

The New York Times

Thank you for chatting with us today!

Feb 23, 2022 6:52 PM EST

steven: Can I ask why you wish to cancel your subscription?

Me: The NYT's absurd over-the-top politically correct censorship of the Wordle app is insufferably PC.

steven: Thank you so much for letting me know about this, I will make sure your voice is heard. For this reason, I can lower your rate to the rate of \$7.50/week for 24 weeks. Would that be okay with you?

Me: I don't think you do value my feedback. I sent a letter to the Editor describing my disappointment and disillusionment over the NYT's juvenile decision to remove "objectionable" words from Wordle and got no response.

steven: I understand. My apologies. In that case, allow me to proceed with the cancellation of the subscription.

Me: This isn't about money. It's about the NYT's undermining their credibility on social issues of the day by absurdly censoring the words that users can type into their computer screen. I begged the Editors to reverse that decision. It only makes the NYT and its readers look like idiots.

steven: I understand. I'll leave the feedback so it can be noted as fast as possible. Would you still like your subscription to be cancelled?

Me: Absolutely. There's no way the NYT is going to change anything because I say so. I'll just have to find another source of information until they come to their senses.

steven: I understand. Your Home Delivery Service has been fully canceled as per your request. Please let me know if there's anything else that I can help you with. I hope that my service today has been of your help and to your standards. We appreciate any feedback from our valued readers to ensure the highest quality of service.

Me: One last thing before I go. Who, besides you and I, will see any part of this feedback?

steven: This feedback will be seen by the IT department who checks our iterations with our readers. Along with our supervisors.

Me: Ah. IT department. That's not very helpful, is it? I'm not having an IT problem. The app works great. Still, that's not your issue. I wasn't expecting this session to be productive in that regard. Thanks for canceling. Maybe I'll be back some day.

steven: I understand. Please take care of yourself and be safe as well.

Me: You too.