

HOLD

The Suffering Economy
of Customer Service
And the Revolt That's
Long Overdue

What Every Customer Deserves and How to Demand It

The Customer Service Bill of Rights

As a customer, you have fundamental rights that companies must respect. This document outlines those rights and your power to enforce them.

Your Fundamental Rights

1



The Right to Reach a Human Within 3 Minutes

Any company offering support must provide direct human access within 180 seconds. No endless phone trees, no chatbot mazes – real human help when you need it.

2

✗ The Right to Cancel Easily

You should be able to cancel any service using the same method you used to sign up. If you can subscribe online, you can cancel online. No retention specialist gauntlets.

3



The Right to Transparent Support Metrics

Companies must publish monthly statistics: average hold times, first-call resolution rates, and customer satisfaction scores. No hiding behind vague promises.

4



The Right to Escalate Without Obstruction

Clear, working path to supervisors and specialists without IVR loops or chatbot dead ends. When you need higher authority, you should get it.

5



The Right to Be Heard by Humans

No AI-only resolution for billing errors, legal issues, contract disputes, or complaint resolution. Complex problems deserve human judgment and empathy.

Your Power as a Customer

Economic Leverage

You hold more power than you realize. Every action you take shapes the economy:

- **Every purchase is a vote** for the kind of service you want to receive
- **Every subscription is an endorsement** of that company's practices
- **Every complaint is an opportunity** to demand better treatment
- **Every review helps others** make informed choices

Strategic Actions You Can Take



Vote with Your Wallet

- Research before you buy
- Pay for quality when offered
- Switch from poor performers



Use Your Voice

- Document poor service experiences
- Share specific examples publicly
- Write detailed reviews

- Reward excellence loudly

- Contact executives directly



Build Coalition

- Join consumer advocacy groups
- Share successful tactics
- Support others' complaints
- Create collective pressure



Demand Accountability

- File regulatory complaints
- Contact representatives
- Support consumer protection
- Hold companies responsible

Demand These Standards

From Companies:

- ✓ Published service quality metrics
- ✓ Multiple contact channels
- ✓ Empowered frontline staff
- ✓ Clear escalation paths
- ✓ Honest service pricing

From Government:

- ✓ Minimum service standards
- ✓ Penalty enforcement
- ✓ Public complaint databases
- ✓ Regular industry audits
- ✓ Consumer protection laws

The Customer's Pledge

I commit to:

- Researching service quality before purchasing
- Rewarding good service with loyalty
- Switching from companies that provide poor service
- Sharing my experiences to help others
- Supporting regulations that protect consumers

I will not:

- Accept terrible service as "normal"
- Continue paying companies that disrespect customers
- Stay silent when service fails
- Let companies profit from my frustration
- Give up when faced with poor treatment

Join the Movement

Your Next Steps:

1. Audit your current service providers
2. Switch from the worst performer
3. Share your experience

4. Help others do the same

Remember:

You have more power than you realize

Companies need your money more than you need their service

Every action creates ripple effects

Change happens when we demand it

Start Your Revolution Today

**The revolution in customer service starts with customers
who refuse to accept terrible treatment.**

Download this Bill of Rights. Share it. Live by it.

The time for accepting poor service is over.

#CustomerServiceRevolution #ServiceBillOfRights

From "HOLD: The Suffering Economy of Customer Service" by Amas Tenumah
Join the revolution at WaitingForService.com