



Mohammad Adnan Khan <imak8414@gmail.com>

Need Refund

19 messages

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.blr@actcorp.in

Sat, Jul 31, 2021 at 12:40 AM

Hi there,
Almost a year back, I applied for a new fiber connection and paid for it in advance on the ACT website. The connection was never provided to me and I was also not refunded the money (INR. 2692).

Below is the screenshot from my CC statement. The amount was paid on 21/07/2020.

21/07/2020	ACT Pvt Ltd	Bangalore	2,692.00
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I moved to Jasola, Sector 7, last year in June and was looking for fiber internet connection. The guys told me that presently they don't provide connection in Sector 7 and that they will refund me the amount paid in advance.

Request you to kindly refund the amount asap.

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Thanks & Regards,
Adnan
9810800394

helpdesk.blr@actcorp.in <helpdesk.blr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Mon, Aug 2, 2021 at 4:45 PM

Dear Mr.Adnan,

Thank you for contacting ACT Fibernet!

We are in receipt of your email, regarding the Refund of account 110431227396.

We would like to inform you that we are unable to see your number in our records hence we are requesting you to send payment transaction details to assist further.

Regards,
Divya.S
Team ACT

Whatsapp : We are now on whatsapp. Send a message "Hi" to 99459 99459 from your registered mobile number.

Chat Bot : Visit us at <https://fb7y.app.link/quickhelp> for quick self-help on our Chat Bot.

Mobile App : Download our all new mobile app <https://is.gd/actapp>

FAQ : <https://www.actcorp.in/faq>

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.blr@actcorp.in

Wed, Aug 4, 2021 at 5:44 PM

Hi there,
It's been almost an year that I made the payment. I don't have any transaction detail except the entry in the credit card statement that clearly mentions that the payment was made to ACT fibernet and that no connection was provided or amount refunded.

Please do the needful as soon as possible.

Thanks
Adnan

9810800394

[Quoted text hidden]

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Thanks & Regards,
Adnan

helpdesk.blr@actcorp.in <helpdesk.blr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Sat, Aug 7, 2021 at 11:06 AM

Dear Sir/Madam,

Greetings from ACT Fibernet!!

This is in reference to your email regarding the refund request of your ACT prospect number 110431227396.

We regret the delay in response.

We would like to inform you that, we received the payment of Rs 2692 on 21st July 2021 and we ensure that our colleague will contact and take further on the installation / refund within 24 hours.

Regards,
Vijay
Team ACT

Now our APP is enabled for billing related queries & complaints
Open Mobile application ? Select support ? click ACT Broadband ? Select Bill details & clarification for billing queries/complaints.

Additionally, please note that other options like shifting, new connection query, plan & products, payment & re-connection queries are available.

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Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.blr@actcorp.in

Mon, Aug 16, 2021 at 12:43 PM

Dear Vijay,

You said that somebody will contact me within 24 hours. It's been 9 days I haven't heard from you guys. Please note that I don't want the installation now. I want the refund of the amount (Rs. 2692).

Please do the needful asap.

Thanks
Adnan

[Quoted text hidden]

[Quoted text hidden]

helpdesk.blr@actcorp.in <helpdesk.blr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Wed, Aug 18, 2021 at 8:11 PM

Dear Adnan,

Thank you for contacting ACT Fibernet.

This is the email regarding the refund on your ACT broadband prospect number 110431227396.

Please accept our sincere apologies for the delay in responding to your e-Mail.

We have forwarded your request to the sales team to cancel your order and also to process the refund without further delay. they will contact you to process the same shortly. Requesting you to bear with us until such time

Thanks and Regards,

Nandhakumar N
Helpdesk team

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Mobile App: Download our all-new mobile app <https://is.gd/actapp>.

FAQ: <https://www.actcorp.in/faq>.

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.blr@actcorp.in

Mon, Sep 6, 2021 at 3:47 AM

Dear Nandhakumar,

How much more time do you guys need to process the refund?
Or are you going to refund the amount with interest?

Do let me know so that I can plan my next step.

Thanks
Adnan
[Quoted text hidden]
[Quoted text hidden]

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Mon, Sep 6, 2021 at 3:36 PM

Dear Adnan,

Thank you for contacting ACT Fibernet .

This is the email regarding the refund on your ACT broadband prospect number 110431227396.

Your request regarding refund has been registered with the our team.

The team shall contact you to resolve this issue tat 7-15days. Kindly bear with us until such time.

Regards,
Vanitha
Team ACT

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Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.ncr@actcorp.in

Mon, Sep 6, 2021 at 3:43 PM

How can you guys be so lament on this issue?
7-15 days? Really?

It's already more than a month. Do not have me take this with the management. I can surely ping Mr. Bala on LinkedIn and share this experience with him directly.

Let me know.

[Quoted text hidden]

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Thanks & Regards,
Adnan

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Tue, Sep 7, 2021 at 12:43 PM

Dear Mr. Mohammad Adnan Khan,

Thank you for contacting ACT Fibernet.

This is the email regarding the refund on your ACT broadband prospect number: 110431227396

We sincerely apologize for the inconvenience caused to you. We apologize to learn that you have had a disappointing experience. We would like to assure you that the details of the incident have been forwarded and you can be rest assured, it will be investigated and necessary action will be initiated. Please be assured that the needful will be done on priority.

Regards,
Shyam.

[Quoted text hidden]

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.ncr@actcorp.in

Wed, Sep 15, 2021 at 3:43 PM

You guys are just delaying the refund deliberately. Do you want me to go to the CEO on LinkedIn and Twitter for such a penny amount?

[Quoted text hidden]

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Thanks & Regards,
Adnan

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Sun, Sep 19, 2021 at 10:21 AM

Dear Mr. Mohammad Adnan Khan,

Thank you for contacting ACT Fibernet.

This is the email regarding the refund on your ACT broadband prospect number: 110431227396.

Please accept our sincere apologies for the inconvenience you have experienced.

We would be grateful if you could allow us to make our best attempt to offer you a resolution to your satisfaction.

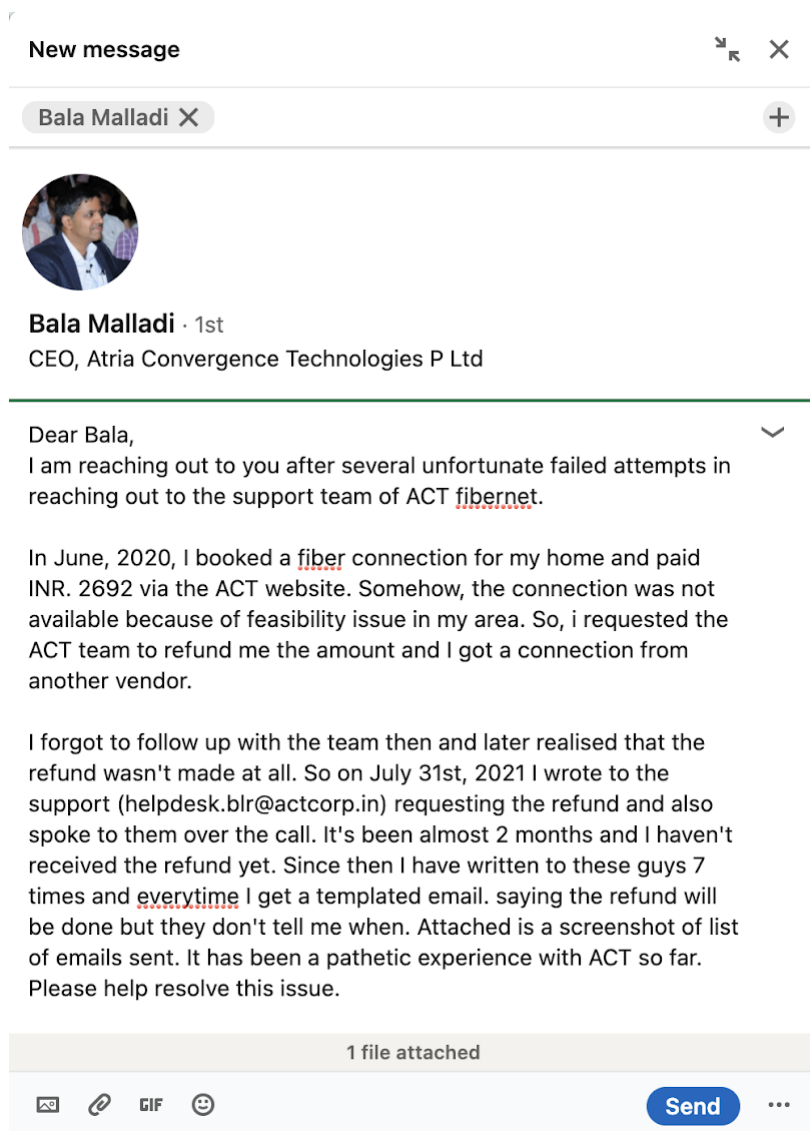
We would like to assure you that the details of the incident have been forwarded and We ensure that the same will get addressed on priority, kindly bear with us until such time and we appreciate your patience.

[Quoted text hidden]

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.ncr@actcorp.in

Thu, Sep 23, 2021 at 6:50 AM

Hi shyam,
Just wanted to let you know that if the refund is not made within 48 hours, I will hit the send button and then it's you and your CEO.
I have common connections with him.



Please don't force me to do this. Issue the refund, now.

Thanks

Adnan

[Quoted text hidden]

[Quoted text hidden]

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Fri, Sep 24, 2021 at 3:13 PM

Dear Mohammad Adnan Khan,

Thank you for contacting ACT Fibernet .

This is the email regarding the refund on your ACT broadband prospect number: 110431227396.

We regret for the inconvenience caused.

We would like to inform you that, we have escalated your request to our team and we will ensure the issue is resolved at the earliest.

Regards,
Vanitha
Team ACT

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FAQ: <https://www.actcorp.in/faq>

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.ncr@actcorp.in

Thu, Nov 11, 2021 at 4:46 PM

It's been 7 months and I haven't received the refund yet. I am going to the consumer court now.

[Quoted text hidden]

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Thanks & Regards,
Adnan

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Sat, Nov 13, 2021 at 12:25 PM

Dear Mr. Mohammad Adnan Khan,

Thank you for contacting ACT Fibernet.

This is in reference to your email informing us about your ACT account number 110431227396.

We sincerely apologize for the inconvenience caused on account of service.

Appreciate your patience. However your issue has been assigned to the team to facilitate immediate rectification of your reuest.

We expect your issue would be address shortly. Kindly bear with us until such time.

Regards,
Neelam
Team ACT.

In case of any further queries: Wifi Analyser is now enabled in mobile APP.

[Quoted text hidden]

Mohammad Adnan Khan <imak8414@gmail.com>
To: helpdesk.ncr@actcorp.in

Sat, Jan 8, 2022 at 9:03 PM

It's now been 1.5 months since your last email.
You guys don't want to refund my money.
So, I am going to the consumer court where I will file my complaint.
Enough is enough.

[Quoted text hidden]

[Quoted text hidden]

helpdesk.ncr@actcorp.in <helpdesk.ncr@actcorp.in>
To: Mohammad Adnan Khan <imak8414@gmail.com>

Tue, Jan 11, 2022 at 1:33 PM

Dear Mr.Mohammad Adnan Khan,

Thank you for contacting ACT Fibernet.

This is in reference to your email informing about your Refunds on ACT Prospect number 110431227396.

Please accept our sincere apology for the inconvenience you have experienced with respect to the Delay in addressing Issue.

We have forwarded your details to our team regarding your concern, they would address shortly, Kindly bear with us until such time.

Regards,
Lakshmi
Team ACT.

In case of any further queries:

Chat Bot : Visit us at <https://fb7y.app.link/quickhelp> for quick self-help on our Chat Bot.

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FAQ : <https://www.actcorp.in/faq>

Mohammad Adnan Khan <imak8414@gmail.com>
Draft To: helpdesk.ncr@actcorp.in

Thu, Mar 3, 2022 at 1:17 AM

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