**NOTICE BEFORE FILING THE COMPLAINT**

TO,

Asianet Satellite Communications Ltd.

Ernakulam North (GA06), Door No. 48/348, Atagore Lane, Backside of Federal B, Ernakulam, Kochi – 18

IN RE: Deficiency in cable TV services

Dear Sir,

This is to bring to your kind notice that I had availed cable TV connection from your company and made yearly payments of Rs.3,540/- for the period from July 2016 to August 2017 and Rs.3,840/- for the period from September 2017 to October 2018, paid in cash vide your receipts (mention receipt numbers, if available).

The said cable TV services have been suffering from the following defects:

i) From 16/06/2018 onwards, I have not been able to receive the cable TV connection, and despite contacting your company nearly 14 times, the only response received was "you are on queue."

ii) Although I had contacted your company as I was unable to watch the FIFA World Cup matches, your company failed to rectify the issue promptly.

iii) On 21/06/2018, I received a message from your company that complaint No. GA06181779 has been registered, but there was no further response or action taken to resolve the issue.

iv) On 30/06/2018, I received another message from your company stating that my complaint has been registered, despite the fact that it had been over 10 days since my initial complaint about the defective cable TV services.

Due to your aforesaid dereliction of duty and failure to rectify the issue, I had to avail cable TV services from another provider, City Cable Connection through their franchisee Four Star Vision, Kaloor, by remitting an amount of Rs.4,000/- on 29/06/2018. This caused me and my family mental agony, pain, and other hardships as we were eagerly waiting to watch the FIFA World Cup matches.

You are hereby finally called upon to:

i) Refund the amount of Rs.7,840/- (Rs.3,840/- for the yearly payment made to your company and Rs.4,000/- paid to the new cable TV provider);

ii) Pay compensation of Rs.10,000/- for the mental agony and hardships suffered due to your negligence;

iii) Pay a sum of Rs.10,000/- towards the cost of these proceedings;

within 15 days of the receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you for redressal of my grievances, recovery of the aforesaid amounts, and filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, at your own risk, cost, responsibility, and consequences, which please note.

Place: [Place]

Date: [Date]

[Signature of the Consumer]