Company a 'real risk' for farmers.</p>	<p>-#513: how about making 3G work everywhere first? Like the ferry terminal?</p> <p>-#522: your ad still doesn't explain – much less promote- how business will use 4G mobile data. Its all entertainment focused.</p> <p>-#523: &personally I dislike having kids even kids from the future explain things to me in ads-especially dopey-sounding kids</p> <p>-#546: piss off with your advertising in twitter. It's annoying. Puts me off your products immediately.</p> <p>-#548: if I was interested I would follow your twitter. I am not, and do not. Don't force it upon me.</p> <p>-#579: @company shut up you don't even offer blackberry services</p> <p>-#587: @company piss off I don't care</p> <p>-#588: faster download speeds or streaming....But u need a 4G capable phone and in the 4G coverage area zzzzz</p> <p>-#607: how is it fair that you charge \$10 extra to use 4G when your customers have already paid for the data?!</p> <p>-#645: why don't u get the data up as offers for the new 4G? Coverage issue so irritating please fix that.</p> <p>-#727: I'm sorry to say but DM won't be necessary. Your CSA made it clear that it was my error ☺ so I guess the customer is never right.</p> <p>-#770: now ill tell all of my friends not to bother with 4G until you offer higher data caps at better prices.</p> <p>-#780: 4G is awesome and makes so much</p>	<p>order for my neighbor who is over 1km out of zone.</p> <p>-@company yes but the question is why isn't this anywhere on your site instead of the stupid advert.</p> <p>-actually totally broken. I cant find an addy in chch that CAN'T get cable according to your phone reps #WhenDidYouBuildThat?</p> <p>-that's pretty loose. You could say dual carrier 3G is UFB. That's quite misleading.</p> <p>-and if it was. It would offer enough data to use it like a real internet connection. Can't do that on 4G.</p> <p>-@company I have no use for 4G (which costs more anyway), I live in a small town.</p> <p>-just realized I pay \$80 per month on @company contract, for what my daughter gets for \$19 on prepay :/</p> <p>-@company any changes to the extra data policy in the pipeline? Data boost isn't the greatest option. Especially the \$1 per 1MB!</p> <p>-so essentially, this article is a lie +link</p> <p>-so why didn't you just tell me it's not free for me in the first place? I was told via call centre it would be free after 6th.</p> <p>-I could tear that media release to shreds, no offence. The cost of data with the 173% increase but price is the same? #ripped</p>
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	<p>-#3: Company director takes dirty dairy rap. -#5: thanks! No reason to raid AKL grocery stores, now that @Company has discontinued the best product they ever came up with. -#17: am giving up drinking dairy milk (stick it #Company) so am looking for a reasonable priced (tasty) substitute...anyone (please?!?) -#35: Company telling porkies about its milk. -#48: more of this is needed to get other side out there. Nailed Company. -#52: misleading health claims. Company forced to amend its website. -#51: and lower your outrages milk prices too!- Company ordered to change calcium claims. -#54: love this. Big dairy loves to claim "essential" character. Good to see them get shot down. -#56: Dairy is NOT essential...more Company brainwashing on NZers exposed. -#61: hooray justice! Boo milk! #company -</p>	<p>more stuff possible. So I ran out of data after 3 days on the plan you recommended.</p> <p>:</p> <p>-#16: at the very least #Compterror should be prosecuted for producing biological weapons of mass distraction. -#25: Company- simultaneously destroying both NZ's reputation and our waterways ☹️ -#33: #compterror a good name for them anyway. They're bullies in the market plus the environmental damage done by Dairy farming. -#34: yes, we pay too much for dairy products, and the rivers and streams we get in return s shameful! -#48: I managed to reach one operator last night at midnight, she advised me only to feed soy, goat or HA range. -#49: Bub has been on aptamil gold follow on for six months now, really worried. -#63: from what we're learning today, Company scandal has hallmarks of PR case study on how not to handle crisis -#69: the phone pressers were shocking #PRFAIL -#76: it's really bad news. -#72: this Company issue is going to hurt us all. -#80: nothing more reassuring than checking all the products in your house and finding out they have nothing to do with Company. -#124: True. We should have had a codename. Dodgy Way Bathing Company.</p>	<p>-sign. Pay more money or get less data. Lose lose situation.</p> <p>:</p> <p>-#2: it seems to me that Company knows too much about billing and marketing but damn little about the technologies they offer us. -#14: hmm internet company website isn't working ☹️boohissss #failday</p> <p>:</p> <p>-#63: My son had 3 weeks of upset tummy and we have tried both brands. Great that your product is finally all clear but what do we get for the red raw bottom, extra nappies, wipes and powder we had to use because of your stuff up. -#65: my daughter was admitted to Middlemore hospital with severe vomiting...I am very disappointed -I can make judgements for myself thanks, I'm pissed off at Company for lying to me when I rung them about it on the phone and I'm pissed off at Supplier1...my son was very premature so of course I would be judgemental about the situation...was your baby premature and in hospital fighting for his life for 7 weeks probably not...thanks for your input but I say as I please -#169: lol good luck with ever selling</p>
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		<p>-#129: would not want to be that Dutch guy who is the CEO of Company at the moment.</p> <p>-#147: I know, as if the botulism wasn't bad enough it seems Compterror's management also have a case of foot in mouth.</p> <p>-#166: lessons to be learned from Company about food</p> <p>-#262: not even baby food is safe</p> <p>-#263: very scary for everyone</p> <p>-#304: contaminated #company milk has been confirmed to be in baby formula for 6m+ olds. Parents beware!</p> <p>-#310: beware parents...botulism alert</p> <p>-#313: it boggles the mind that contamination of milk product could be not picked up for 14 months.</p> <p>-#314: cannot believe the Company won't name the other potential products</p> <p>-#317: we need to know now which formula is safe for our children.</p> <p>-#327: all Australian parents should stop too, products have affected includes Australia</p> <p>-#358: stop using Company formula</p> <p>-#362: followon was still on the shelves at my local last nite...worse than useless PR Company</p> <p>-#373: CALLING ALL MUMS ALL BABY FORMULA AND PROTEIN DRINKS HAVE BEEN RECALLED WITH THE SCARE THAT THEY ARE CONTAMINATED WITH BOTULISM</p> <p>-#376: thanks very much @company for the sleepless night, wondering if we have fed our 8 month old tainted milk.</p> <p>-#390: attention: seriously need to know</p>	<p>your products again I sure as hell wont be buying them.</p> <p>-#179: I wouldn't even trust buying Company at all. In fact, the first test should have been checked properly, to make damn sure there was no botulism. Then maybe they wouldn't have made a botchup. Anyway, the question is, what had made the babies sick due to Company??? If it wasn't botulism, then what was it?</p> <p>-#212: that sucks, because I will never put my baby back on Company formula, the trust has been broken, and now my baby two used to Competitor1 product and won't like Company formula anymore. Sorry for your loss.</p>
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		<p>what's going on with baby formula contamination causing #botulism #important</p> <p>-#397: Company – whey powder contaminated with botulism. Sold in infants formula.</p> <p>-#422: dean what baby formula do you use there has been a recall on one!!</p> <p>-#428: pretty scary for parents to have to deal with this, whatever their spelling & grammar</p> <p>-#437: where they got their info from but I think they're responding in fear. As someone who has had an infant die I can tell you.</p> <p>-#436: I read your first one. Just take a walk in a parent's shoes for a second. Some of them maybe spouting bollocks- who knows.</p> <p>-#437: where they got their info from but I think they're responding in fear. As someone who has had an infant die I can tell you.</p> <p>-#559: Choose your formula wisely!</p> <p>-#580: Company appear to be changing advice on the hoof & I say this as someone with a half empty tin of Company infant formula in the cupboard.</p> <p>-#596: most in NZ don't know which brands are Company brands or which other brands use Company whey etc, let alone people overseas.</p> <p>:</p> <p>-#4: Troubles still plague @company network – heads roll. Are @company doing enough to make up for failure?</p> <p>-#15: Not recommending network to my clients until the network improves. I get this</p>	
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		<p>way too often.</p> <p>-#20: still happy I'm not on @company network...</p> <p>-#21: @company seems to be having problems. Network down.</p> <p>-#24: it is taking longer than expected to fix a major fault with @company network</p> <p>-#32: interesting writeup on the rumoured cause of the network issue. Turns out, no redundancy of core network assets is a bad thing.</p> <p>-#41: Company network is down over most of NZ</p> <p>-#43: 10,000 users in South Island still having issues connecting to the network- Cough up @Company (again)!</p> <p>-#45: network meltdown continues to short-circuit businesses in the hub of the NZ open.</p> <p>-#50: Company network back up nationwide. Hope it stays up.</p> <p>-#64: renewed outages hit Company network: company has suffered yet more outages on its network.</p> <p>-#77: Company must be pleased with their new logo- very appropriate with their network imploding.</p> <p>-#96: Yes, I think company network is an indication of how well #company would handle setting up our ultrafast broadband.</p> <p>-#100: DHB ditches problem-plagued Company network: a district health board has ditched company problem-plagued network.</p> <p>-#102: eXiT @competitor1's campaign to rid the world of the evil that is Company</p>	
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		<p>Network. I like it!</p> <p>-#103: I like the way @competitor1 are milking this network thing. "New Zealand's Reliable Mobile Network"...#LOL</p> <p>-#104: Company has confirmed problems with its network in the greater Auckland area.</p> <p>-#118: maybe its cause I am being boring and sitting at home rather than in a shipping container in the middle of the ocean but I have had it with the brilliant network that is XT! Is anyone else in Wellington having any issues with making and receiving phone calls today? I rang the help desk about an hour ago and was told it was going to be fixed in 20min. have reset phone a few times still no go. Anyone else?</p> <p>-#122: its fucken shitty. I rang there 0800 number from my work and was on the phone to them for 20mins. I got asked the same details by a 4 different people and finally found out the network has gone down in Chch last night and while they were resetting it we would continue to face these issues. When I asked one of them what compensation they were going to give their customers he said, "nothing". When I said can I change back to the other network he said 'no'. I'm loving the customer service.</p> <p>-#126: my new/stink arse phone has bee3n packed away ready to go back for a few weeks now, stooped R6/XT network that don't work. It took ten, yes ten! Days to receive the texts sent off the R6, and that was after I had cleaned the phone out ready to send back.</p>	
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		<p>-#131: me still on the old system, mate's on the new network and when we have real shitty weather...text messages don't get thru, they came in a scrambled mess or a day late or even sometimes two days later!!! Like Sky tv I guess they lose satellite signal??? Me still on the old system ha hafukin Company w*nkers full of sh*t. NZstill miles behind the rest of the world.</p> <p>-#132: F * C K E R S !! Now that my work is using network too I cant use either of my f*cken cell phones. Company just sent an email to our work.</p> <p>-#165: new Company advert where executive takes the stage by telling us kiwis how great we are, before trying to convince us that he really is worth his \$5M salary, because he can make a phone call in the Greenstone valley on his Network phone...or can he? It is then convincingly told us that the Network is working like it should have done. Yes that right. It should have worked, and it didn't. Nice job mate. Not only have they screwed up the Network</p> <p>:</p> <p>-#10: your recall notification tells us only certain batches are affected. If this is true why on Campbell Live it was said that ALL Company products are to be recalled?</p> <p>-#13: we have our 15 month old on the yellow and blue tin but I am VERY reluctant to continue use, in fact have switched to Competitor1, but I have 2 brand new tins that</p>	
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		<p>I want a refund for. Tell me how I can do this please.</p> <p>-#17: Company, no response or delayed response on a simple question does not solve our problem. Please reply is it ALL or only identified batched. For customer satisfaction and assurance we need the answer pls. Looks like I will have to run to the precautionary measure as well.</p> <p>-#27: I have love but...is it worth the risk? Mega stressed cause my poor bubba has been hurling all day on the new formula we got her.</p> <p>-#30: I've got a 6 mth old on your formula. I thought by paying more, we'd be safer- this is ridiculous!!! Where is the quality control?</p> <p>-#36: I really don't feel safe or confident feeding any Company product to my child.</p> <p>-#43: hi, my son was on your formula over 2yrs! Is this part of the recall. He has been sick with tummy cramps since Thursday. This better not be anything to do with Company.</p> <p>-#44: Company brand sounds like Morticia's twin sister- and equally lethal...</p> <p>-#333: that's shocking!</p> <p>-#334: oh my god that's awful!</p> <p>-#335: shared this-people need to know!!! Terrifying for anyone using this muck!!-</p> <p>-#338: my granddaughter is on Company formula has been recalled. She has been very ill since she been on it.</p> <p>-#340: oh no!!!that's awful! I have no words ☹</p> <p>-#341: should add that I think it's horrendous that a company could put children's lives at</p>	
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		<p>risk.</p> <p>-#363: after watching the news last night I would avoid all Company products. There have been conflicting reports on whether it is all or some batches so I wouldn't risk it.</p> <p>-#360: I too have Company brand and my daughter hasn't had any since the scare. On news last night the guy from Supplier1 said do not use any Company products, he kept saying do not use any company products. To me that means any Company formula should not be used all stages, tins, sachets.</p> <p>-#361: my advice, don't use an Company products at all! They say only those 2 affected but it took 3 days to get that information to the public! I find that disgusting! Call the consumer number on the tin, tell them you want your money back as you can't trust their products!</p> <p>:</p> <p>-#12: time for me to change banks. Do not want Brand1.</p> <p>-#15: it's the culture of the company/brand that creates good service/people. Brand 1 didn't...</p> <p>-#38: I think I speak for a lot of Brand2 customers when I say DO NOT WANT! Company to scrap Brand1!</p> <p>-#39: it will be the thing that finally pushes me to switch completely to Competitor1</p> <p>-#40: I'm the same...People hate changing banks but this might light the fire.</p> <p>-#41: I changed when I went to uni a decade</p>	
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		<p>ago. But have since opened a Competitor1 for savings. Don't want to be Brand1. Final straw.</p> <p>-#66: let me get over the shock of no more Brand2</p> <p>-#67: *_* ma bank*ugh*</p> <p>-#60: but I don't wanna be a Brand1 proper.</p> <p>-#69: No shit Sherlock! Brand2 demise offers rich pickings.</p> <p>-#71: Company ditching Brand2.</p> <p>-#75: Guttled about this! Originally chose Brand2 because they had a horse for a mascot (I was about 10).</p> <p>-#81: Bad move to go down this road I reckon. Union wants clarity on Company's Brand2 plans.</p>	
<p>IX. Comparing to competitors- positive</p>	<p>:</p> <p>-#2: well, the fact that you replied has you leading the rankings right there.</p> <p>-#7: so far you are winning by default that neither @competitor1 nor @competitor2 have bothered to respond to anything. So, thanks</p> <p>-#32: so @competitor1 and @company get full service at my new house whereas @competitor2 gets none. Decisions decisions...</p> <p>-#165: if I base my mobile telco on tweets, I'd jump ship from @competitor1 to @company in a heartbeat- they're a bloody funny team!</p> <p>-#282: @company have better coverage in both east cape and northland than @competitor1 but both areas have huge deadspots.</p>	<p>:</p> <p>-#20: I would love to use 4G on my phone on @company but the devices sold by @competitor1 have 4G disabled in software</p> <p>-#22: no this option is disabled on the @competitor1 phone</p> <p>-#85: neither competitor (competitor1/competitor2) has announced when they're getting 4G.</p> <p>-#459: more response from Company to a flippant comment than from @competitor1 to a serious question about their service. Interesting.</p> <p>-#586: sonyxperia z speedtest on @company 4G, holy smokes that's fast! @competitor1</p> <p>-#740: whoa @company 4G streaming at 93 MGPS outside @competitor1 +pic</p> <p>-#747: is 7x faster than my BB!</p> <p>-#748: @competitor1 when I get home and</p>	<p>:</p> <p>-@competitor1 seriously over this service back to @company I go. The End ahaha</p> <p>-@company I'm planning on switching back to Company to 4G. I'm so dang excited!</p> <p>-Other networks are going to have big catch up to do, having great time using @company DC/4G network this morning.</p> <p>-Thinking of changing from Competitor1 to Company.Hmmm</p> <p>-@competitor1 stink, no 4G in Hawkes Bay...will still with @company thanks...</p> <p>:</p> <p>-#4: since the move I have not had one call failed or sms fail to be sent to the</p>

	<p>-#284: @company have a lot of coverage between those points. Just not on the state highways. No coverage between Hicks Bay and Opotiki.</p> <p>-#300: @Company ROCK!!! Competitor1 1 week with no internet, still not fixed or given a date to fix our Broadband....move to...</p> <p>-#483: @competitor1 company don't do it! Competitor1 is big fail on cust service AND service. No explanation for a week without internet!</p> <p>-#485: cheers but locked in 4 now. Will change asap tho! Competitor1 is a joke.</p> <p>-#513: @competitor1 your #freeWiFi in #Wanaka wont let me tweet! Have to turn off wifi and use my @company to send this message.</p> <p>-#696: @company to be fair, the discount system you have does put you ahead of the other two @competitor1 and @competitor2...but do you have UFB?</p> <p>:</p> <p>-#16: which is a shame because I think brand1 is awesome and brand2 pants.</p> <p>:</p> <p>-#1: just posted network plans (voice and data). Awesome plans. Superior to competitor1.</p> <p>-#14: hard truth is that you'll have a better experience using an iPhone 3G on the company network than on @competitor1.</p>	<p>connect to my home BB it feels like a slug after using 4G all day.</p> <p>:</p> <p>-#92: competitor1 started to target Company network woes: "NZ's most reliable network'. Well yes but only if u like your reliability painfully slow.</p> <p>-#116: 2500 texts a month for \$12. Where is this on competitor1?!</p> <p>-#138: go ahead, make their day! They did what we asked of them.</p> <p>-#142: id be challenging that fairly vigorously. How can they charge you for not keeping their part of the bargain? A contract has to work both ways and they are not providing a service they said they would. Don't fold, go hard.</p> <p>-#163: we use Company because it's always had better coverage in the country. We can make calls from most places on our farm when visitors with competitor1 cant.</p> <p>:</p> <p>-#34: not that im being a real monster about this, my 5 month old bubba has severe reflux which makes her really ill an your formula is the only one she doesn't projectile vomit, im a really concerned parent.</p>	<p>network. Call quality seems significantly better on Company compared to Competitor1. Ability to make and receive phone calls in several locations that I just couldn't on Competitor1. Company appears to have better signal penetration or at least have organised their cell sites better to get in to those tougher indoor spots.</p> <p>-#5: I too have been a Company customer for some time, I've found the Competitor1 coverage in East Tamaki quite poor. Often when surfing the web on my phone errors kept coming up. This really got on my nerves, and I switched to the Company. Getting a good reliable connection now!</p> <p>-#23: even worse, I wouldn't go on a network that separates. If I was in NZ, not much would move me from Company Network, far superior to Competitor1 and Competitor2.</p> <p>:</p> <p>-#133: I have to agree!!! My little one was great with Company and since having to switch to Competitor1 he hasn't been the same and it is almost like he is sugar rushing after a bottle, where as Company brand made him satisfied ☺ can't wait to get him back to Company brand!!!</p>
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			<p>#151: I switched to a different brand just because of the fear factor. But my baby didn't like the new formula and had terrible tummy pains. I've switched back to Company and we haven't had any problems since. I'm glad the botulism scare has been clarified and ruled out.</p> <p>-#192: I was really pissed off at Supplier1 for putting your name through the mud but in saying that my boy is 2 years old and has been on this formula since he was born, tried other brands but ALL made his behind upset using Company brand now and he is a healthy happy boy, will always use Company brand.</p> <p>-#252: we changed off Company on advice from Healthline during the scare, but changed back ASAP. We did not like the other formulas. Company is the best, and the one I trust. It is NOT Company's fault that this scare occurred, and I am happy to continue using your products as well as recommending it to others who ask me about formulas.</p> <p>-#267: I think Company brand is an excellent product. I am hesitant to use other formulas as many use soy products in them, and soy is a known hormone mimicker.</p>
X. Comparing to	: -#46: you still have pathetic speeds in AKL	: -#40: Work in valley 4 km from PN city. Three	: -my phone hardly ever connects when

<p>competitors- negative</p>	<p>CBD. @competitor1 and @competitor2 laughing? -#83: @competitor1 and @company don't offer residential fibre yet, so @competitor3 is your only choice of those 3. -#141: WAITED OVER 10MINS FOR A @COMPANY OPERATOR SO I JUST HUNG UP #NOTIMPRESSED. Switching to @competitor1. Better background music at least :P -#175: swap to @competitor1 or @competitor2 cheap and cheerful \$2/day local SIM -#219: thanks to @competitor1 for their free WiFi in #whiti can actually use my phone lol half a bar & weak 3G from @company -#259: time to switch ISP? @company not looking so sharp, missed the @competitor1 door2door salesman last night too -#275: contract with @company up for renewal very shortly. Going to get a @competitor1 sim to try out coverage this weekend at HD. -#276: great decision. We've been more than happy with @competitor1 coverage and service. -#302: nothing makes me appreciate @competitor1 as much as falling back to the @company network for data. This is painful. -#303: @competitor1 @company should've switched to @competitor2 -#420: @company that's primarily why I</p>	<p>Company cell towers to select from, best ever 2 bars out of 4 #competitorAlwaysFour -#83: interestingly have a friend who he and his wife have switched to @competitor1...loving it -#715: looks like I'm changing from @company to another mobile service provider. Too many problems with their call centre #SayOneThingDoAnother : -#557: maybe why im ditching company. #DadTweet "Our prime focus is to give mums everywhere the reassurance they deserve". -#607: my 5mo was on company brand and on the advice I'm switching formula brands. : -#2: Another @company network failure. I love my @competitor1 iphone even more. -#22: sure am glad I didn't switch to @company, after this outage I never ever ever will. How do you lose your entire network...! -#38: NZ @company network fail- glad I'm with @competitor1. -#42: another network failure. I love my @competitor1 iphone even more. -#158: im not advocating that Company customers mas migrate-individual consumers will make those decisions based on how many more outages there are and what guarantees and/or compensation they get in the future. But the presence of competitor1 and competitor2 means that customers do have</p>	<p>at home. Drops calls. Even text messages don't work. my @competitor1device works fine as do friends on @competitor2 -who actually pays for 4g speed when @company charge those rates for data? #whatajoke #suckers @competitor1 are still years ahead -1GB on @company 4G \$80p/m where @competitor fibre gets you 80GB for \$95 p/m -@company yea I just moved to @competitor1 because they carry over data, which seems fair. 4G is polish -@company I've decided that Company isn't working for me anymore. Money grabbers...@competitor1 offer free 4G the opposite of greedy. -So this is what speeds I can get at home on @competitor1 4G network. Cant even get @company 4G here. Only DC. -I have spent over \$20k with @company over the last 6 years. I am still paying extra \$10 a month for 4G which is now free. Cc @competitor1 : -#17: reminds me of frustrations with the Company network a while back...Tribute to 3 & Competitor1.</p>
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	<p>left. Network was down so much you couldn't rely on it.</p> <p>-#482: after 4 years as @company customer I got the worst customer service ever!!! Thinking of moving to @competitor1</p> <p>-#842: switch to @competitor1 and get an iPhone5</p>	<p>options, if the frustration gets too much for them. And that knowledge that they may lose current and future customers will be providing the best incentive to Company (and its subcontractors) to get things right.</p> <p>-#161: I've had enough. I shall be saying goodbye to Company and hello Competitor1 later this week. I don't want to lose any more business.</p> <p>-#119: Oh yea @company reallysux all the things, no surprises there. You know what I think, @competitor1 is by far the best at everything.</p> <p>-#128: nope, I get zero coverage. Not a fuckin sausage. Company phone sat a drawer and back on CDMA network. Gawd knows what ill do when they take that off line or when my ancient phone finally dies. Interestingly enough @competitor1 finally has managed to get my signal up to 2/5 bars though.</p> <p>-#129: I worked at one of the company dealerships for the past 6 months. I started a couple of days before the network was launched. And I tell you what, if I had known what I was going to be in for, id have stayed on the freakin'dole. From what I hear the network is crap compared to @competitor1 and even the original Company network, especially around the Taupo area. The main brand of handsets they were pushing were complete and utter crap with piss poor reception and extremely poor functionality. Just about about everyone who bought them ended up hating them. We had to deal with</p>	<p>:</p> <p>-#123: We had switched to Company brand the week before the scare and botulism or no botulism, I couldn't breathe for the first few days of Supplier1 massive stuff up thinking my tiny princess was at risk.</p> <p>-#131: Company brand all the way wasn't taking any chances though so switched to Competitor1 he is doing fine on that now so won't go back if all this had not happened.</p> <p>-#145: bit of a shame really. I had one of my kids thrive on Company. She's now a healthy 2 year old and I also put my son on it from newborn but because of all this crap I had to change him to Company just to be safe. Maybe in future you should ensure every possible safety measure is taken when dealing with Supplier1. We don't want dead babies like the Asian cases awhile back.</p> <p>-#167: when the product does come back with the price be the same? Hospital tell me any formula is fine. Whatever is cheap is best. But I go by what my baby suits Company brand but Competitor1 has done her well as well its 16dollars</p> <p>-#175: I do appreciate the apology just really disappointed I got lied to in the beginning on your Company line...my son doesn't have bottles anymore due</p>
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		<p>sooo much crap as a result and the last 6 months have been a farking nightmare for me in terms of stress as you are supposed to hit these sales targets while trying to support a network with a range of products that moreoften not seem to come up short. Fortunately for me I found another job. I was supposed to finish up on Saturday next week but I asked them to push my resignation notice forward as I'd just had enough. So glad to be out of there. The network is not my problem anymore.</p> <p>-#134: another pleasant day with competitor1 network. All systems go. Unfortunately tell-lie-company send the profits from NZ overseas instead of investing in infrastructure...Hopefully the cheque has cleared from the last publicity campaign.</p> <p>-#139: Go Competitor1!</p> <p>-#141: I rang them yesterday to so see how much it'd cost to break my contract. The guy said to me 'oh it's a lot of money, you'd be best not cancelling it. I asked how much and he replied \$200. I told him that I didn't think that was too much considering the fact that I can never rely on the fact that my phone will be working if I get into any trouble or blow my bike up in the middle of nowhere...I am pretty sure I will sign up with @Competitor1.</p> <p>-#147: wouldn't surprise me at all if they have a clause in the contract stating that they dont guarantee service, as they do with their broadband service.Meanwhileim flying along here with competitor1.</p>	<p>to what happened...he has cows milk on the odd occasion, I do wish you a good future but I won't be using your product again in future.</p> <p>-#214: this is so sad for Company. I was using Company formula for my baby and changes him to Competitor1 formula which is working great for him too but much cheaper...There must be so many parents who have switched due to the botulism scare as another time there was some other type of scare with Company formula.</p> <p>-#232: well my baby is a heart baby and was on Company brand right up until the recall he's now on Competitor1 formula and fine he likes it better and handles it better too.</p>
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		<p>-#148: someone I may or may not know might have been attending when a certain telco were planning to change their old network. This person might have been privy to an expert outside consultant relaying the pending doom that users of a certain mobile phone network are now experiencing ue to many factors. A certain company may or may not be capable of planning a drunken grope in a house of ill repute, even with complimentary alcoholic beverages. Due to legal reasons this is as specific as I can be. Ahhh life is good on an alternative mobile carrier who planned their network meticulously.</p> <p>-#163: try a competitor1 stick on pre-pay. I have found competitor1 stick working well in all places</p> <p>-#167: First network problems sure can happen in early adoption of new hardware/infrastructure but a year later...Then executive leaves in a hurry. Now emergency 111 calls not working properly. Can someone switch the lights off in Company mobile/phone division on the way out? Someone come to the party and give them some serious competition? I really have sympathy for the pro Network people out there hit by this. Wonder what the Company to Competitor1 conversion rate is right now?? Competitor2 really should have a business model in place to catch the fallout?</p> <p>:</p>	
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		<p>-#364: Competitor1 DOES NOT USE any of the contaminated whey, as it is not an ingredient for their products.</p> <p>-#368: My son was on Company formula and I've stopped it. Competitor1 does not use the affected ingredient so has been cleared as safe to use.</p> <p>-#369: they have only recalled the two types and I noticed they were off the shelves. I won't be buying Company anymore tho even tho our one wasn't affected</p> <p>-#376: this is still confusing. I don't think I will use any Company brand at the moment!</p> <p>-#377: Competitor1 brand is what the hospital dieticians put my baby on some years back. Best formula I found definitely recommend mums and dads using this instead of Company brand at least in the short term...</p> <p>:</p> <p>-#10: if the brand drop is true ill be changing banks. I went from Company Brand1 to Brand2 due to poor service.</p> <p>-#18: another reason to change to Competitor1</p> <p>-#20: pfffft! Go, go @competitor1!</p> <p>-#21: I didn't feel the love from @competitor1 when we required. Competitor2 brought us coffee & followed up.</p> <p>-#29: most likely switch to @competitor1</p> <p>-#30: bugger @Brand1. I recommend @competitor1 for day to day banking and @competitor2 for savings</p> <p>-#27: I moved to Brand2 because of terrible</p>	
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		<p>experiences with Brand1. I'm not going to be a Brand2 customer again.</p> <p>-#28: come to @competitor1 it's pretty great.</p> <p>-#62: I know. It seems so real all of a sudden. Guess if I want green branding still Competitor1 might be an option.</p> <p>-#74: Axing Brand2 "risky". I know people who already decided to change banks for more kiwi one.</p> <p>-#83: Competitor1 already has an ad targeting Brand2 customers. Well done!</p> <p>-#80: "Reported closure of Brand2 raises questions. "Whaaat?! Company is #rubbish. I will change.</p> <p>-#84: now to finish my total transition to Competitor1.</p> <p>-#85: I am also their customer thinking of defecting. Sad times.</p> <p>-#93: now that Brand2 is disappearing & I've whined, Competitor1 have hit me up on Twitter. Looks like they are really innovative online.</p> <p>-#103: closing the brand. Auto-converting everyone to Brand1. Im leaving to another bank because of it.</p> <p>-#121: There is a reason why im currently with Brand2 and not Brand1. If I thought the latter was better, I'd bank with them already. Nmk,b</p>	
XI. Asking a question	:	:	: -@company why are there tiny little spots of 4G coverage in this map? -
XII. Neutral	:	:	: -didn't you get a text from

			@company? They are upgrading the network (4G and stuff)
XIII. Sentiment unclear	:	: -#246: work is outside the 4G area, but my front lawn and half my house are inside it according to your maps so will try soon. -#248: no LTE at home. But we are on the fringe of coverage. -#396: normally @company would have fixed this, but the remote link into it is now too slow for 4G.	: -Lake Brunner was an interesting site build. -
XIV. Excitement	: : -#18: is anyone excited about the @company network? -#41: is seriously considering taking on company offer with their unlimited plan. Too good to be true?!	: -#130: go @company 4G at the airport! Woohoo -#Boom Might be time for an upgrade @company #4G #LTE -#68: @company how long before it goes nationwide -#72: I'd like to petition 4G add-on for the legacy Smart plans! -#100: that speed is obscene! -#102: @company the only network in NZ supporting 4G on the iphone5! -#157: anything in the pipeline for all locations in nZ? Exciting stuff, though! -#159: Yeww! Looking forward to testing it out! -#160: OMG OMGOMGOMGOMG HOW/WHEN/WHERE/WHEN! NOW!!! PLEASE! HOW!!! -#171: Finally announced! -#199: wish I had a @company 4G device so I	: -any chance of bringing 4G to Northland like Kerikeri and near areas #4g #pleasepleaseplease #slimchance #didimentionplease -@company takapuna 4G rocking! -@company that is some outrageously respectable speed testing. 4G FTW (for the win) -@company love your work! :D It spears on 4g though ☺ -@company hope it is near me! -well aren't we on a delay timer! User1 loves it (can't wait until we get it) -awesome 4G at manukau on the company network @company -what is this 4G you speak of? #TradeInTime -oh wow DC is quite impressive. No 4G but still impressive! @company +pic -Nice! I got 4G day 1 in NZ, manage to

		<p>can try out their new network! Sounds awesome</p> <p>-#219: @company any idea when 4G will hit the Tron #3Grindshere</p> <p>-#226: @company can't wait till #Company4G is Auckland wide!!! Though my iphone5 is already #lightingfast getting 20mbps+ wherever I got.</p> <p>-#300: wooo! What is the charges?! Can you send a link?? I already have a home (naked) & mobile plan...Will I have to upgrade?</p> <p>-#302: Great to see @company launch a #4G service in #Auckland, \$10 a month extra if you're already with them and have a capable phone.</p> <p>-#363: when does 4G go national? Any timeframes?</p> <p>-#367: the only network in NZ supporting 4G on the iphone5!</p> <p>-#557: when are we getting 4g in welly? Hook us up!</p> <p>-#562: sweet! Should be in Hamilton- the city of the future REAL soon then right?!</p> <p>-#564: swwwweeeeeeet!</p> <p>-#567: has 4G covered most parts of Auckland yet? Preferably the South! Haha</p> <p>-#569: awesome! It's in my area!!! I was just wondering if we were meant to get a text about it but coolies. C'mon youtube! Lol</p> <p>-#589: My god this is speed @company Guant St 4G</p> <p>-#591: wow, good!!!</p> <p>-#669: 4G speedtest on my wife's phone was 88meg down and 44 up. Sweet baby Jesus it</p>	<p>get this (pic). A little less now due to heavy traffic ☺</p> <p>-how beautiful is this? 40mb/s! Love it.</p> <p>-@company Woo hoo finally 4G signal. Thanks Guys.</p> <p>-wow, @company #4G network must've had a decent breakfast this morning (and some good coffee)!</p> <p>-Wicked ☺ can't wait!!! Will be much appreciated on my side</p> <p>-@company if you thought my last speed test of 111mbps was quick on your 4G, check this one out! :D</p> <p>-haha, you are welcome. Wonder if anyone can beat that? ☺</p> <p>-awesome. Back to 4G. Love Company.</p> <p>-Woohoo 4G in Rangitoto summit where cell site?! ☺</p> <p>:</p> <p>-#21: look whats come through the office, coming soon to the XT network, looking forward to it.</p> <p>:</p> <p>-#113: by the way, my little boy's skin is 100% better after only a few days back on Company brand ☺ I could not be happier!</p> <p>-#115: yay! We were using Competitor1 while the testing was completed, but I pulled my Company can back out of the cupboard yesterday. The other stuff was making</p>
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		<p>was amazing @company. -#741: wow! Almost 100mb from your handset.</p>	<p>bubs' skin a bit weird. He likes the Company stuff better anyway! Happy bubbs, happy daycare after finally getting bubs to take formula at all and then to have it recalled! Glad we are back on track!</p>
XV. Humour/positive	<p>: -#22: feels like you are my girlfriend! Tonight you told me 4 times about my smart19 plan! I hear you!! -#100: This big red company @company :D -#360: this @company customer service guy just either called me ma'am or man. Ugh the perils of being gay -#754: will try and reboot and update and see how it goes before ringing the dreaded 777 ☺</p>	<p>: -#6: faster cat videos -#97: nice! Although I can't help but feel that something is wrong when wireless broadband speeds now outperform wired connections. -#254: who cares User today moved to New Zealand and married a 4G network. -#256 get away from her she's MINE -#258: my marriage proposition/immigration threat stands -#355: having 4G & a DeLorean (thanks @company) meant I could go to the future to see who was named as Kiwis captain. -#413: working around the clock to get order through ☺</p>	<p>: -here is my 4G speed sitting on the loo Auckland New Zealand on @company +pic -just a bad joke. Haha. I'm using chrome and clicked the link in the email.</p>
XVI. Company Response	<p>:</p>	<p>: -#146: it's a browser config issue. We be fixing it :D</p>	<p>: -Point taken, i'll pass along your feedback ☺ ^LS -Very much agree-rural communities are vital for NZ. ^DP -4G is awesome-I can understand why you'd be eager for it ☺ Get alerts here: link -can you monitor this over the next couple of days and let us know if your coverage improves or stays limited to St Albans? ^Lon</p>

			<p>-Excellent-thanks so much for that. Some feedback would be brilliant! ^LS -Yup.still faster than the majority of conventional ADSL connections ☺ ^LS -Step in to my office @user- let us know what we can do for you.</p>
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