Dear Sir,

User id – srthakkar

Registered Mobile number – 9824071870

Address - A/2, Sahajanand Appt. Opp, Swaminarayan temple, Barrage Road, Vasna, Ahmedabad-380007.

It is with great sorrow that I write to you today regarding my Internet service. While your service has never had problems before like this, recently I have experienced severe interruptions to my Internet. I believe that because I have not received the service I am paying for (namely, Internet) I should be refunded at least 2 months’ worth of service.

The problem began on Dec 10th, when my Internet stopped connecting. I established that the problem was not my computer or the wireless connection, and then contacted to customer care about the service interruption. They claimed they would send a repairman right away. No repairman was sent for another two days.

The problem continued throughout December and into January. My Internet would cease working for several weeks at a time and it is going about to a month. I had complained more than 10 times on call and also visited GTPL HOUSE, Bodakdev (Head office) but there is no action from your side.

I have established to my satisfaction that the problem is beyond my control, and that you are not providing the service I am paying for. If you cannot guarantee service, I will have to move to another provider. Please call me at 7383995418 / 9978666246 (Anant Thakkar) to explain to me what you intend to do about this situation. I would normally ask that you email me at the same address, but since I cannot guarantee that I will be able to access my email with your service, I would prefer that you call.

Thank you very much for your assistance.

Sincerely,

Anant Thakkar