Shri Sebastiao A.T. Gonsalves,

Major, s/o late Shri Nazareth Teles,

R/o. H. No. 132, 2nd Daddio,

Telaulim, Navelim, Salcete,

Goa, 403707.

[date]

Idea Cellular Limited,

Suman Tower, Plot 18,

Sector 11, Gandhinagar,

Gujarat, 382011.

Subject: Complaint regarding charging for value added service without consent.

Dear Sir/Madam,

I am writing to formally complain about your firm’s unprofessional behavior regarding charging me for value added services without my consent via Flash SMS; even when I sent an SMS to unsubscribe, I continue to receive messages and charges. You are hereby requested to cancel my subscription to Skillderby Gaming Service, Bollywood Diary, and Game Mania and refund me the money deducted for these services.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process. If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Shri Sebastiao A.T. Gonsalves