MEDIA KIT

HOLD: The Suffering Economy of Customer Service

HOLD exposes why customer service isn't broken, how it became profitable to frustrate customers, and why Americans are paying for it with their time.

SHORT BIO

Amas Tenumah is a former customer service executive and author of HOLD: The Suffering Economy of Customer Service. He spent years designing the very systems customers now hate and is speaking publicly about why companies profit from frustration, how AI will scale the problem, and what consumers can do to fight back.

THE BOOK

Title: HOLD: The Suffering Economy of Customer Service
Release: Black Friday 2025
Audience: Consumers, workers, executives
Thesis: Customer service is not broken. It is working exactly as designed.

CORE TALKING POINTS

- Customer service failures are intentional, not accidental
- Long hold times are a hidden tax on the public
- Median wage math proves customer service steals billions in time
- AI will not fix service, it will scale neglect
- Agents hate bad service more than customers do
- The only pressure companies respond to is public accountability

SOUND BITES

- **"Customer service isn't broken. It's profitable."**
- **"Every hour on hold is money taken from you."**
- **"AI won't fix service. It will automate neglect."**
- **"I helped build phone jail. That's why I can explain it."**
- **"Good service disappeared the moment marketing replaced trust."**

INTERVIEW ANGLES

- Why bad customer service is more profitable than good service
- The economics of frustration
- AI and the future of being ignored faster
- Why workers are trapped too
- How consumers can apply pressure without yelling

VISUAL ASSETS

Available on request or via waitingforservice.com:

- HOLD book cover
- HOLD gift box / rotary handset images
- 30-second TV ad
- 15-second TV ad
- Theft explainer video
- America on Hold videos

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