Hoichoi Support Tickets - Custom Export

# Export Configuration

**Tickets Requested: 500**

**Tickets Exported: 497**

**Tickets with Conversations: 497**

**Total Conversations: 2734**

**Request Delay: 0.5s**

**Include Empty Tickets: No**

**Export Date: July 18, 2025 at 03:51 PM**

# Ticket Dataset

## Ticket #894105: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 10:10 AM | Updated | Fri, 18 Jul at 10:12 AM |
| Requester | 35093474649 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 10:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Payel Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894105 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 10:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #894098: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Open | Priority | Low |
| Created | Fri, 18 Jul at 09:11 AM | Updated | Fri, 18 Jul at 10:12 AM |
| Requester | 35093473921 | Agent | 35093023959 |

### Conversations (17 messages)

**🛠️ Support [1] - Fri, 18 Jul at 09:11 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rafi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894098 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 18 Jul at 09:13 AM (Public Message)**

*From: sufianrafi50@gmail.com*

Phone number+610466499358

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**🛠️ Support [3] - Fri, 18 Jul at 09:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, May I kindly request you to share a screenshot or a short video of the error you’re experiencing? This will help me better understand the issue and assist you with the best possible resolution. Looking forward to your response. Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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**👤 Customer [4] - Fri, 18 Jul at 09:24 AM (Public Message)**

*From: sufianrafi50@gmail.com*

No otp is coming my number.Is available in Australia or not?Attachment(s) that exceed the 20 MB limit have been dropped. Please reach out to the sender.

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**🛠️ Support [5] - Fri, 18 Jul at 09:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Yes, hoichoi is available in Australia.  Could you kindly share a screenshot or a screen recording of the issue (within 20 MB), so that we can review it and assist you with the best possible resolution?  Your support will help us resolve this quickly. ​ Thanks & Regards, Team hoichoi

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**👤 Customer [6] - Fri, 18 Jul at 09:28 AM (Public Message)**

*From: sufianrafi50@gmail.com*

Everything is ok the main problem is OTP IS NOT coming.So how can Isubscribe.

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**🛠️ Support [7] - Fri, 18 Jul at 09:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I would like to inform you that there's no need to add an extra ‘0’ before your number, as the country code +61 is already included on the login page. May I kindly request you to share a screenshot after entering your number on the login page? This will help me check and assist you more effectively. Thanks & Regards, Team hoichoi

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**👤 Customer [8] - Fri, 18 Jul at 09:41 AM (Public Message)**

*From: sufianrafi50@gmail.com*

Thanks otp is coming but I am trying to payment bit it's coming failure.

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**🛠️ Support [9] - Fri, 18 Jul at 09:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to confirm whether a VPN is currently turned off and also if you're not trying to stream from an office laptop?  This information will help me better understand the situation and assist you with the most appropriate resolution. Thanks & Regards, Team hoichoi

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**👤 Customer [10] - Fri, 18 Jul at 09:47 AM (Public Message)**

*From: sufianrafi50@gmail.com*

"Yes, VPN is turned off and I am not using an office laptop. Still facingpayment failure.i am using my phone.

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**🛠️ Support [11] - Fri, 18 Jul at 10:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused to you. May I kindly request you to please ensure that your VPN is completely turned off and then try accessing the app once again? This will help us check if the issue is related to network restrictions. Please do let me know how it goes, I’m here to assist you further if needed. Thanks & Regards, Team hoichoi

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**🛠️ Support [12] - Fri, 18 Jul at 10:01 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rafi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894103 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [13] - Fri, 18 Jul at 10:02 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894103 is merged into this ticket.

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**🛠️ Support [14] - Fri, 18 Jul at 10:02 AM (Private Note)**

Merged from ticket 894103 Subject: Description: Dear Hoichoi Support Team, Thank you for your response. I would like to confirm that I am not using a VPN, and I am not streaming from an office laptop. However, I am still facing issues while trying to make the payment. I have tried several times, but each time the transaction fails. Could you please help me resolve this issue? Looking forward to your support. Kind regards, Rafi sufianrafi50@gmail.com

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**👤 Customer [15] - Fri, 18 Jul at 10:06 AM (Public Message)**

*From: sufianrafi50@gmail.com*

Hi Team Hoichoi,Thank you for your response.As mentioned earlier, I have already turned off the VPN and I am not usingan office laptop. I am trying to subscribe using my personal phone, but I’mstill getting a payment failure message.Could you please check if there’s any other issue from your end or suggestan alternative way to complete the payment?Looking forward to your help.Kind regards,Rafi

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**🛠️ Support [16] - Fri, 18 Jul at 10:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused to you. May I kindly request you to please ensure that your VPN is completely turned off and then try accessing the app once again? This will help us check if the issue is related to network restrictions. Please do let me know how it goes, I’m here to assist you further if needed. Thanks & Regards, Team hoichoi

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**👤 Customer [17] - Fri, 18 Jul at 10:12 AM (Public Message)**

*From: sufianrafi50@gmail.com*

Hi Team Hoichoi,Thank you for your response.As mentioned earlier, I have already turned off the VPN and I am not usingan office laptop. I am trying to subscribe using my personal phone, but I’mstill getting a payment failure message.Could you please check if there’s any other issue from your end or suggestan alternative way to complete the payment?Looking forward to your help.Kind regards,Rafi

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## Ticket #894018: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Open | Priority | Low |
| Created | Thu, 17 Jul at 06:02 PM | Updated | Fri, 18 Jul at 10:09 AM |
| Requester | 35093468445 | Agent | 35074856318 |

### Conversations (15 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:02 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Alivia Basak Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894018 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 06:05 PM (Public Message)**

*From: aliviabasak92@gmail.com*

Please give me update as soon as possible. Rs 999 is deducted from myaccount

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**👤 Customer [3] - Thu, 17 Jul at 06:06 PM (Public Message)**

*From: aliviabasak92@gmail.com*

Registered email - aliviabasak92@gmail.comOn Thu, 17 Jul, 2025, 11:35 pm Alivia Basak, wrote:> Please give me update as soon as possible. Rs 999 is deducted from my> account>>

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**👤 Customer [4] - Thu, 17 Jul at 06:17 PM (Public Message)**

*From: aliviabasak92@gmail.com*

On Thu, 17 Jul, 2025, 11:36 pm Alivia Basak, wrote:> Registered email - aliviabasak92@gmail.com>> On Thu, 17 Jul, 2025, 11:35 pm Alivia Basak, > wrote:>>> Please give me update as soon as possible. Rs 999 is deducted from my>> account>>>>

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**🛠️ Support [5] - Thu, 17 Jul at 06:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day! As you have paid using your Google play store account, you must have received a GPA ID over mail from Google play store. Please check your Gmail inbox and share a screenshot of your Google Order Receipt with the GPA ID mentioned there so we can assist you better with your transaction. Waiting for your response. Regards, Team hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 06:35 PM (Public Message)**

*From: aliviabasak92@gmail.com*

On Fri, 18 Jul, 2025, 12:02 am Support, wrote: Hi, Greetings of the day! As you have paid using your Google play store account, you must have received a GPA ID over mail from Google play store. Please check your Gmail inbox and share a screenshot of your Google Order Receipt with the GPA ID mentioned there so we can assist you better with your transaction. Waiting for your response. Regards, Team hoichoi On Thu, 17 Jul at 11:47 PM , Alivia Basak wrote: On Thu, 17 Jul, 2025, 11:36 pm Alivia Basak, wrote: Registered email - aliviabasak92@gmail.com  On Thu, 17 Jul, 2025, 11:35 pm Alivia Basak, wrote: Please give me update as soon as possible.  Rs 999 is deducted from my account  On Thu, 17 Jul, 2025, 11:32 pm Support, wrote: Hello Alivia Basak Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894018 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Thu, 17 Jul at 11:32 PM , Alivia Basak wrote: Payment done by Google play billing and Rs 999 Payment debited from my account,  but subscription is not done. Is showing subscribe now. In hoichoi app, I'm clicking on Google play billing option. It shows error,you are already subscribed. If my subscription is failed. But amount has been deducted from account.  Then will I get it back ? When ? How can I see that my subscription is failed, processed or success? In hoichoi app how can I see

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**🛠️ Support [7] - Thu, 17 Jul at 06:37 PM (Private Note)**

https://tools.viewlift.com/users/account/99d2a060-d46a-45e9-aa20-aff601f665f7

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**🛠️ Support [8] - Thu, 17 Jul at 06:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Please check and share the installed hoichoi app version with us once.  Awaiting your response. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [9] - Thu, 17 Jul at 06:46 PM (Public Message)**

*From: aliviabasak92@gmail.com*

On Fri, 18 Jul, 2025, 12:12 am Support, wrote: Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Please check and share the installed hoichoi app version with us once.  Awaiting your response. Wishing you a great day ahead. Regards,     Team-hoichoi   On Fri, 18 Jul at 12:05 AM , Alivia Basak wrote: On Fri, 18 Jul, 2025, 12:02 am Support, wrote: Hi, Greetings of the day! As you have paid using your Google play store account, you must have received a GPA ID over mail from Google play store. Please check your Gmail inbox and share a screenshot of your Google Order Receipt with the GPA ID mentioned there so we can assist you better with your transaction. Waiting for your response. Regards, Team hoichoi On Thu, 17 Jul at 11:47 PM , Alivia Basak wrote: On Thu, 17 Jul, 2025, 11:36 pm Alivia Basak, wrote: Registered email - aliviabasak92@gmail.com  On Thu, 17 Jul, 2025, 11:35 pm Alivia Basak, wrote: Please give me update as soon as possible.  Rs 999 is deducted from my account  On Thu, 17 Jul, 2025, 11:32 pm Support, wrote: Hello Alivia Basak Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894018 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [10] - Thu, 17 Jul at 06:51 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/3/0/conversation/1024069046481661

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**🛠️ Support [11] - Thu, 17 Jul at 06:52 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of.  Please refer to the ticket id- 894018. Our team is still working on it. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [12] - Thu, 17 Jul at 06:53 PM (Public Message)**

*From: aliviabasak92@gmail.com*

Ok

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**🛠️ Support [13] - Thu, 17 Jul at 06:55 PM (Public Message)**

*From: support@hoichoi.tv*

Thank you for your patience and support!

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**🛠️ Support [14] - Fri, 18 Jul at 09:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from team hoichoi!  ​ I deeply apologise for the inconvenience caused. Due to some technical issues the plan didnt get activated rightaway. We have activated the plan against 7430828029 Please logout and LOGIN with number 7430828029  and OTP to access your plan. Let me know if I can assist you with anything else regarding hoichoi. Hope you have a good day. Regards, Team hoichoi

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**👤 Customer [15] - Fri, 18 Jul at 10:09 AM (Public Message)**

*From: aliviabasak92@gmail.com*

Thank you team... It is working now.

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## Ticket #894032: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Open | Priority | Low |
| Created | Thu, 17 Jul at 08:37 PM | Updated | Fri, 18 Jul at 10:07 AM |
| Requester | 35093469478 | Agent | 35077458099 |

### Conversations (10 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dinar Mustafiz Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894032 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 08:41 PM (Public Message)**

[No text content]

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**👤 Customer [3] - Thu, 17 Jul at 08:41 PM (Public Message)**

[No text content]

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**🛠️ Support [4] - Fri, 18 Jul at 03:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, If you are using our website for streaming, Kindly share us the browser name and version along with the OS version of your device with us. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [5] - Fri, 18 Jul at 08:45 AM (Public Message)**

Macbook pro, mac os sonoma 14.1 Safari Version 17.1 (19616.2.9.11.7) firefox browser 140.0.4 (64-bit)

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**🛠️ Support [6] - Fri, 18 Jul at 08:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Thank you for sharing the device details. Please try playing from incognito mode and check. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [7] - Fri, 18 Jul at 09:55 AM (Public Message)**

nope. its not working on incognito/private mode either

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**🛠️ Support [8] - Fri, 18 Jul at 10:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [9] - Fri, 18 Jul at 10:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, ​Are you trying to stream from India? Please confirm. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [10] - Fri, 18 Jul at 10:07 AM (Public Message)**

*From: dinarmustafiz@gmail.com*

Bangladesh

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## Ticket #894103: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 10:01 AM | Updated | Fri, 18 Jul at 10:02 AM |
| Requester | 35093473921 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 10:02 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894098

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## Ticket #894101: REQUEST: Subscription Cancellation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 09:46 AM | Updated | Fri, 18 Jul at 09:51 AM |
| Requester | 35093474351 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 09:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saswata Basak Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894101 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 09:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We have cancelled auto renewal against your plan with +19526498143, it will stand suspended once it expires on 8th August 2025.  Also, we'd like to know if there's any specific reason for your auto renewal cancellation so we can improve our service. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 09:50 AM (Private Note)**

https://tools.viewlift.com/users/account/4e679990-eb40-47e9-8150-82f09e0f2890

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## Ticket #888020: Re: Paap: Antim Pawrbo has been delivered to your hoichoi App! ?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Thu, 26 Jun at 07:04 PM | Updated | Fri, 18 Jul at 09:48 AM |
| Requester | 35077374129 | Agent | 35077458099 |

### Conversations (16 messages)

**🛠️ Support [1] - Thu, 26 Jun at 07:04 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Taufik Hasan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 888020 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 26 Jun at 07:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Kindly share us the device details you are using, hoichoi app version  and also the screenshot of the error so that we can forward the issue to the concerned team. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [3] - Thu, 26 Jun at 07:52 PM (Public Message)**

*From: taufikvu@gmail.com*

My registered phone number+8801713109389

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**🛠️ Support [4] - Fri, 27 Jun at 05:37 AM (Private Note)**

https://tools.viewlift.com/users/account/6a73d273-36f3-43dd-b70d-ecfcc41d3a00

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**🛠️ Support [5] - Fri, 27 Jun at 05:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings for the day! We request you to share a video of the issue you are facing along with the brand name, model number, software version and hoichoi app version/browser details of your device with us once. Waiting to hear from you. Regards, Team hoichoi

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**🛠️ Support [6] - Sun, 29 Jun at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Taufik, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [7] - Wed, 02 Jul at 07:08 PM (Public Message)**

*From: taufikvu@gmail.com*

HiGood Evening!Sorry for delay response.Please find below the the details:Hichoi version 3.0.96Device name: Samsung Galaxy Note9Model no: SM-N960FAndroid version 9Also please find the attached document containing the message shows on thedisplay.Please reopen the ticket and solved the problem by today.Wishing you a great day.RegardsTaufik

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**🛠️ Support [8] - Wed, 02 Jul at 07:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!  Please confirm if the issue is being faced for any specific content or all contents and if specific contents, then share the names. Waiting for your response. Wishing you a pleasant day ahead. Regards,     Team-hoichoi

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**👤 Customer [9] - Thu, 03 Jul at 06:15 AM (Public Message)**

*From: taufikvu@gmail.com*

Almost allLike killbill society; lojja; mohanagar2

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**🛠️ Support [10] - Thu, 03 Jul at 06:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!  Apologies for the trouble caused. We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Kindly allow us 3-5 working days so we can get back to your with a solution. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team hoichoi

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**👤 Customer [11] - Thu, 03 Jul at 08:29 AM (Public Message)**

*From: taufikvu@gmail.com*

Thank you.

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**🛠️ Support [12] - Thu, 03 Jul at 08:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We seek your kind cooperation for the time being. We will get back to you once we have any update regarding this.                           Wishing you a pleasant day ahead.                         Regards,                  Team-hoichoi

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**👤 Customer [13] - Wed, 09 Jul at 05:43 AM (Public Message)**

*From: taufikvu@gmail.com*

HiAny update...

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**🛠️ Support [14] - Wed, 09 Jul at 08:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We seek your kind cooperation for the time being. We will get back to you once we have any update regarding this.                           Wishing you a pleasant day ahead.                         Regards,                  Team-hoichoi

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**👤 Customer [15] - Thu, 17 Jul at 05:32 PM (Public Message)**

*From: taufikvu@gmail.com*

Hi till now i don’t get any update....

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**🛠️ Support [16] - Thu, 17 Jul at 05:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!    We  regret the inconvenience being faced and sincerely apologize for the delay. We have already escalated the issue to our backend team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team hoichoi

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## Ticket #893638: Cancellation the auto-pay mandate to stop recharge

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 06:28 AM | Updated | Fri, 18 Jul at 09:47 AM |
| Requester | 35093396682 | Agent | 35093023959 |

### Conversations (12 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello ARPITA DEBNATH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893638 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 06:55 AM (Private Note)**

https://tools.viewlift.com/users/account/167b2b8b-0896-4e27-abf5-de9689a689de

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**🛠️ Support [3] - Tue, 15 Jul at 06:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 08:57 AM (Public Message)**

*From: 1990arpita@gmail.com*

Hi, I have mailed yesterday to stop my auto pay mandate in hoichoi. Therewas a confirmation mail sent to your end that auto pay mandate has beencancelled. But today is the mandate date for renew hoichoi subscription andthe amount 749 is debited from my account. Now I want to refund backthat amount to my account because I already told you yesterday that I don'twant to recharge my account. Please refund my amount as soon as possible.

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**🛠️ Support [5] - Wed, 16 Jul at 09:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello ARPITA DEBNATH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893816 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 09:36 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893816 is merged into this ticket.

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**🛠️ Support [7] - Wed, 16 Jul at 09:36 AM (Private Note)**

Merged from ticket 893816 Subject: Regarding auto renewal of hoichoi subscription Description: Please find the attachment

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**🛠️ Support [8] - Wed, 16 Jul at 09:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, We understand your concern and regret the hassle faced; we have cancelled and initiated a refund against your account with . It'll get credited back to your account in 3-5 business days. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [9] - Wed, 16 Jul at 09:43 AM (Private Note)**

https://tools.viewlift.com/users/account/167b2b8b-0896-4e27-abf5-de9689a689de

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**🛠️ Support [10] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arpita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Fri, 18 Jul at 09:24 AM (Public Message)**

*From: 1990arpita@gmail.com*

I told you that I want refund of my subscription amount. But the above saidamount is not credited to my account till now. Kindly do the needful at the earliest.Thanks & RegardsArpita Debnath

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**🛠️ Support [12] - Fri, 18 Jul at 09:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. However, please don’t worry. We have processed a refund for you. The amount will be credited back to your account within 7–10 business days. Please be assured, and feel free to reach out if you need any further assistance. I'm here to help! Thanks & Regards, Team hoichoi

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## Ticket #894099: request to cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 09:26 AM | Updated | Fri, 18 Jul at 09:28 AM |
| Requester | 35093474092 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 09:26 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rathin Singha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894099 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 09:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Upon checking, I can confirm that the auto-renewal for your subscription has already been cancelled. Please rest assured that no further charges​.  If you have any further questions or need assistance, feel free to reach out. I’ll be happy to help! Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 09:28 AM (Private Note)**

https://tools.viewlift.com/users/account/4641ed24-74e1-43ff-8be0-e51b3ceb9cf9

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## Ticket #893966: Subscription not showing

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 09:15 AM | Updated | Fri, 18 Jul at 09:21 AM |
| Requester | 35093462917 | Agent | 35077458099 |

### Conversations (15 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:15 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Indrani Sen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893966 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 09:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 09:23 AM (Public Message)**

*From: sen\_indrani@yahoo.com*

Dear Hoichoi teamHere the attached subscription Email sen\_indrani@yahoo.comBestIndrani Sent from Yahoo Mail for iPhone

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**🛠️ Support [4] - Thu, 17 Jul at 10:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  However, I’m sorry to inform you that we could not find an active subscription associated with the email address provided. May I kindly request you to share the correct registered phone number or email address linked to your hoichoi subscription? This will help me check the details and assist you further. Please feel free to reach out if you have any questions, I’ll be happy to help. Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Thu, 17 Jul at 10:58 AM (Public Message)**

*From: sen\_indrani@yahoo.com*

Hi I am already sent you the screen shot fromApple accciunt and the subscription detailsEmail sen\_indrani@yahoo.comPh 0041764367475Since I earlier had the following email address associated with my telephone number may be that is why is the problemindranis2008@googlemail.comBest Indrani Sent from Yahoo Mail for iPhone

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**🛠️ Support [6] - Thu, 17 Jul at 11:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. I would like to inform you that, upon checking, we couldn’t find any active subscription associated with the phone number or email address you’ve provided. May I kindly request you to share a screenshot of the successful payment transaction? This will help me verify the details and assist you further with the best possible resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [7] - Thu, 17 Jul at 11:22 AM (Public Message)**

*From: sen\_indrani@yahoo.com*

Hi Hoichoi Here again the details of transactionSent from Yahoo Mail for iPhone

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**🛠️ Support [8] - Thu, 17 Jul at 11:37 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank you forwriting to us and we apologize for any inconvenience caused.   Request you toperform the steps mentioned below and let us know if you are now able to accessthe content.   1. Open the hoichoiApp. Click on Menu   2. Scroll rightto the bottom. If you see the last option as Sign Out, please click on SignOut. If it asks you to Log in, please jump to Step no - 5. If it asks you toSign up, please click on Sign up and on the next page put in your emailaddress, phone number and a desired password. Once signed up you are good togo. You need not follow any further steps   3. For users whohad signed out in the second step, please close/Kill the App   4. Open the App   5. Click on"subscribe now"   6. Next Click on“Restore Purchase"   7. Check if youare able to consume content   In case of any error message, please forward the same to support@hoichoi.tv along with the Tax Invoice you would have received from Apple.    Wishing you apleasant day ahead!   Regards, Team-hoichoi

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**👤 Customer [9] - Thu, 17 Jul at 02:20 PM (Public Message)**

*From: sen\_indrani@yahoo.com*

Hi Doenst work stillGetting the following errorSent from Yahoo Mail for iPhone

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**🛠️ Support [10] - Thu, 17 Jul at 02:57 PM (Private Note)**

https://tools.viewlift.com/users/account/8e070572ef9b6a41e924f82c09420d5cb410fb7a31f6b607ee0fe4433c6c90ff

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**🛠️ Support [11] - Thu, 17 Jul at 03:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As per our records, your subscription is already active against indranis2008@gmail.com Please follow these steps to log in with Google: -Open hoichoi. -Go to Menu/Account. -Click on Login. -Select the Login with Google method. -Ensure that your Google account ID indranis2008@gmail.com is synced to the device you are using to log in to hoichoi. You can also watch this video for reference-https://youtu.be/9BNbzgM89zw Additionally since your subscription is associated with iOS, hence we cannot manage your subscription from our end. In order to check or cancel the auto renewal for iOS subscription, you can visit the following link https://support.apple.com/en-us/HT202039 Else, kindly get in touch with Apple Customer Support for further assistance. Feel free to get back to us if you face any issue. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [12] - Thu, 17 Jul at 08:19 PM (Public Message)**

*From: sen\_indrani@yahoo.com*

HiYou clearly see in the purchase history that I have used my Apple account to purchase the subscription . Why would it be linked to my google account ?I am absolutely fed up with this exchange of emails.I am sure that I will cancel the subscription now and not use HOICHOI any more. Please kindly try to resolve the issueBestSent from Yahoo Mail for iPhone

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**🛠️ Support [13] - Fri, 18 Jul at 03:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As we can see that, your login method is with GOOGLE, hence we would request you to login using that method, or else if you wish to change it to mail id and password, we can definitely do that.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [14] - Fri, 18 Jul at 09:15 AM (Public Message)**

*From: sen\_indrani@yahoo.com*

Yes please change the id to sen\_indrani@yahoo.comSent from Yahoo Mail for iPhone

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**🛠️ Support [15] - Fri, 18 Jul at 09:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully updated your email ID  sen\_indrani@yahoo.com  associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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## Ticket #893815: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 09:12 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093451043 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mrased Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893815 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, You can go ahead and subscribe without any hesitation, as you’ll have the option to cancel the auto-renewal from your end at any time. If you face any difficulty in doing so after subscribing, please let us know we’ll cancel the auto-renewal on your behalf.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mrased, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893814: Showing Subscribe though subscription is active.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 09:10 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093451031 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Gopal Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893814 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 09:24 AM (Private Note)**

https://tools.viewlift.com/users/account/1a9f75e1-896d-4232-8040-b98bb9cfe2fd

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**🛠️ Support [4] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Gopal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893810: Subscription amount deducted but not showing in app

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 08:35 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093450523 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:35 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SURYANI BOSE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893810 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 08:39 AM (Public Message)**

*From: bosesuryani04@gmail.com*

I have already shared my phone number in the last email. Please check that.I shared my phone number in your support whatsapp page also and in yoursupport online page as well. How many times do I send my phone number?Just now I received email from Google Play about the successful paymentdone to Hoichoi 3 months subscription plan. But still I cannot view yourcontent.Suryani Bose

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**🛠️ Support [3] - Wed, 16 Jul at 09:14 AM (Private Note)**

Activated https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/3/0/conversation/1023580228659739

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**🛠️ Support [4] - Wed, 16 Jul at 09:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As your plan is active against your phone no +919836684294 only. Please follow these steps to log in with your phone number: -Open the hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 09:32 AM (Private Note)**

https://tools.viewlift.com/users/account/33f6cfc1eaec7c4fca01575053a513c6659c52fd290dbfd5c5ff0417d81d6cd6

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**🛠️ Support [6] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suryani, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893811: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 08:35 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093450645 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:35 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Karabi Patra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893811 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mailbox. If you have paid using your Google play store please share a screenshot of the GPA ID, you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Karabi, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893807: Subject: Request to Change Login ID to Email

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 08:13 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093450417 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rabi Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893807 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully updated your email ID rabisarkar4658@gmail.com associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 09:09 AM (Private Note)**

https://tools.viewlift.com/users/account/81644e63-7bc9-4d6d-ae49-03285a839c1d

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**🛠️ Support [4] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rabi, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893806: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 08:09 AM | Updated | Fri, 18 Jul at 09:18 AM |
| Requester | 35093450365 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suryani Bose Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893806 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mailbox. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suryani, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #894097: Deduction even after cancellation of hoichoi app

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 09:06 AM | Updated | Fri, 18 Jul at 09:09 AM |
| Requester | 35093273343 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 09:06 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Debasis Gupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894097 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 09:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank youfor writing to us.   We did notfind any account or transaction with the mail id or phone number   We request you to provide us with your subscribed email address and contact number.    Additionally,if you have subscribed using Google Play balance or iTunes, please provide uswith the order receipt received from Google (GPA Number) / tax invoice receivedfrom Apple.  ​ If youhave subscribed from Bangladesh, please let us know your date of subscription/last 4 digits of card number/ transaction id from SSL.   Once we receive this information, we will be able to assist you better.    Waiting to hear from you.    Regards Team-hoichoi

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## Ticket #894067: Operation in Nepal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 04:28 AM | Updated | Fri, 18 Jul at 08:57 AM |
| Requester | 35093471403 | Agent | 35077458099 |

### Conversations (20 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jonty Nandi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894067 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jonty Nandi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894068 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 04:32 AM (Public Message)**

*From: nandijonty@gmail.com*

Registered phone number: +918349588255 (request for WhatsApp)

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**🛠️ Support [4] - Fri, 18 Jul at 04:35 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894068 is merged into this ticket.

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**🛠️ Support [5] - Fri, 18 Jul at 04:35 AM (Private Note)**

Merged from ticket 894068 Subject: Description: Dear Team, Please let me know if i can use hoichoi in nepal.

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**🛠️ Support [6] - Fri, 18 Jul at 04:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that, hoichoi is available in Nepal. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [7] - Fri, 18 Jul at 04:52 AM (Public Message)**

*From: nandijonty@gmail.com*

Dear team,Please tell the process to subscribe as I am putting my cell phone numberin the app it says wrong number, I am unable to sign up and login.Is it a different processRegardsSrijit Nandi

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**🛠️ Support [8] - Fri, 18 Jul at 04:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please uninstall the app and reinstall and then check once.  ​If the issue persists, please share us a screenshot of the error, so that we can check and assist you better. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [9] - Fri, 18 Jul at 05:08 AM (Public Message)**

*From: nandijonty@gmail.com*

Dear team,I just installed my app on my firestick yesterday and still same issue. Asinstructed did the same and yet it says wrong numberRegardsSRIJIT NANDI

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**🛠️ Support [10] - Fri, 18 Jul at 05:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Since you are facing otp issue, hence we would request you to please login with GOOGLE method and then take a fresh subscription to watch our contents. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [11] - Fri, 18 Jul at 05:32 AM (Public Message)**

*From: nandijonty@gmail.com*

Dear team,Then will it work on my telivision aswell?Regards

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**🛠️ Support [12] - Fri, 18 Jul at 05:33 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Yes, it will work. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [13] - Fri, 18 Jul at 06:05 AM (Public Message)**

*From: nandijonty@gmail.com*

Dear team,It is not workingWhat's the issue I just took the subscription yet it is not working???RegardsSrijit Nandi

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**🛠️ Support [14] - Fri, 18 Jul at 06:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please uninstall and reinstall the tv and mobile app as well and check if the same issue is happening or not. Also, please make sure that you are writing the correct code. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [15] - Fri, 18 Jul at 06:16 AM (Public Message)**

*From: nandijonty@gmail.com*

I have already done that on my phone. As per the last email I have not doneit on the you want me to reinstall hoichoi on my firestick again?Regards

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**🛠️ Support [16] - Fri, 18 Jul at 06:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Yes, please uninstall and reinstall from firetv and check as well. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [17] - Fri, 18 Jul at 08:20 AM (Public Message)**

*From: nandijonty@gmail.com*

Dear team,As instructed by you I did the same and still problem persistsWhat is the issue refund me my subscription if tv doesn't work

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**🛠️ Support [18] - Fri, 18 Jul at 08:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Since we cannot replicate the issue, hence we would request you to please share us a video, showing the code seen on the tv and you are typing that code in the mobile app, so that we can check and assist you to expedite the solution. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [19] - Fri, 18 Jul at 08:55 AM (Public Message)**

*From: nandijonty@gmail.com*

No need it has started working by itselfAfter putting in the code multiple times

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**🛠️ Support [20] - Fri, 18 Jul at 08:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Get back to us if you need any further concern. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #894011: Cancel Auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 05:09 PM | Updated | Fri, 18 Jul at 08:56 AM |
| Requester | 35093468007 | Agent | 35093023959 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:09 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pinku Sengupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894011 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:16 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We are sorry to hear that you are considering discontinuing the auto renewal of hoichoi. We genuinely value your feedback and would like to understand the reason behind your decision for cancellation of our services. Our team is committed to addressing any concerns you may have and finding ways to enhance your enjoyment of our services. Please let us know so we can go forward with the process along with your subscribed email address or contact number. Awaiting for response. Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 06:20 AM (Public Message)**

*From: pinkusengupta126@gmail.com*

The reason being the bank statement says auto pay is going to someonecalled Vishnu and there is no mention of Hoichoi in it .

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**🛠️ Support [4] - Fri, 18 Jul at 07:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the reason to us. We understand that you wish to cancel your hoichoi subscription. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Fri, 18 Jul at 08:47 AM (Public Message)**

*From: pinkusengupta126@gmail.com*

I said I want to cancel auto renewal not Hoichoi subscription. I want torenew it manually. Don't you have that option?

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**🛠️ Support [6] - Fri, 18 Jul at 08:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the reason to us. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #894096: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 08:23 AM | Updated | Fri, 18 Jul at 08:55 AM |
| Requester | 35093473482 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 08:23 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sankhajeet Bhowmick Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894096 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 08:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us. May I kindly request you to share a screenshot or a short video of the error you’re experiencing? This will help me better understand the issue and assist you with the best possible resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #894095: cancellation request of monthly subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 08:10 AM | Updated | Fri, 18 Jul at 08:53 AM |
| Requester | 35093473335 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 08:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SAMBHU GHOSH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894095 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 08:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription.  For your convenience, we have cancelled the auto-renewal for your subscription associated with email - cyrus\_engg@yahoo.co.in Once the current subscription expires on 3rd August 2025, your account will automatically stand suspended.  Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 08:52 AM (Private Note)**

https://tools.viewlift.com/users/account/9fac842c-6b68-45c6-bbc7-c06bf1438675

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## Ticket #894091: Cancellation of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 07:40 AM | Updated | Fri, 18 Jul at 08:50 AM |
| Requester | 35093473027 | Agent | 35093023959 |

### Conversations (8 messages)

**🛠️ Support [1] - Fri, 18 Jul at 07:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jahangir Alam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894091 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 07:43 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jahangir Alam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894092 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 08:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us. To assist you more efficiently, may I kindly request you to share the registered email address or phone number associated with your hoichoi account? This will help me locate your details and provide the appropriate support. Looking forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 08:43 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894092 is merged into this ticket.

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**🛠️ Support [5] - Fri, 18 Jul at 08:43 AM (Private Note)**

Merged from ticket 894092 Subject: Description: Hello, This is Muhammad Alam from Australia. When I took the subscription on June 2025, I can clearly remember, I didnt tick auto renewal but this is happening. Even I cannot cancel this online. Please cancel my subsciption and refund the fees for 3 months that I didnt sign for. Thanks.

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**👤 Customer [6] - Fri, 18 Jul at 08:45 AM (Public Message)**

*From: ranabdesh@yahoo.com*

Hi Team Hoicoi,My registered emial address is:  ranabdesh@yahoo.comRegards,Yahoo Mail: Search, organise, conquer>  >  > On Fri, 18 July 2025 at 6:12 pm, Support>

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**🛠️ Support [7] - Fri, 18 Jul at 08:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription.  For your convenience, we have cancelled the auto-renewal for your subscription associated with email address - anabdesh@yahoo.com. Once the current subscription expires on 18th August 2025, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [8] - Fri, 18 Jul at 08:50 AM (Private Note)**

https://tools.viewlift.com/users/account/df0f267f-ffea-43cd-beb4-422642d81ef5

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## Ticket #894093: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 07:45 AM | Updated | Fri, 18 Jul at 08:46 AM |
| Requester | 35093473079 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 07:45 AM (Private Note)**

*From: support@hoichoi.tv*

Hello amitava goswami Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894093 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 08:46 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the phone number. However, I’m sorry to inform you that we could not find an active subscription associated with the number you provided. May I kindly request you to share the correct registered phone number or email address linked to your hoichoi subscription? This will help me check the details and assist you further. Please feel free to reach out if you have any questions, I’ll be happy to help. Thanks & Regards, Team hoichoi

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## Ticket #894051: Subscription cancellation request

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 02:02 AM | Updated | Fri, 18 Jul at 08:45 AM |
| Requester | 35093470831 | Agent | 35077458099 |

### Conversations (9 messages)

**🛠️ Support [1] - Fri, 18 Jul at 02:02 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arunima Bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894051 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 18 Jul at 02:04 AM (Public Message)**

*From: arunimabht1309@gmail.com*

HiI opened my account with this email id: arunimabht1309@gmail.comPhone number: +61480630613Thanks and regards,Arunima

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**🛠️ Support [3] - Fri, 18 Jul at 03:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [4] - Fri, 18 Jul at 06:40 AM (Public Message)**

*From: arunimabht1309@gmail.com*

Hello,Thank you for your response. Yes please cancel when the currentsubscription expires.Thanks for your assistance.Best wishes to the team,Arunima.

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**🛠️ Support [5] - Fri, 18 Jul at 06:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with arunimabht1309@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [6] - Fri, 18 Jul at 08:02 AM (Public Message)**

*From: arunimabht1309@gmail.com*

Hi,Please find these details attached.

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**👤 Customer [7] - Fri, 18 Jul at 08:08 AM (Public Message)**

*From: arunimabht1309@gmail.com*

Hi,Please find these screenshots attachedOn Fri, 18 Jul 2025 at 6:02 pm, Arunima Bhattacharjee wrote:> Hi,> Please find these details attached.>>

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**🛠️ Support [8] - Fri, 18 Jul at 08:43 AM (Private Note)**

https://tools.viewlift.com/users/account/52d2c21c-cf45-49e9-8162-457e05815204

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**🛠️ Support [9] - Fri, 18 Jul at 08:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Since the subscription is from ios, hence we would request you to please contact apple media services regarding the cancellation request. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894092: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 07:43 AM | Updated | Fri, 18 Jul at 08:43 AM |
| Requester | 35093473027 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 08:43 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894091

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## Ticket #893543: Gourab Mukherjee: Profile & CV

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Mon, 14 Jul at 03:10 PM | Updated | Fri, 18 Jul at 08:40 AM |
| Requester | 35089240804 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gourab Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893543 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us, Please share your proposal at soumyabrata.rakshit@svf.in. Once our team has a suitable opportunity for you, they'll contact you.  ​Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gourab, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Fri, 18 Jul at 08:34 AM (Public Message)**

*From: mukherjeegourab420@gmail.com*

Hello,I, Gourab Mukherjee, have sent my profile & CV to soumyabrata.rakshit@svf.in.Thank you for responding & assisting me. But I couldn't understand aboutthe ticket system which was created by you once and then resolved now.thanking you,Gourab Mukherjeecall/whatsapp - 9073723352

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**🛠️ Support [5] - Fri, 18 Jul at 08:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893674: Cancellation of my Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 12:19 PM | Updated | Fri, 18 Jul at 08:40 AM |
| Requester | 35093400626 | Agent | 35077458099 |

### Conversations (14 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debendra Ray Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893673 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 12:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debendra Ray Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893674 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Tue, 15 Jul at 12:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 04:27 AM (Public Message)**

*From: debray2523@gmail.com*

Hello,Please cancel auto-renewal with an immediate effect.Regards,Debendra Ray

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**👤 Customer [6] - Wed, 16 Jul at 04:28 AM (Public Message)**

*From: debray2523@gmail.com*

Hello,Please cancel my auto-renewal with immediate effect as I would like tocontinue with this subscription.Regards,Debendra RayMob : 9831229482

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**🛠️ Support [7] - Wed, 16 Jul at 04:52 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893673 is merged into this ticket.

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**🛠️ Support [8] - Wed, 16 Jul at 04:52 AM (Private Note)**

Merged from ticket 893673 Subject: Description: Cancel my Subscription with immediate effect

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**🛠️ Support [9] - Wed, 16 Jul at 04:54 AM (Private Note)**

https://tools.viewlift.com/users/account/fa25e8644bbb3936eed2e51d43da075fe9d83f0eab666645a84779e0b2a6958f

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**🛠️ Support [10] - Wed, 16 Jul at 04:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with aadritaray@gmail.com and +919831229482. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 15/07/2026.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [11] - Fri, 18 Jul at 05:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Debendra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [12] - Fri, 18 Jul at 07:40 AM (Public Message)**

[No text content]

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**👤 Customer [13] - Fri, 18 Jul at 07:41 AM (Public Message)**

*From: debray2523@gmail.com*

Hello,Please refund my subscription amount as soon as possible.Regards,Debendra

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**🛠️ Support [14] - Fri, 18 Jul at 08:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with aadritaray@gmail.com and +919831229482. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 15/07/2026.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #894073: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 18 Jul at 05:03 AM | Updated | Fri, 18 Jul at 08:39 AM |
| Requester | 35093471612 | Agent | 35093023959 |

### Conversations (7 messages)

**🛠️ Support [1] - Fri, 18 Jul at 05:04 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Navonil Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894073 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 05:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 05:08 AM (Private Note)**

https://tools.viewlift.com/users/account/7e043d02-db3e-4298-8893-9b676224a0e8

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**👤 Customer [4] - Fri, 18 Jul at 07:03 AM (Public Message)**

*From: navonilghosh6@gmail.com*

Hi Team,I am not using this account much anymore.Please cancel my subscription.Regards,Navonil

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**🛠️ Support [5] - Fri, 18 Jul at 07:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the reason with us. Please rest assured, I’m here to help. I’ve successfully cancelled the auto-renewal for the subscription registered with the number 7278992947. You will not be charged further once the current subscription period ends on 18th July 2025.  If you need any additional assistance, please feel free to reach out. Thanks & Regards, Team hoichoi

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**👤 Customer [6] - Fri, 18 Jul at 07:51 AM (Public Message)**

*From: navonilghosh6@gmail.com*

Thank you

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**🛠️ Support [7] - Fri, 18 Jul at 08:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893803: Unable to cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:52 AM | Updated | Fri, 18 Jul at 08:18 AM |
| Requester | 35093450166 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:52 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Amey Salvi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893803 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 07:53 AM (Public Message)**

*From: aaradhyalogisticsmumbai@gmail.com*

Registered phone number : 8149087831

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**🛠️ Support [3] - Wed, 16 Jul at 07:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing hoichoi. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Waiting for response, Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Amey, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893713: Cannot cast to Chromecast

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 03:50 PM | Updated | Fri, 18 Jul at 08:18 AM |
| Requester | 35079757303 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rina Paul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893713 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**👤 Customer [3] - Wed, 16 Jul at 07:50 AM (Public Message)**

*From: soumyadeeppaul1@gmail.com*

Registered phone number is 9830854054. I have a paid subscription.Regards,Soumyadeep Paul

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**🛠️ Support [4] - Wed, 16 Jul at 07:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share your chrome cast version along with, a short screen recording of the process you are following, to help us replicate the issue. Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [5] - Fri, 18 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rina, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893039: Complaint about subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 11 Jul at 11:19 AM | Updated | Fri, 18 Jul at 07:49 AM |
| Requester | 35093365288 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Fri, 11 Jul at 11:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Siddhartha Nandy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893039 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 11 Jul at 11:23 AM (Public Message)**

*From: siddharthanandy51@gmail.com*

My phone no - 9231667907 and ticket no. 893039

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**🛠️ Support [3] - Fri, 11 Jul at 11:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for sharing the bank statement with us. We truly appreciate your cooperation. To help us verify the payment and assist you further, may we kindly request you to share the transaction ID or reference number associated with the payment? This information will allow us to track and validate the transaction more efficiently from our end. We sincerely apologize for the inconvenience and truly appreciate your patience and understanding in this matter. Looking forward to your response. Warm Regards, Team hoichoi

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**🛠️ Support [4] - Sun, 13 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Siddhartha, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [5] - Tue, 15 Jul at 03:25 PM (Public Message)**

*From: siddharthanandy51@gmail.com*

My ticket no was 893039.As you asked about the transaction no,it was328288863.Sorty for late reply as I didn't have txn no at that time.

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**🛠️ Support [6] - Tue, 15 Jul at 03:52 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We’re currently unable to locate any transaction on our end. Could you please share the Transaction ID? This will help us verify the payment and assist you further.  Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Siddhartha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [8] - Fri, 18 Jul at 07:49 AM (Public Message)**

[No text content]

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## Ticket #894087: Can’t process the payment to renew subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 07:08 AM | Updated | Fri, 18 Jul at 07:36 AM |
| Requester | 35084852431 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 07:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shabnaaz Zahereen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894087 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 07:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share a screenshot or a short video of the error you’re experiencing? This will help me better understand the issue and assist you with the best possible resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #893693: Not able to see HoiChoi in TV

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Tue, 15 Jul at 01:57 PM | Updated | Fri, 18 Jul at 07:27 AM |
| Requester | 35093401931 | Agent | 35077458099 |

### Conversations (13 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:57 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sugata Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893693 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 02:00 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Please share us the picture of the account details page from tv. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 02:55 PM (Public Message)**

*From: sugatasarkar@gmail.com*

I am only getting this on the TV menu option ..And this is what I am seeing from my mobileLet me know.Thanks

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**🛠️ Support [4] - Tue, 15 Jul at 02:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please uninstall the app from tv and reinstall and then check if any issue persists or not. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 03:30 PM (Public Message)**

*From: sugatasarkar@gmail.com*

I have tried this before, it didn’t help.Thanks.

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**🛠️ Support [6] - Tue, 15 Jul at 03:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, To assist us in resolving the matter more efficiently, we kindly request that you provide a short video demonstrating the process of uninstalling and reinstalling the app, while still encountering the error. This will help us address the issue more effectively. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 04:04 PM (Public Message)**

*From: sugatasarkar@gmail.com*

Here you go .. same problem..

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**👤 Customer [8] - Tue, 15 Jul at 04:05 PM (Public Message)**

*From: sugatasarkar@gmail.com*

(2) video ..

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**👤 Customer [9] - Tue, 15 Jul at 04:06 PM (Public Message)**

*From: sugatasarkar@gmail.com*

(3) videoSame issue …

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**🛠️ Support [10] - Tue, 15 Jul at 04:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [11] - Tue, 15 Jul at 04:13 PM (Private Note)**

https://tools.viewlift.com/users/account/89f41f13-7cbb-4bef-a32e-1fbea404322f

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**👤 Customer [12] - Fri, 18 Jul at 07:21 AM (Public Message)**

*From: sugatasarkar@gmail.com*

Hi, is there any updates on this?

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**🛠️ Support [13] - Fri, 18 Jul at 07:27 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please bear with us and we will surely update you regarding the issue as soon as possible. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893721: Download video not playing

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:29 PM | Updated | Fri, 18 Jul at 07:24 AM |
| Requester | 35093404405 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:29 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sourav jana Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893721 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 04:32 PM (Public Message)**

*From: gangstrsrv@gmail.com*

9907419075-This is my number.

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**🛠️ Support [3] - Tue, 15 Jul at 04:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We kindly request you to uninstall the hoichoi app and reinstall it, then try accessing your account again. If the issue still persists after doing this, please feel free to reach out to us we’ll be happy to assist you further. Should you need any additional help, don’t hesitate to let us know. Waiting for your response, Regards, Team Hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 06:30 AM (Public Message)**

*From: gangstrsrv@gmail.com*

Same problem not working yet

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**🛠️ Support [5] - Wed, 16 Jul at 06:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience caused, Please provide us with the hoichoi app version, along with a screenshot of the download section and the name of the specific content. Looking forward to your response, Regards,  Team hoichoi

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**🛠️ Support [6] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sourav, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [7] - Fri, 18 Jul at 07:18 AM (Public Message)**

*From: gangstrsrv@gmail.com*

Yes, everything is fine.

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**🛠️ Support [8] - Fri, 18 Jul at 07:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #894089: Refund query for cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 07:12 AM | Updated | Fri, 18 Jul at 07:23 AM |
| Requester | 35093462858 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 07:23 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894088

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## Ticket #894088: Refund for Cancelled Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 07:09 AM | Updated | Fri, 18 Jul at 07:23 AM |
| Requester | 35093462858 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 07:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankurendu Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894088 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 07:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankurendu Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894089 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 07:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Upon checking, I can confirm that the refund has already been processed from our end. The amount should be credited back to your account within 7 to 10 business days. Please feel free to reach out if you have any further questions. I'm here to help! Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 07:23 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894089 is merged into this ticket.

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**🛠️ Support [5] - Fri, 18 Jul at 07:23 AM (Private Note)**

Merged from ticket 894089 Subject: Refund query for cancel subscription Description: Dear Hoichoi support Team, I have cancelled my subscription. Please confirm whether you will be refunding the amount or not. Looking forward to your response. Best regards, Ankurendu Ghosh.

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## Ticket #892122: Article Feedback - I can only hear the audio, but the video is not playing on my TV while casting.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 04 Jul at 05:35 PM | Updated | Fri, 18 Jul at 07:19 AM |
| Requester | 35093034568 | Agent | 35093023959 |

### Conversations (17 messages)

**🛠️ Support [1] - Fri, 04 Jul at 05:35 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saswati Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892122 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 04 Jul at 05:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share the exact error message you’re encountering while streaming. Please also provide the name of the specific content you're unable to stream, along with a short video clip or screenshot. This will help us replicate the issue and assist you more effectively.    Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Sun, 06 Jul at 01:28 PM (Public Message)**

*From: saswati.chakra@gmail.com*

Hi There,Is there any update on this? I have a full subscription but is unable toview on TV since the very first day. Kindly advise.Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [4] - Sun, 06 Jul at 01:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share the exact error message you’re encountering while streaming. Please also provide the name of the specific content you're unable to stream, along with a short video clip or screenshot. This will help us replicate the issue and assist you more effectively.    Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 08 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saswati, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [6] - Tue, 08 Jul at 03:04 PM (Public Message)**

*From: saswati.chakra@gmail.com*

Hi, can I talk to someone? Its becoming so unprofessional and uneasy tokeep discussing with chatbot and then now over email, repeating the samethings again and again. I am really surprised the way customer support isset up. This is the first kind of unpleasant experience I have had.Nevertheless, I have been telling again and again, I am unable to cast anyvideo from hoichoi app to my google chromecast. I have active subscriptionsof amazon prime, netflix, hotstar, zee5, airtel extreme and Youtube premiumand all works perfectly fine except hoichoi.There is no error. Its just that, it won't cast. It would try and then fail.Find attached the video of the issue.Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [7] - Tue, 08 Jul at 07:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We absolutely understand your concern and deeply apologise for the inconvenience caused.  To help us assist you better, may we kindly know a suitable time to reach you over a quick call?  We’d love to connect and walk through the issue with you. In the meantime, it would be really helpful if you could share a few details with us: - The brand, model number, and OS version of the phone you're using to cast - The hoichoi app version which is installed on your phone - The brand and model number of your TV - Google Chromecast generation  Also,, to understand the issue better, please confirm is the issue happening only with recent content like Kabuliwala, or are older shows like Byomkesh or Eken Babu also affected? Looking forward to hearing from you so we can get this resolved as quickly as possible! Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [8] - Wed, 09 Jul at 06:47 PM (Public Message)**

*From: saswati.chakra@gmail.com*

Hello,Although all the requested details were provided to the chatbot, i willredo these today again. Will update you with a timeslot to discuss today.Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [9] - Wed, 09 Jul at 07:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. Sure. Please feel free to get connected for further assistance. Awaiting response from you.                           Wishing you a great day ahead.                         Regards,                  Team-hoichoi

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**👤 Customer [10] - Thu, 10 Jul at 06:23 AM (Public Message)**

*From: saswati.chakra@gmail.com*

Hello Team,Here are the requested details :I have tried 2 phones.1. Redmi note 12 pro plus 5g, Android 14, OS version 2.0.1.0.UMOIMXM2. Moto edge 50 fusion, Android 15, No versionBrand of TV - PanasonicGoogle Chromecast cast 2Chromecast firmware 1.56.467165Hoichoi version 3.0.97Problem seems to be with the new contents on Hoichoi. Older contents likeEken Babu and Byomkesh are working all okay.Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [11] - Thu, 10 Jul at 06:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!  Apologies for the trouble caused. We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it, please allow us 3-5 working days so we can get back to your with a solution. We'll inform you once its fixed. We seek your kind cooperation for the time being. Wishing you a great day ahead. Regards,     Team hoichoi

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**👤 Customer [12] - Thu, 10 Jul at 11:56 AM (Public Message)**

*From: saswati.chakra@gmail.com*

Sure, Thank you!Please let me know, if you need a call to discuss further. Can have it ataround 1930 today.Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [13] - Thu, 10 Jul at 12:00 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!  We have already forwarded the shared details regarding your issue to our concerned team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Meanwhile, kindly stream hoichoi using pc/mobile. Our team is still working on it, please allow us some time. We'll inform you once its fixed. We seek your kind cooperation for the time being. Wishing you a great day ahead. Regards,     Team hoichoi

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**👤 Customer [14] - Tue, 15 Jul at 06:05 AM (Public Message)**

*From: saswati.chakra@gmail.com*

Hello Team,Any update on this please?Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [15] - Tue, 15 Jul at 06:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have escalated the issue to our technical team, and they are currently working on it. We truly appreciate your patience and will do our best to resolve this as soon as possible. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [16] - Fri, 18 Jul at 07:10 AM (Public Message)**

*From: saswati.chakra@gmail.com*

Hello Team,What is the status?Warm Regards,Saswati ChakrabortyDeputy General Manager - HR @ VodafonePhone - 9765409982

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**🛠️ Support [17] - Fri, 18 Jul at 07:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused to you. Please rest assured, our internal team is actively working on resolving the issue. I kindly request your patience and a little more time while we complete the necessary checks from our end. We truly appreciate your understanding and will get back to you as soon as we have an update. Thank you for bearing with us. Thanks & Regards, Team hoichoi

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## Ticket #894061: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 03:52 AM | Updated | Fri, 18 Jul at 07:18 AM |
| Requester | 35093471237 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:52 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mohammad Shahabuddin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894061 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 07:15 AM (Public Message)**

*From: ahmedshihab.bd@gmail.com*

Yes, please cancel.

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**🛠️ Support [4] - Fri, 18 Jul at 07:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [5] - Fri, 18 Jul at 07:18 AM (Private Note)**

https://tools.viewlift.com/users/account/393cccac-8f1e-45d8-9a07-6baace4f4787

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## Ticket #893401: Article Feedback - How can I watch hoichoi on my Smart TV?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 03:51 PM | Updated | Fri, 18 Jul at 07:17 AM |
| Requester | 35093381005 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pal\_nilanjan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893401 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:58 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please follow the below steps to login- Hoichoi app- Menu- Login- Login with Please follow these steps to login from Your TV :- Click on “Login” If you have signed up using Phone no/Google/Facebook please click on "Activate Device" Once the code is generated on tv,open your app Login to the App using Phone no/Google/Facebook and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Tue, 15 Jul at 04:36 PM (Public Message)**

*From: pal\_nilanjan@yahoo.co.in*

Hello,The app is not available in Lg content store, login process comes after installation. I am unable to install as the app is not present in app store.Regards,Nilanjan Sent from Yahoo Mail for iPhone

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**🛠️ Support [5] - Tue, 15 Jul at 04:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Could you please share the details of your LG TV, including the model number and operating system version? This will help us assist you better.  Waiting for your response, Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 06:17 AM (Public Message)**

*From: pal\_nilanjan@yahoo.co.in*

Hello,Here is the detail LG 139 cm (55 inches) 4K Ultra HD Smart LED TV55UK6360PTE (Black) (2018 model) | B07DWBVW2L (B07DWBVW2L )I am not sure about the os version but it is webOs not android.Regards,Nilanjan

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**🛠️ Support [7] - Wed, 16 Jul at 06:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Currently, the hoichoi app is not available for your TV model. However, you can still enjoy hoichoi by using a casting device or any other supported device.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [8] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893550: Cancelation of the emandate for HOICHOI APP

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:48 PM | Updated | Fri, 18 Jul at 07:17 AM |
| Requester | 35093391054 | Agent | 35092231600 |

### Conversations (10 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:48 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Somnath Sengupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893550 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 04:13 PM (Public Message)**

*From: jogubabu36@gmail.com*

Yes, please cancel.

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**🛠️ Support [3] - Mon, 14 Jul at 05:32 PM (Private Note)**

https://tools.viewlift.com/users/account/5a938bd7-2f01-4774-ae45-78bbcd237bd8

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**🛠️ Support [4] - Mon, 14 Jul at 05:39 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. As per our records, you have taken your subscription through Alliance, associated with the number: 9830415092. Since this subscription was not made directly through hoichoi, we regret to inform you that we are unable to cancel it from our end. I would kindly request you to contact your Alliance provider for further assistance regarding your subscription. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 12:29 AM (Public Message)**

*From: jogubabu36@gmail.com*

I had my own subscription of Hoichoi with the number 98304 15092. I wantyou to cancel that subscription and the emandate associated with it.

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**🛠️ Support [6] - Tue, 15 Jul at 03:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. As per our records, you have taken your subscription through Alliance, associated with the number: 9830415092. There is no other subscription found on this number. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [7] - Wed, 16 Jul at 06:57 AM (Public Message)**

*From: jogubabu36@gmail.com*

Pls cancel my emandate from the Mob no-9830415092 and email id -jogubabu36@gmail.com. Today also I received communication from hoichoi atmy whattsapp about renewing my subscription by paying Rs 999.Pls do the needful at the earliest

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**🛠️ Support [8] - Wed, 16 Jul at 07:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +919830415092. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 24, 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [9] - Wed, 16 Jul at 07:05 AM (Private Note)**

https://tools.viewlift.com/users/account/5a938bd7-2f01-4774-ae45-78bbcd237bd8

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**🛠️ Support [10] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Somnath, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893794: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 06:14 AM | Updated | Fri, 18 Jul at 07:17 AM |
| Requester | 35093449028 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:50 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893792

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**🛠️ Support [2] - Wed, 16 Jul at 06:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with+918240809503. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Oct 16 , 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 06:53 AM (Private Note)**

https://tools.viewlift.com/users/account/b1c8d38e-7a93-45c6-a689-40692c6f0f54

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**🛠️ Support [4] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biplab, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893800: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:33 AM | Updated | Fri, 18 Jul at 07:17 AM |
| Requester | 35093449832 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:33 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Renuka Purkait Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893800 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 07:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Wed, 16 Jul at 07:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As your plan is active against your phone no +919830755480 only. Please follow these steps to log in with your phone number: -Open the hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 07:44 AM (Private Note)**

https://tools.viewlift.com/users/account/3380a1ca-199d-48b5-a76b-bc72f4ea9b93

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**🛠️ Support [5] - Wed, 16 Jul at 07:44 AM (Private Note)**

[No text content]

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**🛠️ Support [6] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Renuka, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893474: Article Feedback - What type of content is available on hoichoi?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 05:36 AM | Updated | Fri, 18 Jul at 07:17 AM |
| Requester | 35093383901 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:36 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tuhinbal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893474 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:37 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the name of the contents so that we can check and assist you better.  ​Awaiting your response. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tuhinbal, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Wed, 16 Jul at 05:37 AM (Public Message)**

*From: tuhinbal@gmail.com*

Hi, Contents name are mahanagar,mahanagr2. Series are playable viamobile app but not from chrome.

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**🛠️ Support [5] - Wed, 16 Jul at 06:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, We request you to visit the following link to stream Mohanagar https://hoichoi.tv/shows/mohanagar If any issue persists, kindly share the screenshot of any error you are getting. ​Let us know in case of any further queries.  Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 07:07 AM (Public Message)**

*From: tuhinbal@gmail.com*

Tried but same issue only voice is coming along with still picture.

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**🛠️ Support [7] - Wed, 16 Jul at 07:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’ve encountered, Could you please provide a brief screen recording of the issue or the process? This will assist us in replicating the problem. Looking forward to your reply, Best regards, Team hoichoi

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**🛠️ Support [8] - Fri, 18 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tuhinbal, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893313: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sun, 13 Jul at 12:56 AM | Updated | Fri, 18 Jul at 07:10 AM |
| Requester | 35093377313 | Agent | 35093023959 |

### Conversations (11 messages)

**🛠️ Support [1] - Sun, 13 Jul at 12:56 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tamal Bose Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893313 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,       Greetings from hoichoi!          Apology for the trouble caused. We would request you to clear all your browser history, cache and cookies then retry once. If any issue persists, please check through incognito window and different browsers.         Get back to us if you have any further query.                      Wishing you a great day ahead.       Regards,     Team-hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 02:37 AM (Public Message)**

*From: tamalbose83@gmail.com*

Hi,I cleared all my browser history, cache and cookies and tried once. Theproblem was not solved. Then I checked through the incognito window andalso using MS Edge but no luck there either.Please advise what I should do now.Tamal Bose

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**🛠️ Support [4] - Mon, 14 Jul at 03:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We'd request you to kindly share a screenshot of the error which you have got so that I can help you fix it. ​ Additionally, kindly share us the browser name and version along with the OS version of your device with us. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 03:12 AM (Public Message)**

*From: tamalbose83@gmail.com*

Hi,Here are the screenshots.See the highlighted portion.[image: image.png]The page cannot be scrolled down further and no options other than the'Just Added' are visible.[image: image.png]If I click on 'Premium' (top left corner) or 'Subscribe to Watch', then thefollowing page comes and the loading is never completed.[image: image.png]I am using Google Chrome. Here is the version:[image: image.png]The OS version of my laptop is:[image: image.png]Tamal Bose

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**🛠️ Support [6] - Tue, 15 Jul at 05:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May we kindly ask if your device is connected to any VPN service or if you are using an office device? Please also ensure that you have a stable internet connection while streaming.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tamal, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [8] - Thu, 17 Jul at 07:55 AM (Public Message)**

*From: tamalbose83@gmail.com*

Hi,Sorry, I could not reply to you earlier due to some other important things.However, to answer your question - my device is not connected to any VPNservice, however, I am using my office device. But, my office does notrestrict hoichoi.tv (they do not restrict any OTT platform for that matter)and I could successfully login and watch Hoichoi using this device only 2-3weeks ago. This issue has started recently.Tamal Bose

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**🛠️ Support [9] - Thu, 17 Jul at 08:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Tamal, Greetings from hoichoi! We sincerely apologize for the inconvenience caused. We have tested the issue from multiple devices and can confirm that there is no problem from our end. Since you are using an office device, we kindly request you to check with your IT team to see if any new restrictions have been applied recently. Also, please try accessing hoichoi on other devices to see if the issue persists. Let us know the outcome — we’re here to assist you further. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [10] - Fri, 18 Jul at 06:54 AM (Public Message)**

*From: tamalbose83@gmail.com*

Hi,I do not have any other devices at home, however, I will try to check insome other computer and get back to you.Tamal Bose

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**🛠️ Support [11] - Fri, 18 Jul at 07:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you so much for your response. Sure, please take your time to check on another computer at your convenience. Once you've had a chance to try, kindly get back to us, I will be happy to assist you further based on the outcome. Looking forward to hearing from you! Thanks & Regards, Team hoichoi

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## Ticket #894086: After recharge not subscribe

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 06:39 AM | Updated | Fri, 18 Jul at 06:44 AM |
| Requester | 35093472410 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 06:39 AM (Private Note)**

*From: support@hoichoi.tv*

Hello ANAMITRA PAUL Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894086 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 06:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share the registered phone number associated with your hoichoi subscription? This will help me check the details and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #894085: Request for status update on ticket number 893965

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 06:35 AM | Updated | Fri, 18 Jul at 06:42 AM |
| Requester | 35093462858 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 06:35 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankurendu Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894085 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 06:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  ​ Upon checking, I can confirm that the auto-renewal for your subscription has already been cancelled. Please rest assured that no further charges will be made after the current billing period ends. If you have any further questions or need assistance, feel free to reach out. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #894084: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 06:28 AM | Updated | Fri, 18 Jul at 06:30 AM |
| Requester | 35093472313 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 06:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sharifa Banu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894084 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 06:30 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #894083: Proposal for OTT Adaptations

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 06:19 AM | Updated | Fri, 18 Jul at 06:29 AM |
| Requester | 35090569764 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 06:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Souvik Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894083 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 06:25 AM (Private Note)**

*From: support@hoichoi.tv*

​Please look into this.  Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 06:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I have forwarded your concern to our team, and please be assured that our concerned team will get back to you at the earliest with an appropriate update or resolution. We appreciate your patience and understanding. If you have any further queries in the meantime, please feel free to let us know. Thanks & Regards, Team hoichoi

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## Ticket #894082: We're testing your support email address

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 06:17 AM | Updated | Fri, 18 Jul at 06:19 AM |
| Requester | 35093280653 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 06:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Support Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894082 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893775: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 03:59 AM | Updated | Fri, 18 Jul at 06:18 AM |
| Requester | 35093448109 | Agent | 35060784336 |

### Conversations (12 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:59 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jayanta Bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893775 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 04:02 AM (Public Message)**

*From: jayantabhattacharjee86@gmail.com*

Registered mobile no. 9862115023

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**🛠️ Support [3] - Wed, 16 Jul at 04:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day! As you have paid using your Google play store account, you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share a screenshot of your Google Order Receipt with the GPA ID mentioned there so we can assist you better with your transaction.  Waiting for your response. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 05:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jayanta Bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893788 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 05:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jayanta Bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893789 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 05:52 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893789 is merged into this ticket.

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**🛠️ Support [7] - Wed, 16 Jul at 05:52 AM (Private Note)**

Merged from ticket 893789 Subject: Fwd: Your Google Play Order Receipt from 15 Jul 2025 Description: ---------- Forwarded message --------- From: Google Play Date: Tue, 15 Jul 2025, 21:32 Subject: Your Google Play Order Receipt from 15 Jul 2025 To: Thank you You've made a subscription purchase from Hoichoi Technologies Private Limited on Google Play. Your subscription will automatically renew on 15 Oct 2025 unless cancelled before then. You can cancel at any time. Manage your subscriptions To help keep your subscription active, add a backup payment method. Add backup Order number: GPA.3388-9671-9183-92675 Order date: 15 Jul 2025 21:32:26 GMT+5:30 Your account: jayantabhattacharjee86@gmail.com Item Price India 3 Month Plan (hoichoi - Movies & Web Series) ₹499.00/3 months Auto-renewing subscription Total: ₹499.00/3 months (Includes GST of ₹0.00) Payment method: State Bank of India: @oksbi By subscribing, you authorise us to charge you the subscription cost (as described above) automatically, charged to the payment method provided until cancelled. Learn how to cancel. Keep this for your records. Questions? Visit Hoichoi Technologies Private Limited. Google Play All your entertainment in one place, available anywhere. Learn more › See your Google Play order history. View the Google Play Refund Policy and the Terms of Service. © 2025 Google | All Rights Reserved. Google Asia Pacific Pte. Limited, 70 Pasir Panjang Road, #03-71, Mapletree Business City, Singapore 117371 Please don't reply to this email, as we are unable to respond from this email address. If you need support, visit the Google Play Help Centre.

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**🛠️ Support [8] - Wed, 16 Jul at 06:09 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893788 is merged into this ticket.

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**🛠️ Support [9] - Wed, 16 Jul at 06:09 AM (Private Note)**

Merged from ticket 893788 Subject: Description:

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**🛠️ Support [10] - Wed, 16 Jul at 06:13 AM (Private Note)**

https://tools.viewlift.com/users/account/ae5efb30-8a5a-40ae-845e-89a00359bdda

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**🛠️ Support [11] - Wed, 16 Jul at 06:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have updated your plan from our end and also sent a password reset email to your email ID. Please click on the link in the email to reset your password and then log in with the same credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [12] - Fri, 18 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jayanta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893793: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 06:13 AM | Updated | Fri, 18 Jul at 06:18 AM |
| Requester | 35092646306 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suman Mochari Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893793 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 06:15 AM (Public Message)**

*From: mocharisuman65@gmail.com*

6294217567This is my registered phone number

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**🛠️ Support [3] - Wed, 16 Jul at 06:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with+916294217567. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Sep 03 , 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 06:23 AM (Private Note)**

https://tools.viewlift.com/users/account/a184a372-b1cc-40f5-8c11-6c21403cb8ca

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**🛠️ Support [5] - Fri, 18 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suman, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893730: Cancel Hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:53 PM | Updated | Fri, 18 Jul at 06:18 AM |
| Requester | 35090884236 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:53 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tirtha Dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893730 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:55 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Waiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 06:01 PM (Public Message)**

*From: tirtha2003@gmail.com*

Please cancel auto renewal. The main reason is that I do not have time towatch.

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**🛠️ Support [4] - Tue, 15 Jul at 06:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 09:31 PM (Public Message)**

*From: tirtha2003@gmail.com*

Hi,Contact no - +31-655170878

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**🛠️ Support [6] - Wed, 16 Jul at 05:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +31-655170878Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [7] - Fri, 18 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tirtha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893736: Subscribed but can't login

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 06:16 PM | Updated | Fri, 18 Jul at 06:18 AM |
| Requester | 35093414762 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello SRIJIT GHOSH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893736 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 06:18 PM (Public Message)**

*From: srijit.featuring@gmail.com*

\*Regards,\*\*Srijit Ghosh\*

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**🛠️ Support [3] - Tue, 15 Jul at 06:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Please be informed that if you have subscribed to Hoichoi directly, you can stream content only through the Hoichoi app on your device. As your Hoichoi subscription is through Amazon Prime, you can access it exclusively through the Prime Video app. Please log in to your Amazon Prime account using the Prime Video app and attempt to play Hoichoi content from there. Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 05:42 AM (Public Message)**

*From: srijit.featuring@gmail.com*

I tried doing the same. It still shows that I have to subscribe.\*Regards,\*\*Srijit Ghosh\*

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**🛠️ Support [5] - Wed, 16 Jul at 05:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, As your hoichoi subscription is taken through Amazon Prime, you can access it exclusively through the Prime Video app. Please log in to your Amazon Prime account using the Prime Video app and attempt to play hoichoi content from there. You can get in touch with Amazon Customer Support for further assistance. Let us know you need if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [6] - Fri, 18 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Srijit, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893979: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 11:13 AM | Updated | Fri, 18 Jul at 06:09 AM |
| Requester | 35093464153 | Agent | 35093023959 |

### Conversations (7 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello suvra bhattacharya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893979 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 11:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**👤 Customer [3] - Thu, 17 Jul at 02:58 PM (Public Message)**

*From: suvra1020@gmail.com*

Hi Support,I can see that my subscription ended on 16th July and no activesubscription is showing as well. We do not want to renew our subscription.But today we received an auto pay message saying it will be debited fromour account for hoichoi. I am not able to see in the settings anything assuch.So, it would be great help if you can check and let me know thesubscription status and if anything's on Autopay? As soon as you can wouldbe really appreciated.Phone registered: +91-9674542232Thanks!

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**🛠️ Support [4] - Thu, 17 Jul at 03:12 PM (Private Note)**

https://tools.viewlift.com/users/account/6815acf2-5902-4506-8786-b1531035191e

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**🛠️ Support [5] - Thu, 17 Jul at 03:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,              Greetings from hoichoi!                  We have made some changes from our end. Kindly do a fresh login and follow the below mentioned steps to renew your subscription from the mobile app:  1. Please log in to the app  2. Click on Account option  3. Then you will find an option "Subscribe Now"​ 4. Choose the plan you want to pay for Fill up the payment details and your subscription will get active once the payment is successful.  If using the desktop/laptop, type www.hoichoi.tv and login using your subscribed login method. Post this click on "Subscribe Now" respectively.                                                                                               Let us know in case of any further queries.                          Wishing you a pleasant day ahead.   Regards, Team hoichoi

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**👤 Customer [6] - Fri, 18 Jul at 05:36 AM (Public Message)**

*From: suvra1020@gmail.com*

আপনাদের app এর থেকে কোনোভাবেই autodebid ক্যান্সেল করা গেলো না। আজকে 18thJuly আমার একাউন্ট থেকে এক বছরের 999/- কেটে গেছে। আমার কি করনীয় এখন দ য়াকরে জানাবেন। আমি autodebid ক্যান্সেল করতে চাই। ধন্যবাদ।

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**🛠️ Support [7] - Fri, 18 Jul at 06:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. I would like to inform you that, as of now, we do not have the option to cancel the subscription from our end. However, we are actively working on introducing this feature within our application very soon. In the meantime, I’ve gone ahead and cancelled the auto-renewal for your subscription from our end to ensure that there won’t be any further charges. Thank you for your understanding and patience. If you need any further assistance, please feel free to reach out we’re always here to help! Thanks & Regards, Team hoichoi

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## Ticket #893734: Cancel Subscription 15.07.2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 06:08 PM | Updated | Fri, 18 Jul at 06:03 AM |
| Requester | 35093413322 | Agent | 35077458099 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchit Saxena Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893734 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 06:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We have cancelled auto renewal against your plan with ++447413222252 , it will stand suspended once it expires on Aug 15 ,25. Also, we'd like to know if there's any specific reason for your auto renewal cancellation so we can improve our service. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:19 PM (Private Note)**

https://tools.viewlift.com/users/account/10570225-f24d-4a29-9ae2-132d93cc3d45

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**🛠️ Support [4] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchit, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Thu, 17 Jul at 08:00 PM (Public Message)**

*From: sanchitca@live.com*

Yes Thankyou for your help and support.

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**🛠️ Support [6] - Fri, 18 Jul at 02:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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**👤 Customer [7] - Fri, 18 Jul at 06:03 AM (Public Message)**

[No text content]

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## Ticket #894079: Request to disable the auto-renewal option with immediate effect from today , 18.07.2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 05:42 AM | Updated | Fri, 18 Jul at 06:02 AM |
| Requester | 35093471917 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 05:42 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmoy Mazumder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894079 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 05:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 05:44 AM (Private Note)**

https://tools.viewlift.com/users/account/62668739-77fb-4332-948c-fe41d3867383

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**👤 Customer [4] - Fri, 18 Jul at 06:00 AM (Public Message)**

*From: tanmoymzmdr9@googlemail.com*

The reason Already mentioned in the earlier email. I have financial issues,that is the reason.\*Tanmoy Mazumder\*

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**🛠️ Support [5] - Fri, 18 Jul at 06:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We have cancelled auto renewal against your subscription with 9831730966, once cancelled kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 17th July 2025.  Also, we'd like to know if there's any specific reason for your auto renewal cancellation so we can improve our service. Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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## Ticket #894076: Cancel the autopay

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 05:30 AM | Updated | Fri, 18 Jul at 05:35 AM |
| Requester | 35093471815 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 05:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello kaberi chakaraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894076 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 05:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #894074: Subscription cancellation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 05:04 AM | Updated | Fri, 18 Jul at 05:32 AM |
| Requester | 35093471618 | Agent | 35093023959 |

### Conversations (11 messages)

**🛠️ Support [1] - Fri, 18 Jul at 05:04 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nabil Rahman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894074 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 05:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share the registered phone number associated with your hoichoi subscription? This will help me check the details and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 05:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nabil Rahman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894075 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 05:11 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894075 is merged into this ticket.

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**🛠️ Support [5] - Fri, 18 Jul at 05:11 AM (Private Note)**

Merged from ticket 894075 Subject: Description: Cancel my subscription and issue a refund

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**👤 Customer [6] - Fri, 18 Jul at 05:12 AM (Public Message)**

*From: nabil.rahmannn03@gmail.com*

+61466651278. This is my number.

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**🛠️ Support [7] - Fri, 18 Jul at 05:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Upon checking, I can confirm that the subscription was not cancelled earlier, which is why it got auto renewed. However, please don’t worry, if you’d like, I can go ahead and cancel the auto-renewal for you right away.  This will ensure that you won’t be charged again once the current subscription expires on 18th August 2025. Please let me know how you’d like to proceed. I'm here to help! Thanks & Regards, Team hoichoi

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**👤 Customer [8] - Fri, 18 Jul at 05:23 AM (Public Message)**

*From: nabil.rahmannn03@gmail.com*

Yes please cancel it, and issue a refund because I thought I had alreadycancelled the subscription after I pressed the icon.

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**🛠️ Support [9] - Fri, 18 Jul at 05:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I’m really sorry to inform you that we’re unable to process a refund, as the subscription has already been activated. However, I can cancel the auto-renewal on your behalf to ensure that no further charges are applied once the current subscription period ends. Please rest assured and let me know if there’s anything else I can assist you with. Thanks & Regards, Team hoichoi

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**👤 Customer [10] - Fri, 18 Jul at 05:27 AM (Public Message)**

*From: nabil.rahmannn03@gmail.com*

Please issue a refund or I’ll have to block the payment.

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**🛠️ Support [11] - Fri, 18 Jul at 05:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. However, I’d like to inform you that the auto-renewal has been successfully cancelled from our end. Please rest assured, there will be no further charges moving forward. If you need any further assistance, feel free to reach out. We're always here to help! Thanks & Regards, Team hoichoi

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## Ticket #894038: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 10:08 PM | Updated | Fri, 18 Jul at 05:23 AM |
| Requester | 35093469975 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 10:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sunzid Ahmed Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894038 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 05:18 AM (Public Message)**

*From: sunzidahmed.1425@gmail.com*

Hello,Thank you for assisting me with disabling my subscription auto-renewal. Ithelps.Nonetheless, an auto-renewal cancellation/subscription confirmation emailwould be greatly appreciated. Thank you again.Best regards,Sunzid

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**🛠️ Support [4] - Fri, 18 Jul at 05:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also, we will surely forward the feedback to our concerned team. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #894055: Login issue

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 02:20 AM | Updated | Fri, 18 Jul at 05:22 AM |
| Requester | 35093470896 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Fri, 18 Jul at 02:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sk Marshad Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894055 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 18 Jul at 02:21 AM (Public Message)**

*From: skmarshad5@gmail.com*

This is my email

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**🛠️ Support [3] - Fri, 18 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Kindly uninstall the app and reinstall and then check. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [4] - Fri, 18 Jul at 04:31 AM (Public Message)**

*From: skmarshad5@gmail.com*

No, it has not.

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**🛠️ Support [5] - Fri, 18 Jul at 04:33 AM (Private Note)**

https://tools.viewlift.com/users/account/9d824c5473fed4aef55851d7309c09fd2d14f568ad27995cde1141a88f0d2270

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**🛠️ Support [6] - Fri, 18 Jul at 04:33 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, ​Please let us know if it will be convenient for you if we change the login method to mail id and password. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [7] - Fri, 18 Jul at 05:17 AM (Public Message)**

*From: skmarshad5@gmail.com*

Yes, please proceed.

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**🛠️ Support [8] - Fri, 18 Jul at 05:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully changed your login method skmarshad5@gmail.com associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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## Ticket #893466: Asking for subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 04:26 AM | Updated | Fri, 18 Jul at 05:20 AM |
| Requester | 35073450859 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:26 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal Chattopadhyay Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893466 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 04:34 AM (Private Note)**

https://tools.viewlift.com/users/account/d1f9e2eb-bcb3-4702-9043-0adf8c24e1d8

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**🛠️ Support [3] - Mon, 14 Jul at 04:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We'd request you to kindly uninstall the hoichoi app and restart your TV. After that, please install the hoichoi app freshly on your device and Login directly with the number  9831582870 and OTP & check.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Wed, 16 Jul at 04:25 AM (Public Message)**

*From: samchat019@gmail.com*

My problem is not solved .It's your software and you should be able tosolve issues at your end.We are senior citizens we can't carry out variousmanipulations.We get disgusted if it's not solved at your end within say 24hours max.Will this movie come on Prime TV

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**🛠️ Support [6] - Wed, 16 Jul at 05:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would request you to follow these steps to login from Your TV :- Click on “Login” As you have signed up using Phone no/Email, please click on "Activate Device" Once the code is generated on Tv, open your app Login to the App using Phone no/Email and click on "account" option Click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help. Regards, Team hoichoi

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**🛠️ Support [7] - Fri, 18 Jul at 05:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893427: Request to Cancel My Hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:20 PM | Updated | Fri, 18 Jul at 05:20 AM |
| Requester | 35090415933 | Agent | 35077458099 |

### Conversations (9 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:20 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pankaj Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893427 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 07:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pankaj, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Tue, 15 Jul at 08:53 PM (Public Message)**

*From: pankajdasjps@gmail.com*

Please cancel my subscription! Thank you

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**🛠️ Support [5] - Wed, 16 Jul at 04:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apologies for any inconvenience. We couldn't find any active hoichoi subscription with your provided details. Kindly provide us your subscribed email adresss and contact number with the country extension. Waiting for your response. Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 05:17 AM (Public Message)**

*From: pankajdasjps@gmail.com*

Pankajdasjps@gmail.com+1 3852161836

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**🛠️ Support [7] - Wed, 16 Jul at 05:40 AM (Private Note)**

https://tools.viewlift.com/users/account/4ab5545c-13c3-4ffd-9576-bd21fe314f95

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**🛠️ Support [8] - Wed, 16 Jul at 05:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Thank you for writing to us. Since your subscription is associated with iOS, hence we cannot manage your subscription from our end. In order to check or cancel the auto renewal for iOS subscription, you can visit the following link https://support.apple.com/en-us/HT202039 Else, kindly get in touch with Apple Customer Support for further assistance.   Please feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [9] - Fri, 18 Jul at 05:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pankaj, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893379: Request to cancel my Autopay for subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:14 PM | Updated | Fri, 18 Jul at 05:20 AM |
| Requester | 35093380252 | Agent | 35093023959 |

### Conversations (9 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Bornali ROY CHOUDHURY Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893379 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 01:16 PM (Public Message)**

*From: bornaliroychoudhury70@gmail.com*

My registered mobile no is 8638689475

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**🛠️ Support [3] - Sun, 13 Jul at 01:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Sun, 13 Jul at 01:20 PM (Private Note)**

https://tools.viewlift.com/users/account/acce035e-37fa-420c-9f47-4744b729023a

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**🛠️ Support [5] - Tue, 15 Jul at 01:20 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Bornali, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [6] - Wed, 16 Jul at 04:15 AM (Public Message)**

*From: bornaliroychoudhury70@gmail.com*

Right now I am not using hoichoi app. I don't have time to watch anythingat this moment due to my personal problems.Can you please cancel my subscription?Regards,Bornali Roy Choudhury8638689475

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**🛠️ Support [7] - Wed, 16 Jul at 05:48 AM (Private Note)**

https://tools.viewlift.com/users/account/acce035e-37fa-420c-9f47-4744b729023a

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**🛠️ Support [8] - Wed, 16 Jul at 05:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​8638689475. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 26/07/2025.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [9] - Fri, 18 Jul at 05:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Bornali, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #894075: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 05:10 AM | Updated | Fri, 18 Jul at 05:11 AM |
| Requester | 35093471618 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 05:11 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894074

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## Ticket #894066: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 04:21 AM | Updated | Fri, 18 Jul at 05:09 AM |
| Requester | 35093471375 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello soma das gupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894066 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! To get started with hoichoi, please follow these steps: -Visit www.hoichoi.tv or download the Hoichoi mobile app from Playstore or Appstore -Sign up with your phone number to create a new account, or log in if you are already registered. -Click on the "Subscribe" option to view available plans. -Choose a plan and proceed to payment. -Complete the payment using your preferred method. -Once your payment is successful, you’ll be able to access your subscribed plan with your account. You can also check out this video for reference-https://youtube.com/shorts/xyiE\_l1HsZA Currently we have these plans available: 1. Rs.499/3months where you can login from up to 3 devices and watch from one device at a time. 2. Rs.999/1year where you can login from up to 5 devices and watch from 2 devices at a time. Kindly visit www.hoichoi.tv/viewplans to know about our available plans. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 04:59 AM (Public Message)**

*From: somakmcp@gmail.com*

Pl send me Yr contact no

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**🛠️ Support [4] - Fri, 18 Jul at 05:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We are not available on calls, however please share us your concern so that we can check and assist you better. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894070: New dispute received | 202507160037430063 | 50716800161811811349 | First Chargeback | Business With Paytm

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 04:39 AM | Updated | Fri, 18 Jul at 04:46 AM |
| Requester | 35087057289 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:39 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Chargebackteam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894070 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:46 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly share us the customer id so that we can check and assist better. ​Awaiting your response. Regards, Team hoichoi

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## Ticket #893361: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Sun, 13 Jul at 10:01 AM | Updated | Fri, 18 Jul at 04:43 AM |
| Requester | 35075292127 | Agent | 35077458099 |

### Conversations (24 messages)

**🛠️ Support [1] - Sun, 13 Jul at 10:01 AM (Private Note)**

*From: support@hoichoi.tv*

Hello suchandra seal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893361 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 11:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi Thank you for being a part of hoichoi family!  We currently have a 30% off coupon code on hoichoi annual subscription plan. Use code RENEW to get a flat 30% discount.   To avail the discount using your code, please follow these steps: -Log in to your account using the Hoichoi Android app or visit https://www.hoichoi.tv/ on your browser. -Click on the "Subscribe" option. -Select the eligible plan corresponding to your promo code. -Scroll to the bottom section and click on "Apply promo code". -Enter the code in ALL CAPS as it is and apply it. -The discounted amount will be displayed below. -Proceed with the transaction and enter your payment details to complete the payment. (Note: Offer not valid for Playstore/Appstore purchase)   Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 11:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suchandra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Wed, 16 Jul at 02:13 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

It's showing invalid promo

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**🛠️ Support [5] - Wed, 16 Jul at 05:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you've encountered, Please uninstall and reinstall the app once, then attempt to subscribe again. You can also visit hoichoi - Watch Bengali Movies | Original Web Series , and then try subscribing from an Incognito window. If the problem continues, please don’t hesitate to reach out, Looking forward to your reply, Best regards, Team hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 03:00 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

It says the same. Invalid promo code

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**🛠️ Support [7] - Thu, 17 Jul at 04:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’ve encountered, Please provide the registered mobile number you are using to subscribe.  Looking forward to your reply, Best regards,  Team hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 10:58 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

8348917696

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**🛠️ Support [9] - Thu, 17 Jul at 11:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We are trying to reach you with a call shortly. May I kindly request you to please keep your phone nearby and receive the call? We appreciate your cooperation. Thanks & Regards, Team hoichoi

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**👤 Customer [10] - Thu, 17 Jul at 11:20 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

Call after 5.30 p.m.

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**🛠️ Support [11] - Thu, 17 Jul at 11:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Sure, you will get a call on the given time.  Thanks & Regards, Team hoichoi

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**👤 Customer [12] - Thu, 17 Jul at 12:06 PM (Public Message)**

*From: sonu.magicmirror@gmail.com*

You didn't follow timing.

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**🛠️ Support [13] - Thu, 17 Jul at 12:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We tried reaching out to you, but the call didn’t go through.  May I kindly request you to provide an alternate number where we can successfully connect with you? Thanks & Regards, Team hoichoi

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**👤 Customer [14] - Thu, 17 Jul at 12:25 PM (Public Message)**

*From: sonu.magicmirror@gmail.com*

9434824630

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**🛠️ Support [15] - Thu, 17 Jul at 12:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Sure, you will get a call from our end.  Thanks & Regards, Team hoichoi

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**👤 Customer [16] - Fri, 18 Jul at 02:35 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

I didn't get any call yet

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**🛠️ Support [17] - Fri, 18 Jul at 02:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please let us know your convenient time, so that we can call you. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [18] - Fri, 18 Jul at 02:59 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

Call now

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**🛠️ Support [19] - Fri, 18 Jul at 03:01 AM (Private Note)**

on call

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**👤 Customer [20] - Fri, 18 Jul at 03:09 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

On Fri, Jul 18, 2025, 8:29 AM suchandra seal wrote:> Call now>>

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**🛠️ Support [21] - Fri, 18 Jul at 03:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, As per the conversation over the call, please check from any other device and let us know if you are facing the same issue or not. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [22] - Fri, 18 Jul at 03:14 AM (Public Message)**

*From: sonu.magicmirror@gmail.com*

This is the screenshot from a different device.

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**🛠️ Support [23] - Fri, 18 Jul at 03:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [24] - Fri, 18 Jul at 04:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share us the number you are registered with, so that we can review your account and check the exact issue. Awaiting for your response, Regards, Team Hoichoi

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## Ticket #894068: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 18 Jul at 04:30 AM | Updated | Fri, 18 Jul at 04:35 AM |
| Requester | 35093471403 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:35 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894067

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## Ticket #894065: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 04:16 AM | Updated | Fri, 18 Jul at 04:30 AM |
| Requester | 35093471349 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:16 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dibyashree Bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894065 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:29 AM (Private Note)**

https://tools.viewlift.com/users/account/5220a996bd20ba965f652c02aab5caa39aa8f33dfe8015fdead07e967bd1d4d6

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**🛠️ Support [3] - Fri, 18 Jul at 04:30 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893778: Subscription Cancellation and Technical Issue

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 04:14 AM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093448174 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suchandra Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893778 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Apologies for any inconvenience. We couldn't find any active hoichoi subscription with +919831867547. ​We have cancelled the auto-renewal for your subscription associated with +91​9804642210. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 15/07/2026.  Additionally, we request you to clear app cache data, uninstall and reinstall the App then retry. If any issue persists, please share the brand name, model number, software version and hoichoi app version of your Tv with us once. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suchandra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893774: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 03:50 AM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093448063 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:50 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Hridoy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893774 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the App then retry. If any issue persists, please share a video of the issue you are facing along with the model number, software version and hoichoi app version of your LG Tv with us once. This will enable us to resolve this quickly. Awaiting for your response. Regards,  Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Hridoy, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893773: Request for cancellation of annual subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 03:04 AM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093447898 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:04 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SOURAV GHOSH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893773 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 03:14 AM (Public Message)**

*From: souravghosh122@gmail.com*

Registerd phone number: 9836838480 & email ID: souravghosh122@gmail.com

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**🛠️ Support [3] - Wed, 16 Jul at 04:12 AM (Private Note)**

https://tools.viewlift.com/users/account/1bd01ebf-15ea-4a02-904a-ae101189102c

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**🛠️ Support [4] - Wed, 16 Jul at 04:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with souravghosh122@gmail.com and +9​19836838480. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 16/07/2025.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [5] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sourav, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893767: Subscription cancellation of Niloy Deb, mobile number 9433004599

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 01:46 AM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093447577 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello NILOY DEB Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893767 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:06 AM (Private Note)**

https://tools.viewlift.com/users/account/32be33eb-8e71-41b7-a3bf-0ba260de9fca

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**🛠️ Support [3] - Wed, 16 Jul at 04:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​9433004599. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Niloy, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893759: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 11:41 PM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093446463 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:41 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ujjwal Pradhan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893759 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:02 AM (Private Note)**

https://tools.viewlift.com/users/account/63f44c17-64f1-4f10-bc5f-de81f217d075

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**🛠️ Support [3] - Wed, 16 Jul at 04:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​7908484735. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 15/07/2026.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ujjwal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893753: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 10:19 PM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093438841 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 10:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello shobhandas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893753 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:53 AM (Private Note)**

https://tools.viewlift.com/users/account/b55748eb-59e4-419d-9df5-4ff6db4fbf00

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**🛠️ Support [3] - Wed, 16 Jul at 03:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​6295721494. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 21/09/2025.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shobhandas, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893768: Please cancel my subscription and refund the charged money

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 02:21 AM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35088529829 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ranjandhal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893768 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Hence, kindly let us know how you would like to proceed. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ranjandhal, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893758: Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 11:33 PM | Updated | Fri, 18 Jul at 04:17 AM |
| Requester | 35093445151 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:33 PM (Private Note)**

*From: support@hoichoi.tv*

Hello zannatul Fardous Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893758 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Hence, kindly let us know how you would like to proceed. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 04:01 AM (Private Note)**

https://tools.viewlift.com/users/account/7265e5cf-531b-4e4c-aea5-e2ff6ceb90c5

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**🛠️ Support [4] - Fri, 18 Jul at 04:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Zannatul, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #894064: OTP not received – Airtel Hoichoi Subscription Issue.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 04:03 AM | Updated | Fri, 18 Jul at 04:16 AM |
| Requester | 35093471296 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 04:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello jannatul ferdousi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894064 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi! Apologies for the hassle faced. Please make sure that you have not typed an extra "0" before the phone number. Since the country code is already included, please type your 10 digit mobile number and request the OTP. Feel free to get back to us if you face any issue. Regards, Team Hoichoi

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## Ticket #894063: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 03:59 AM | Updated | Fri, 18 Jul at 04:15 AM |
| Requester | 35093471278 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:59 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pranto Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894063 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 18 Jul at 04:10 AM (Public Message)**

*From: aranno.cse@gmail.com*

getting otp's with 10 min delay.

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**🛠️ Support [3] - Fri, 18 Jul at 04:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings fro hoichoi This might be due to a network issue. Please check by restarting your device or turning flight mode on and off.  If the issue persists, please share us a screenshot of the issue you are facing.  This will help us to resolve quickly. Let us know you need if you need any further help. Awaiting for your response, Regards, Team Hoichoi

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## Ticket #894059: Cancellation Request for Hoichoi Account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 03:28 AM | Updated | Fri, 18 Jul at 04:11 AM |
| Requester | 35093471126 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anindo Sinha Biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894059 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:30 AM (Private Note)**

https://tools.viewlift.com/users/account/79c4937b-7692-4abd-9c81-16499cbb38d8

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**🛠️ Support [3] - Fri, 18 Jul at 03:33 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, At hoichoi, auto-renewal is enabled by default at the time of subscription to ensure uninterrupted access to your favourite shows and movies, without the hassle of manually renewing every month or year. This also helps you retain your current price, even if our subscription rates go up in the future. We understand that you may not have intended for the subscription to renew, and we sincerely apologize for any inconvenience caused. Please rest assured, we have now cancelled the auto-renewal on your account to prevent any further deductions. If you wish to manage or cancel renewals directly in the future, you can also do so from your respective payment platform—such as UPI apps, Google Play, iTunes, or your banking app. If there’s anything else we can help you with, we’re always here. Regards, Team Hoichoi

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**👤 Customer [4] - Fri, 18 Jul at 04:08 AM (Public Message)**

*From: tom123451989@gmail.com*

Hi team,Would like to know when will I get my money back aa I am not using the appsince a while and also not interested in using it in the future.Regards,Anindo7827619654

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**🛠️ Support [5] - Fri, 18 Jul at 04:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with your account. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894062: Cancellation of Auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 03:56 AM | Updated | Fri, 18 Jul at 04:07 AM |
| Requester | 35093471262 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:56 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sneha Biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894062 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 04:07 AM (Private Note)**

https://tools.viewlift.com/users/account/ef85ee5a-be54-460e-8431-38c3bf0660d9

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**🛠️ Support [3] - Fri, 18 Jul at 04:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894060: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 03:39 AM | Updated | Fri, 18 Jul at 03:50 AM |
| Requester | 35093471177 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:39 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arnabchatterjee2004 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894060 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 03:46 AM (Public Message)**

*From: arnabchatterjee2004@gmail.com*

please cancel my Auto renewal subscriptions today. My registered phonenumber is 9830668864 (ARNAB CHATTERJEE) and email idarnabchatterjee2004@gmail.com\*Regards,\*\*Arnab Chatterjee\*\*(Systems & Network)\*\*Mob: \*\*+91 9830668864\*\*Email :\* \*arnabchatterjee2004@gmail.com\*

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**🛠️ Support [4] - Fri, 18 Jul at 03:49 AM (Private Note)**

https://tools.viewlift.com/users/account/edf2e176-2a82-4136-b42e-241b98485269

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**🛠️ Support [5] - Fri, 18 Jul at 03:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894036: cancelling hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 17 Jul at 09:38 PM | Updated | Fri, 18 Jul at 03:35 AM |
| Requester | 35093201845 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:38 PM (Private Note)**

*From: support@hoichoi.tv*

Hello moumita saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894036 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 09:39 PM (Public Message)**

*From: m16momo@gmail.com*

Thank you for your response. Please cancel my subscription as soon aspossible. That will be appreciated.

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**🛠️ Support [3] - Fri, 18 Jul at 03:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi.  Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [4] - Fri, 18 Jul at 03:22 AM (Public Message)**

*From: m16momo@gmail.com*

I confirm cancellation of my hoichoi subscription.Thank you.

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**🛠️ Support [5] - Fri, 18 Jul at 03:23 AM (Private Note)**

https://tools.viewlift.com/users/account/6bcd5ba7-5426-4858-9d66-88790f5982ae

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**🛠️ Support [6] - Fri, 18 Jul at 03:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [7] - Fri, 18 Jul at 03:33 AM (Public Message)**

*From: m16momo@gmail.com*

Thank you for the prompt assistance.

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**🛠️ Support [8] - Fri, 18 Jul at 03:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #894054: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 02:19 AM | Updated | Fri, 18 Jul at 03:28 AM |
| Requester | 35041466704 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 02:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rama Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894054 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with 919804790780 or ramaghosh1988@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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## Ticket #894053: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 02:13 AM | Updated | Fri, 18 Jul at 03:26 AM |
| Requester | 35093470872 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 02:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Gaurab Hore Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894053 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #894041: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Fri, 18 Jul at 12:32 AM | Updated | Fri, 18 Jul at 03:26 AM |
| Requester | 35093470525 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Fri, 18 Jul at 12:32 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aniruddha Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894041 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Fri, 18 Jul at 03:24 AM (Public Message)**

*From: aniruddhadas86@gmail.com*

Yes, please cancel.It just got automatically renewed for another month.Please send me a confirmation email of cancellation.

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**🛠️ Support [4] - Fri, 18 Jul at 03:25 AM (Private Note)**

https://tools.viewlift.com/users/account/2b61ca16-17bf-4798-8c64-5d38b195eea4

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**🛠️ Support [5] - Fri, 18 Jul at 03:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894046: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 01:18 AM | Updated | Fri, 18 Jul at 03:22 AM |
| Requester | 35093470674 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 01:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Judhajit Sen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894046 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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## Ticket #894044: To request cancellation my subscription.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 01:12 AM | Updated | Fri, 18 Jul at 03:22 AM |
| Requester | 35093470659 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 01:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shahin Hossin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894044 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi.​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #894040: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Fri, 18 Jul at 12:22 AM | Updated | Fri, 18 Jul at 03:21 AM |
| Requester | 35026168567 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Fri, 18 Jul at 12:22 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Md Arifin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894040 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #894034: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 09:12 PM | Updated | Fri, 18 Jul at 03:20 AM |
| Requester | 35026095445 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:12 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Atri Chowdhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894034 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #893747: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:35 PM | Updated | Fri, 18 Jul at 03:18 AM |
| Requester | 35087399155 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:35 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Arafat. hosain. khan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893747 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:30 AM (Private Note)**

https://tools.viewlift.com/users/account/53f71800-0ab8-4014-96b5-ee2fecedbbd8

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**🛠️ Support [3] - Wed, 16 Jul at 03:33 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with arafat.hosain.khan@gmail.com and +447894994506 for further deductions. You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arafat., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893746: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 08:16 PM | Updated | Fri, 18 Jul at 03:18 AM |
| Requester | 35093422143 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello rajarshi chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893746 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apologies for the trouble caused. Kindly share the screenshot of payment receipt so we can add your email ID as your alternative login method. Awaiting for your response. Wishing you a great day ahead. Regards,  Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajarshi, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893745: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 07:57 PM | Updated | Fri, 18 Jul at 03:18 AM |
| Requester | 35093422030 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 07:57 PM (Private Note)**

*From: support@hoichoi.tv*

Hello MD FARUK Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893745 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:27 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Hence, kindly let us know how you would like to proceed. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Md, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #894033: Re: Payment successful for hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 08:54 PM | Updated | Fri, 18 Jul at 03:18 AM |
| Requester | 35093469609 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:54 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tahera Hasan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894033 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 18 Jul at 03:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, KIndly share us the exact error that you are getting while streaming. Also, share us the name of the particular content you are unable to stream so that we can replicate the issue and assist you better. Awaiting for your response, Regards, Team Hoichoi

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## Ticket #894029: Account Subscription Cancelation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 08:24 PM | Updated | Fri, 18 Jul at 03:14 AM |
| Requester | 35093469416 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mazharul Islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894029 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 08:29 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mazharul Islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894030 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Fri, 18 Jul at 03:11 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 894030 is merged into this ticket.

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**🛠️ Support [4] - Fri, 18 Jul at 03:11 AM (Private Note)**

Merged from ticket 894030 Subject: Cancel Subscription Description: Hello,     Please cancel my subscription for the account with phone number 469-394-2061. I did request the cancelation long time back, but you still renewed my subscription by charging my credit card again. This is not acceptable. Today (July 17, 2025) is the first day of this renewal - I am asking to refund me that charge and cancel this renewal and subscription. Thanks, Mazharul Islam 469-394-2061

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**🛠️ Support [5] - Fri, 18 Jul at 03:12 AM (Private Note)**

https://tools.viewlift.com/users/account/fa3096a1-a0bb-4d99-8edf-72057ce2fbca

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**🛠️ Support [6] - Fri, 18 Jul at 03:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that, At hoichoi auto-renewal is enabled by default to ensure uninterrupted service. If you’d like to turn it off, we can cancel it for you right away. Auto-renewal ensures uninterrupted access to hoichoi without the need to manually renew each time.  Hence, since our plans are non refundable, and we cannot cancel your account, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #894030: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 08:29 PM | Updated | Fri, 18 Jul at 03:11 AM |
| Requester | 35093469416 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Fri, 18 Jul at 03:11 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 894029

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## Ticket #894024: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 06:50 PM | Updated | Fri, 18 Jul at 03:01 AM |
| Requester | 35093468713 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Stuti Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894024 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 07:20 PM (Private Note)**

https://tools.viewlift.com/users/account/1b40083f-8097-4162-ae27-13ce67ac3ada

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**🛠️ Support [3] - Thu, 17 Jul at 07:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   We regret the trouble caused, This is to inform you, we can't find any account associated with stutimukherjee1995@gmail.com as per our records.                                         You have previously subscribed to hoichoi using the number +13127743232. We kindly request that you log in to www.hoichoi.tv using the number 3127743232 and the OTP to access your account. Let us know if we can assist you with anything else regarding Hoichoi.  Wishing you a great day ahead. Regards Team Hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 08:33 PM (Public Message)**

*From: stutimukherjee1995@gmail.com*

Well I do want to change my way of login to email. Can you please help medo so about it.Thanks and Regards

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**🛠️ Support [5] - Fri, 18 Jul at 03:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Awaiting for your response, Regards, Team hoichoi

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## Ticket #893714: Cancel my Hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 03:55 PM | Updated | Fri, 18 Jul at 02:58 AM |
| Requester | 35093404009 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:55 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rahul Dev Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893714 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rahul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Fri, 18 Jul at 02:04 AM (Public Message)**

*From: rdev2404@yahoo.com*

Hi Hoichoi support,Here are the details you asked for:Emai address: rdev2404@yahoo.comContact number (USA): +1 630 340 0910Date of subscription: 06/07/2024I never received the Hoichoi account details, but my credit card has been charged $39.99 on July 06, 2025.Please check this and cancel my subscription as I am not able to access Hoichoi programs any way. Please let me know if you are able to cancel the subscription.Thanks,Rahul Dev

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**🛠️ Support [5] - Fri, 18 Jul at 02:58 AM (Private Note)**

https://tools.viewlift.com/users/account/529429c7-4ad9-4802-9fec-8704a5538ec6

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**🛠️ Support [6] - Fri, 18 Jul at 02:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893252: Request Cancellation of the Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sat, 12 Jul at 04:37 PM | Updated | Fri, 18 Jul at 02:55 AM |
| Requester | 35089767230 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Sat, 12 Jul at 04:38 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmay Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893252 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 05:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmay, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Fri, 18 Jul at 02:33 AM (Public Message)**

*From: tnmyiitr@gmail.com*

Hi,Sorry for the late reply. Could you please cancel the auto renewal?Thanks,Tanmay

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**🛠️ Support [5] - Fri, 18 Jul at 02:55 AM (Private Note)**

[No text content]

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**🛠️ Support [6] - Fri, 18 Jul at 02:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #892010: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 03 Jul at 10:07 PM | Updated | Fri, 18 Jul at 02:53 AM |
| Requester | 35093290335 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 03 Jul at 10:07 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Paromita Piya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892010 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 04 Jul at 03:26 AM (Private Note)**

https://tools.viewlift.com/users/account/1bc90c8588e48310b6d013be4ece15a7162a55356cd8aa529b71aac59089a0d3

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**🛠️ Support [3] - Fri, 04 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c. However, we have successfully cancelled the auto-renewal from our end.You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [4] - Sun, 06 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Paromita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Thu, 17 Jul at 09:42 PM (Public Message)**

*From: paromitapiya01@gmail.com*

Hi I reached out about cancelling my subscription but I was charged forthis month too. Can you please confirm that you have cancelled mysubscription? Thank you. And would I get a refund for this month’s payment?

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**🛠️ Support [6] - Fri, 18 Jul at 02:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, We understand your concern and regret the hassle faced, we have cancelled and initiated a refund against your account . It'll get credited back to your account in 7-10 business days. Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #894023: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 06:35 PM | Updated | Thu, 17 Jul at 07:34 PM |
| Requester | 35093468667 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:35 PM (Private Note)**

*From: support@hoichoi.tv*

Hello sadia nowrin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894023 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:49 PM (Private Note)**

https://tools.viewlift.com/users/account/c3212cc7-0d2d-44d9-86c8-dbf6a906a7d7

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**🛠️ Support [3] - Thu, 17 Jul at 07:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 07:31 PM (Public Message)**

*From: snowrin@mtu.edu*

please cancel the auto renewal. Its too costly for me.RegardsSadia---------------------------------------------------Sadia Nowrin\*Pronouns: she, her, hers\*Teaching FacultyDepartment of Computer ScienceUniversity of Wisconsin--Milwaukee

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**🛠️ Support [5] - Thu, 17 Jul at 07:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9063706387 and your subscription will not renew automatically at the end of the current billing cycle on 18/7/25. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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## Ticket #894027: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 07:13 PM | Updated | Thu, 17 Jul at 07:29 PM |
| Requester | 35030370012 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 07:13 PM (Private Note)**

*From: support@hoichoi.tv*

Hello bhomra Chatterji Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894027 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 07:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly elaborate on the issue you have come across along with a video/photo of the same. Additionally, we'd request you to kindly share the brand name, model number and OS version of your device and the installed hoichoi app version for faster resolution. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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## Ticket #894019: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 06:12 PM | Updated | Thu, 17 Jul at 07:26 PM |
| Requester | 35093468512 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:12 PM (Private Note)**

*From: support@hoichoi.tv*

Hello jewel das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894019 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We regret to inform you that we currently do not have a 1-month plan available in India. You can subscribe to any of the available plan to access all our contents. Currently we have these plans available: 1. Rs.499/3months where you can login from up to 3 devices and watch from one device at a time. 2. Rs.999/12months where you can login from up to 5 devices and watch from 2 devices at a time.  Kindly visit www.hoichoi.tv/viewplans to know about our available plans. Let us know you need if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 06:36 PM (Public Message)**

*From: dasjewel393@gmail.com*

i am from Bangladesh

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**🛠️ Support [4] - Thu, 17 Jul at 07:26 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  I regret to let you know that currently we do not have 1 month plan in your region..you can subscribe to any of the available plan to access all our contents.  Currently we have 2 yearly plans for Bangladesh: 1. BDT 799 (For 1 Year) where you can login up to 03 devices and watch from any 01 devices at a time. 2. BDT 999 (For 1 Year) where you can login up to 04 devices and watch from any 02 devices at a time. Kindly visit www.hoichoi.tv/viewplans to know about our available plans at your region. Let us know if we can assist you with anything else regarding Hoichoi.  Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #894025: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 06:53 PM | Updated | Thu, 17 Jul at 07:25 PM |
| Requester | 35067822420 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:53 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Jenifar Rahman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894025 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 07:20 PM (Public Message)**

*From: dr.jenifarrahman@gmail.com*

My phone is +96893922916

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**🛠️ Support [3] - Thu, 17 Jul at 07:24 PM (Private Note)**

https://tools.viewlift.com/users/account/887854d1dcb4af4bdb625a1ce1193992bea6086e1d92cabd37fd0abf49b736a7

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**🛠️ Support [4] - Thu, 17 Jul at 07:25 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We sincerely apologize for the inconvenience.  We’ve now disabled the setting, and you should be able to access content without any restrictions. For future reference, kindly follow the below steps from Mobile App to reset the Parental Control Pin:   1, Go to Accounts 2, Click on Parental Control  3, Toogle on/off Parental Control  4, Select the viewing restrictions and click on Save ratings  5, Then click on Setup a PIN or Reset PIN, set up the pin.  6. Enter the OTP for confirmation. ➡️ Then Turn off the app & relaunch it, you will find the option to enter the PIN. Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893894: Account recovery

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 07:24 PM | Updated | Thu, 17 Jul at 07:20 PM |
| Requester | 35093457653 | Agent | 35074856318 |

### Conversations (11 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Piyali Basu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893894 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 07:28 PM (Private Note)**

https://tools.viewlift.com/users/account/fa0c40cc-323f-4d42-93f6-51964b13e07d

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**🛠️ Support [3] - Wed, 16 Jul at 07:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   We deeply apologise for the inconvenience caused.  This is to inform you, we can't find active subscription associated with piyadublin@gmail.com or 7417481682 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you. Wishing you a great day ahead.     Regards Team Hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 07:51 PM (Public Message)**

*From: piyadublin@gmail.com*

Hi,Thanks for getting back to me.Please find the attached screenshot of thismonth's invoice .I can't remember when I first subscribed , if the account is linked with myprimary email piyadublin@gmail.comThen I already reset the password but after logging into my account it'sshowing ' subscribe 'I lost my phone so the number 07417481682 isn't working at all . Pleasefind my new number below if it's needed to recover my account078 589 47206Best regards,Piyali Biswas

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**🛠️ Support [5] - Thu, 17 Jul at 05:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank you forwriting to us and we apologize for any inconvenience caused.   Request you toperform the steps mentioned below and let us know if you are now able to accessthe content.   1. Open the hoichoiApp. Click on Menu   2. Scroll rightto the bottom. If you see the last option as Sign Out, please click on SignOut. If it asks you to Log in, please jump to Step no - 5. If it asks you toSign up, please click on Sign up and on the next page put in your emailaddress, phone number and a desired password. Once signed up you are good togo. You need not follow any further steps   3. For users whohad signed out in the second step, please close/Kill the App   4. Open the App   5. Click on"subscribe now"   6. Next Click on“Restore Purchase"   7. Check if youare able to consume content   In case of any error message, please forward the same to support@hoichoi.tv along with the Tax Invoice you would have received from Apple.    Wishing you apleasant day ahead!   Regards, Team-hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 05:11 PM (Public Message)**

*From: piyadublin@gmail.com*

HiI have tried to do the steps but it doesn't allow me to go on restorepurchase .Please see the screenshot belowRegards,Piyali

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**🛠️ Support [7] - Thu, 17 Jul at 06:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, We deeply apologise for the inconvenience caused. ​ I'd request you to perform the steps mentioned below and let us know if you are now able to access the content from the same apple device from where you bought the subscription. 1. Please login to hoichoi​ with the email id piyadublin@gmail.com 2. There would be Subscribe option. Please click on that. 3. Next click on  "restore purchase" In case of any error messages, Kindly share a screenshot of the same for further assistance. ​ ​ Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 06:24 PM (Public Message)**

*From: piyadublin@gmail.com*

Hi ,Please find the screenshot attached.1) logged in with piyadublin@gmail.com2) click subscribe3) I couldn't see the option restore purchaseRegards,Piyali

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**🛠️ Support [9] - Thu, 17 Jul at 06:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Since you have made the payment through apple,  you need to follow these steps from that same apple device. It'll not work on android. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [10] - Thu, 17 Jul at 07:06 PM (Public Message)**

*From: piyadublin@gmail.com*

I have no other choice then to subscribe again for £6.99 as I have to usethe android this time.Please let me know if I purchase again this time which means doublepurchase in that case can I ask to continue this till next month so I don'thave to purchase again

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**🛠️ Support [11] - Thu, 17 Jul at 07:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. There is no option to merge two distinct monthly plans and directly extend the subscription for an additional two months.  Since you have made the payment through apple, you have to restore the purchase from your apple device to activate it from other devices. You can connect with apple to get the refund for the purchase.  Should you wish to renew your subscription, we kindly request that you complete the purchase through our website by visiting www.hoichoi.tv. After logging into your account, you may select and purchase the monthly plan that best suits your needs.  Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893737: Please cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 06:18 PM | Updated | Thu, 17 Jul at 07:18 PM |
| Requester | 35093415110 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nawshad Farruque Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893737 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 06:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 06:59 PM (Public Message)**

*From: me.naws@gmail.com*

Please do cancel my automatic subscription, auto renewal, etc to stoprecurring payments from now on.Thanks,

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**🛠️ Support [4] - Tue, 15 Jul at 07:00 PM (Private Note)**

https://tools.viewlift.com/users/account/47a00677-285c-4d01-928c-414f37bb1850

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**🛠️ Support [5] - Tue, 15 Jul at 07:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nawshad, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893569: Failed to open accout

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Mon, 14 Jul at 05:10 PM | Updated | Thu, 17 Jul at 06:33 PM |
| Requester | 35093391944 | Agent | 35060784336 |

### Conversations (9 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saara Järvinen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893569 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! You can create an account using your email instead. Please follow these steps: -Open a web browser and visit https://partner.hoichoi.tv/. -Click on the Login option, then navigate to the Subscribe section. -Below, you will find a Sign up with email option. Click on it. -Enter your Name, Email, and Password in the provided fields. -Submit your details by clicking on Subscribe. -Once your account is created, you can proceed to subscribe. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saara, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Thu, 17 Jul at 04:31 PM (Public Message)**

*From: kulsum.jarvinen@gmail.com*

Hi, I followed your instructions but can’t get that point where I could putmy name and password and open the hoicoi account. With my email it says notfound and to my phone number is not sending any OTP code. So I’m failingstart with email and with phone number.Greetings bySaara Järvinenke 16.7.2025 klo 20.17 Support

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**🛠️ Support [5] - Thu, 17 Jul at 04:47 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, Apologies for any inconvenience. Kindly share the email address of your hoichoi account and contact number with the country extension. Awaiting for your response. Regards,  Team hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 05:39 PM (Public Message)**

*From: kulsum.jarvinen@gmail.com*

Hi, but couldn’t succeed to open Hoichoi account and don’t know number ofmy country extension. I’m from Finland. What is the number of Finlandcontacts?Regards,Saara Järvinento 17.7.2025 klo 19.47 Support

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**🛠️ Support [7] - Thu, 17 Jul at 06:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are currently experiencing OTP issues in your location. You can create an account using your email instead. Please follow these steps: -Open a web browser and visit https://partner.hoichoi.tv/. -Click on the Login option, then navigate to the Subscribe section. -Below, you will find a Sign up with email option. Click on it. -Enter your Name, Email, and Password in the provided fields. -Submit your details by clicking on Subscribe. -Once your account is created, you can proceed to subscribe. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 06:12 PM (Public Message)**

*From: kulsum.jarvinen@gmail.com*

Hi, you don’t get me! I’m not getting by your website to that point towrite my name and email. I’m telling you again and again. It seemsregistration is not possible for me?RegardsSaara Järvinento 17.7.2025 klo 21.02 Support

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**🛠️ Support [9] - Thu, 17 Jul at 06:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, We would request you to send us a video of the error you are facing along with your email address and contact number. Thus it will be easier for us to replicate the issue. Awaiting for your response. Wishing you a pleasant day ahead. Regards, Team hoichoi

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## Ticket #894022: Webinar on Tax Deduction at Source TDS AND TCS

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 06:27 PM | Updated | Thu, 17 Jul at 06:32 PM |
| Requester | 35076767420 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:27 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Karan Kapoor Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894022 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893733: Payment successful, but subscription not renewed

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 06:08 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093413149 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello S M Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893733 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 06:16 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As your plan is active against your phone no +918369694334 only. Please follow these steps to log in with your phone number: -Open the hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:17 PM (Private Note)**

https://tools.viewlift.com/users/account/01ef70f0-bca7-473e-88cd-0875e76a2214

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**🛠️ Support [4] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello S, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893591: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:45 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093393746 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Salma Abu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893591 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 05:07 PM (Public Message)**

*From: abusalma77@outlook.com*

Hi Team Hoichoi,Thank you for your response.The reason I would like to cancel is that there aren’t enough shows or movies that interest us, and we barely use the service. Given that, I would appreciate it if you could cancel the auto-renewal from your end.Kind regards,Get Outlook for iOS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [4] - Tue, 15 Jul at 06:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +15145688042 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 06:24 PM (Private Note)**

https://tools.viewlift.com/users/account/eba98a41-2400-490d-a906-c95acae656d0

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**🛠️ Support [6] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Salma, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892892: Request to update Registered Mobile No.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 10 Jul at 12:59 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093355270 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 10 Jul at 12:59 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subrata Chatterjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892892 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 10 Jul at 01:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for writing to us.  We would like to let you know that Indian subscription plans can be accessed only from India as our plans differs from one Geo Location to another. As per our t&c policy {Cl No. 3.3, Cl No.8.9}, the subscription access is Geo restricted.                                                                                                                      If you try to login or stream that plan from of India, you might get "Access Denied! The subscription plan associated with this account is not valid in your region"  error because of the Geo-Location. In order to stream hoichoi from your current location, you need to have a subscription purchased from your own location with the available local currency with a different email address or regional mobile no. Incase you still wish to change the registered number, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction. Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. Once we have all the necessary information we will be able to assist you better. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [3] - Sat, 12 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subrata, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Tue, 15 Jul at 04:26 PM (Public Message)**

*From: schatterjee1006@gmail.com*

Hello Team,Please find the attached credit card statement and check the transaction on3rd Feb 2025 of Rs. $44.99 for Hoichoi subscription.Regards,Subrata

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**🛠️ Support [5] - Tue, 15 Jul at 06:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, We have changed the number to 9434426371. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subrata, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893740: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 06:28 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093416942 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Baishakhi Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893740 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 06:30 PM (Public Message)**

*From: dasbaishakhi143@gmail.com*

499only 3month pey..stop atopey

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**👤 Customer [3] - Tue, 15 Jul at 06:31 PM (Public Message)**

*From: dasbaishakhi143@gmail.com*

Ph no-6290467627On Wed, 16 Jul 2025, 12:00 am Baishakhi Das, wrote:> 499only 3month pey..stop atopey>>

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**🛠️ Support [4] - Tue, 15 Jul at 06:39 PM (Private Note)**

https://tools.viewlift.com/users/account/612ab50f-c138-4871-a4b8-aaa1fbb49af7

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**🛠️ Support [5] - Tue, 15 Jul at 06:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with dasbaishakhi143@gmail.com or 6290467627 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Baishakhi, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893739: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 06:25 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093416339 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:25 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Roni saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893739 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 06:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Roni, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893735: After subscription not showing

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 06:16 PM | Updated | Thu, 17 Jul at 06:19 PM |
| Requester | 35093414727 | Agent | 35077458099 |

### Conversations (9 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Suprit Karmakar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893735 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 06:18 PM (Public Message)**

*From: supritrohit@gmail.com*

Dear sir,My registered phone no is 7686917124.Email - supritrohit@gmail.com

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**🛠️ Support [3] - Tue, 15 Jul at 06:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. As you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [4] - Tue, 15 Jul at 06:24 PM (Public Message)**

*From: supritrohit@gmail.com*

Dear Sir,Attach details for your reference

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**🛠️ Support [5] - Tue, 15 Jul at 06:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, To help us verify your payment, please share your GPA ID (Google Play Transaction ID). You can find it by following these steps: From Email (Purchase Receipt): Open your Gmail account linked to your Google Play purchase. Search for emails from Google Play with the subject “Your receipt from Google Play.” Open the relevant email for your hoichoi purchase. Find the Transaction ID (it will look like this: GPA.1234-5678-9012-34567). Share that ID with us here. From Google Play Store: Open the Google Play Store app. Tap on your Profile icon > Payments & Subscriptions > Budget & History. Locate the hoichoi transaction and click on it. The Transaction ID (GPA ID) will be visible—please share it with us. Once we have the GPA ID, we’ll be able to verify your payment and assist you further. Thank you for your cooperation Warm regards, Team hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 06:35 PM (Public Message)**

*From: supritrohit@gmail.com*

On Tue, 15 Jul 2025, 23:57 Support, wrote: Hi,  Apologies for the hassle faced, To help us verify your payment, please share your GPA ID (Google Play Transaction ID). You can find it by following these steps: From Email (Purchase Receipt): Open your Gmail account linked to your Google Play purchase. Search for emails from Google Play with the subject “Your receipt from Google Play.” Open the relevant email for your hoichoi purchase. Find the Transaction ID (it will look like this: GPA.1234-5678-9012-34567). Share that ID with us here. From Google Play Store: Open the Google Play Store app. Tap on your Profile icon > Payments & Subscriptions > Budget & History. Locate the hoichoi transaction and click on it. The Transaction ID (GPA ID) will be visible—please share it with us. Once we have the GPA ID, we’ll be able to verify your payment and assist you further. Thank you for your cooperation Warm regards, Team hoichoi On Tue, 15 Jul at 11:54 PM , Suprit Karmakar wrote: Dear Sir, Attach details for your reference  On Tue, 15 Jul 2025, 23:51 Support, wrote: Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. As you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi     On Tue, 15 Jul at 11:48 PM , Suprit Karmakar wrote: Dear sir, My registered phone no is 7686917124. Email - supritrohit@gmail.com On Tue, 15 Jul 2025, 23:46 Support, wrote: Hello Suprit Karmakar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893735 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 06:45 PM (Private Note)**

[No text content]

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**🛠️ Support [8] - Tue, 15 Jul at 06:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us a successful payment screenshot, since this is showing as PENDING, and is not successful. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [9] - Thu, 17 Jul at 06:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Suprit, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #894016: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:41 PM | Updated | Thu, 17 Jul at 06:16 PM |
| Requester | 35093468245 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:41 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Abdullah Mofarrah Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894016 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:14 PM (Private Note)**

https://tools.viewlift.com/users/account/878882c4-62ef-4176-ab7f-5e7d8780d422

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**🛠️ Support [3] - Thu, 17 Jul at 06:16 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +19024832043 for further deductions. You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #894014: Cancel Auto Renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:30 PM | Updated | Thu, 17 Jul at 06:12 PM |
| Requester | 35084481860 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Madhurima B Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894014 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:11 PM (Private Note)**

https://tools.viewlift.com/users/account/c79d6542-d62a-4b0d-a4cc-2d4c64cad76a

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**🛠️ Support [3] - Thu, 17 Jul at 06:12 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with +91​8240460479. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 19/07/2025.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #894017: Requesting for cancellation of my account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 05:42 PM | Updated | Thu, 17 Jul at 06:10 PM |
| Requester | 35081822972 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:42 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanusree Kundu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894017 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:10 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  Certainly, we will assist you in canceling the auto-renewal for your hoichoi subscription. However, we would be grateful if you can share the reason behind the auto renewal cancellation request so that we can do better in future. Additionally,  kindly share your subscribed contact number. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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## Ticket #894006: Request to stop renewal service with immediate effect

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 04:48 PM | Updated | Thu, 17 Jul at 06:09 PM |
| Requester | 35093467767 | Agent | 35060784336 |

### Conversations (7 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:48 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Souvik Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894006 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 04:52 PM (Public Message)**

*From: souvik.mitra.80@gmail.com*

Yes, please cancel.

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**🛠️ Support [3] - Thu, 17 Jul at 04:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We are sorry to hear that you are considering discontinuing the auto renewal of hoichoi. We genuinely value your feedback and would like to understand the reason behind your decision for cancellation of our services. Our team is committed to addressing any concerns you may have and finding ways to enhance your enjoyment of our services. Please let us know so we can go forward with the process along with your subscribed email address or contact number. Awaiting for response. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 05:00 PM (Private Note)**

[No text content]

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**👤 Customer [5] - Thu, 17 Jul at 05:30 PM (Public Message)**

*From: souvik.mitra.80@gmail.com*

Please stop the renewal service with immediate effect as I don't have timeto watch hoichoi presently.So, please do the needful asap so that it could not get debited from myaccount tomorrow.Regards,Souvik MitraM-8420173518

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**🛠️ Support [6] - Thu, 17 Jul at 06:07 PM (Private Note)**

https://tools.viewlift.com/users/account/8ec98359-faed-4f2a-a6b0-eb151208b020

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**🛠️ Support [7] - Thu, 17 Jul at 06:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with +91​8420173518. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #893407: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sun, 13 Jul at 04:40 PM | Updated | Thu, 17 Jul at 06:08 PM |
| Requester | 35093381207 | Agent | 35074856318 |

### Conversations (9 messages)

**🛠️ Support [1] - Sun, 13 Jul at 04:40 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Goutamrudra2012 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893407 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Goutamrudra2012, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Thu, 17 Jul at 10:45 AM (Public Message)**

*From: goutamrudra2012@gmail.com*

I am still unable to make payment and this is a little bit annoying.Please see photo attached.Thank you

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**🛠️ Support [5] - Thu, 17 Jul at 10:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mailbox. If you have paid using your Google play store, please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team Hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 03:21 PM (Public Message)**

*From: goutamrudra2012@gmail.com*

Hi,I am unable to subscribe , did you notice the screenshot please assist.Email is the one I am contacting from.Thank you

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**🛠️ Support [7] - Thu, 17 Jul at 04:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,       Greetings from hoichoi!          Apology for the trouble caused. We would request you to clear all your browser history, cache and cookies then retry once. If any issue persists, please check through incognito window and different browsers.         Get back to us if you have any further query.                      Wishing you a great day ahead.       Regards,     Team hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 04:24 PM (Public Message)**

*From: goutamrudra2012@gmail.com*

Hi,Sorry it doesn’t work …Thank you

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**🛠️ Support [9] - Thu, 17 Jul at 06:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  Since you have faced issues while purchasing the Hoichoi subscription, please feel free to reach out to us on WhatsApp at +91 6292327385. Simply send a "HI" message, and our team will assist you in completing your subscription seamlessly. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #894013: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:27 PM | Updated | Thu, 17 Jul at 06:06 PM |
| Requester | 35093468171 | Agent | 35060784336 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:27 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dj2gamer WB Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894013 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We regret to inform you that we currently do not have a 1-month plan available in India. You can subscribe to any of the available plan to access all our contents. Currently we have these plans available: 1. Rs.499/3months where you can login from up to 3 devices and watch from one device at a time. 2. Rs.999/12months where you can login from up to 5 devices and watch from 2 devices at a time.  Kindly visit www.hoichoi.tv/viewplans to know about our available plans. Let us know you need if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #893207: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sat, 12 Jul at 12:30 PM | Updated | Thu, 17 Jul at 06:03 PM |
| Requester | 35093374512 | Agent | 35074856318 |

### Conversations (10 messages)

**🛠️ Support [1] - Sat, 12 Jul at 12:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mihir Biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893207 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 12:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share a screenshot or a short video of the error you’re experiencing? This will help me better understand the issue and assist you with the best possible resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 04:54 PM (Public Message)**

*From: mihirbiswas@hotmail.com*

HiEverytime when I log in, I either get this error message!Even if I get an access to the movies and select one to watch, I get this error message!Whats wrong with your system!RegardsMihir\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [4] - Sun, 13 Jul at 04:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. I’m so sorry for the inconvenience caused. But I would request you to please try now. And please do let us know if you still face the same. We will be happy to help you.  Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Sun, 13 Jul at 06:23 AM (Public Message)**

*From: mihirbiswas@hotmail.com*

Thanks Hoichoi.I am busy today!But, I tried with 2/3 movies, I didnt get any ERROR message today.ThanksMihir\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [6] - Sun, 13 Jul at 07:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  You're most welcome! ? Thank you for the update, we're glad to hear that you're not facing any error messages today. Please take your time, and if you face any issues in the future or need any assistance, feel free to reach out to us. Happy streaming and enjoy your day! Thanks & Regards, Team hoichoi

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**👤 Customer [7] - Thu, 17 Jul at 02:47 PM (Public Message)**

[No text content]

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**👤 Customer [8] - Thu, 17 Jul at 02:47 PM (Public Message)**

*From: mihirbiswas@hotmail.com*

Hello SupportI have been an hoichoi subscriber on and off! However, this time, the access issues are really v v frequent!Again I am having trouble viewing the content on hoichoi.tv!Pls sort this out!RegardsMihir9820042479\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [9] - Thu, 17 Jul at 05:57 PM (Private Note)**

https://tools.viewlift.com/users/account/9d4feb03-9350-4313-9283-4cd0082a2e6f

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**🛠️ Support [10] - Thu, 17 Jul at 06:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly clear the cache and cookies of your browser and then try to visit the website www.hoichoi.tv and login with the number 9820042479 and OTP and try to play the content and check.  Additionally, You can follow the same steps through the incognito/Private mode of your browser as well.  ​ Let us know if you face any issue. Wishing you a good day ahead. Regards Team hoichoi

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## Ticket #894007: Subscription issue

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 04:49 PM | Updated | Thu, 17 Jul at 05:50 PM |
| Requester | 35093467786 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Quazi Tousie Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894007 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   We regret the trouble caused. This is to inform you, we can't find active subscription associated with nazmatousi.quazi@gmail.com as per our records.                                         We request you to provide us with your subscribed contact number. Awaiting response from you. Wishing you a great day ahead.     Regards Team Hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 05:00 PM (Public Message)**

*From: nazmatousi.quazi@gmail.com*

Its either 8100364443 or 9836483053

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**🛠️ Support [4] - Thu, 17 Jul at 05:01 PM (Private Note)**

https://tools.viewlift.com/users/account/325afa37-7436-47c1-80d9-4b90ba93ff62

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**🛠️ Support [5] - Thu, 17 Jul at 05:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We deeply apologise for the inconvenience caused.  According to our records, your transaction with 8100364443 did not go through.  If a deduction occurred, it should be automatically reversed. Typically, your bank will refund the amount within the next 5-7 business days. If not, please contact your bank directly. Regarding your subscription, we recommend attempting the transaction again with a different payment method. Let us know if you need any further help, Regards, Team hoichoi,

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**👤 Customer [6] - Thu, 17 Jul at 05:04 PM (Public Message)**

*From: nazmatousi.quazi@gmail.com*

Deduction occured from my account

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**🛠️ Support [7] - Thu, 17 Jul at 05:50 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We deeply apologise for the inconvenience caused.  According to our records, your transaction with 8100364443 did not go through.  If a deduction occurred, it should be automatically reversed. Typically, your bank will refund the amount within the next 5-7 business days. If not, please contact your bank directly. Regarding your subscription, we recommend attempting the transaction again with a different payment method. Let us know if you need any further help, Regards, Team hoichoi

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## Ticket #893724: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:24 PM | Updated | Thu, 17 Jul at 05:28 PM |
| Requester | 35093405373 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Amlan Nag Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893724 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:47 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi We would like to inform you that the streaming quality on hoichoi depends largely on the available internet bandwidth. For the best experience, we recommend a stable and high-speed connection. If the bandwidth is low, the video quality may adjust automatically to ensure smooth playback without buffering. For optimal quality, please ensure: A strong and stable internet connection (preferably Wi-Fi) Closing background apps consuming bandwidth Streaming from an updated version of the hoichoi app If you continue to face issues, please feel free to reach out to us we’ll be happy to assist further. Thank you for being a valued member of the hoichoi family. Warm regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 05:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Amlan, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893725: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:30 PM | Updated | Thu, 17 Jul at 05:28 PM |
| Requester | 35093380758 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjay Kumar Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893725 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:48 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the exact error that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Waiting for your response, Team hoichoi.

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**🛠️ Support [3] - Thu, 17 Jul at 05:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjay, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893723: Subscription not processed but payment done

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:12 PM | Updated | Thu, 17 Jul at 05:28 PM |
| Requester | 35093404840 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:12 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanima Paul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893723 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As your plan is active against your phone no +919830788765 only. Please follow these steps to log in with your phone number: -Open the hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 05:43 PM (Private Note)**

https://tools.viewlift.com/users/account/b8f5b9bb-02bb-4f19-9932-36579ab2ed24

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**🛠️ Support [4] - Thu, 17 Jul at 05:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanima, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893384: Please cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:58 PM | Updated | Thu, 17 Jul at 05:28 PM |
| Requester | 35093380469 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:58 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nusrat Jahan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893384 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:54 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 03:54 PM (Private Note)**

https://tools.viewlift.com/users/account/0cefc083-9739-4c13-ba01-78e77fbdb3a8

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**🛠️ Support [4] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nusrat, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [5] - Tue, 15 Jul at 05:32 PM (Public Message)**

*From: shumi.nusrat1@gmail.com*

Refer to the below email, to cancel subscription you requested my subscription phone number, it is +44 7471 067428 , I made subscription with mobile number, why the hell are you closing my ticket? You want to grab my money and want to renew bad hoichoi subscription? Plz cancel my hoichoi subscription, I hate to see ghatiya hoichoi Chanel. Do not dare to eat my money. My subscription number is +44 7471 067428 and email address is Shumi.nusrat1@gmail.com. FOR THE SAKE OF HEAVEN PLZ CANCEL MY HOICHOI SUBSCRIPTION. RegardsNusrat JahanSent from my iPhone>

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**🛠️ Support [6] - Tue, 15 Jul at 05:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +447471067428 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 05:57 PM (Private Note)**

https://tools.viewlift.com/users/account/0cefc083-9739-4c13-ba01-78e77fbdb3a8

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**🛠️ Support [8] - Thu, 17 Jul at 05:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nusrat, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #894012: Unsubscribe process

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:13 PM | Updated | Thu, 17 Jul at 05:20 PM |
| Requester | 35093468040 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:13 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shila Dhar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894012 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 05:16 PM (Public Message)**

*From: shila.dhar@yahoo.com*

My registered mobile number 9674232342 .Yahoo Mail: Search, organise, conquer

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**🛠️ Support [3] - Thu, 17 Jul at 05:19 PM (Private Note)**

https://tools.viewlift.com/users/account/471d581c-6579-4cac-8575-246cf5a6c389

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**🛠️ Support [4] - Thu, 17 Jul at 05:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​9674232342. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 25/07/2025.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #894010: Experience Joy with Our Latest Update, Uncover a Nice Surprise Today

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 05:02 PM | Updated | Thu, 17 Jul at 05:03 PM |
| Requester | 35093467948 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:02 PM (Private Note)**

*From: support@hoichoi.tv*

Hello udin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894010 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #894005: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 04:42 PM | Updated | Thu, 17 Jul at 04:55 PM |
| Requester | 35086120354 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:42 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha Dhara Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894005 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:55 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​ Could you please confirm if you’re currently using any VPN or similar security tool on your laptop/pc?  This information will help us better understand the issue and assist you more effectively.  ​ Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #894008: Introducing ERC-7743 – The Multi-Owner NFT Standard

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 04:50 PM | Updated | Thu, 17 Jul at 04:53 PM |
| Requester | 35093467794 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello MONFT. io Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894008 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #894002: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 04:16 PM | Updated | Thu, 17 Jul at 04:29 PM |
| Requester | 35093467495 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Surojit Saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894002 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   We deeply apologise for the inconvenience caused.  This is to inform you, we can't find active subscription associated with ssaha7221@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Wishing you a great day ahead.     Regards Team Hoichoi

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## Ticket #894001: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 04:08 PM | Updated | Thu, 17 Jul at 04:26 PM |
| Requester | 35012826645 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello ANUPAM BHATTACHARJEE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894001 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:25 PM (Private Note)**

https://tools.viewlift.com/users/account/6a53013b8ba81fb5625f48dddd7f78f5392602908341e40d3cee936f1aecc15b

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**🛠️ Support [3] - Thu, 17 Jul at 04:26 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We sincerely apologize for the inconvenience.  We’ve now disabled the setting, and you should be able to access content without an restrictions. For future reference, kindly follow the below steps from Mobile App to reset the Parental Control Pin:   1, Go to Accounts 2, Click on Parental Control  3, Toogle on/off Parental Control  4, Select the viewing restrictions and click on Save ratings  5, Then click on Setup a PIN or Reset PIN, set up the pin.  6. Enter the OTP for confirmation. ➡️ Then Turn off the app & relaunch it, you will find the option to enter the PIN. Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893719: To stop auto deduction for my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:19 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093404293 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Arohi Patra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893719 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +918373089054. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 15, 2026. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:37 PM (Private Note)**

https://tools.viewlift.com/users/account/58766a75-7702-4df9-bcd0-aa7749569e6c

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**🛠️ Support [4] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Arohi, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893720: otp আসতাছে না এখন আমি কি করবো?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:22 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093377511 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:22 PM (Private Note)**

*From: support@hoichoi.tv*

Hello abdul salam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893720 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 04:25 PM (Public Message)**

*From: abdulsalamnur300@gmail.com*

This is my number. +8801303183453

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**🛠️ Support [3] - Tue, 15 Jul at 04:41 PM (Public Message)**

*From: support@hoichoi.tv*

হাই, হইচই-এর পক্ষ থেকে শুভেচ্ছা। অনুগ্রহ করে অ্যাপটি আনইনস্টল করে পুনরায় ইনস্টল করুন এবং তারপর আবার চেষ্টা করুন। যদি সমস্যা এখনও থেকে যায়, তবে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন। যদি আপনার আরও কোনও সাহায্যের প্রয়োজন হয়, দয়া করে আমাদের জানান। শুভেচ্ছান্তে,  টিম হইচই

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**🛠️ Support [4] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Abdul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893717: Cancel my hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:11 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093404196 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:11 PM (Private Note)**

*From: support@hoichoi.tv*

Hello debasree sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893717 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +914122513995 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:31 PM (Private Note)**

https://tools.viewlift.com/users/account/70fa061b-8d6d-4b48-8bd3-e91035d4768e

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**🛠️ Support [4] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debasree, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893716: URGENT Request for Immediate Cancellation of Auto-Debit – Hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:04 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093404116 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:04 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ahom Datta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893716 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 04:05 PM (Public Message)**

*From: content-grievances@hoichoi.tv*

----------------------------------------------Hello Ahom,Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 64217 has been created successfully.Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add.We appreciate your patience and look forward to assisting you.Regards,Customer Experience Teamhoichoi--------------------------------This email is a service from hoichoi.[97R1D4-ELPX3]

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**👤 Customer [3] - Tue, 15 Jul at 04:05 PM (Public Message)**

*From: content-grievances@hoichoi.tv*

We appreciate you reaching out. You can expect to hear back from us within 2 to 3 business days.--------------------------------This email is a service from hoichoi.[97R1D4-ELPX3]

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**🛠️ Support [4] - Tue, 15 Jul at 04:26 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +918884909341 . Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 15 , 2025 . Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 04:27 PM (Private Note)**

https://tools.viewlift.com/users/account/6fe9bf40-c32b-11e8-8f48-6b13a6561f16

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**🛠️ Support [6] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ahom, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893715: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:01 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093404009 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:01 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rahul Dev Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893715 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with Once the current +16303400910 subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:23 PM (Private Note)**

https://tools.viewlift.com/users/account/529429c7-4ad9-4802-9fec-8704a5538ec6

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**🛠️ Support [4] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rahul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893712: Want to unsubscribe

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:47 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093403912 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:47 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pooja Bhunia Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893712 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +918388071979. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Oct 08, 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:10 PM (Private Note)**

https://tools.viewlift.com/users/account/1083829c-8db2-4f73-9193-6f5c0777479b

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**🛠️ Support [4] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pooja, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893711: Subscription not showing

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:39 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093403501 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:39 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Chltra Bhowmik Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893711 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Since your plan is offered through Watcho, Your plan is activated from Watcho however the subscription needs to be technically activated by them at Hoichoi as well. Looks like they are facing a technical issues while activating it at their end.Kindly contact them and ask to try activating the Hoichoi subscription from their end. Regards, Team Hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Chltra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893722: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 04:38 PM | Updated | Thu, 17 Jul at 04:18 PM |
| Requester | 35093404498 | Agent | 35092231600 |

### Conversations (2 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:38 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shouvik Halder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893722 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shouvik, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893856: UNABLE TO DOWNLOAD SHOWS

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Wed, 16 Jul at 03:21 PM | Updated | Thu, 17 Jul at 04:14 PM |
| Requester | 35093455428 | Agent | 35074856318 |

### Conversations (25 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:21 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rakesh Shaw Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893856 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly elaborate on the issue you have come across along with a video of the same. ​ Additionally, we'd request you to kindly share the brand, model number and OS version of your phone and the installed hoichoi app version for faster resolution. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 03:49 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

When i am clicking on the download icon to watch later or watch in offlinemode, after few seconds it says download failed.Specifically the Eken Babu Season 1.And I am using s22 5g with a wifi of 150Mbps speed on the latest os.One UI 7.0Android 15.Hoichoi app version 3.0.97

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**👤 Customer [4] - Wed, 16 Jul at 04:06 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

See the video attached, when trying to download season 1, it says downloadfailed.And when i am in the video section, the screen goes black and does not showthe recording. May be restriction to avoid piracy, but in download sectionu can see download incomplete and top left side shows hoichoi icon forfailed download.

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**🛠️ Support [5] - Wed, 16 Jul at 04:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly uninstall the hoichoi app and restart your phone. Then install the hoichoi app freshly and try to login and download the content and check. Also, Please make sure that you have at-least 10 GB space available in your phone.  Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 04:34 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Followed the instructions but still same issue persists.

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**👤 Customer [7] - Wed, 16 Jul at 04:35 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Also my phone has more than 30 gb free space available.Tried downloading with wifi and mobile data, but shows failed on both.

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**🛠️ Support [8] - Wed, 16 Jul at 04:44 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  Please follow the steps below to clear the cache and data of the Hoichoi app on your mobile: - Open Settings > Apps > Manage Apps. - Find and tap on Hoichoi. - Tap Storage. - First, tap Clear Cache. - Then, tap Clear Data. After doing this, please open the app again and login and check if the issue is resolved.  Let me know if you need further assistance. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 04:49 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

I had already tried those options and tried again as you suggested. Butsame issue.What the heck!!!!Paying for subscribtion and still not able to avail a simple downloadservice???????

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**👤 Customer [10] - Wed, 16 Jul at 04:54 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

All other shows are downloading and only the EKEN BABU seasons are not.Please provide a resolution ASAP.

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**🛠️ Support [11] - Wed, 16 Jul at 05:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Please ensure that your phone's software is updated to the latest version.  Also, We would greatly appreciate it if you could kindly provide us with a screenshot of your device's storage availability.  Awaiting response from you.  Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [12] - Wed, 16 Jul at 05:17 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Phone's software is upto date. I always keep my apps and softwares updatedat any given point of time.Below is my storage ss. And m not sure why are u asking for storage info,when i told you that all other movies/seasons are downloading without anyissues just the EKEN is giving troubles.If storage would have been an issue then non of the shows would have beensuccesfully downloaded.

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**🛠️ Support [13] - Wed, 16 Jul at 05:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [14] - Wed, 16 Jul at 05:27 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Noted!

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**🛠️ Support [15] - Wed, 16 Jul at 05:39 PM (Public Message)**

*From: support@hoichoi.tv*

​We really apreciate it!

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**🛠️ Support [16] - Thu, 17 Jul at 10:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We have made some changes from backend. We request you to kindly uninstall the hoichoi app and restart your phone.  After that, please install the hoichoi app freshly on your device and Login with the number and OTP & check if you are able to download Eken Babu Season 1 .  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [17] - Thu, 17 Jul at 02:27 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Did everything as advised but still same issue!!!!!

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**👤 Customer [18] - Thu, 17 Jul at 02:28 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

See screenshot below from notification tab, as app is not allowing toscreen shot any.

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**🛠️ Support [19] - Thu, 17 Jul at 02:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We deeply apologise for the inconvenience caused. Could you please share the installed hoichoi app version ? ​Awaiting your response, Regards, Team hoichoi

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**👤 Customer [20] - Thu, 17 Jul at 02:48 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

See below.

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**🛠️ Support [21] - Thu, 17 Jul at 02:54 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you so much for sharing the details.  We have flagged it out to our concerned team and currently waiting for their response. Once we get any update, we'll inform you at the earliest. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [22] - Thu, 17 Jul at 02:55 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

You said the same thing yesterday as well!!!!

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**🛠️ Support [23] - Thu, 17 Jul at 03:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We understand your concern and regret the inconvenience.  As discussed in yesterday's conversation, we have escalated the issue, and a new app build was released today with several fixes. However, since the issue still persists in the new build, we have flagged it for their review and requested further assistance. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [24] - Thu, 17 Jul at 04:11 PM (Public Message)**

*From: shaw.rakesh5689@gmail.com*

Noted!

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**🛠️ Support [25] - Thu, 17 Jul at 04:14 PM (Public Message)**

*From: support@hoichoi.tv*

We really apreciate it!

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## Ticket #893877: Payment for Subscription of 12 months

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:57 PM | Updated | Thu, 17 Jul at 04:09 PM |
| Requester | 35082082048 | Agent | 35060784336 |

### Conversations (9 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:57 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Swapan Mondal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893877 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:59 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Since you have paid to apple services, Please share us the tax invoice received from apple. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 05:43 AM (Public Message)**

*From: swapan.mondal.skm@gmail.com*

As advised sharing tax invoice of apple for your necessary action. You arerequested to activate the account at the earliest.RegardsSK MONDAL

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**🛠️ Support [4] - Thu, 17 Jul at 05:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank you forwriting to us and we apologize for any inconvenience caused.   Request you toperform the steps mentioned below and let us know if you are now able to accessthe content.   1. Open the hoichoiApp. Click on Menu   2. Scroll rightto the bottom. If you see the last option as Sign Out, please click on SignOut. If it asks you to Log in, please jump to Step no - 5. If it asks you toSign up, please click on Sign up and on the next page put in your emailaddress, phone number and a desired password. Once signed up you are good togo. You need not follow any further steps   3. For users whohad signed out in the second step, please close/Kill the App   4. Open the App   5. Click on"subscribe now"   6. Next Click on“Restore Purchase"   7. Check if youare able to consume content   In case of any error message, please forward the same to support@hoichoi.tv along with the Tax Invoice you would have received from Apple.    Wishing you apleasant day ahead!   Regards, Team-hoichoi

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**👤 Customer [5] - Thu, 17 Jul at 10:02 AM (Public Message)**

*From: swapan.mondal.skm@gmail.com*

I am having problem of restoring and getting enclosed message for yourreference. Please check and help to activate.RegardsSKMondal

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**🛠️ Support [6] - Thu, 17 Jul at 11:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank you forwriting to us and we apologize for any inconvenience caused.   Request you toperform the steps mentioned below and let us know if you are now able to accessthe content.   1. Open the hoichoiApp. Click on Menu   2. Scroll rightto the bottom. If you see the last option as Sign Out, please click on SignOut. If it asks you to Log in, please jump to Step no - 5. If it asks you toSign up, please click on Sign up and on the next page put in your emailaddress, phone number and a desired password. Once signed up you are good togo. You need not follow any further steps   3. For users whohad signed out in the second step, please close/Kill the App   4. Open the App   5. Click on"subscribe now"   6. Next Click on“Restore Purchase"   7. Check if youare able to consume content   In case of any error message, please forward the same to support@hoichoi.tv along with the Tax Invoice you would have received from Apple.    Wishing you apleasant day ahead!   Regards, Team-hoichoi

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**👤 Customer [7] - Thu, 17 Jul at 03:04 PM (Public Message)**

*From: swapan.mondal.skm@gmail.com*

Unable to understand the reply sent by you. Please clearly tell me how canI activatemy account and enjoy. It is very unfortunate that in spite of payment I amunable to activate it. I never face such difficulties in activating otheraccounts .Please activate my account from your side urgently as I have already sentyou all the necessary documents.Regards

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**🛠️ Support [8] - Thu, 17 Jul at 04:03 PM (Private Note)**

https://tools.viewlift.com/users/account/apple-000219.28640f848ac942b587466ddb7afc1b27.0848-hoichoitv

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**🛠️ Support [9] - Thu, 17 Jul at 04:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would request you to log out and follow these steps to log in with Apple: -Open the hoichoi app.Go to the Menu/Account option. -Click on Login. -Select the Login with Apple method. -Ensure that your Apple ID is synced to the device you are using to log in to Hoichoi. Feel free to get back to us if you face any issue. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #894000: Request to cancel auto-transaction for my hoichoi subscription for 3 months

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 03:37 PM | Updated | Thu, 17 Jul at 04:03 PM |
| Requester | 35093467121 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 03:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Devangana Mondal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 894000 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:00 PM (Private Note)**

https://tools.viewlift.com/users/account/63bb8bd8-cd83-4c4f-9a51-01c3010a7ac3

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**🛠️ Support [3] - Thu, 17 Jul at 04:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi Greetings of the day,   We completely understand your concern.    As you have changed your number, we can help you update your current registered number so that you can login with the number to access  your plan. For that, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction. Once we have that we can assist you better. Waiting for your response Wishing you a great day ahead. Regards Team Hoichoi

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## Ticket #893944: Hoichoi - cancel auto renewal subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 06:07 AM | Updated | Thu, 17 Jul at 03:57 PM |
| Requester | 35093460898 | Agent | 35060784336 |

### Conversations (8 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:07 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mayuri Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893944 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 06:12 AM (Private Note)**

https://tools.viewlift.com/users/account/c06935abd123989a3da4a61d9af6bd8ba3ca147c9ed0df4fa2100f72cf59e216

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**👤 Customer [4] - Thu, 17 Jul at 06:17 AM (Public Message)**

*From: mayuri.ghosh.83@gmail.com*

The registered mobile number is 9900083130. Attaching the screenshot foryour reference.Thanks & regardsMayuri Ghosh+91 9900083130 (Cell/Whatsapp)

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**🛠️ Support [5] - Thu, 17 Jul at 06:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 03:45 PM (Public Message)**

*From: mayuri.ghosh.83@gmail.com*

Team,I am confirming that I want to cancel auto renewal of the subscription.I will continue with the subscription till July 11, 2026.Thanks & regardsMayuri Ghosh+91 9900083130 (Cell/Whatsapp)

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**🛠️ Support [7] - Thu, 17 Jul at 03:54 PM (Private Note)**

[No text content]

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**🛠️ Support [8] - Thu, 17 Jul at 03:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with mayuri.ghosh.83@gmail.com and +919900083130. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 11/07/2026.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #893999: Razorpay | Fraud Chargeback Alert - Hoichoi Technologies Private Limited [CTS4h54Gjdjm30] | 17/07/2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 03:23 PM | Updated | Thu, 17 Jul at 03:52 PM |
| Requester | 35073517600 | Agent | 35060784336 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Chargeback Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893999 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 03:24 PM (Public Message)**

*From: chargebacks@razorpay.com*

Dear Partner, Thanks for reaching out to Razorpay We are happy to assist you. Please make a note of the ticket ID - 16023876 as a reference for your request. We are committed to address your queries and our team will get back you with an update in 4-8 business hours.    Regards,  Team Razorpay On Thu, 17 Jul at 8:53 PM , HoiChoi Support

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## Ticket #893998: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 03:08 PM | Updated | Thu, 17 Jul at 03:31 PM |
| Requester | 35093466826 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 03:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello moumita mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893998 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 03:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 03:26 PM (Public Message)**

*From: moumita457@gmail.com*

Than you for your prompt response. Please go ahead and cancel my autorenewal optionThe reason is I have taken new connection of Airtel extreme where I amgetting a free subscription of Hoichoi and hence want to cancel theprevious subscription.Thanks & RegardsMoumita Mukherjee9234605441

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**🛠️ Support [4] - Thu, 17 Jul at 03:30 PM (Private Note)**

https://tools.viewlift.com/users/account/d40e73e328b7945d5b2ac24c7a4719d08cdb92a47e713e1d7aa8b9e54f71c430

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**🛠️ Support [5] - Thu, 17 Jul at 03:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9234605441 and your subscription will not renew automatically at the end of the current billing cycle. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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## Ticket #893705: Cancellation of auto renewal and subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:20 PM | Updated | Thu, 17 Jul at 03:18 PM |
| Requester | 35093402838 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:20 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mita Sen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893705 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +919875530512. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 15 , 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:26 PM (Private Note)**

https://tools.viewlift.com/users/account/cca7d4af-67ae-49a6-8aa2-374277a18605

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**🛠️ Support [4] - Thu, 17 Jul at 03:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893706: remove parental control

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:20 PM | Updated | Thu, 17 Jul at 03:18 PM |
| Requester | 35093402843 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:20 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Manish Kaher Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893706 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 03:24 PM (Public Message)**

*From: mkaher@gmail.com*

My mobile number is 9836287920 and mail id is mkaher@gmail.com

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**🛠️ Support [3] - Tue, 15 Jul at 03:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We have disabled the parental control on your account. You can now reset it as per your preference.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Tue, 15 Jul at 03:34 PM (Private Note)**

https://tools.viewlift.com/users/account/eb738cbd-4de9-4bc3-b76e-c4c5bcb52013

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**🛠️ Support [5] - Thu, 17 Jul at 03:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Manish, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893701: Cancel HoiChoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 02:54 PM | Updated | Thu, 17 Jul at 03:18 PM |
| Requester | 35093402558 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:54 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subarna Biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893701 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 02:58 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with+917872287892. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Oct 12 ,2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:00 PM (Private Note)**

https://tools.viewlift.com/users/account/6ae27b31-9c7b-4634-a534-78805d69d721

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**🛠️ Support [4] - Thu, 17 Jul at 03:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subarna, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893359: হইচই অ্যাপ এর পুরানো ভিডিও ইউটিউব ও ফেইজ বুক পেইজ-এ আপলোড প্রসঙ্গে।

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 09:58 AM | Updated | Thu, 17 Jul at 03:18 PM |
| Requester | 35093379363 | Agent | 35092231600 |

### Conversations (12 messages)

**🛠️ Support [1] - Sun, 13 Jul at 09:58 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Engr. Rofiqul Islam Akash Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893359 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 10:04 AM (Public Message)**

*From: nillakash537@gmail.com*

Thank you so much

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**🛠️ Support [3] - Sun, 13 Jul at 12:10 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I would like to kindly inform you that for any further queries or information, please feel free to reach out to sakib@hoichoi.tv.  We’ll be happy to assist you further. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Tue, 15 Jul at 12:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Engr., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Tue, 15 Jul at 12:31 PM (Public Message)**

*From: nillakash537@gmail.com*

আমি আপনাদের সাথে ফোন কলে কথা বলতে চাই??????

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**👤 Customer [6] - Tue, 15 Jul at 12:32 PM (Public Message)**

*From: nillakash537@gmail.com*

আমি আপনাদের সাথে ফোন কলে কথা বলতে চাই??

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**👤 Customer [7] - Tue, 15 Jul at 02:37 PM (Public Message)**

*From: nillakash537@gmail.com*

আপনারা আমাকে পাঠিয়েছেন টিকিট নাম্বার :893359 খুব ভালো কিন্তু আমি আপনাদেরসাথে মোবাইলে কথা বলতে চাই।আপনাদের ইমেইল reply এসেছে কিন্তু সব কথা এমএলএ বলেবুঝাতে পারবো না আমি মনে করি তাই আপনারা মোবাইল ফোনের মাধ্যমে আমি আপনার সাথেকথা বলতে চাই আমি অনুরোধ করছি আমার ফোন নাম্বার দিয়ে দিচ্ছিমোবাইল নাম্বার, 01776262652(আমাকে খুব দ্রুত হ্যাঁ কিংবা না আমাকে জানিয়ে দিবেন)On Tue, Jul 15, 2025, 6:31 PM Engr.Rofiqul Islam Akash wrote:> আমি আপনাদের সাথে ফোন কলে কথা বলতে চাই??????>>

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**🛠️ Support [8] - Tue, 15 Jul at 03:11 PM (Public Message)**

*From: support@hoichoi.tv*

হাই, হইচই-এর পক্ষ থেকে শুভেচ্ছা। অনুগ্রহ করে আমাদের জানান, কখন আপনাকে কল করা সুবিধাজনক হবে। যদি আপনার আরও কোনও সাহায্যের প্রয়োজন হয়, দয়া করে আমাদের জানান। শুভেচ্ছান্তে,  টিম হইচই

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**👤 Customer [9] - Tue, 15 Jul at 03:16 PM (Public Message)**

*From: nillakash537@gmail.com*

আগামীকাল সকাল দশটায় কথা বলতে চাই

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**🛠️ Support [10] - Tue, 15 Jul at 03:22 PM (Public Message)**

*From: support@hoichoi.tv*

হাই, হইচই-এর পক্ষ থেকে শুভেচ্ছা। ​ আমরা আগামীকাল সকাল ১০টায় আপনাকে কল করব। যদি আপনার আরও কোনও সাহায্যের প্রয়োজন হয়, দয়া করে আমাদের জানান। শুভেচ্ছান্তে,  টিম হইচই

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**🛠️ Support [11] - Wed, 16 Jul at 08:58 AM (Public Message)**

*From: support@hoichoi.tv*

হাই, ​ আপনার অসুবিধার জন্য আন্তরিকভাবে ক্ষমাপ্রার্থী। আমরা সময়মতো আপনাকে কল করতে না পারায় দুঃখিত। ফোনে কথা হয়েছে যেমন উল্লেখ করা হয়েছে, আমরা খুব শীঘ্রই আপনাকে আপডেট জানাব। আপনি যদি কোনো সমস্যার সম্মুখীন হন, দয়া করে আমাদের জানান। আপনার দিনটি শুভ হোক। শুভেচ্ছান্তে, টিম-হইচই

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**🛠️ Support [12] - Thu, 17 Jul at 03:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Engr., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893997: Need UX / UI Design

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 03:03 PM | Updated | Thu, 17 Jul at 03:10 PM |
| Requester | 35093466766 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 03:03 PM (Private Note)**

*From: support@hoichoi.tv*

Hello John Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893997 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893993: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 01:46 PM | Updated | Thu, 17 Jul at 02:46 PM |
| Requester | 35093465832 | Agent | 35060784336 |

### Conversations (8 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:42 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nikita. d. a. s. 16 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893992 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 01:46 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nikita. d. a. s. 16 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893993 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 01:55 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893992 is merged into this ticket.

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**🛠️ Support [4] - Thu, 17 Jul at 01:55 PM (Private Note)**

Merged from ticket 893992 Subject: Description: Hi team, Can you please help cancel my subscription before my next renewal date 18 july? I wasn't able to find the cancel subscription option in the browser or app. Login details: +14049606004

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**🛠️ Support [5] - Thu, 17 Jul at 01:58 PM (Private Note)**

https://tools.viewlift.com/users/account/e8f16e31-19fb-4839-94cc-79aeb26bf800

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**🛠️ Support [6] - Thu, 17 Jul at 01:59 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +14049606004 for further deductions. You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [7] - Thu, 17 Jul at 02:39 PM (Public Message)**

*From: nikita.d.a.s.16@gmail.com*

Hi team,Can you please guide me on how to cancel the subscription in hoichoi app? Idon't see the option.Please let me know.

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**🛠️ Support [8] - Thu, 17 Jul at 02:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have already cancelled the auto-renewal for your subscription associated with +14049606004 for further deductions once your current plan expires on 18/07/2025. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #893994: Article Feedback - I've already paid for a subscription; why am I being asked to subscribe again?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 01:58 PM | Updated | Thu, 17 Jul at 02:32 PM |
| Requester | 35093466036 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:58 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Cranu702 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893994 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 02:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   We deeply apologise for the inconvenience caused.  This is to inform you, we can't find active subscription associated with cranu702@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Wishing you a great day ahead.     Regards Team Hoichoi

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## Ticket #893995: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 02:22 PM | Updated | Thu, 17 Jul at 02:32 PM |
| Requester | 35093466341 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 02:22 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mallick. suparna. 90 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893995 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 02:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes, please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore, please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**🛠️ Support [3] - Thu, 17 Jul at 02:32 PM (Private Note)**

[No text content]

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## Ticket #893696: I did a successful payment of 499 on 11th july but my subcription is not activated my mail id parbatimandi4@gmail.com phone no 8981858003

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 02:06 PM | Updated | Thu, 17 Jul at 02:19 PM |
| Requester | 35093402011 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:06 PM (Private Note)**

*From: support@hoichoi.tv*

Hello PARBATI MANDI Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893696 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 02:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, According to our resources, your transaction did not go through. If there was a deduction, it would be Auto Reversed. Normally, your bank should Refund the amount back to you in the next 07-10 Business Days. Else you can always contact your Bank. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 02:30 PM (Public Message)**

*From: parbatimandi4@gmail.com*

Thank you for your response.

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**🛠️ Support [4] - Tue, 15 Jul at 02:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Wishing you a great day ahead. Regards, Team-Hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 02:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Parbati, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893694: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 02:04 PM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093402011 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:04 PM (Private Note)**

*From: support@hoichoi.tv*

Hello PARBATI MANDI Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893694 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 02:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, According to our resources, your transaction did not go through. If there was a deduction, it would be Auto Reversed. Normally, your bank should Refund the amount back to you in the next 07-10 Business Days. Else you can always contact your Bank. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Parbati, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893692: Unsubscribe

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 01:52 PM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093401872 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:52 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pallab Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893692 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 02:01 PM (Public Message)**

*From: pvanue@gmail.com*

This is my number. 8509353070

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**👤 Customer [3] - Tue, 15 Jul at 02:02 PM (Public Message)**

*From: pvanue@gmail.com*

Unsubscribe 8509353070

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**🛠️ Support [4] - Tue, 15 Jul at 02:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 02:15 PM (Public Message)**

*From: pvanue@gmail.com*

Yes, please cancel.

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**🛠️ Support [6] - Tue, 15 Jul at 02:25 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +918509353070 . Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Sep 18 ,2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 02:27 PM (Private Note)**

https://tools.viewlift.com/users/account/6e292556-b0e7-4e59-b4c7-3685cff58dd7

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**🛠️ Support [8] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pallab, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893472: Cancell subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 05:03 AM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093383650 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Atanu Sahoo Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893472 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 02:34 PM (Public Message)**

*From: atanusahoo.chem@gmail.com*

Please cancel my subscription auto renewal.

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**🛠️ Support [4] - Tue, 15 Jul at 02:39 PM (Private Note)**

https://tools.viewlift.com/users/account/64be9e2a0d949ce1e237366835c1a660140ad3b0365b5ad0cbc8eafd08a31ba6

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**🛠️ Support [5] - Tue, 15 Jul at 02:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account  has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Atanu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893340: Want to disable hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:25 AM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093378615 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:25 AM (Private Note)**

*From: support@hoichoi.tv*

Hello mouliparna bose Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893340 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 07:58 AM (Private Note)**

https://tools.viewlift.com/users/account/79dc9ed6-c47a-4b66-8f8b-61c5beb1930c

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**🛠️ Support [3] - Sun, 13 Jul at 07:59 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [4] - Sun, 13 Jul at 08:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mouliparna, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [6] - Tue, 15 Jul at 01:06 PM (Public Message)**

*From: mouli.notifications@gmail.com*

I had already shared that in my initial email.once again for you:\*This is because I'm unable to maintain it wit 999 and also not gettingenough time to watch due to my small baby.\*\*I had thought I would be able to watch when my baby was born but Icouldn't much in the last year. Hence the decision.\*RegardsMouliparna

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**🛠️ Support [7] - Tue, 15 Jul at 02:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that, since your subscription has already expired on 12/07/2025, we do not have the provision to cancel any auto renewal or anything from our end. However, if you have received any mandate messages, we would request you to kindly contact bank or cancel the autopay from your UPI app's AUTOPAY option to avoid any further deduction of any amount.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [8] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mouliparna, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893126: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 01:12 AM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093370864 | Agent | 35077458099 |

### Conversations (9 messages)

**🛠️ Support [1] - Sat, 12 Jul at 01:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nadia Mehjabin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893126 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 03:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. We request you to provide us with your registered email address or contact number with country code. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nadia, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Mon, 14 Jul at 10:49 PM (Public Message)**

*From: mehjabin5538@gmail.com*

Please cancel my subscription.email: mehjabin5538@gmail.comCell phone : 7067684586Thank you

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**🛠️ Support [5] - Tue, 15 Jul at 04:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. I regret to inform you that, according to our records, there are no active subscriptions associated with the number : 7067684586 or the mail : mehjabin5538@gmail.com ​ Hence, kindly share your subscribed email address, contact number with country code. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 12:56 PM (Public Message)**

*From: mehjabin5538@gmail.com*

Please cancel my subscription.email: mehjabin5538@gmail.comCell phone : +1 7067684586Thank youNadia

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**🛠️ Support [7] - Tue, 15 Jul at 02:16 PM (Private Note)**

https://tools.viewlift.com/users/account/f240f376-459e-4019-afc6-7a077dd82661

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**🛠️ Support [8] - Tue, 15 Jul at 02:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Sorry for the miscommunication, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [9] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nadia, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893698: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 02:34 PM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093379508 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:34 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sikha Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893698 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 02:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Thu, 17 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sikha, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893918: cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 02:10 AM | Updated | Thu, 17 Jul at 02:18 PM |
| Requester | 35093071551 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 17 Jul at 02:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SHALMOLEE DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893918 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 03:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 03:54 AM (Private Note)**

https://tools.viewlift.com/users/account/3a0e134fda648c38ab0afad5c5c7da2f0a8195aebf2036fcb7a8adef80961d36

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**👤 Customer [4] - Thu, 17 Jul at 02:10 PM (Public Message)**

*From: koena2205@gmail.com*

Hi,I do not get time to use the hoichoi subscription and watch the movies andTV shows.Please cancel the auto-renewal.ThanksShalmolee

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**🛠️ Support [5] - Thu, 17 Jul at 02:16 PM (Private Note)**

[No text content]

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**🛠️ Support [6] - Thu, 17 Jul at 02:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with koena2205@gmail.com for further deductions. You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #892927: Re: Re: Getting Invalid response from | Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 10 Jul at 05:02 PM | Updated | Thu, 17 Jul at 02:09 PM |
| Requester | 35093357981 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 10 Jul at 05:02 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjoy Kumar Deb Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892927 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 10 Jul at 05:02 PM (Public Message)**

*From: techsupport@viewlift.com*

Dear Sanjoy, Thank you for contacting ViewLift Technical Support. We would like to acknowledge that we have received your request regarding Re: Re: Getting Invalid response from | Hoichoi, and a support ticket#237707 has been created for your reference. Our team is currently reviewing your request and will get back to you with updates or a resolution as soon as possible. If you have any additional information or supporting documents that could assist us in addressing your concern, please feel free to reply to this email. We value your patience and are committed to providing you with a resolution at the earliest. Regards, ViewLift Technical Support Email: techsupport@viewlift.com   US: +1-800-859-0420 UK: +44-203-014-8921 ViewLift.com | LinkedIn | Twitter On Thu, 10 Jul at 1:02 PM , Sanjoy Kumar Deb wrote: Dear Concern, We have received the following response: {   "message": "",   "context": {     "url": "https://prod-partner-api.hoichoi.dev/partner/api/v1/identity/token",     "content\_type": "application/json; charset=utf-8",     "http\_code": 500,     "header\_size": 333,     "request\_size": 605,     "filetime": -1,     "ssl\_verify\_result": 0,     "redirect\_count": 0,     "total\_time": 0.939441,     "namelookup\_time": 0.00014,     "connect\_time": 0.000304,     "pretransfer\_time": 0.241103,     "size\_upload": 61,     "size\_download": 52,     "speed\_download": 55,     "speed\_upload": 64,     "download\_content\_length": 52,     "upload\_content\_length": 61,     "starttransfer\_time": 0.241213,     "redirect\_time": 0,     "redirect\_url": "",     "primary\_ip": "10.10.20.107",     "certinfo": [],     "primary\_port": 3828,     "local\_ip": "172.16.152.105",     "local\_port": 50764,     "http\_version": 3,     "protocol": 2,     "ssl\_verifyresult": 0,     "scheme": "HTTPS",     "appconnect\_time\_us": 240888,     "connect\_time\_us": 304,     "namelookup\_time\_us": 140,     "pretransfer\_time\_us": 241103,     "redirect\_time\_us": 0,     "starttransfer\_time\_us": 241213,     "total\_time\_us": 939441   },   "level\_name": "INFO",   "datetime": "2025-07-10T22:55:05.278530+06:00",   "extra": [],   "unique\_request\_id": "9fd35d0add50200f68faca6e2b92f0aa",   "corelation\_id": "686ff068474274174",   "process\_channel": "hoichoi:hoichoi-get-access-token",   "tdagent": "app",   "msisdn": null } Best Regards, ---------------------------------- Sanjoy Deb Senior DevOps Engineer Email: sanjoy.deb@miaki.com.bd

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**👤 Customer [3] - Fri, 11 Jul at 08:07 AM (Public Message)**

*From: techsupport@viewlift.com*

Hello team, Please share the curl request. What we see from the data shared is a URL that does not belong to us.  https://prod-partner-api.hoichoi.dev/partner/api/v1/identity/token Regards, ViewLift Technical Support Email: techsupport@viewlift.com   US: +1-800-859-0420 UK: +44-203-014-8921 ViewLift.com | LinkedIn | Twitter  On Thu, 10 Jul at 1:02 PM , Hoichoi Support

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**👤 Customer [4] - Thu, 17 Jul at 07:42 AM (Public Message)**

*From: sayantan.raha@hoichoi.tv*

Hi Team,Please find the curl:curl -X POST "https://prod-api.viewlift.com/identity/signin?site=hoichoitv&deviceId=eaaf3fde-c92b-4c6b-9975-080fca61cc57" -H "Accept:application/json, text/plain, \*/\*" -H "Content-Type:application/json" -H "x-api-key:PBSooUe91s7RNRKnXTmQG7z3gwD2aDTA6TlJp6ef" -H "x-forwarded-for:173.239.236.43" -H "request-startTime:1752735742225" --data '{"phoneNumber":"+601112267960","requestType":"send","screenName":"signin"}'Best Regards,Sayantan RahaManager - Customer Experience and Quality ManagementPhone: +91-7003438754[cid:7ed18ef1-6798-400d-92fa-f992e21f5778]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**👤 Customer [5] - Thu, 17 Jul at 02:06 PM (Public Message)**

*From: techsupport@viewlift.com*

Hello Sayantan, We received an update from the backend team indicating that the response shows the sign-in request was made using a phone number that does not exist in our records. This confirms that the issue is not related to our API.  {     "code": "PHONE\_NOT\_LINKED",     "error": "This Phone Number not Linked to any account" } Regards, Aashish Goyal ViewLift Technical Support Email: techsupport@viewlift.com   US: +1-800-859-0420 UK: +44-203-014-8921 ViewLift.com | LinkedIn | Twitter On Thu, 17 Jul at 3:42 AM , Sayantan Raha wrote: Hi Team, Please find the curl: curl -X POST "https://prod-api.viewlift.com/identity/signin?site=hoichoitv&deviceId=eaaf3fde-c92b-4c6b-9975-080fca61cc57" -H "Accept:application/json, text/plain, \*/\*" -H "Content-Type:application/json" -H "x-api-key:PBSooUe91s7RNRKnXTmQG7z3gwD2aDTA6TlJp6ef" -H "x-forwarded-for:173.239.236.43" -H "request-startTime:1752735742225" --data '{"phoneNumber":"+601112267960","requestType":"send","screenName":"signin"}' Best Regards, Sayantan Raha Manager - Customer Experience and Quality Management Phone: +91-7003438754

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## Ticket #893992: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 01:42 PM | Updated | Thu, 17 Jul at 01:55 PM |
| Requester | 35093465832 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:55 PM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893993

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## Ticket #893862: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 03:53 PM | Updated | Thu, 17 Jul at 01:55 PM |
| Requester | 35093455812 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:53 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Clikabhi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893862 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   We deeply apologise for the inconvenience caused.  This is to inform you, we can't find active subscription associated with clikabhi@gmail.com or 9845020148 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end. Wishing you a great day ahead.     Regards Team Hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 01:43 PM (Public Message)**

*From: clikabhi@gmail.com*

I have already sent it.

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**🛠️ Support [4] - Thu, 17 Jul at 01:55 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   We deeply apologise for the inconvenience caused. We have not yet received the required details. This is to inform you, we can't find active subscription associated with clikabhi@gmail.com or 9845020148 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end. Wishing you a great day ahead.     Regards Team Hoichoi

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## Ticket #893895: Request for cancellation of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 07:25 PM | Updated | Thu, 17 Jul at 01:36 PM |
| Requester | 35093457657 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:25 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dipayan Datta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893895 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 07:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 07:36 PM (Public Message)**

*From: datta.dipayan@gmail.com*

Hello,Yes, please cancel the auto-renewal process. Once again, the registeredphone number is +1 515 715 3796.The reason for cancellation is simply that we have multiple subscriptionsto hoichoi in our family. So, I would like to cancel my subscription, whilestill enjoying the amazing content of hoichoi through the other account inour family.Best regards,Dipayan Datta

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**🛠️ Support [4] - Wed, 16 Jul at 07:43 PM (Private Note)**

https://tools.viewlift.com/users/account/b634b4cc-3017-4054-a98d-04f11c6b7859

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**🛠️ Support [5] - Wed, 16 Jul at 07:44 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against +15157153796 and your subscription will not renew automatically at the end of the current billing cycle  on 27/7/25. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 07:53 PM (Public Message)**

*From: datta.dipayan@gmail.com*

Thank you!Regards,Dipayan Datta

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**🛠️ Support [7] - Thu, 17 Jul at 05:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 01:36 PM (Public Message)**

[No text content]

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## Ticket #893685: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 01:04 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35093401326 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:04 PM (Private Note)**

*From: support@hoichoi.tv*

Hello MD WASHIM AKRAM Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893685 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 01:05 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Md, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893690: Change in mobile number and email address

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 01:26 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35093401549 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sangita Mondal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893690 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 01:27 PM (Private Note)**

https://tools.viewlift.com/users/account/2179a484-cd4d-48e2-83c9-45867405d650

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**🛠️ Support [3] - Tue, 15 Jul at 01:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully updated your email ID santugayen@gmail.com and 9596936664 associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sangita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893684: Robi | Customer not use Hoichoi Subscription \_2025071410007192835

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:54 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35092855204 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Jahidul Islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893682 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:54 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Jahidul Islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893684 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 01:00 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893682 is merged into this ticket.

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**🛠️ Support [4] - Tue, 15 Jul at 01:00 PM (Private Note)**

Merged from ticket 893682 Subject: Recall: Robi | Customer not use Hoichoi Subscription \_2025071410007192835 Description: Jahidul Islam would like to recall the message, "Robi | Customer not use Hoichoi Subscription \_2025071410007192835".

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**🛠️ Support [5] - Tue, 15 Jul at 01:10 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please ask the customer to uninstall and reinstall the app and then log in using the mobile number +8801841464605.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Tue, 15 Jul at 01:11 PM (Private Note)**

https://tools.viewlift.com/users/account/9b44b52e-02eb-4845-8f42-ee0ce52f4ebc

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**🛠️ Support [7] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Jahidul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893681: আমার subtition ক্যানসেল হয়ে গেল কেন

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:43 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35093400865 | Agent | 35077458099 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:43 PM (Private Note)**

*From: support@hoichoi.tv*

Hello gaming hasibul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893681 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As you have paid using your Google play store account you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share the GPA ID mentioned there so we can assist you better with your transaction. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 12:52 PM (Public Message)**

*From: hasibulraj475@gmail.com*

Translate details

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**🛠️ Support [4] - Tue, 15 Jul at 12:55 PM (Private Note)**

[No text content]

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**🛠️ Support [5] - Tue, 15 Jul at 12:58 PM (Private Note)**

https://tools.viewlift.com/users/account/9747d48c-9f1c-4fae-a69c-ffa9e5f38303

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**🛠️ Support [6] - Tue, 15 Jul at 12:59 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have updated your plan from our end. Please do a fresh login and check now. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gaming, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893676: Unbale to activate tv

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:26 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35093400715 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Brand Manager Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893676 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:50 PM (Private Note)**

https://tools.viewlift.com/users/account/4462b0e3-b9c6-4fa5-b11e-53ebab88df21

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**🛠️ Support [3] - Tue, 15 Jul at 12:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, We request you to follow these steps to login from Your TV :- Click on “Login” As you have signed up using Phone no,  please click on "Activate Device" Once the code is generated on Tv, open your app Login to the App using Phone no and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Brand, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893675: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:26 PM | Updated | Thu, 17 Jul at 01:19 PM |
| Requester | 35093400713 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Uditt Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893675 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 12:34 PM (Public Message)**

*From: udittm@gmail.com*

yes please cancel.  FYI: to the users it does appear to be a cancel link on the site- please see attached capture

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**🛠️ Support [4] - Tue, 15 Jul at 12:35 PM (Private Note)**

https://tools.viewlift.com/users/account/4ab1262d-c426-4951-8eb3-74cebbe290ba

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**🛠️ Support [5] - Tue, 15 Jul at 12:36 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with udittm@gmail.com or 6302357774 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 12:55 PM (Public Message)**

*From: udittm@gmail.com*

my plan expired on july 5th after my initial one year.  i do not have an active plan.  however attempts to renew the subscription continue every two to three days. this is causing fraud alerts from the credit card company and suspending the card repeatedly.  please assist

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**🛠️ Support [7] - Tue, 15 Jul at 01:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, This is to inform you that, since your subscription has already expired on, we do not have the provision to cancel any auto renewal or anything from our end. However, if you have received any mandate messages, we would request you to kindly contact bank to avoid any further deduction of any amount.  Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [8] - Thu, 17 Jul at 01:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Uditt, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893985: Hoichoi catalog ingestion reports ready - with errors

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 12:41 PM | Updated | Thu, 17 Jul at 12:42 PM |
| Requester | 35092061202 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 12:41 PM (Private Note)**

*From: support@hoichoi.tv*

Hello FireTV Catalog Support Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893985 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893984: Cancel the auto renewal of my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 12:26 PM | Updated | Thu, 17 Jul at 12:38 PM |
| Requester | 35093464992 | Agent | 35093023959 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 17 Jul at 12:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Raquib Chowdhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893984 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 12:27 PM (Public Message)**

*From: raquib.chowdhury@gmail.com*

Yes, please cancel. My registered phone number is: 8944839319

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**🛠️ Support [3] - Thu, 17 Jul at 12:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We have cancelled auto renewal against your subscription with 8944839319. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 17th July 2025. Also, we'd like to know if there's any specific reason for your auto renewal cancellation so we can improve our service. Let us know you need if you need any further help. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 12:35 PM (Private Note)**

https://tools.viewlift.com/users/account/c2829638-d012-4b72-b60a-82f485b8b7f1

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**👤 Customer [5] - Thu, 17 Jul at 12:36 PM (Public Message)**

*From: raquib.chowdhury@gmail.com*

Thank you so much. I want to cancel the subscription as I have the samethrough my Airtel Black plan.

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**🛠️ Support [6] - Thu, 17 Jul at 12:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I’ve successfully cancelled the auto-renewal from my end. Please don’t worry, you will not be charged any further once the current subscription period ends. If you have any other questions or need assistance, feel free to reach out. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #893872: Conversation with Kireeti Mukhyala

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Wed, 16 Jul at 04:38 PM | Updated | Thu, 17 Jul at 12:37 PM |
| Requester | 35077737317 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. We'll inform you once we have any update. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:41 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/3/0/conversation/1023643228913194 Web Os 05.40.97

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**🛠️ Support [3] - Thu, 17 Jul at 10:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We attempted to reach you by phone on twoce, but both calls went to voicemail. Please be assured that we have escalated the issue to our technical team and are currently awaiting their response. We appreciate your patience as we work to resolve this matter. Our team is still working on it. We'll inform you once we have any update. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 12:20 PM (Public Message)**

*From: mkireeti123@yahoo.com*

Thank you very much for the interest you are showing to resolve my issues I am sorry I missed your call while taking nap after lunch ( I am a senior citizen). Best time I can answer you is between 11 am to 3 pm Sent from my iPhone

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**🛠️ Support [5] - Thu, 17 Jul at 12:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  No worries at all about missing our call,we completely understand. Please be assured that we’ve already escalated the issue to our technical team and are currently awaiting their response. We truly appreciate your patience while we work to resolve this matter. We’ll be sure to update you as soon as we have any developments. Wishing you a wonderful day ahead. Regards,     Team-hoichoi

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## Ticket #888333: UNABLE TO PLAY HOICHOI CONTENT

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sun, 29 Jun at 07:36 AM | Updated | Thu, 17 Jul at 12:30 PM |
| Requester | 35090737215 | Agent | 35093023959 |

### Conversations (30 messages)

**🛠️ Support [1] - Sun, 29 Jun at 07:36 AM (Private Note)**

*From: support@hoichoi.tv*

Hello chitresh Bhagat Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 888333 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 29 Jun at 09:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly elaborate on the issue you have come across along with a video of the same. Additionally, we'd request you to kindly share your registered Hoichoi number with us. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [3] - Sun, 29 Jun at 11:10 AM (Public Message)**

*From: chitresh.092@gmail.com*

Hi Team,Actually When I play any of the episode of "Batashey Gungun", it is beingbufferred and never content never starts.please have a look at my screenshot attached .Registered no: 8016540164you can call me for better assistance.

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**🛠️ Support [4] - Sun, 29 Jun at 11:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​ Kindly copy the link and paste it on your chrome browser address bar (search bar) -   chrome://settings/content/protectedContent?search=protected+co Once the screen appears, Please click on  " Sites can play protected content " ​ After that, Kindly open the hoichoi website freshly by visiting www.hoichoi.tv and try playing any content from your hoichoi home screen and check. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [5] - Sun, 29 Jun at 11:27 AM (Public Message)**

*From: chitresh.092@gmail.com*

I have already tried this but no luck.

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**🛠️ Support [6] - Sun, 29 Jun at 11:49 AM (Private Note)**

not replicated at my end

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**🛠️ Support [7] - Sun, 29 Jun at 11:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​Could you please confirm whether the issue is specifically occurring with this content? Also, Please clear your browser’s cache and cookies, then try playing the content . If the issue persists, we recommend trying again in incognito browsing mode. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [8] - Sun, 29 Jun at 01:41 PM (Public Message)**

*From: chitresh.092@gmail.com*

I have already tried all these steps a way before. I have already statedthe issue . please check or call me

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**🛠️ Support [9] - Mon, 30 Jun at 03:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the screenshot of the issue in incognito mode, so that we can forward the issue to the concerned team. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [10] - Mon, 30 Jun at 02:19 PM (Public Message)**

*From: chitresh.092@gmail.com*

Hi Team,Please find the screeenshot of incognito mode in the mail. It is givingsame issue

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**🛠️ Support [11] - Tue, 01 Jul at 02:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, The issue has been fixed, Kindly check now and let us know. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [12] - Wed, 02 Jul at 03:51 PM (Public Message)**

*From: chitresh.092@gmail.com*

Hi Team,Sorry for the late reply, I just checked now in my desktop and it is givingme same issue..[image: image.png]

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**🛠️ Support [13] - Wed, 02 Jul at 03:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly confirm if this is happening with all the episodes or not. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [14] - Wed, 02 Jul at 04:31 PM (Public Message)**

*From: chitresh.092@gmail.com*

Yeah,It is happening with all episodes.

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**🛠️ Support [15] - Wed, 02 Jul at 04:39 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [16] - Wed, 02 Jul at 04:41 PM (Public Message)**

*From: chitresh.092@gmail.com*

Sure no problem.I will wait ?

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**🛠️ Support [17] - Wed, 02 Jul at 04:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. Wishing you a great day ahead. Regards, Team-Hoichoi

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**👤 Customer [18] - Mon, 07 Jul at 01:04 PM (Public Message)**

*From: chitresh.092@gmail.com*

Hello ,Any update on this?

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**🛠️ Support [19] - Mon, 07 Jul at 01:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We will surely let you know once we get any update regarding the same. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [20] - Mon, 07 Jul at 02:11 PM (Public Message)**

*From: chitresh.092@gmail.com*

Okay Thank you.

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**🛠️ Support [21] - Mon, 07 Jul at 02:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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**👤 Customer [22] - Mon, 07 Jul at 02:54 PM (Public Message)**

*From: chitresh.092@gmail.com*

I haven't got the resolution yet. If you see the last mail sent from yourteam just few minutes ago, it was clearly wrtten to wait for the update

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**🛠️ Support [23] - Mon, 07 Jul at 03:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We sincerely apologize for any confusion caused. This is just a routine survey, so there’s no need to worry. We’ll be updating you shortly with the necessary information.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [24] - Mon, 07 Jul at 03:02 PM (Public Message)**

*From: chitresh.092@gmail.com*

okay

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**👤 Customer [25] - Sun, 13 Jul at 10:24 AM (Public Message)**

*From: chitresh.092@gmail.com*

Any update on this?It's been more than 10 daysOn Mon, 7 Jul, 2025, 8:50 pm chitresh Bhagat, wrote:> okay>>

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**🛠️ Support [26] - Sun, 13 Jul at 11:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Sorry for the inconvenience you encountered, We will definitely inform you as soon as we receive any updates on this matter. Looking forward to your reply, Best regards,  Team hoichoi

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**🛠️ Support [27] - Tue, 15 Jul at 11:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Chitresh, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [28] - Tue, 15 Jul at 11:20 AM (Public Message)**

*From: chitresh.092@gmail.com*

Please read your support's previous email where I was told that I will beinfomed once your team will get an update .It's been 14 days , please look into this as priority since I havesubscription

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**🛠️ Support [29] - Tue, 15 Jul at 11:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! I would kindly request you to switch off your phone and turn it on again, then uninstall and reinstall the hoichoi app. Once done, please try accessing the app. If the issue still persists, do let us know — we’ll be happy to assist you further. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [30] - Tue, 15 Jul at 11:29 AM (Public Message)**

*From: chitresh.092@gmail.com*

This is not about phone ,it is related to my laptop. I am requesting you tokindly go through previous mail to understand all steps taken previously.

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## Ticket #893672: Please update my mobile no to 9433367075

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:14 PM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093400595 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kumar Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893672 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:20 PM (Public Message)**

*From: support@hoichoi.tv*

​Hi, Greetings from hoichoi We’re happy to inform you that the mobile number +91 94333 67075 has been successfully added to your hoichoi account. You can now use this number to log in and enjoy uninterrupted streaming on hoichoi. If you need any further assistance, please feel free to reach out to us we’re always happy to help . Thank you for being a valued member of the hoichoi family. Warm regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 12:20 PM (Private Note)**

https://tools.viewlift.com/users/account/199b1cd0-ffa6-11e8-8c50-074aa4499a5e

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**🛠️ Support [4] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kumar, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893677: Discount on annual subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:34 PM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35070850911 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:34 PM (Private Note)**

*From: support@hoichoi.tv*

Hello prithish sen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893677 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:48 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for being a part of Hoichoi family!  We currently have a 30% off coupon code on hoichoi annual subscription plan. Use code RENEW to get a flat 30% discount.  To avail the discount using your code, please follow these steps: -Log in to your account using the Hoichoi Android app or visit https://www.hoichoi.tv/ on your browser. -Click on the "Subscribe" option. -Select the eligible plan corresponding to your promo code. -Scroll to the bottom section and click on "Apply promo code". -Enter the code in ALL CAPS as it is and apply it. -The discounted amount will be displayed below. -Proceed with the transaction and enter your payment details to complete the payment. (Note: Offer not valid for Playstore/Appstore purchase)   Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Prithish, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893655: Auto pay stop and subscription cancel

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 09:05 AM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35069376081 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 09:05 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Getsaurav97 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893655 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 09:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.  Also you can cancel the Auto Pay from your end via the App you have made the Payment. Like Gpay or PhonePe etc. Else, you can get in touch with your Bank for cancellation of Auto Renewal Mandate. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. We request you to provide us with your registered email address or contact number with country code. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 11:53 AM (Public Message)**

*From: getsaurav97@gmail.com*

Thanks for your support and prompt reply. I made the payment through my ATMcard. My card is going to expire this month.So next time I want to pay mysubscription through GPay. You please cancel my Auto Pay. My phone numberis 91+9163399366

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**👤 Customer [4] - Tue, 15 Jul at 11:58 AM (Public Message)**

*From: getsaurav97@gmail.com*

My resistered phone number with hoichoi is +919874287622On Tue, Jul 15, 2025, 5:23 PM Saurav Chakrabarti wrote:> Thanks for your support and prompt reply. I made the payment through my> ATM card. My card is going to expire this month.So next time I want to pay> my subscription through GPay. You please cancel my Auto Pay. My phone> number is 91+9163399366>>

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**🛠️ Support [5] - Tue, 15 Jul at 12:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91919874287622. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Feb 28, 2026. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Tue, 15 Jul at 12:03 PM (Private Note)**

https://tools.viewlift.com/users/account/2a878e83-2fa4-4241-ae2c-e89e1c7324ef

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**🛠️ Support [7] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Getsaurav97, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893669: Re: Attention Please!

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 11:46 AM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093400249 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Farzana Masud Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893669 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 11:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We regret to inform you that, we do not have monthly regular subscription plan.  However, you can visit https://www.hoichoi.tv/viewplans to check the available plans for your current location. Additionally, we have Weekly & Monthly pack with Grameenphone, Banglalink & Robi in Bangladesh. You need to check the details from their app or website. Currently we have 2 yearly plans for Bangladesh:1. BDT 799 (For 1 Year) where you can login up to 03 devices and watch from any 01 devices at a time.2. BDT 999 (For 1 Year) where you can login up to 04 devices and watch from any 02 devices at a time. Let us know you need if you need any further help. Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Farzana, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893650: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:30 AM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093397961 | Agent | 35060784336 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Priya Ghose Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893650 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Hence, kindly let us know how you would like to proceed along with your subscribed email address and contact number. Awaiting for response. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 08:44 AM (Private Note)**

[No text content]

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**👤 Customer [4] - Tue, 15 Jul at 10:56 AM (Public Message)**

*From: priyadarshini.ghose@gmail.com*

Hi,I watch it very rarely hence it doesn’t make any sense for me to go on an auto renewal mode. Can you please cancel it so that I don’t have to pay it again in July?My email id is Priyadarshini.ghose@gmail.comContact number: +44 7850951391ThanksPriya>

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**🛠️ Support [5] - Tue, 15 Jul at 11:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings for the day! We would request you to share a screenshot of your payment receipt along with the last 04 digits of your card and your alternative email address or contact number (if any). So that we can check further and assist you in a better way. Waiting to hear from you. Regards, Team hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 11:34 AM (Public Message)**

*From: priyadarshini.ghose@gmail.com*

﻿I have never ever received any payment receipt from Hoichoi however I have attached the screenshot of my online payment for your reference. You can see the last four digits of my card from these screenshots.Already sent you my email address and contact number in my previous email so why am I being asked for this again?This is really annoying that I am paying my own money to get a subscription and then have to face so many hassles to cancel my own subscription!! I have never faced this kind of issue from any other app and honestly after this I really need to think twice if I ever be getting a Hoichoi subscription.ThanksPriya>

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**🛠️ Support [7] - Tue, 15 Jul at 11:37 AM (Private Note)**

https://tools.viewlift.com/users/account/226dacb0-7f59-11e8-9a17-a542c07ef89f

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**🛠️ Support [8] - Tue, 15 Jul at 11:41 AM (Private Note)**

[No text content]

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**🛠️ Support [9] - Tue, 15 Jul at 11:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Apology for the trouble caused. We have successfully traced your account and restored the email address to priyadarshini.ghose@gmail.com and contact number to +447850951391.  Additionally, we have cancelled the auto-renewal for your subscription for further deductions. You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [10] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Priya, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893590: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:44 PM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35092461136 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:44 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rsmnsu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893590 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. We're sorry to hear you feel the pricing doesn’t match the content. We’re constantly working to add more Bengali shows and films. If you'd like me to cancel the auto-renewal for you, please confirm us. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 11:46 AM (Public Message)**

*From: rsmnsu@gmail.com*

Please cancel auto renewalSincerelyDr. Raisul

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**🛠️ Support [4] - Tue, 15 Jul at 12:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +61469977708 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 12:06 PM (Private Note)**

https://tools.viewlift.com/users/account/14e68b6c-0054-40d7-a983-65ffe3b9e610

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**🛠️ Support [6] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rsmnsu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893678: আমার সাবস্ক্রিপশন ক্যান্সেল হয়ে গেছে আজকে

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 12:36 PM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093400865 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:36 PM (Private Note)**

*From: support@hoichoi.tv*

Hello gaming hasibul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893678 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:39 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As you have paid using your Google play store account you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share the GPA ID mentioned there so we can assist you better with your transaction. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 12:39 PM (Public Message)**

*From: hasibulraj475@gmail.com*

7866076215

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**🛠️ Support [4] - Tue, 15 Jul at 12:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As you have paid using your Google play store account you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share the GPA ID mentioned there so we can assist you better with your transaction. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gaming, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893671: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 12:06 PM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093400494 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:06 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kanchan Kumar Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893671 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 12:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kanchan, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893365: My subscription money has been deducted from my account but it is not reached by hoichoi.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 10:29 AM | Updated | Thu, 17 Jul at 12:18 PM |
| Requester | 35093379508 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 10:29 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sikha Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893365 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 11:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi,  Kindly share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 11:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sikha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Tue, 15 Jul at 11:42 AM (Public Message)**

*From: sikha190457.sc@gmail.com*

I have already sent it.

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**🛠️ Support [5] - Tue, 15 Jul at 11:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We’ve only received your email ID in your message. It would be helpful if you could share the transaction details as well, such as the Transaction ID, payment method, and date of payment , along with the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sikha, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893945: Your hoichoi Subscription Has Ended

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 06:14 AM | Updated | Thu, 17 Jul at 12:15 PM |
| Requester | 35012686558 | Agent | 35093023959 |

### Conversations (10 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Alind Jaitly Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893945 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. And also, please share your registered number so that we can call you back.  Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**👤 Customer [3] - Thu, 17 Jul at 07:12 AM (Public Message)**

*From: yavanikafilms@gmail.com*

HelloI have already stated my request in my earlier email today.Your earlier number of customer care81019 00900 is not working.Can you please share an customer care number so that I can call and getinformation regarding subscription.Thank youAlind JaitlyHyderabad

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**🛠️ Support [4] - Thu, 17 Jul at 07:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience, but I would like to inform you that we currently do not have a customer care number available. However, I’d be happy to assist you further. May I kindly request you to share your registered phone number, so that I can check the details and help you accordingly? Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Thu, 17 Jul at 08:08 AM (Public Message)**

*From: yavanikafilms@gmail.com*

I am surprised that you don't have a customer care number.Should you not have one as per the laws please?Request you to l ease share a number so that I call and look at a newsubscription.Thank you

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**🛠️ Support [6] - Thu, 17 Jul at 08:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience, but I would like to inform you that we currently do not have a customer care number available. However, I’d be happy to assist you further. May I kindly request you to share your registered phone number, so that I can check the details and help you accordingly? Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [7] - Thu, 17 Jul at 09:43 AM (Public Message)**

*From: yavanikafilms@gmail.com*

HelloShould you not have atleast one customer care number as per the laws please?There are no details to check as of now.If I share my number then will you ( customer care offical ) be able tocall me ?Thank you

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**🛠️ Support [8] - Thu, 17 Jul at 09:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I am so sorry to inform you that, we don't have any customer care number. So, I would request you to please help me with your resgistered number so we can arrange a call back for you. Thanks & Regards, Team hoichoi

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**👤 Customer [9] - Thu, 17 Jul at 12:12 PM (Public Message)**

*From: yavanikafilms@gmail.com*

My number is+91 9849082404Can you call me before 6 pm today please?Thank you---------- Forwarded message ----------

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**🛠️ Support [10] - Thu, 17 Jul at 12:15 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the number with us, you will get a call from our end.  Thanks & Regards, Team hoichoi

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## Ticket #893326: Stop auto payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sun, 13 Jul at 05:19 AM | Updated | Thu, 17 Jul at 12:06 PM |
| Requester | 35093378022 | Agent | 35093023959 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello piyash dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893326 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 05:21 AM (Public Message)**

*From: piyash.dey9@gmail.com*

8460719690This is my number.

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**🛠️ Support [3] - Sun, 13 Jul at 07:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing your contact details. May I kindly ask the reason you wish to cancel the auto-renewal? This will help me understand your concern better and assist you accordingly. Looking forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Sun, 13 Jul at 07:17 AM (Private Note)**

https://tools.viewlift.com/users/account/567edb9f-d5c5-459f-8c32-fdd2153ff59e

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**🛠️ Support [5] - Tue, 15 Jul at 07:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Piyash, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [6] - Thu, 17 Jul at 11:57 AM (Public Message)**

*From: piyash.dey9@gmail.com*

I am no longer interested.Please cancel the auto payment

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**🛠️ Support [7] - Thu, 17 Jul at 12:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,   This is to inform you, we can't find active subscriptions associated with your provided details as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page.     Waiting for your response,   Regards,  Team hoichoi

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## Ticket #893962: Not being able to recharge my plan

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 08:53 AM | Updated | Thu, 17 Jul at 11:56 AM |
| Requester | 35040794392 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:53 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arkajyoti.bhattacharya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893962 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 08:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the exact issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Waiting for your response, Team hoichoi.

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**👤 Customer [3] - Thu, 17 Jul at 09:29 AM (Public Message)**

*From: arkajyoti.bhattacharya@gmail.com*

Hi,The plans page is not appearing somehow. The initial page comes very fast but the moment I am trying to open the accounts page, it is not appearing. Also the plans are not showing up.Regards,Arko

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**👤 Customer [4] - Thu, 17 Jul at 09:38 AM (Public Message)**

*From: arkajyoti.bhattacharya@gmail.com*

After waiting for long the payment screen has come but I can’t enter the card details in the attached screenshot.Regards,Arkajyoti

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**🛠️ Support [5] - Thu, 17 Jul at 11:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly ask whether you’re trying to log in through the hoichoi website or the mobile application?  This information will help me better understand the issue and assist you with the best possible resolution. ​ Thanks & Regards, Team hoichoi

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## Ticket #893977: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 11:08 AM | Updated | Thu, 17 Jul at 11:48 AM |
| Requester | 35093464133 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Faysal Mahmood Sakil Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893977 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 11:10 AM (Public Message)**

*From: brothersenterprisecox@gmail.com*

I am still waiting for your response.

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**🛠️ Support [3] - Thu, 17 Jul at 11:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  ​ Greetings from Hoichoi, ​ Since your plan is offered through ROBI, your plan is activated from ROBI however the subscription needs to be technically activated by them at hoichoi as well.  Looks like they are facing a technical issue while activating it at their end. Kindly contact them and ask to try activating the hoichoi subscription from their end Regards, Team Hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 11:18 AM (Public Message)**

*From: brothersenterprisecox@gmail.com*

After complaining to Robi, they said contact them this is a nuisance

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**🛠️ Support [5] - Thu, 17 Jul at 11:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Upon checking, I couldn’t find any active subscription associated with the number you’ve provided.  May I kindly request you to share the correct phone number that has the active plan?  Once I have the accurate details, I’ll be happy to check and assist you with the best possible resolution. Thanks & Regards, Team hoichoi

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## Ticket #893982: Important: Update in MDR for transactions processed through RuPay Credit Card on UPI

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 11:37 AM | Updated | Thu, 17 Jul at 11:40 AM |
| Requester | 35090380165 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:37 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Paytm Payment Gateway Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893982 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893981: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 11:27 AM | Updated | Thu, 17 Jul at 11:39 AM |
| Requester | 35043778454 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:27 AM (Private Note)**

*From: support@hoichoi.tv*

Hello JOYDIP SENGUPTA Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893981 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 11:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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## Ticket #893978: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 11:10 AM | Updated | Thu, 17 Jul at 11:20 AM |
| Requester | 35093464153 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:10 AM (Private Note)**

*From: support@hoichoi.tv*

Hello suvra bhattacharya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893978 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 11:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  To assist you more efficiently, may I kindly request you to share the registered email address or phone number associated with your hoichoi account? This will help me locate your details and provide the appropriate support. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #893366: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 10:31 AM | Updated | Thu, 17 Jul at 11:17 AM |
| Requester | 35093321022 | Agent | 35092950183 |

### Conversations (12 messages)

**🛠️ Support [1] - Sun, 13 Jul at 10:31 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Debasmita Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893366 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 10:41 AM (Public Message)**

*From: mitra.debasmita88@gmail.com*

Phone number -8617290268

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**🛠️ Support [3] - Sun, 13 Jul at 11:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 07:26 AM (Public Message)**

*From: mitra.debasmita88@gmail.com*

On Sun, Jul 13, 2025, 4:54 PM Support wrote: Hi,  Greetings from hoichoi, Kindly share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi     On Sun, 13 Jul at 4:11 PM , Debasmita Mitra wrote: Phone number -8617290268 On Sun, Jul 13, 2025, 4:01 PM Support wrote: Hello Debasmita Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893366 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Sun, 13 Jul at 4:01 PM , Debasmita Mitra wrote: I cancelled my subscription..and a mail was sent to me that it was succesful and auto payment would be stopped..but the amount was deducted from my account and my subscription is also cancelled..I need the amount back to my account as soon as possible

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**🛠️ Support [5] - Mon, 14 Jul at 07:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the screenshot of the transaction from UPI and share us here, so that we can check the transaction id and assist you right away. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 05:35 AM (Public Message)**

*From: mitra.debasmita88@gmail.com*

On Mon, Jul 14, 2025, 12:58 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the screenshot of the transaction from UPI and share us here, so that we can check the transaction id and assist you right away. Awaiting for your response, Regards, Team Hoichoi    On Mon, 14 Jul at 12:56 PM , Debasmita Mitra wrote: On Sun, Jul 13, 2025, 4:54 PM Support wrote: Hi,  Greetings from hoichoi, Kindly share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi     On Sun, 13 Jul at 4:11 PM , Debasmita Mitra wrote: Phone number -8617290268 On Sun, Jul 13, 2025, 4:01 PM Support wrote: Hello Debasmita Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893366 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 06:42 AM (Private Note)**

https://tools.viewlift.com/users/account/c8775fc7-f29a-4f25-bb5f-3e1cc1852e01 //Status NA Unable to fetch payment// Sayantan da also checked

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**🛠️ Support [8] - Tue, 15 Jul at 06:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We sincerely apologize for the inconvenience caused. We regret to inform you that based on the payment receipt provided, we were unable to locate any corresponding transaction in our system. If you have used any alternative mobile number for the transaction other than 8617290268, we kindly request you to share it with us so we can assist you further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [9] - Tue, 15 Jul at 10:59 AM (Public Message)**

*From: mitra.debasmita88@gmail.com*

9163977859

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**🛠️ Support [10] - Tue, 15 Jul at 11:01 AM (Private Note)**

https://tools.viewlift.com/users/account/f74b68d2-68da-4213-a984-0b3e42c18e01

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**🛠️ Support [11] - Tue, 15 Jul at 11:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Upon checking, I can confirm that there is no active subscription associated with the number : 9163977859 I would kindly request you to raise a chargeback dispute with your bank for further investigation and resolution of the payment issue. Your bank will be able to assist you with the necessary steps and provide more details regarding the transaction. If you need any supporting documents from our side, feel free to let us know — we’ll be happy to assist. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [12] - Thu, 17 Jul at 11:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Debasmita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893976: Opportunity for collaboration

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 11:02 AM | Updated | Thu, 17 Jul at 11:09 AM |
| Requester | 35093464061 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:02 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mengwei Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893976 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 11:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Thank you for reaching out to us, we shared the details to our team. Once our team has a suitable opportunity for you, they'll contact you.  Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #893975: Article Feedback - How can I contact hoichoi for business or partnership opportunities?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 11:00 AM | Updated | Thu, 17 Jul at 11:07 AM |
| Requester | 35093464044 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 11:00 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Victord6891 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893975 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 11:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Thank you for reaching out to us.   May I kindly request you to share your idea in detail? We’ll be happy to forward it to our concerned team for their review and consideration. Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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## Ticket #893973: Important update regarding your Paytm Payments Business Account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 10:18 AM | Updated | Thu, 17 Jul at 10:29 AM |
| Requester | 35090380165 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Paytm Payment Gateway Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893973 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893969: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 17 Jul at 09:44 AM | Updated | Thu, 17 Jul at 10:26 AM |
| Requester | 35093463234 | Agent | 35093023959 |

### Conversations (6 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Riya Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893969 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 10:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I would kindly request you to try re-logging in once using this number.  Once done, please do let me know whether it is working or if you're still facing any issues, so that I can assist you further. Thanks & Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 10:09 AM (Public Message)**

*From: ghoshriya287@gmail.com*

It is working now...Thank you so much for your help ?

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**🛠️ Support [4] - Thu, 17 Jul at 10:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  You're most welcome! ? I'm really glad to know it's working now. If you face any further issues or need assistance in the future, please don’t hesitate to reach out. Happy streaming! ?✨ Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Thu, 17 Jul at 10:21 AM (Public Message)**

*From: ghoshriya287@gmail.com*

Thank you and I will.

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**👤 Customer [6] - Thu, 17 Jul at 10:22 AM (Public Message)**

[No text content]

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## Ticket #893972: Subscription cancellation request

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 10:09 AM | Updated | Thu, 17 Jul at 10:25 AM |
| Requester | 35093463463 | Agent | 35093023959 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 10:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Smruthi Mridha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893972 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 10:11 AM (Public Message)**

*From: smruthimridha603@gmail.com*

Yes my register no is 7702291030 and email is smruthimridha603@gmail.com

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**🛠️ Support [3] - Thu, 17 Jul at 10:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We would like to let you know that we do not have the option to cancel a subscription.  For your convenience, we have cancelled the auto-renewal for your subscription associated with phone - 7702291030. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 15th July 2025 Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 10:25 AM (Private Note)**

https://tools.viewlift.com/users/account/8034715c-8dac-46e7-aed3-05bfaef2cd1c

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## Ticket #893971: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 09:52 AM | Updated | Thu, 17 Jul at 10:22 AM |
| Requester | 35093361966 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:52 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Goutam Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893971 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 10:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share the registered phone number associated with your hoichoi subscription? This will help me check the details and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #893968: Hoichoi account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 09:41 AM | Updated | Thu, 17 Jul at 10:20 AM |
| Requester | 35093463191 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:41 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumit Simlai Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893968 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 09:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share the registered phone number associated with your hoichoi subscription? This will help me check the details and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #893647: Issues for subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:08 AM | Updated | Thu, 17 Jul at 10:17 AM |
| Requester | 35093397714 | Agent | 35092950183 |

### Conversations (16 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello DOLA BISWAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893647 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 08:09 AM (Public Message)**

*From: biswasdola21@gmail.com*

Thanking you for your response. Please check this ASAP.

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**👤 Customer [3] - Tue, 15 Jul at 08:31 AM (Public Message)**

*From: biswasdola21@gmail.com*

Please guide me properly.. I don't understand ... I already paid for annualsubscription.. but still now I am not able to watch anything.. then whatcan I do now.

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**🛠️ Support [4] - Tue, 15 Jul at 08:32 AM (Private Note)**

*From: support@hoichoi.tv*

Hello DOLA BISWAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893651 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 08:33 AM (Public Message)**

*From: biswasdola21@gmail.com*

You can call me now.

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**🛠️ Support [6] - Tue, 15 Jul at 08:45 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893651 is merged into this ticket.

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**🛠️ Support [7] - Tue, 15 Jul at 08:45 AM (Private Note)**

Merged from ticket 893651 Subject: Description: Please guide me properly.. I don't understand ... I already paid for annual subscription.. but still now I am not able to watch anything.. then what can I do now.  Login number - 9883669068

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**🛠️ Support [8] - Tue, 15 Jul at 09:29 AM (Private Note)**

https://tools.viewlift.com/users/account/5eb4a2cf-49c6-4a21-a031-099bc8667b8b

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**🛠️ Support [9] - Tue, 15 Jul at 09:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. As you have paid using your Google play store account you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share the GPA ID mentioned there so we can assist you better with your transaction. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [10] - Tue, 15 Jul at 09:38 AM (Public Message)**

*From: biswasdola21@gmail.com*

Yes I have a GPA ID .. That is GPA.3338-0279-9474-26443

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**🛠️ Support [11] - Tue, 15 Jul at 10:02 AM (Private Note)**

[No text content]

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**🛠️ Support [12] - Tue, 15 Jul at 10:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for the information. We were able to retrieve your payment transaction; however, it appears that the registered account associated with the number 9883669068 has been deleted. We kindly request you to log in again using this number, and once you've done so, please let us know. We will then proceed to activate your subscription plan on the re-registered account. If you need any help during the process, feel free to reach out — we're here to assist you! Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [13] - Tue, 15 Jul at 10:18 AM (Public Message)**

*From: biswasdola21@gmail.com*

Yes . I have done my login process with that number.please check ...

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**🛠️ Support [14] - Tue, 15 Jul at 10:41 AM (Private Note)**

https://tools.viewlift.com/users/account/8874e974-79af-4eda-8ac4-59abbc77fcf4

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**🛠️ Support [15] - Tue, 15 Jul at 10:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’ve successfully activated your subscription. I kindly request you to log out from your account and then log in again using the number 9883669068. You should now be able to stream without any hassle. If you face any issues, please feel free to reach out — we’re here to help! Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [16] - Thu, 17 Jul at 10:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dola, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893664: I want to cancelled subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 10:44 AM | Updated | Thu, 17 Jul at 10:17 AM |
| Requester | 35093399517 | Agent | 35092950183 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 10:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello MOUMITA MONDAL Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893664 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 10:46 AM (Private Note)**

https://tools.viewlift.com/users/account/f1b8a2b8-d3d7-4d92-83b7-fcf337934325

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**🛠️ Support [3] - Tue, 15 Jul at 10:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 10:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Moumita, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893660: Cancellation of auto renewal

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| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 10:00 AM | Updated | Thu, 17 Jul at 10:17 AM |
| Requester | 35093398987 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 10:00 AM (Private Note)**

*From: support@hoichoi.tv*

Hello suvendranath banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893660 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 10:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! I regret to inform you that, according to our records, there are no active subscriptions associated with the number : 7595888097 and the mail : suvendranathbanerjee@gmail.com The last plan had expired on : 22/4/21 Hence, kindly share your subscribed email address, contact number with country code. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 10:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Suvendranath, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893941: Hoichoi Account Access Issue - Automatic Renewal - (Mobile: 0421525790)]

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| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:40 AM | Updated | Thu, 17 Jul at 10:17 AM |
| Requester | 35093460659 | Agent | 35093023959 |

### Conversations (7 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello hafiz rahman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893941 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to share the registered phone number associated with your hoichoi subscription? This will help me check the details and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 05:56 AM (Public Message)**

*From: hafizr2001@yahoo.com*

Hi,Thanks for the reply.I have already mentioned the registered mobile number in the previous email ( subject line).The mobile number is 0421525790 (+ 61421525790)Regards,Hafizur Rahman Yahoo Mail: Search, organise, conquer

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**🛠️ Support [4] - Thu, 17 Jul at 05:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I’ve checked the phone number you shared, but it appears that there is no active subscription linked to them. May I kindly request you to share the registered email address or phone number associated with your hoichoi account? This will help me check the details and assist you accordingly. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Thu, 17 Jul at 10:05 AM (Public Message)**

*From: hafizr2001@yahoo.com*

Thank you for your prompt reply.I use two email addresses. I am not sure which one I used during the Hoichoi  subscription. These are:a. hafizr2001@yahoo.comAndb. hafitp@hotmail.comI understand you couldn't locate my subscription using my mobile number. However, in my previous email, I specifically mentioned the transaction details for the yearly subscription fee that was automatically deducted from my credit card on May 7th, 2025.Could you please use these transaction details to locate my subscription and restore my account access? I've saved my login details on my devices, so I'm sure an account exists under my name.And I did not write down the log in details. I think before deducting my subscription renewal fee on 7 May 2025, Hoichoi unsubscribed me. That's why I can't log in to my Hoichoi account automatically on my device by using saved log in details.If you're unable to find my subscription using the transaction details, please explore other ways to verify my account and provide me with new login details. Otherwise, I request a full refund of the subscription fee.I look forward to your quick resolution.Regards,Hafizur Rahman Yahoo Mail: Search, organise, conquer

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**🛠️ Support [6] - Thu, 17 Jul at 10:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Thank you for sharing the email address.  However, I’m sorry to inform you that we could not find an active subscription associated with the number you provided. May I kindly request you to share the correct registered phone number or email address linked to your hoichoi subscription? This will help me check the details and assist you further. Please feel free to reach out if you have any questions, I’ll be happy to help. Thanks & Regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 10:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Thank you for reaching out to us.  This is to inform you, we can't find active subscriptions associated with your provided details as per our records.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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## Ticket #893656: Cancel My subscription

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 09:23 AM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35010486135 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 09:23 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Raj Moitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893656 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 09:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. We request you to provide us with your registered email address or contact number with country code. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 09:28 AM (Public Message)**

*From: rajmoitra01@gmail.com*

Why you guys are making it difficult for user.If a user wants to cancel his subscription, he will have to request you andthat too with reason ?.You are not that important...Just cancel the subscription..

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**👤 Customer [4] - Tue, 15 Jul at 09:34 AM (Public Message)**

*From: rajmoitra01@gmail.com*

rajmoitra01@gmail.com+917044070433

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**🛠️ Support [5] - Tue, 15 Jul at 09:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, we have successfully cancelled the auto-renewal from our end. You will not be charged further.  Also you can cancel the Auto Pay from your end via the App you have made the Payment. Like Gpay or PhonePe etc. Else, you can get in touch with your Bank for cancellation of Auto Renewal Mandate. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [6] - Tue, 15 Jul at 09:35 AM (Private Note)**

https://tools.viewlift.com/users/account/95ae611f-3eed-400e-8848-fb9dba68b7d1

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**🛠️ Support [7] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Raj, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893654: EKEN Promo code showing invalid

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:57 AM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35086109564 | Agent | 35060784336 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:52 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha Dekarmakat Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893653 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:57 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha Dekarmakat Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893654 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 09:01 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893653 is merged into this ticket.

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**🛠️ Support [4] - Tue, 15 Jul at 09:01 AM (Private Note)**

Merged from ticket 893653 Subject: EKEN Promo code showing invalid Description: I have received a message on my mobile no.- 9333441609 from hoichoi mentioning the EKEN code on 13th July, 2025, but today on 15/07/2025, when I am trying to subscribe annual plan using this code, it shows invalid code. Please help me in this issue by using this code today. Thank you. Regards.

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**🛠️ Support [5] - Tue, 15 Jul at 09:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,                  Greetings of the day!   Apologies for any inconvenience. Kindly visit to the link: www.hoichoi.tv/viewplans to know about our available plans. Also, you can use code RENEW200 to avail 20% off only on our annual plan. Get back to us if there is any problem or a query. Wishing you a great day ahead.   Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893648: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:12 AM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35093397756 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sruba Deb Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893648 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:27 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 08:27 AM (Private Note)**

https://tools.viewlift.com/users/account/300fd566-4463-4741-a566-783587ce8fce

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**👤 Customer [4] - Tue, 15 Jul at 09:27 AM (Public Message)**

*From: srubafd@gmail.com*

Yes, please cancel the auto-renewal from your end.I took the subscription to watch a couple of movies and have finishedwatching them, as I don't watch content from this platform on a regularbasis, therefore I would like to cancel the auto-renewal.Regards,Sruba

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**🛠️ Support [5] - Tue, 15 Jul at 09:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. Please feel free to reach out if you need any additional assistance. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sruba, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893409: Refund my amount and unsubscribe

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 05:08 PM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35093381318 | Agent | 35092950183 |

### Conversations (14 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello IQBAL SARKAR Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893409 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly confirm once you are familiar with this number +9182406\*\*59, & email id julekha272@gmail.com. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 06:13 PM (Private Note)**

https://tools.viewlift.com/users/account/28d9c6cc-5dc4-4a95-b774-52b33e7d8f73

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**👤 Customer [4] - Sun, 13 Jul at 07:17 PM (Public Message)**

*From: sarkariqbal91@gmail.com*

Hi Support team,I am familiar with the mobile no and ID.Thanks &Regards,Iqbal Sarkar,Mob:+919742351795

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**🛠️ Support [5] - Sun, 13 Jul at 07:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [6] - Sun, 13 Jul at 07:22 PM (Public Message)**

*From: sarkariqbal91@gmail.com*

Please refund my money asap since I was not aware of it and alsounsubscribe/discontinnue this.Thanks &Regards,Iqbal Sarkar,Mob:+919742351795

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**🛠️ Support [7] - Sun, 13 Jul at 07:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with your account. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [8] - Sun, 13 Jul at 07:27 PM (Public Message)**

*From: sarkariqbal91@gmail.com*

Hi,Since you have deducted INR 999 , why still it's asking fro subscriptionwhen I have the subscription till nex June,specially while login in using7980986870.Thanks &Regards,Iqbal Sarkar,Mob:+919742351795

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**🛠️ Support [9] - Sun, 13 Jul at 07:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi! As your plan is active against your phone no + 8240645659 only.Please follow these steps to log in with your phone number: -Open the Hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team Hoichoi

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**👤 Customer [10] - Sun, 13 Jul at 07:36 PM (Public Message)**

*From: sarkariqbal91@gmail.com*

How this plan is active against + 8240645659????? We have registeredthrough 7980986870 so it's supposed to be controlled by 7980986870This is an issue from your side , so my refund quickly else I will bring itto the social media how your misleading customers.Thanks &Regards,Iqbal Sarkar,Mob:+919742351795

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**🛠️ Support [11] - Mon, 14 Jul at 04:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We would like to clarify that while purchasing the plan, you were logged in through the number  8240645659. Thus the subscription got active against the same number- 8240645659.  I regret to inform you that, as per our terms and conditions, cancellations or refunds for Hoichoi streaming services are not available. However, for your convenience, I have updated the registered number to 7980986870, in accordance with your preference.  Now, you'll be able to access your hoichoi account by logging in with the number 7980986870 and OTP.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [12] - Tue, 15 Jul at 08:40 AM (Public Message)**

*From: sarkariqbal91@gmail.com*

If there were no issue from your end then why we were not able to loginthorugh both of this mobile no , then that's definetly technical issue fromyoyr end which you might have resolved now, I want my money back.Thanks &Regards,Iqbal Sarkar,Mob:+919742351795

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**🛠️ Support [13] - Tue, 15 Jul at 08:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We sincerely apologize for the confusion and any inconvenience caused. Please allow us to clarify — each hoichoi account can be registered with only one mobile number, and it's not possible to access the same account using multiple numbers. This is a standard limitation of our system. As per our records, your active subscription is associated with the mobile number 7980986870. Therefore, you will only be able to log in and access your subscription using this number. We understand your concern and appreciate your patience. If you continue to face issues or need further clarification, please let us know — we're here to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [14] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Iqbal, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893657: No Subject

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| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 09:31 AM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35010486135 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 09:31 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Raj Moitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893657 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 09:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Raj, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893642: Issue with video audio is fine

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| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 07:41 AM | Updated | Thu, 17 Jul at 09:17 AM |
| Requester | 35093397439 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 07:41 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arindam Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893642 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 09:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Could you kindly share a video demonstrating the error?  Please share us the device details- device model name, version, hoichoi app version. Also please confirm the issue is happening for any particular content or all, so that we can forward it to the concerned team.  We request you to provide us with your registered email address or contact number with country code. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arindam, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893965: Subject: Request for Cancellation of Auto-Renewal and Refund

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 09:09 AM | Updated | Thu, 17 Jul at 09:14 AM |
| Requester | 35093462858 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 09:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankurendu Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893965 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 09:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with phone - 9233275662. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 16th July 2026.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 09:14 AM (Private Note)**

https://tools.viewlift.com/users/account/37214b9e-ffe4-4064-b63c-02358e873a8b

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## Ticket #893964: Non functioning of my account with mobile number 9038015587

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 08:58 AM | Updated | Thu, 17 Jul at 09:05 AM |
| Requester | 35073115289 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:58 AM (Private Note)**

*From: support@hoichoi.tv*

Hello shibaprasad deb Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893964 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 09:02 AM (Public Message)**

*From: spdeb2004@gmail.com*

Shibaprasad Deb9038015587T18 Navadarsha CHSNilachal, Birati, Kolkata 700134Sent from my iPhoneBegin forwarded message:>

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**🛠️ Support [3] - Thu, 17 Jul at 09:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with Your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mailbox. If you have paid using your Google playstore please share a screenshot of the GPA ID, you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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## Ticket #893963: Can not run hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 08:55 AM | Updated | Thu, 17 Jul at 09:00 AM |
| Requester | 35093462709 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:55 AM (Private Note)**

*From: support@hoichoi.tv*

Hello mrinmoy paul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893963 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 09:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Could you please let me know if the issue you're facing? Additionally, may I kindly request you to share a screenshot of the error message? This will help me understand the issue better and assist you more effectively. Please let me know once you’ve shared the details. I’ll be happy to help you further. Thanks & Regards, Team hoichoi

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## Ticket #893958: Cancellation of auto-renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 08:30 AM | Updated | Thu, 17 Jul at 08:50 AM |
| Requester | 35093462445 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Spandan Kundu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893958 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 08:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with. Kindly cancel +919732309926 the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 18, 2025 Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 08:50 AM (Private Note)**

https://tools.viewlift.com/users/account/22b54aa7eb10d53211306dd63c26db7c2d2a93d89cc522dded0bfebc0514fcf5

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## Ticket #893960: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 08:46 AM | Updated | Thu, 17 Jul at 08:49 AM |
| Requester | 35093462610 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 08:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anirban Maity Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893960 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 08:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 08:49 AM (Private Note)**

https://tools.viewlift.com/users/account/67aae903-9c1c-4b80-9825-97b7e34aad02

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## Ticket #893585: Subscription Billing Discrepancy and Cancellation Request

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 07:48 PM | Updated | Thu, 17 Jul at 08:38 AM |
| Requester | 35093393331 | Agent | 35092950183 |

### Conversations (12 messages)

**🛠️ Support [1] - Mon, 14 Jul at 07:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Avik Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893585 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:16 AM (Private Note)**

https://tools.viewlift.com/users/account/0925e109-efe6-4d45-bc91-03e7a0776ed6

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 AM (Private Note)**

[No text content]

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**🛠️ Support [4] - Tue, 15 Jul at 04:47 AM (Private Note)**

Initiate refund  £7. Updated on the refund sheet. Inform Sayantan da

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**🛠️ Support [5] - Tue, 15 Jul at 04:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We sincerely apologize for the inconvenience caused and truly regret that you were charged more than expected. While the standard monthly subscription fee is £6.99, we understand that £7.99 was deducted last month. We appreciate you bringing this to our attention. As a gesture of goodwill, we can offer a partial refund of £1. Regarding your request to cancel the subscription, we’d like to inform you that as per our Terms & Conditions, hoichoi subscriptions are non-refundable, and there is no direct option to cancel an active subscription mid-cycle. However, if your subscription is set to auto-renew, we can certainly assist in disabling the auto-renewal to ensure you are not charged again in the future. If you would like us to proceed with cancelling the auto-renewal, kindly confirm, and we’ll take care of it promptly. Please let us know if you have any further questions — we’re here to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 06:18 AM (Public Message)**

*From: avikmukherjee@aol.in*

Dear Team hoichoi,Thank you for your prompt response to my query. While I acknowledge your explanation regarding the billing discrepancy, I must express my dissatisfaction with the partial refund of £1. Given that I was charged £7.99 instead of the agreed £6.99, I kindly request a full refund of the £1 difference for last month’s overcharge. I sincerely hope that I will not be subject to any future overcharges. Furthermore, I would like to formally request the immediate cancellation of my subscription’s auto-renewal. Please confirm once this has been actioned, and kindly provide assurance that my account will not be billed again moving forward.I trust that this matter will be resolved promptly and in line with my requests. I look forward to your confirmation of both the full refund and the cancellation of the auto-renewal.Thank you for your attention to this matter. I await your prompt response.Yours sincerely,AvikMob: 07423298920

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**🛠️ Support [7] - Tue, 15 Jul at 06:51 AM (Private Note)**

[No text content]

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**🛠️ Support [8] - Tue, 15 Jul at 06:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for your response, and we sincerely apologize for any inconvenience caused. As your current subscription is already active, we regret to inform you that we are unable to cancel the plan or issue a full refund for the £1 overcharge. However, we do understand your concern and appreciate your feedback. To ensure there are no further charges, we have gone ahead and cancelled the auto-renewal associated with your subscription. Your current plan will remain active until 27/07/2025, and no additional charges will be applied after that. The subscription is linked to the mobile number 7423298920. Please feel free to reach out if you need any further assistance. We're here to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [9] - Tue, 15 Jul at 07:10 AM (Public Message)**

*From: avikmukherjee@aol.in*

Dear Team hoichoi,Thank you for your response.I seek clarification regarding the partial refund of £1. Given that I was overcharged by £1, I fail to understand why a full refund of the overcharged amount is not being issued. Kindly explain the reasoning behind this decision.Additionally, please confirm until what date I will have access to the content, considering that my subscription is active until 27/07/2025, but the auto-renewal has now been cancelled.I expect a prompt and clear resolution to these matters.Yours sincerely,AvikMob: 07423298920Hi,Greetings from hoichoi!Thank you for your response, and we sincerely apologize for any inconvenience caused.As your current subscription is already active, we regret to inform you that we are unable to cancel the plan or issue a full refund for the £1 overcharge. However, we do understand your concern and appreciate your feedback.To ensure there are no further charges, we have gone ahead and cancelled the auto-renewal associated with your subscription. Your current plan will remain active until 27/07/2025, and no additional charges will be applied after that. The subscription is linked to the mobile number 7423298920.Please feel free to reach out if you need any further assistance. We're here to help.Wishing you a great day ahead.Thanks & warm regards,Team hoichoi

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**🛠️ Support [10] - Tue, 15 Jul at 07:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out once again, and we truly understand your concern regarding the refund. We sincerely apologize for the inconvenience caused. As per our refund policy, since your subscription is currently active and fully functional, we are unable to process a full refund of the overcharged amount. However, as a gesture of goodwill and in acknowledgment of the discrepancy, we have offered a partial refund of £1. We truly appreciate your understanding in this matter. Please be assured that we are continuously working to ensure such discrepancies do not occur in the future. If you have any further concerns, we’re here to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [11] - Thu, 17 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Avik, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [12] - Thu, 17 Jul at 08:38 AM (Public Message)**

[No text content]

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## Ticket #893956: Complain

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 17 Jul at 07:54 AM | Updated | Thu, 17 Jul at 08:34 AM |
| Requester | 35093462045 | Agent | 35093023959 |

### Conversations (4 messages)

**🛠️ Support [1] - Thu, 17 Jul at 07:54 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shishir kanti Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893956 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 08:22 AM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, ​ হইচই-এর পক্ষ থেকে শুভেচ্ছা! ​ আমাদের সাথে যোগাযোগ করার জন্য আপনাকে অসংখ্য ধন্যবাদ। আমি আপনাকে জানাতে চাই যে, লগইন পেজে দেশের কোড ৮৮০ ইতিমধ্যেই দেওয়া থাকে, তাই আপনার নম্বরের আগে আলাদা করে ‘০’ যোগ করার কোনো প্রয়োজন নেই। আপনার নম্বরের আগে অতিরিক্ত ০ না দিয়ে লগইন পেজে প্রবেশ করার পর একটি স্ক্রিনশট আমাদের সাথে শেয়ার করার জন্য বিনীতভাবে অনুরোধ করছি। এটি আমাদের সমস্যা বোঝার এবং আপনাকে আরও কার্যকরভাবে সহায়তা করার ক্ষেত্রে সাহায্য করবে। ধন্যবাদান্তে, টিম হইচই

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**👤 Customer [3] - Thu, 17 Jul at 08:32 AM (Public Message)**

*From: shishirkanti45@gmail.com*

Thank you for your mail. I understand my problem.now i can log in

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**🛠️ Support [4] - Thu, 17 Jul at 08:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for your response. We’re glad to know that the issue has been resolved and you're now able to log in successfully. If you need any further assistance, please don’t hesitate to reach out. We’re always here to help! Happy streaming! Warm regards, Team hoichoi

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## Ticket #893640: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 07:14 AM | Updated | Thu, 17 Jul at 08:21 AM |
| Requester | 35093397137 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 07:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Soumi Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893640 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:37 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Soumi, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Thu, 17 Jul at 08:21 AM (Public Message)**

[No text content]

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## Ticket #893630: Issue with Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:38 AM | Updated | Thu, 17 Jul at 08:20 AM |
| Requester | 35093396205 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:38 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Araktim Nandi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893630 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,                  Greetings of the day!   Kindly visit to the link: www.hoichoi.tv/viewplans to know about our available plans. Also, you can use code RENEW200 to avail 20% off only on our annual plan. Get back to us if there is any problem or a query. Wishing you a great day ahead.   Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 08:39 AM (Private Note)**

https://tools.viewlift.com/users/account/5e96edbc-bea5-4ad7-9ecc-bd485774d02c

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**🛠️ Support [4] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Araktim, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Thu, 17 Jul at 08:20 AM (Public Message)**

[No text content]

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## Ticket #893645: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:06 AM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35093397698 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:06 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saadman Islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893645 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 08:08 AM (Public Message)**

*From: saadmansaadman@gmail.com*

Hi Team,The registered email is saadmansaadman@gmail.com

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**🛠️ Support [3] - Tue, 15 Jul at 08:28 AM (Private Note)**

https://tools.viewlift.com/users/account/091416ac-a096-47bb-94bc-7dfe81a4692d

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**🛠️ Support [4] - Tue, 15 Jul at 08:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 08:30 AM (Public Message)**

*From: saadmansaadman@gmail.com*

Yes, please cancel. I dont use Hoichoi anymore.

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**🛠️ Support [6] - Tue, 15 Jul at 08:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saadman, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893639: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 06:30 AM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35093396702 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 06:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Schattopad Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893639 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:27 AM (Private Note)**

https://tools.viewlift.com/users/account/12c7241a-1825-4315-93b6-b99e7dbeba5f

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**🛠️ Support [3] - Tue, 15 Jul at 08:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Apologies for any inconvenience. We have removed the devices against runu\_in@yahoo.com and +13148253031. Kindly wait and do a fresh login after 15-20 minutes & check. Also for future reference : If you are using PC, - To check and remove the current devices, please login to your hoichoi account through any browser like Google chrome using www.hoichoi.tv - After logging in to your account, please go to settings then you'll find a drop box called Device Management - From there, please Deregister the devices you don't require to use hoichoi for now. If you are using hoichoi mobile app, - To check and remove the current devices, please login to your hoichoi app - After that go to account, there you'll find Device Management - From there, please cancel out the devices you don't require to use hoichoi for now. Kindly let us know if your query has been addressed. Please feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Schattopad, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893629: Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:30 AM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35092908843 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Adv Shalini Basu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893629 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, At hoichoi auto-renewal is enabled by default to ensure uninterrupted service. If you’d like to turn it off, we can cancel it for you post subscribing. You can also manage or cancel the renewal anytime from your payment platform (UPI apps, Google Play, iTunes or banking apps).  Additionally, you can try through our website https://www.hoichoi.tv/ and subscribe using you cards only. Let us know you need if you need any further help. Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Adv, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893334: Regarding cancellation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 06:47 AM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35092264179 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 13 Jul at 06:47 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dr. Khokon Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893334 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 08:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us. We understand that you wish to cancel your hoichoi subscription. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Khokon, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Tue, 15 Jul at 08:39 AM (Public Message)**

*From: drkhokon84@gmail.com*

My phone number is 6043581986 is in canada Sent from my iPhone>

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**🛠️ Support [5] - Tue, 15 Jul at 08:42 AM (Private Note)**

https://tools.viewlift.com/users/account/020c2b72-df4b-4bc0-a364-52cde069e166

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**🛠️ Support [6] - Tue, 15 Jul at 08:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, we have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Khokon, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893644: Request cancel my hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 07:56 AM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35093397580 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 07:56 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Avijit Lodh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893644 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 08:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Hence, kindly let us know how you would like to proceed along with your subscribed email address and contact number. Awaiting for response. Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Avijit, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893228: No film show

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 02:14 PM | Updated | Thu, 17 Jul at 08:17 AM |
| Requester | 35088405108 | Agent | 35092950183 |

### Conversations (11 messages)

**🛠️ Support [1] - Sat, 12 Jul at 02:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rayzcal14 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893228 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 02:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to Hoichoi.  Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 03:59 PM (Public Message)**

*From: rayzcal14@gmail.com*

Dear Sirs,Please refer to your reply to the ticket no.893228 raised by you.My e-mail address is rayzcal14@gmail.comMy phone no. is +91 9830022683.I paid through my wife's Stanchart Credit Card Rs. 999.00 0n 08.06.25.The screenshot of the card statement concerning the payment is appendedbelow.\*080625 RAZ\*hoichoi, Kolkata 74110755160038760448727 7 points 999.00\*If necessary, I shall try to send the full screenshot of the page.I hope this meets your requirements and I shall be able to view the filmsfrom tomorrow.With regards,Yours sincerely,Swapan Kumar RAy

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**👤 Customer [4] - Sat, 12 Jul at 04:11 PM (Public Message)**

*From: rayzcal14@gmail.com*

Please refer to my earlier mail against ticket no. 893228please find the snapshot of stanchart card statement for your records.Regards,Swapan Kumar ray

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**🛠️ Support [5] - Sun, 13 Jul at 11:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Since you have shared a protected file, we do not have the ability to open it. Please provide a non-protected file so that we can replicate the issue. Let us know if you need any further assistance, Regards, Team hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 06:18 AM (Public Message)**

*From: rayzcal14@gmail.com*

Dear Team Hoichoi,I provided a snapshot of the entry in the statement. Please check that.Regards,Swapan Kumar Ray

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**🛠️ Support [7] - Mon, 14 Jul at 06:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please uninstall the app and reinstall the app and then do a fresh login with the number 9830022683 and otp and check if any issue persists or not. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [8] - Mon, 14 Jul at 07:01 AM (Private Note)**

https://tools.viewlift.com/users/account/26499c59-cafc-4fe2-8062-43ab14fcfaaf

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**👤 Customer [9] - Tue, 15 Jul at 07:17 AM (Public Message)**

*From: rayzcal14@gmail.com*

Dear Hoichoi Team,If you provide a whats app number, I can send the stanchart statement copythere.Regards,S. K. Ray

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**🛠️ Support [10] - Tue, 15 Jul at 08:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. You may reach us on WhatsApp at +91 62936 66600 for assistance. Alternatively, you can also get in touch with us through the in-app support chat for quicker help. We're here to assist you anytime! Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [11] - Thu, 17 Jul at 08:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rayzcal14, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893257: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sat, 12 Jul at 05:02 PM | Updated | Thu, 17 Jul at 08:15 AM |
| Requester | 35093376089 | Agent | 35093023959 |

### Conversations (15 messages)

**🛠️ Support [1] - Sat, 12 Jul at 05:02 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Riasat Abir Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893257 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 05:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Hence, kindly let us know how you would like to proceed. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 09:35 PM (Public Message)**

*From: riasat.abir@gmail.com*

Yes, please cancel my subscription.This is predatory behavior from your service. There's no cancel option onthe app, no warning that it would be auto renewed.I'm going to report this Canadian media.

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**👤 Customer [4] - Sat, 12 Jul at 09:59 PM (Public Message)**

*From: riasat.abir@gmail.com*

There's no indication that will auto renew after this period.This is wrong, I thought i was billed for one year. But I got charged todaywithout my consent.Regards,Riasat

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**🛠️ Support [5] - Sun, 13 Jul at 02:55 AM (Private Note)**

https://tools.viewlift.com/users/account/f5b9ea14-5fb7-4fad-8588-ddf25485837f

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**🛠️ Support [6] - Sun, 13 Jul at 02:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that all our plans are auto renewed and the same is mentioned in our terms of services, until any user requests for auto renewal cancellation before the expiry date. As per our records, your previous annual plan was valid till 11/07/2025. As you didn't cancel the auto renewal, it got auto renewed and now the subscription is valid till 12/07/2026. We are unable to process the refund. However, we have cancelled the auto renewal from your account for further deductions once the current plan expires. Let us know you need if you need any further help. Regards, Team hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Riasat, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [8] - Tue, 15 Jul at 05:33 AM (Public Message)**

*From: riasat.abir@gmail.com*

It didn't resolve the issue. You auto renewed my account which I didn'tagree. I asked to refund and cancel the renewal which you didn't do. Iasked on the same day as renewal and I don't even watch hoichoi anymore.This is predatory behavior. I'm going to report this to CRTC Canada andcharge back with my credit card provider.

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**👤 Customer [9] - Tue, 15 Jul at 05:35 AM (Public Message)**

[No text content]

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**🛠️ Support [10] - Tue, 15 Jul at 05:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!  This is to inform you that the auto-renewal option is enabled by default while subscribing, and we show a disclaimer mentioning this before proceeding to the payment page. That said, you're in full control and you can cancel the auto-renewal mandate by contacting us anytime before the next billing date to avoid future charges.  We deeply regret to let you know that Hoichoi streaming services are non-refundable, and there is no option to cancel or unsubscribe once the renewal has been processed as per our t&c. However, we processed your auto-renewal cancellation request and your subscription will not renew automatically at the end of the current billing cycle on 12/07/2026. Rest assured, you’ll still have full access to all our content until this date. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [11] - Thu, 17 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Riasat, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [12] - Thu, 17 Jul at 06:34 AM (Public Message)**

[No text content]

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**👤 Customer [13] - Thu, 17 Jul at 06:35 AM (Public Message)**

*From: riasat.abir@gmail.com*

It doesn't resolve my concern and I will keep giving you extremelydisappointed feedback as you didn't resolve.

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**🛠️ Support [14] - Thu, 17 Jul at 08:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. However, please don’t worry. As an exception, we will be processing a refund for you. The amount will be credited back to your account within 7–10 business days. Please be assured, and feel free to reach out if you need any further assistance. I'm here to help! Thanks & Regards, Team hoichoi

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**🛠️ Support [15] - Thu, 17 Jul at 08:15 AM (Private Note)**

https://tools.viewlift.com/users/account/f5b9ea14-5fb7-4fad-8588-ddf25485837f

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## Ticket #893549: Issue report fix this ASAP

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Mon, 14 Jul at 03:43 PM | Updated | Thu, 17 Jul at 07:36 AM |
| Requester | 35071873759 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:43 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Souchik Joardar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893549 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 03:44 PM (Public Message)**

*From: souchik123@gmail.com*

My registered email id is souchik123@gmail.comMy registered phone number is7439460365 reach out to me asap and fix this issue

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**🛠️ Support [3] - Mon, 14 Jul at 03:49 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the App then retry. If persists, please share the brand name, model number, software version and hoichoi app version of your device with us once. This will enable us to resolve this quickly. Awaiting for your response. Regards, Team hoichoi

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**👤 Customer [4] - Tue, 15 Jul at 06:43 AM (Public Message)**

*From: souchik123@gmail.com*

Motorola edge 50 fusion, Android 15 , hoichoi 3.0.97, Android buildnumber V1UUIS35H.15-41-6-5-1

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**🛠️ Support [5] - Tue, 15 Jul at 06:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings of the day! Please send us a video of the issue you are facing along with the content names you are trying to stream. Thus it will be easier for us to replicate the issue. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Souchik, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [7] - Thu, 17 Jul at 07:18 AM (Public Message)**

*From: souchik123@gmail.com*

You guys did nothing to fix this issue ?

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**🛠️ Support [8] - Thu, 17 Jul at 07:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day To assist you effectively, we kindly request you to share a short video of the issue you are experiencing, along with the names of the specific content you are trying to stream. This information is essential for us to replicate the problem on our end and provide an accurate solution. Without these details, it becomes challenging to identify the root cause. We appreciate your cooperation and look forward to your response. Wishing you a wonderful day ahead! Warm regards, Team hoichoi

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## Ticket #893954: App asks to subscribe when subscription already made.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 07:21 AM | Updated | Thu, 17 Jul at 07:29 AM |
| Requester | 35093461689 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 07:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanushree Sinha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893954 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 07:23 AM (Public Message)**

*From: tanu12.ts@gmail.com*

Thank you for your response. My registered contact number is 8839266651.

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**🛠️ Support [3] - Thu, 17 Jul at 07:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  ​Upon checking, I could not find any active subscription associated with the number you provided. I kindly request you to share the correct phone number or email address so that I can check and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 07:28 AM (Public Message)**

*From: tanu12.ts@gmail.com*

Hey. Please find the attachment showing a screenshot of my currentsubscription for hoichoi.

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**🛠️ Support [5] - Thu, 17 Jul at 07:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  ​Upon checking, I could not find any active subscription associated with the number you provided. I kindly request you to share the correct phone number or email address so that I can check and assist you further. Please let me know once you’ve shared the information. I’ll be happy to help! Thanks & Regards, Team hoichoi

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## Ticket #893607: UnSubscribe Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 02:03 AM | Updated | Thu, 17 Jul at 07:17 AM |
| Requester | 35093395128 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Seema Sikka Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893607 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. We request you to provide us with your registered email address or contact number with country code. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 07:39 AM (Public Message)**

*From: drseemasikka@gmail.com*

HelloYes I have opted for auto renewal.I want to cancel my subscription.Reason is I do not have time currently.Please cancel subscription on your end.Please confirm once done.Thanks & RegardsSeema

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**🛠️ Support [4] - Tue, 15 Jul at 07:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. We request you to provide us with your registered email address or contact number with country code. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Seema, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893902: Request to cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 09:39 PM | Updated | Thu, 17 Jul at 07:13 AM |
| Requester | 35093458520 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:39 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Afrina Khan Piya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893902 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:02 AM (Private Note)**

https://tools.viewlift.com/users/account/019001a2-3262-4a36-aef0-fdf1ea8ada8a

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**🛠️ Support [3] - Thu, 17 Jul at 04:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Afrina, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 07:07 AM (Public Message)**

*From: afrina.mist@gmail.com*

Yes please stop auto renewal.Thank you

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**🛠️ Support [5] - Thu, 17 Jul at 07:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893950: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 07:05 AM | Updated | Thu, 17 Jul at 07:11 AM |
| Requester | 35093461511 | Agent | 35092231600 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 07:09 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893949

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## Ticket #893949: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 07:03 AM | Updated | Thu, 17 Jul at 07:09 AM |
| Requester | 35093461511 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 07:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajiv1000 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893949 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 07:05 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajiv1000 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893950 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 07:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I would like to inform you that you can try logging in using this number: 9234567611. Kindly give it a try and let us know if you’re able to log in successfully or if you're still facing the same issue. We’ll be happy to assist you further. Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 07:09 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893950 is merged into this ticket.

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**🛠️ Support [5] - Thu, 17 Jul at 07:09 AM (Private Note)**

Merged from ticket 893950 Subject: Description: We paid the subscription. See attached yet asking us to subscribe and not giving access to watch .Troubleshoot at the earliest .

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## Ticket #893743: Article Feedback - What subscription plans does hoichoi offer?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Tue, 15 Jul at 07:15 PM | Updated | Thu, 17 Jul at 07:08 AM |
| Requester | 35093421728 | Agent | 35092231600 |

### Conversations (22 messages)

**🛠️ Support [1] - Tue, 15 Jul at 07:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Avishekadhikari1996 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893743 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 07:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with avishekadhikari1996@gmail.com or 8240617381 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 07:32 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Avishekadhikari1996 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893744 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 03:25 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893744 is merged into this ticket.

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**🛠️ Support [5] - Wed, 16 Jul at 03:25 AM (Private Note)**

Merged from ticket 893744 Subject: Description: Please sir,  আমি একটু আগেই হৈচৈ অ্যাপ ডাউনলোড করে সেখানে সিনেমা দেখার জন্য সাবস্ক্রাইব করেছি সেখানে successful দেখিয়েছে। কিন্তু যখনই মুভি ওন করছি আবার subscribe করতে বলছে,কারণ টা কি?এখানে আমাকে সাহায্য করতে হবে মুভি দেখার জন্য

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**🛠️ Support [6] - Wed, 16 Jul at 04:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Avishekadhikari1996 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893777 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 04:21 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893777 is merged into this ticket.

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**🛠️ Support [8] - Wed, 16 Jul at 04:21 AM (Private Note)**

Merged from ticket 893777 Subject: Description: Main optioñ er kichui to r dekhchina sir

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**🛠️ Support [9] - Wed, 16 Jul at 04:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to Hoichoi. Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**👤 Customer [10] - Wed, 16 Jul at 05:48 PM (Public Message)**

*From: avishekadhikari1996@gmail.com*

I will send you the details. My kolkata code is 700150,avishekadhikari1996@gmail.com,8240617381

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**🛠️ Support [11] - Wed, 16 Jul at 06:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with your shared credentials as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [12] - Wed, 16 Jul at 08:13 PM (Public Message)**

*From: avishekadhikari1996@gmail.com*

On Wed, 16 Jul 2025, 23:32 Support, wrote: Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with your shared credentials as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi    On Wed, 16 Jul at 11:18 PM , Avishekadhikari1996 wrote: I will send you the details. My kolkata code is 700150,avishekadhikari1996@gmail.com,8240617381 On Wed, 16 Jul 2025, 09:53 Support, wrote: Hi,  Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to Hoichoi. Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​ On Wed, 16 Jul at 9:44 AM , Support wrote: Hello Avishekadhikari1996 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893777 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Wed, 16 Jul at 9:44 AM , Avishekadhikari1996 wrote: Main optioñ er kichui to r dekhchina sir

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**👤 Customer [13] - Wed, 16 Jul at 08:14 PM (Public Message)**

*From: avishekadhikari1996@gmail.com*

My 499payment refund kore din ,ekhono subscribe hoyni।On Thu, 17 Jul 2025, 01:43 AVISHEK ADHIKARI, wrote:>>

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**👤 Customer [14] - Wed, 16 Jul at 08:15 PM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Please refund my paymentOn Thu, 17 Jul 2025, 01:43 AVISHEK ADHIKARI, wrote:> My 499payment refund kore din ,ekhono subscribe hoyni।>> On Thu, 17 Jul 2025, 01:43 AVISHEK ADHIKARI, avishekadhikari1996@gmail.com> wrote:>>>>>

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**🛠️ Support [15] - Thu, 17 Jul at 05:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We are unable to locate your account using the information you provided. Please share your transaction details or bank information with us, so we can verify and assist you. Please your subscribed email address, contact number and the date of subscription to hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. Let us know if you need any further assistance, Regards, Team hoichoi

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**👤 Customer [16] - Thu, 17 Jul at 05:26 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Ok sir

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**👤 Customer [17] - Thu, 17 Jul at 05:28 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

My email address -avishekadhikari1996@gmail.comOn Thu, 17 Jul 2025, 10:56 AVISHEK ADHIKARI, wrote:> Ok sir>>>>

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**👤 Customer [18] - Thu, 17 Jul at 05:34 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

On Thu, 17 Jul 2025, 10:57 AVISHEK ADHIKARI, wrote:> My email address -avishekadhikari1996@gmail.com>> On Thu, 17 Jul 2025, 10:56 AVISHEK ADHIKARI, avishekadhikari1996@gmail.com> wrote:>>> Ok sir>>>>>>>>

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**🛠️ Support [19] - Thu, 17 Jul at 05:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thank you forwriting to us and apologies for any inconvenience caused. According to ourresources, your transaction did not go through. It was Auto Reversed.  Normally, yourbank should refund the amount back to you in the next 3-5 business days. Elseyou can always contact your bank.  Also about yoursubscription - We request you to perform the transaction with a differentmethod this time. We are currently accepting payments using Credit card, Debitcard, Net Banking, UPI, wallets, Paytm. Wishing you apleasant day ahead! Regards, Team-hoichoi

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**👤 Customer [20] - Thu, 17 Jul at 06:02 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Ki kore bolchen je transaction did not go through, avoid kore jachchenkeno.......

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**🛠️ Support [21] - Thu, 17 Jul at 06:53 AM (Private Note)**

PAYTM TXN ID: 20250716210470000152040519401690041

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**🛠️ Support [22] - Thu, 17 Jul at 07:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’ve encountered, We've forwarded this to our payment gateway team. Please bear with us for a moment, and we will keep you updated shortly. Looking forward to your response, Regards, Team hoichoi

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## Ticket #893776: For back my money

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:12 AM | Updated | Thu, 17 Jul at 07:03 AM |
| Requester | 35093448153 | Agent | 35092231600 |

### Conversations (30 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tunga Subal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893776 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to Hoichoi. Also you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**🛠️ Support [3] - Wed, 16 Jul at 04:27 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tunga Subal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893780 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 04:29 AM (Public Message)**

*From: tungasubal@gmail.com*

I will recharge my number.If u kindly back my money that will be helpful for me

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**🛠️ Support [5] - Wed, 16 Jul at 04:30 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893780 is merged into this ticket.

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**🛠️ Support [6] - Wed, 16 Jul at 04:30 AM (Private Note)**

Merged from ticket 893780 Subject: Description: This is the details. I mistakenly recharge this number 9431804140

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**🛠️ Support [7] - Wed, 16 Jul at 06:04 AM (Private Note)**

https://portal.juspay.in/orders/Osrxpt8FNPpLSP?filters.dateCreated.lte=%222025-07-16T06%3A04%3A00Z%22&filters.dateCreated.gte=%222025-07-15T18%3A00%3A00Z%22&filters.dateCreated.opt=%22last\_30\_mins%22&pgr\_rrn=%5B%22100985187368%22%5D https://tools.viewlift.com/users/account/98cb143c-f931-46c9-b9c0-d65b225dc355

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**🛠️ Support [8] - Wed, 16 Jul at 06:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that. Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  However, we'd surely help you updating your contact number. Let us know the contact number you wish to update now, so that we will be able to assist you further. Awaiting for your response. Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 06:15 AM (Public Message)**

*From: tungasubal@gmail.com*

If you change the subscription account or mobile number that will behelpful for me

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**🛠️ Support [10] - Wed, 16 Jul at 06:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We'd surely help you updating your contact number. Let us know the contact number you wish to add now, so that we will be able to assist you further. Waiting for your response. Regards, Team hoichoi

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**👤 Customer [11] - Wed, 16 Jul at 06:25 AM (Public Message)**

*From: tungasubal@gmail.com*

If I send u the number the subscription will change to the number?

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**🛠️ Support [12] - Wed, 16 Jul at 06:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Yes. Please let us know your contact number which you wish to ​update, so that we will be able to assist you further. Awaiting response from you. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [13] - Wed, 16 Jul at 06:05 PM (Public Message)**

*From: tungasubal@gmail.com*

Can I change subscription number????

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**🛠️ Support [14] - Wed, 16 Jul at 06:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Yes. Please let us know your contact number which you wish to ​update, so that we will be able to assist you further. Awaiting response from you. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [15] - Wed, 16 Jul at 06:12 PM (Public Message)**

*From: tungasubal@gmail.com*

Can this update to my number.?Which is auto update mode?

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**🛠️ Support [16] - Wed, 16 Jul at 06:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us your new number you wish to add, and we will do that. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [17] - Wed, 16 Jul at 06:19 PM (Public Message)**

*From: tungasubal@gmail.com*

My number already had subscriptionCan this auto rental?

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**🛠️ Support [18] - Wed, 16 Jul at 06:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the number. Awaiting your response.  Regards, Team hoichoi

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**👤 Customer [19] - Wed, 16 Jul at 06:36 PM (Public Message)**

*From: tungasubal@gmail.com*

7029173427

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**👤 Customer [20] - Wed, 16 Jul at 06:49 PM (Public Message)**

*From: tungasubal@gmail.com*

Can my number add?

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**🛠️ Support [21] - Wed, 16 Jul at 07:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  It appears that you currently have a separate subscription associated with the number 7029173427. Please provide both screenshots or messages regarding the money deductions that you received after making these two payments. This will enable us to assist you in obtaining a refund for the plan associated with 9431804140, while allowing you to continue accessing the plan linked to 7029173427. Once we have that, we will be able to assist you better.  Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [22] - Thu, 17 Jul at 12:42 AM (Public Message)**

*From: tungasubal@gmail.com*

These are the screen shorts. Plz can change the subscription number to mynumber for auto renewal

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**🛠️ Support [23] - Thu, 17 Jul at 05:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We understand your concern and regret the hassle faced, we have cancelled Subscription with +919431804140 and initiated a refund against your account with. It'll get credited back to your account in 3-5 business days. You can Now Watch hoichoi through +917029173427. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [24] - Thu, 17 Jul at 05:52 AM (Private Note)**

https://tools.viewlift.com/users/account/772cd71b-e267-4a0c-b36d-c7402f642aab https://tools.viewlift.com/users/account/98cb143c-f931-46c9-b9c0-d65b225dc355

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**👤 Customer [25] - Thu, 17 Jul at 06:15 AM (Public Message)**

*From: tungasubal@gmail.com*

Money will be auto recharge?

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**🛠️ Support [26] - Thu, 17 Jul at 06:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  I'm having difficulty understanding your question; could you please elaborate on your concern so that I can assist you better?  Let us know if you need any further assistance, Regards, Team hoichoi

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**👤 Customer [27] - Thu, 17 Jul at 06:46 AM (Public Message)**

*From: tungasubal@gmail.com*

My question is that my money will be auto updated recharge for my mobilenumber?

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**🛠️ Support [28] - Thu, 17 Jul at 06:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Yes, for those numbers that have an active subscription, the subscription will automatically renew once the current plan expires. Let us know if you need any further assistance, Regards, Team hoichoi

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**👤 Customer [29] - Thu, 17 Jul at 06:55 AM (Public Message)**

*From: tungasubal@gmail.com*

Ok thank uThen plz cancel the recharge numberAnd plz add my number 7029173427

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**🛠️ Support [30] - Thu, 17 Jul at 07:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Please provide a convenient time for us to call you and share a number so we can explain the situation. Let us know if you need any additional assistance, Regards, Team hoichoi

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## Ticket #893946: Varmilo Collabs cooperation for your audience

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 06:19 AM | Updated | Thu, 17 Jul at 06:48 AM |
| Requester | 35093461014 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Varmilo Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893946 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Thank you for reaching out to us, please share your proposal at, once our team has a suitable opportunity for you, they'll contact you.  Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #893947: Issue with Annual Subscription Not Reflecting on Account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 06:34 AM | Updated | Thu, 17 Jul at 06:40 AM |
| Requester | 35093461196 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:34 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Druhin Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893947 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 06:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I am so sorry for the inconvenience caused to you.  Upon checking, I could not find any active subscription associated with the number you provided. I kindly request you to share the correct phone number or email address so that I can check and assist you further. Thanks & Regards, Team hoichoi

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## Ticket #893604: Please cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 01:08 AM | Updated | Thu, 17 Jul at 06:18 AM |
| Requester | 35093394926 | Agent | 35092950183 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Uddins Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893604 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 04:14 AM (Public Message)**

*From: mofizu@gmail.com*

I am not interested.Accidentally install by family member...Please cancel my subscription

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**🛠️ Support [4] - Tue, 15 Jul at 04:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. We request you to provide us with your registered email address or contact number with country code. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 05:34 AM (Public Message)**

*From: mofizu@gmail.com*

Yes, please cancel it from your end.Please do not charge my card again

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**🛠️ Support [6] - Tue, 15 Jul at 05:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We request you to provide us with your registered email address or contact number with country code. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 05:57 AM (Public Message)**

*From: mofizu@gmail.com*

Registered emailMofizu@gmail.comphone number US : 512-799-4128

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**🛠️ Support [8] - Tue, 15 Jul at 06:02 AM (Private Note)**

https://tools.viewlift.com/users/account/03c7ecc2-214d-48b9-8f36-ce5fdce28f27

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**🛠️ Support [9] - Tue, 15 Jul at 06:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [10] - Thu, 17 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Uddins, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #888412: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 29 Jun at 08:47 PM | Updated | Thu, 17 Jul at 06:18 AM |
| Requester | 35093243970 | Agent | 35077458099 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 29 Jun at 08:47 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Basabi Bagchi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 888412 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 30 Jun at 03:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. ​Also, We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. ​ Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 02 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Basabi, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Mon, 14 Jul at 09:32 PM (Public Message)**

*From: basabi.bagchi@gmail.com*

Please cancel auto renewal. This is the screenshot.

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**🛠️ Support [5] - Tue, 15 Jul at 06:09 AM (Private Note)**

https://tools.viewlift.com/users/account/20b646e0-9c55-45ae-83ef-5cefc6f7804b

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**🛠️ Support [6] - Tue, 15 Jul at 06:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with +14065298446 for further deductions. ​ Additionally, we have added your email address to your account. Kindly check your email you must have received a password reset link, please use the same to set up a password using any browser so that you can login using the email address and password.   Note: The reset password link expires after 1hr. In case you miss the period, you can always click on the "Forgot password" at the time of login to generate a similar mail. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 06:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Basabi, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893943: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 06:01 AM | Updated | Thu, 17 Jul at 06:08 AM |
| Requester | 35093460846 | Agent | 35093023959 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 06:01 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nabanita Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893943 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 17 Jul at 06:03 AM (Public Message)**

*From: nabanita0625@gmail.com*

Please replyOn Thu, Jul 17, 2025, 11:31 AM Nabanita Sarkar wrote:> I have subscribe for 3 month with 499 on 5th July,,,but why not start at> free?????????pls reply.>

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**🛠️ Support [3] - Thu, 17 Jul at 06:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thak you for reaching out to us.  Could you please help me by elaborating on the issue you're facing? This will allow me to better understand the situation and assist you with the most suitable resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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## Ticket #893905: Request to cancel Hoichoi premium subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 11:08 PM | Updated | Thu, 17 Jul at 05:49 AM |
| Requester | 35093458899 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saad Abdullah Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893905 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To assist you further, could you please share your registered email address or phone number? This will help us locate your account and provide the necessary support. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 05:43 AM (Public Message)**

*From: saad149@gmail.com*

My phone number is +49 173 5111310Email: saad149@gmail.com~~ Saad ~~

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**🛠️ Support [4] - Thu, 17 Jul at 05:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching to us.  We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with phone no - 1735111310. Once the current subscription expires on 17th July 2025, your account will automatically stand suspended.  Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 05:49 AM (Private Note)**

https://tools.viewlift.com/users/account/6b69074f-0d51-4bb3-8817-72ee6f49e7f5

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## Ticket #893938: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 05:05 AM | Updated | Thu, 17 Jul at 05:48 AM |
| Requester | 35093460361 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:05 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Arindam57. karmakar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893938 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused. I’ve removed all the previously connected devices from your account. May I kindly request you to try logging in once again and check if it’s working for you now? Please don’t hesitate to reach out if you face any further difficulties, I’ll be more than happy to assist you. Thanks & Regards, Team hoichoi

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## Ticket #893898: Re: Payment failed for hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 08:16 PM | Updated | Thu, 17 Jul at 05:47 AM |
| Requester | 35093421728 | Agent | 35093023959 |

### Conversations (8 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Avishekadhikari1996 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893898 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 08:19 PM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Amar 499rupees ta refund kobe hobe,amar payment ta bank transfer kore debenkobe

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**🛠️ Support [3] - Thu, 17 Jul at 05:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I would like to inform you that the payment appears to have failed in transit and, unfortunately, it did not reach us. In this case, I kindly request you to contact your bank for further clarification and assistance. They should be able to help you track and resolve the issue. Please feel free to reach out to us if you need any further support from our end. We're always here to help. Regards Team hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 05:15 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Please sir, hoichoi te movie dekhar jonno ami je amount ta subscribekorechi seta to emni emni refund chaichina movie subscribe korar poreodekhte parchina ebong apnara eibepare kono help e korte parchenna taholeamar ekhane dosh ta kothay aporadh ta ki,amar jaigai apni thakle ki korten,please tell me।

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**🛠️ Support [5] - Thu, 17 Jul at 05:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I kindly request you to share the bank transaction details and UPI reference information so that I can verify the payment on our end and assist you further in the best possible way. Looking forward to your response. Thanks & Regards, Team hoichoi

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**👤 Customer [6] - Thu, 17 Jul at 05:37 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Sir setai to pathalam apni ki bujhte parchenna ok ami aro ekbar pathachchidekhun........

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**👤 Customer [7] - Thu, 17 Jul at 05:40 AM (Public Message)**

*From: avishekadhikari1996@gmail.com*

Amar account theke 499rupees apnar hoichoi app e subscribe kora hoyeche tarproof to apnake deoa hoyeche,r ki chaichen....On Thu, 17 Jul 2025, 11:07 AVISHEK ADHIKARI, wrote:> Sir setai to pathalam apni ki bujhte parchenna ok ami aro ekbar pathachchi> dekhun........>>>>>

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**🛠️ Support [8] - Thu, 17 Jul at 05:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thank you forwriting to us and apologies for any inconvenience caused. According to ourresources, your transaction did not go through. It was Auto Reversed.  Normally, yourbank should refund the amount back to you in the next 3-5 business days. Elseyou can always contact your bank.  Also about yoursubscription - We request you to perform the transaction with a differentmethod this time. We are currently accepting payments using Credit card, Debitcard, Net Banking, UPI, wallets, Paytm. Wishing you apleasant day ahead! Regards, Team-hoichoi

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## Ticket #893868: Discount

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:19 PM | Updated | Thu, 17 Jul at 05:36 AM |
| Requester | 35072845257 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello UTSAV DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893868 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:39 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for choosing to be a part of Hoichoi family! We currently have a 25% off coupon code on hoichoi annual subscription plan of Rs999/- Use code MORE25 to get a flat 25% discount. (Note: Offer not valid for Playstore/Appstore purchase) Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 01:03 AM (Public Message)**

*From: utsavdas402@gmail.com*

Last time i got 30% discount. Please make it 30% i will renewUtsav Das

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**🛠️ Support [4] - Thu, 17 Jul at 05:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi Thank you for being a part of hoichoi family!  We currently have a 30% off coupon code on hoichoi annual subscription plan. Use code RENEW to get a flat 30% discount.  To avail the discount using your code, please follow these steps: -Log in to your account using the Hoichoi Android app or visit https://www.hoichoi.tv/ on your browser. -Click on the "Subscribe" option. -Select the eligible plan corresponding to your promo code. -Scroll to the bottom section and click on "Apply promo code". -Enter the code in ALL CAPS as it is and apply it. -The discounted amount will be displayed below. -Proceed with the transaction and enter your payment details to complete the payment. (Note: Offer not valid for Playstore/Appstore purchase)   Feel free to get back to us if you face any issue. Regards, Team hoichoi

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## Ticket #893940: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 05:34 AM | Updated | Thu, 17 Jul at 05:35 AM |
| Requester | 35093460599 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:34 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Chief of Staff Content Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893940 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893935: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 04:48 AM | Updated | Thu, 17 Jul at 05:19 AM |
| Requester | 35093460231 | Agent | 35093023959 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:48 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SUBHANKAR SARKAR Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893935 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, I would like to inform you that we have already shared your profile with our concerned team. Should there be a suitable opportunity, they will get in touch with you directly. We appreciate your patience and understanding in the meantime. Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #893939: Dubbing & Subtitling Support for Hoichoi Originals – Proposal from Ultra Media

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 05:09 AM | Updated | Thu, 17 Jul at 05:19 AM |
| Requester | 35093460390 | Agent | 35089940465 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pratibha Shukla Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893939 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:13 AM (Private Note)**

*From: support@hoichoi.tv*

[No text content]

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**🛠️ Support [3] - Thu, 17 Jul at 05:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for reaching out to us! We appreciate your interest in collaborating with us and offering your services. The details have been shared with the relevant team, and they will review the information and get back to you shortly with the appropriate next steps. If you need any further assistance in the meantime, please feel free to get in touch. Best regards, Team hoichoi

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## Ticket #893628: Subscribe. Code not coming on tv

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:12 AM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35091415980 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello TAPAN KUMAR BANERJEE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893628 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the hoichoi App on your Tv then retry once. If the issue persists, kindly share a picture or video of any error you are getting. Awaiting for your response. Wishing you a great day ahead. Regards,  Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tapan, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893612: URGENT - Frustrating customer experience

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:00 AM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35092113544 | Agent | 35060784336 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:00 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anindita Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893612 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:40 AM (Private Note)**

https://tools.viewlift.com/users/account/3e0e7068-88f7-44cb-855c-1afc1a1a2164

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**🛠️ Support [3] - Tue, 15 Jul at 04:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi, This is to inform you, we can't find active subscriptions associated with your provided as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. Also you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**👤 Customer [4] - Tue, 15 Jul at 04:45 AM (Public Message)**

*From: anindita.banerjee1008@gmail.com*

HiPlease find attached the screenshot of the payment id. My registered numberis +1 5878962521 and email address is anindita.banerjee1008@gmail.com.What else do you need?Kind RegardsAnindita

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**🛠️ Support [5] - Tue, 15 Jul at 05:05 AM (Private Note)**

https://tools.viewlift.com/users/account/3e0e7068-88f7-44cb-855c-1afc1a1a2164

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**🛠️ Support [6] - Tue, 15 Jul at 05:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have updated your plan from our end and also sent a password reset email to your email ID. Please click on the link in the email to reset your password and then log in with the same credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 05:27 AM (Public Message)**

*From: anindita.banerjee1008@gmail.com*

Make a note of cancelling the service at the end of the month - this levelof poor service at this price is unjustified.

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**🛠️ Support [8] - Tue, 15 Jul at 05:30 AM (Private Note)**

https://tools.viewlift.com/users/account/3e0e7068-88f7-44cb-855c-1afc1a1a2164

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**🛠️ Support [9] - Tue, 15 Jul at 05:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with anindita.banerjee1008@gmail.com and +15878962521 for further deductions. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [10] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anindita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893547: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:30 PM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35091416021 | Agent | 35060784336 |

### Conversations (13 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Indranibanerjee803 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893547 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 03:32 PM (Public Message)**

*From: indranibanerjee803@gmail.com*

You can call me now.

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**🛠️ Support [3] - Mon, 14 Jul at 03:45 PM (Private Note)**

https://tools.viewlift.com/users/account/053de2640f525d68afc13f0dbfdde24c50bc53b8e9c79ed95c8d471a54afaad5 https://hoichoi.freshdesk.com/a/tickets/862429

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**🛠️ Support [4] - Mon, 14 Jul at 03:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We request you to confirm if you are familiar with tkbdelhi@gmail.com and +919811801018 or not. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [5] - Mon, 14 Jul at 03:59 PM (Public Message)**

*From: indranibanerjee803@gmail.com*

Yes, I confirm.

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**🛠️ Support [6] - Mon, 14 Jul at 04:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings of the day! As per our records, your hoichoi subscription is active with your email address tkbdelhi@gmail.com and contact number +919811801018. Kindly logout and do a fresh login to check if any issue persists. You can login using this mobile number and OTP. Also, your alternate login method is with Google. Kindly follow the steps to login alternatively- Login - Login With Google option.  Also, make sure your google account with tkbdelhi@gmail.com is synced to the same device you are trying to login hoichoi from.  Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [7] - Mon, 14 Jul at 05:59 PM (Private Note)**

*From: support@hoichoi.tv*

Hello TAPAN KUMAR BANERJEE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893577 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [8] - Mon, 14 Jul at 06:11 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893577 is merged into this ticket.

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**🛠️ Support [9] - Mon, 14 Jul at 06:11 PM (Private Note)**

Merged from ticket 893577 Subject: HOICHOI subscription given. Code not coming on TV. I lost 1000 rs. Second time it is happening Description: Mobile no 9811801018 Sent from my iPhone

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**🛠️ Support [10] - Mon, 14 Jul at 06:12 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the App then follow these steps to login from Your TV :- Click on “Login” As you have signed up using Phone no/Google, please click on "Activate Device" Once the code is generated on Tv, open your app Login to the App using Phone no/Google and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help. Regards, Team hoichoi

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**👤 Customer [11] - Tue, 15 Jul at 05:14 AM (Public Message)**

*From: tkbdelhi@gmail.com*

Everything is given Phone 9811801018tkbdelhi@ gmail.comSent from my iPhone>

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**🛠️ Support [12] - Tue, 15 Jul at 05:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the hoichoi App on your Tv then retry once. If the issue persists, kindly share a picture or video of any error you are getting. Awaiting for your response. Wishing you a great day ahead. Regards,  Team hoichoi

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**🛠️ Support [13] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Indranibanerjee803, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893454: #[883144]

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 02:38 AM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35092869674 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:38 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sultana216 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893454 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. As per your shared image, it is visible that you are not logged into the subscribed account to your Samsung TV.  We'd request you to kindly uninstall the hoichoi app and restart your TV.  After that, please install the hoichoi app freshly on your TV and Login directly with the number 6166492463 and OTP  on your TV & check.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 02:51 AM (Public Message)**

*From: sultana216@yahoo.com*

Hi, I tried as you suggested.The problem is before I could logged back in with new phone no the screen disappears and starts buffering. Then it doesn’t go away for days. Means the home page doesn’t open for days.Pls suggest. Thanks.

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**🛠️ Support [4] - Tue, 15 Jul at 05:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to restart your phone and ensure your device software is up to date? After that, please uninstall and reinstall the hoichoi app, clear the app cache, and then try streaming again. This should help resolve the issue. If the issue still persists, we kindly request you to share the details of the device you're using, along with a screen recording of the error. This will help us escalate the matter to our technical team for a more thorough investigation and quicker resolution. We appreciate your cooperation and look forward to resolving this for you as soon as possible. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sultana216, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892425: Cancel Hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 07 Jul at 05:45 AM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35093313485 | Agent | 35077458099 |

### Conversations (9 messages)

**🛠️ Support [1] - Mon, 07 Jul at 05:45 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mira Halder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892425 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 07 Jul at 05:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 07 Jul at 05:56 AM (Public Message)**

*From: mira.halder88@gmail.com*

Yes, please cancel the subscription as well as disabled the autorenewal option.

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**🛠️ Support [4] - Mon, 07 Jul at 06:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with mira.halder88@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi.     It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [5] - Wed, 09 Jul at 06:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mira, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [6] - Tue, 15 Jul at 02:13 AM (Public Message)**

*From: mira.halder88@gmail.com*

I have requested you to do not again subscribe and do not deduct amount.You have done the same mistake

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**🛠️ Support [7] - Tue, 15 Jul at 05:22 AM (Private Note)**

https://tools.viewlift.com/users/account/7cf21f36-eec1-4d98-830d-aefc2a3c290b

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**🛠️ Support [8] - Tue, 15 Jul at 05:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​9903872276. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 15/10/2025.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [9] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mira, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893625: I want to cancel my hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 04:50 AM | Updated | Thu, 17 Jul at 05:17 AM |
| Requester | 35093395856 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:50 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumo Ji Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893625 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 04:52 AM (Public Message)**

*From: sumanbasak46@gmail.com*

9832064299

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**🛠️ Support [3] - Tue, 15 Jul at 04:54 AM (Private Note)**

https://tools.viewlift.com/users/account/dcf7acf1-db53-4431-863d-0272fc06d084

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**🛠️ Support [4] - Tue, 15 Jul at 04:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Upon checking, I can confirm that there is no active subscription associated with the number : 9832064299 Hence, kindly share your subscribed email address, contact number with country code. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Thu, 17 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumo, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893601: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 12:40 AM | Updated | Thu, 17 Jul at 05:14 AM |
| Requester | 35093394844 | Agent | 35092950183 |

### Conversations (8 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello nayeema tashfia Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893601 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 03:46 AM (Public Message)**

*From: ntashfia@gmail.com*

I would not like to auto renew for the next billing cycle.

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**🛠️ Support [4] - Tue, 15 Jul at 03:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 03:50 AM (Private Note)**

https://tools.viewlift.com/users/account/01e24108-d05a-4490-876c-6748deb7fcdf

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**🛠️ Support [6] - Thu, 17 Jul at 04:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nayeema, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [7] - Thu, 17 Jul at 05:00 AM (Public Message)**

*From: ntashfia@gmail.com*

Ok. Thank you

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**🛠️ Support [8] - Thu, 17 Jul at 05:14 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-Hoichoi

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## Ticket #893883: Cancellation of active subscription scheduled to expire tomorrow i.e 17.07.2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 05:10 PM | Updated | Thu, 17 Jul at 05:13 AM |
| Requester | 35093456553 | Agent | 35093023959 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Krishnendu Majumdar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893883 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 05:12 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Thu, 17 Jul at 12:50 AM (Public Message)**

*From: k.majumdar.kol@gmail.com*

I have already stated in my request for cancellation of my ongoingsubscription that I am cancelling the same due to financial constraints.Hope this will suffice your need and you will kindly do the needful tocancel my active subscription with immediate effect.Regards,Krishnendu MajumdarMobile 9674378506

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**🛠️ Support [4] - Thu, 17 Jul at 05:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with phone - 9674378506. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 17h July 2025.  Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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## Ticket #893937: [TV Seller Office] Notification from Admin - (2529056472)

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 04:58 AM | Updated | Thu, 17 Jul at 05:12 AM |
| Requester | 35073735533 | Agent | 35092231600 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:58 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tvapps Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893937 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:12 AM (Private Note)**

*From: support@hoichoi.tv*

[No text content]

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## Ticket #893934: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 04:41 AM | Updated | Thu, 17 Jul at 05:11 AM |
| Requester | 35093460182 | Agent | 35093023959 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:41 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ritwika Saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893934 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 05:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 05:03 AM (Private Note)**

https://tools.viewlift.com/users/account/f216d112-823c-4826-8cba-8fc56b6c546f

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**👤 Customer [4] - Thu, 17 Jul at 05:05 AM (Public Message)**

*From: saha.ritwika679@gmail.com*

Not getting my preferable contents and hence want to cancel my subscription.

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**🛠️ Support [5] - Thu, 17 Jul at 05:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with phone - 9986995524. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 15th October 2025.  Let us know you need if you need any further help, Thanks & Regards, Team hoichoi

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## Ticket #893920: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 02:19 AM | Updated | Thu, 17 Jul at 05:10 AM |
| Requester | 35093310239 | Agent | 35092231600 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 05:07 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893852

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**🛠️ Support [2] - Thu, 17 Jul at 05:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details  as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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## Ticket #893852: Unauthorized Charge after Cancelations of Hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 02:30 PM | Updated | Thu, 17 Jul at 05:07 AM |
| Requester | 35093310239 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello RANI CHANDWANI Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893852 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 02:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with chandwani.rani08@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 02:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello RANI CHANDWANI Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893920 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 05:07 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893920 is merged into this ticket.

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**🛠️ Support [5] - Thu, 17 Jul at 05:07 AM (Private Note)**

Merged from ticket 893920 Subject: Description: We requested to cancel subscription via email on 06 of July 2025 , and got Ticket # 892351 was created for the same , but still ,my card was charged 499 Rs . Can you please look into it and refund the subscription amount of 499 Rd Thanks Rani

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## Ticket #893668: Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 11:37 AM | Updated | Thu, 17 Jul at 04:59 AM |
| Requester | 35018607948 | Agent | 35092231600 |

### Conversations (9 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:37 AM (Private Note)**

*From: support@hoichoi.tv*

Hello De, Rupa C Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893668 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 11:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Your subscription is active until August 23, 2025. You can continue enjoying hoichoi by logging in with +17654123202.  Regarding the Samsung TV issue, our team is actively working on it. We understand it’s taking longer than usual, but we’re hopeful it will be resolved very soon. In the meantime, you can enjoy hoichoi on any other supported device.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 12:50 PM (Public Message)**

*From: rde@purdue.edu*

This message was sent by a university retiree.My phone no is +1 765-412-3202Email:rde@purdue.edu

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**🛠️ Support [4] - Tue, 15 Jul at 01:02 PM (Private Note)**

https://tools.viewlift.com/users/account/23f14b50-71b7-11e8-88d7-5f132d8659d3

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**🛠️ Support [5] - Tue, 15 Jul at 01:15 PM (Public Message)**

*From: support@hoichoi.tv*

Dear, Greetings from hoichoi! We’re happy to inform you that your subscription is active on the number +1 765-412-3202 and will remain valid until August 23, 2025. You can continue enjoying unlimited entertainment on hoichoi using this number to log in. If you have any questions or need further assistance, please feel free to reach out we’re always happy to help. Thank you for being a valued part of the hoichoi family. Warm regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 12:59 AM (Public Message)**

*From: rde@purdue.edu*

This message was sent by a university retiree.Although my subscription is still valid I cannot see it on my laptop which continues to say subscribe to watch. Also earlier I could log in now I cannot even do that. As I mentioned before the app on tv appears blank so I cannot get the activation number. We never had any problems before.1-7654123202

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**🛠️ Support [7] - Wed, 16 Jul at 05:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you've experienced, Regarding the Samsung TV issue, we are currently addressing it and hope to have it resolved very soon. As a gesture of appreciation, we will provide you with a subscription extension for that,  Please share a short video clip of the steps you are taking so we can replicate the issue and assist you further. We look forward to your response, Regards, Team hoichoi

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**👤 Customer [8] - Thu, 17 Jul at 12:04 AM (Public Message)**

*From: rde@purdue.edu*

This message was sent by a university retiree.We have been watching hoichoi on my Mac laptop for ages. Yesterday we could not watch it on my Mac but could watch it on PC. Rupa

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**🛠️ Support [9] - Thu, 17 Jul at 04:59 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We understand you’re facing issues streaming hoichoi on your MacBook. Please try the following troubleshooting steps: Check Browser Compatibility We recommend using Google Chrome, Safari, or Firefox (latest version). Clear Cache and Cookies Go to your browser settings and clear cache/cookies, then restart the browser. Disable VPN or Proxy (if any) Ensure no VPN or proxy is active, as it may cause streaming issues. Update Your Browser Make sure you’re using the latest browser version for smooth playback. Try Incognito/Private Mode Open an incognito/private window and log in to your hoichoi account. If the issue still persists, please share the following details with us: Screenshot of the error Browser name and version macOS version We’ll be happy to assist you further. Waiting for your response, Regards, Team hoichoi

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## Ticket #893919: [Notification] Changes to the Terms Conditions.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 02:13 AM | Updated | Thu, 17 Jul at 04:57 AM |
| Requester | 35088764166 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 02:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello LG Seller Lounge Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893919 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893917: New Invoice Notification

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 01:54 AM | Updated | Thu, 17 Jul at 04:57 AM |
| Requester | 35076328833 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:54 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Billing Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893917 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893933: [Notice] Access to the webOS Cloud Test Lab Feature Granted to All Members.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 04:39 AM | Updated | Thu, 17 Jul at 04:57 AM |
| Requester | 35088764166 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 04:39 AM (Private Note)**

*From: support@hoichoi.tv*

Hello LG Seller Lounge Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893933 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893912: Payment Declined 1st Attempt

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 17 Jul at 01:07 AM | Updated | Thu, 17 Jul at 04:55 AM |
| Requester | 35076328833 | Agent | 35093023959 |

### Conversations (1 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:07 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Billing Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893912 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #892854: Re: [ExternalE-mail] Inquiries about Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Thu, 10 Jul at 05:49 AM | Updated | Thu, 17 Jul at 04:31 AM |
| Requester | 35093008200 | Agent | 35092950183 |

### Conversations (9 messages)

**🛠️ Support [1] - Thu, 10 Jul at 05:49 AM (Private Note)**

*From: support@hoichoi.tv*

Hello 박건우 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892854 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 10 Jul at 06:01 AM (Public Message)**

*From: gunwoo1.park@lgepartner.com*

Dear, SellerThis is Gunwoo Park from LG Smart TV QA Management Team. The Hoichoi app is currently officially supported on WebOS versions 5.0 through 25.It is difficult to verify details using only the model name and serial number.If you could provide the wired MAC address of the device experiencing the issue, we will be able to offer more detailed guidance. Gunwoo ParkLG Smart TV QA Management Team

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**👤 Customer [3] - Thu, 10 Jul at 06:27 AM (Public Message)**

*From: moloy@hoichoi.tv*

Hi Gunwoo,We’re currently awaiting the details from the customer and will share them with you as soon as we receive them.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**👤 Customer [4] - Fri, 11 Jul at 11:31 AM (Public Message)**

*From: moloy@hoichoi.tv*

Hi Gunwoo,here is the MAC address: B8:16:5F:70:D2:AA. Please check and let us know\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**👤 Customer [5] - Mon, 14 Jul at 11:52 AM (Public Message)**

*From: moloy@hoichoi.tv*

Hi Gunwoo,Can you please update on this\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**👤 Customer [6] - Tue, 15 Jul at 12:33 AM (Public Message)**

*From: gunwoo1.park@lgepartner.com*

Dear, SellerThis is Gunwoo Park from LG Smart TV QA Management Team. The MAC address you shared could not be found in our system, and it appears to be a wireless MAC address. For accurate guidance, please provide the wired MAC address. Kindly check whether the MAC address is for a wired connection and share it with us. We will do our best to assist you as quickly as possible. Gunwoo ParkLG Smart TV QA Management Team

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**👤 Customer [7] - Wed, 16 Jul at 09:42 AM (Public Message)**

*From: sayantan.raha@hoichoi.tv*

Hi Gunwoo,Greetings from hoichoi!We've received a similar complaint from another user whose TV is running WebOS version 6.10.60, but the hoichoi app still appears to be unavailable on their device.Here's the MAC address: 20:3D:BD:66:D1:73Could you please look into this?Best Regards,Sayantan RahaManager - Customer Experience and Quality ManagementPhone: +91-7003438754[cid:fd9c8c74-01ae-4837-9105-f07814b0fbb7]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**👤 Customer [8] - Wed, 16 Jul at 11:28 PM (Public Message)**

*From: gunwoo1.park@lgepartner.com*

Dear, SellerThis is Gunwoo Park from LG Smart TV QA Management Team. The MAC address you shared this time also seems to be a wireless MAC address that cannot be verified. I need a wired MAC address. Please check it again. Gunwoo ParkLG Smart TV QA Management Team

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**👤 Customer [9] - Thu, 17 Jul at 02:56 AM (Public Message)**

*From: gunwoo1.park@lgepartner.com*

Dear, SellerThis is Gunwoo Park from LG Smart TV QA Management Team. An issue occurred where the application could not run on the StandbyME 2 device. Due to its high usage, we have temporarily taken it offline. The video playback is failure due to 404 error when accessing the following URL.https://d10rltuy0iweup.cloudfront.net/ATNNAT/myStream/playlist.m3u8 Please check this issue Gunwoo ParkLG Smart TV QA Management Team

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## Ticket #893925: Stop auto payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 03:47 AM | Updated | Thu, 17 Jul at 04:23 AM |
| Requester | 35093459920 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Thu, 17 Jul at 03:47 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Moon Maity Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893925 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:00 AM (Private Note)**

https://tools.viewlift.com/users/account/d6fbb60143d9ac3eb98c71d493ffd1a2933548a79a169e0c06294e316cab63bb

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**🛠️ Support [3] - Thu, 17 Jul at 04:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Moon,  Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. If you'd like me to cancel the auto-renewal for you, could you please share the reason? Also you can cancel the Auto Pay from your end via the App you have made the Payment. Like Gpay or PhonePe etc. Else, you can get in touch with your Bank for cancellation of Auto Renewal Mandate. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 04:06 AM (Public Message)**

*From: moonmaity2015@gmail.com*

Yes, please cancel.

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**🛠️ Support [5] - Thu, 17 Jul at 04:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893624: Subscription Cancellation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 04:42 AM | Updated | Thu, 17 Jul at 04:19 AM |
| Requester | 35093395793 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:42 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Muhtasim Rahman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893624 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:44 AM (Private Note)**

https://tools.viewlift.com/users/account/01ca0e10-32f5-488a-a899-ddb4c923c274

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**🛠️ Support [3] - Tue, 15 Jul at 04:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Thank you for writing to us. Since your subscription is associated with iOS, hence we cannot manage your subscription from our end. In order to check or cancel the auto renewal for iOS subscription, you can visit the following link https://support.apple.com/en-us/HT202039 Else, kindly get in touch with Apple Customer Support for further assistance.   Please feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 04:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Muhtasim, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893620: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 04:30 AM | Updated | Thu, 17 Jul at 04:19 AM |
| Requester | 35093313485 | Agent | 35092950183 |

### Conversations (4 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mira Halder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893620 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:31 AM (Private Note)**

https://tools.viewlift.com/users/account/7cf21f36-eec1-4d98-830d-aefc2a3c290b

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**🛠️ Support [3] - Tue, 15 Jul at 04:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 04:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Mira, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893589: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 08:34 PM | Updated | Thu, 17 Jul at 04:19 AM |
| Requester | 35093393680 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:34 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ratan Santra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893589 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:14 AM (Public Message)**

*From: support@hoichoi.tv*

​হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আপনার ল্যাপটপে যে অসুবিধার সম্মুখীন হচ্ছেন, তার জন্য আমরা আন্তরিকভাবে দুঃখিত। পরীক্ষা করে দেখা গেছে, ratansantra1970@gmail.com ইমেইলটির সঙ্গে কোনও সক্রিয় সাবস্ক্রিপশন সংযুক্ত নেই। অনুগ্রহ করে পেমেন্ট রসিদের একটি স্ক্রিনশট অথবা লেনদেনের ব্যাঙ্ক স্টেটমেন্ট আমাদের সাথে শেয়ার করুন। যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**🛠️ Support [3] - Thu, 17 Jul at 04:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ratan, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893570: Cancel my subscription and refund my money

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 05:25 PM | Updated | Thu, 17 Jul at 04:19 AM |
| Requester | 35093392118 | Agent | 35060784336 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:25 PM (Private Note)**

*From: support@hoichoi.tv*

Hello tonby. du Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893570 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:39 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Please let us know so we can go forward with the process along with your subscribed email address or contact number. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 08:14 PM (Public Message)**

*From: tonby.du@gmail.com*

Stop my auto renewal.  If you don't give me my refund this will be our last connection with you. Thank you Sent from my Galaxy-------- Original message --------

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**🛠️ Support [4] - Tue, 15 Jul at 04:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We couldn't find any active hoichoi subscription with tonby.du@gmail.com Kindly share your subscribed email address or contact number with the country extension. Awaiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 04:23 AM (Private Note)**

[No text content]

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**🛠️ Support [6] - Thu, 17 Jul at 04:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tonby., We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893909: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Thu, 17 Jul at 12:11 AM | Updated | Thu, 17 Jul at 04:10 AM |
| Requester | 35093459143 | Agent | 35092950183 |

### Conversations (2 messages)

**🛠️ Support [1] - Thu, 17 Jul at 12:11 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Deborah Brown Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893909 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Deborah, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to elaborate on your concern so that I can assist you more effectively?  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893906: Photos

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 11:33 PM | Updated | Thu, 17 Jul at 04:04 AM |
| Requester | 35093459010 | Agent | 35092950183 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:33 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Briante Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893906 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 04:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to elaborate on your concern so that I can assist you more effectively?  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893897: Unable to access Hoichoi::jio air fiber user::

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 08:08 PM | Updated | Thu, 17 Jul at 03:56 AM |
| Requester | 35093457971 | Agent | 35092950183 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudip Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893897 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 08:12 PM (Public Message)**

*From: sudip51086@gmail.com*

please find the attachmentThanks & Regards,Sudip Das9933101050

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**🛠️ Support [3] - Thu, 17 Jul at 03:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  Since your subscription was taken through Jio, you’ll first need to activate it on your TV, as per the steps mentioned above. Once the activation is complete on the TV, you will be able to access and stream content on your mobile device as well. If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [4] - Thu, 17 Jul at 03:56 AM (Private Note)**

https://tools.viewlift.com/users/account/8d195712-4518-483e-aab7-17ef905736a0

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## Ticket #893915: Cancellation of my subscription and auto withdrawal/renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Thu, 17 Jul at 01:33 AM | Updated | Thu, 17 Jul at 03:44 AM |
| Requester | 35093459431 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Thu, 17 Jul at 01:33 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjukta Sengupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893915 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 17 Jul at 03:43 AM (Private Note)**

https://tools.viewlift.com/users/account/c57c1541-a287-45e1-8d0e-b5be68b55426

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**🛠️ Support [3] - Thu, 17 Jul at 03:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, we have successfully cancelled the auto-renewal from our end. You will not be charged further.  Please feel free to reach out if you need any additional assistance. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893608: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 02:08 AM | Updated | Thu, 17 Jul at 03:40 AM |
| Requester | 35093395162 | Agent | 35092950183 |

### Conversations (12 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello sanghita hazra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893608 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:30 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. If you'd like me to cancel the auto-renewal for you, could you please share the reason? This will help me proceed with the cancellation and assist you better. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 03:39 AM (Public Message)**

*From: hazrasanghita@gmail.com*

Dear team!Thank you so much for reaching me out so quickly. I really appreciate yourwarm gesture. So as per your information, I would like to request you tocancel my auto renewal option. Please do the needful.Thanks & RegardsSanghita Hazra

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**🛠️ Support [4] - Tue, 15 Jul at 03:40 AM (Private Note)**

https://tools.viewlift.com/users/account/73213b53-7ab3-4ffa-b492-c7ede127f62e

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**🛠️ Support [5] - Tue, 15 Jul at 03:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [6] - Tue, 15 Jul at 03:44 AM (Public Message)**

*From: hazrasanghita@gmail.com*

Dear team,Thank you so much for the assistance. Please accept my gratitude. I amreally very pleased with your service.Thanks & RegardsSanghita Hazra

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**🛠️ Support [7] - Tue, 15 Jul at 03:46 AM (Public Message)**

*From: support@hoichoi.tv*

[No text content]

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**👤 Customer [8] - Wed, 16 Jul at 01:16 AM (Public Message)**

*From: hazrasanghita@gmail.com*

Dear team!Hope this email finds you well.I am writing to bring to your attention an issue regarding an unauthorizeddeduction from my account.On 15th July I had requested the cancellation of auto-renewal for mysubscription. I was assured by your support team that the auto-renewalfeature had been disabled. However, despite this assurance, my account wascharged ₹ 999/- on 15th July for a subscription renewal that I did notauthorize.This is both unexpected and disappointing, as I took all necessary steps toprevent this charge. I kindly request the following: 1. Immediate cancellation of the current subscription and auto-renewal. 2. A full refund of ₹999/- debited from my account. 3. Confirmation that no further charges will be made in the future.Please treat this as a priority and resolve the issue at the earliest. Ihave attached relevant screenshots and transaction details for yourreference, if needed.Looking forward to your prompt response.Thanks and regardsSanghita Hazra

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**👤 Customer [9] - Wed, 16 Jul at 01:16 AM (Public Message)**

[No text content]

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**🛠️ Support [10] - Wed, 16 Jul at 05:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day!   Apologies for any inconvenience. This is to inform you, we have forwarded the request for cancellation of your subscription with +91​8927049009 and to process the refund. Kindly wait 07-10 Business Days for the refund to get credited back to your source account. Do let us know in case of any further queries. Wishing you a pleasant day ahead. Regards, Team hoichoi ​

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**👤 Customer [11] - Thu, 17 Jul at 01:43 AM (Public Message)**

*From: hazrasanghita@gmail.com*

Dear team!Greetings of the day!I’m writing to sincerely thank you for your support in resolving the recentissue regarding the unauthorized subscription charge. I have successfullyreceived the refund, and I truly appreciate your assistance in addressingthe matter.Warm regards,Sanghita Hazra

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**🛠️ Support [12] - Thu, 17 Jul at 03:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-Hoichoi ​

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## Ticket #893606: Cancel my monthly subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 01:46 AM | Updated | Thu, 17 Jul at 03:40 AM |
| Requester | 35092741641 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aysha Siddika Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893606 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 01:50 AM (Public Message)**

*From: sddikaaa@gmail.com*

Hi there,My phone number is +14164745414.Thank you

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**🛠️ Support [3] - Tue, 15 Jul at 03:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Thu, 17 Jul at 01:18 AM (Public Message)**

*From: sddikaaa@gmail.com*

Hi there,Please cancel the auto-renewal from next month-my subscription ends August12th. Please make sure I do not get charged further.Thank you.

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**🛠️ Support [5] - Thu, 17 Jul at 03:40 AM (Private Note)**

https://tools.viewlift.com/users/account/58b238b7-79ab-4393-8ce5-8372a625d683

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**🛠️ Support [6] - Thu, 17 Jul at 03:40 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893602: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 12:41 AM | Updated | Thu, 17 Jul at 03:29 AM |
| Requester | 35093394847 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 12:41 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Selina Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893602 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 11:33 PM (Public Message)**

*From: banerjeeselina1@gmail.com*

Hi, Thank you for your email.Yes, please opt me out of auto-renewal. Reason for cancellation is that Ido not get time to watch Hoichoi anymore due to a busier schedule, so Iwould like to cancel my auto-renewal.Thank you

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**🛠️ Support [4] - Thu, 17 Jul at 03:28 AM (Private Note)**

https://tools.viewlift.com/users/account/a3369784-d719-418d-ab21-3df66e8e2390

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**🛠️ Support [5] - Thu, 17 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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## Ticket #893613: Cancel Hoichoi Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:12 AM | Updated | Thu, 17 Jul at 03:18 AM |
| Requester | 35093395380 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dhrubo Ahmad Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893613 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi ​

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**👤 Customer [3] - Tue, 15 Jul at 03:30 AM (Public Message)**

*From: dhrubo23ahmad@gmail.com*

Please cancel auto renewal from your end. As fir the reason, I currently domot have time to watch tv.Regards,Dhrubo.

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**🛠️ Support [4] - Tue, 15 Jul at 03:33 AM (Private Note)**

https://tools.viewlift.com/users/account/80308fca-190b-4487-96d0-c88df3ab08dc

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**🛠️ Support [5] - Tue, 15 Jul at 03:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. As you have made the payment via iOS, we’re unable to cancel the auto-renewal from our end. I would kindly request you to contact Apple Support for further assistance regarding the cancellation. Let us know if you need help with anything else. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dhrubo, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893610: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 02:13 AM | Updated | Thu, 17 Jul at 03:18 AM |
| Requester | 35076202678 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 02:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Comet Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893610 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 02:14 AM (Public Message)**

*From: dipta028@gmail.com*

Registered email: dipta028@gmail.comMobile: +1 509 715 7845

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**🛠️ Support [3] - Tue, 15 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Tue, 15 Jul at 03:32 AM (Public Message)**

*From: dipta028@gmail.com*

Yes, please cancel the auto-renewal from your end. App is glitchy, not userfriendly and needs better quality content.

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**🛠️ Support [5] - Tue, 15 Jul at 03:37 AM (Private Note)**

https://tools.viewlift.com/users/account/81cae66f-4e52-4374-95d0-6c31e6047a7a

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**🛠️ Support [6] - Tue, 15 Jul at 03:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  We're sorry the app didn’t meet your expectations. We appreciate your feedback on usability and content and are working to improve both.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Thu, 17 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Comet, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893596: Hello

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 10:45 PM | Updated | Thu, 17 Jul at 03:18 AM |
| Requester | 35093394393 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 10:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Emma Marilyn Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893596 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to elaborate on your concern so that I can assist you more effectively?  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Emma, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893532: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:23 PM | Updated | Thu, 17 Jul at 03:18 AM |
| Requester | 35093389108 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello GOUTAM SAMANTA Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893532 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:29 PM (Private Note)**

https://tools.viewlift.com/users/account/47df4b60-e4e5-11e8-9f0c-537a2fa7bee3

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**🛠️ Support [3] - Mon, 14 Jul at 01:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share May I kindly request you to restart your phone and ensure your device software is up to date? After that, please uninstall and reinstall the hoichoi app, clear the app cache, and then try streaming again. This should help resolve the issue. If you would like to disable the parental control feature, we can do it from our end. Kindly confirm so that we may proceed. Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [4] - Tue, 15 Jul at 12:16 AM (Public Message)**

*From: samantagoutam0@gmail.com*

Yes, please proceed. I donot want the parental control feature in Hoichoi ,there is no minors using this app.So please disable the featurepermanently.Do it as early as possible.Thanks & RegardsGOUTAM SAMANTAM-36, DALMA VIEW COLONY,SONARIJAMSHEDPUR-831011JHARKHANDMOB-9431977898

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**🛠️ Support [5] - Tue, 15 Jul at 03:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. The parental control lock has been successfully disabled. You can now stream content without any restrictions. If you need any further assistance, feel free to let us know. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [6] - Thu, 17 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Goutam, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893595: hi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 10:24 PM | Updated | Thu, 17 Jul at 03:18 AM |
| Requester | 35093394295 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 10:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello FWB Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893595 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to elaborate on your concern so that I can assist you more effectively?  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Thu, 17 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Fwb, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #888526: Unsubscribe mobile no. 9232698579

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 30 Jun at 04:44 PM | Updated | Thu, 17 Jul at 02:48 AM |
| Requester | 35079942202 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 30 Jun at 04:44 PM (Private Note)**

*From: support@hoichoi.tv*

Hello maloy ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 888526 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 30 Jun at 05:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +919232698579 . Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Sep 30 , 2025 Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Mon, 30 Jun at 05:42 PM (Private Note)**

https://tools.viewlift.com/users/account/04dd214a-826d-4df4-a013-dfbd3519ccd9

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**🛠️ Support [4] - Wed, 02 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Maloy, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Thu, 17 Jul at 02:48 AM (Public Message)**

[No text content]

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## Ticket #893582: Subscription Cancelation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 06:22 PM | Updated | Wed, 16 Jul at 08:03 PM |
| Requester | 35093392662 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:22 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Asfiqur Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893582 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 06:58 PM (Private Note)**

https://tools.viewlift.com/users/account/184306a1-6466-486e-b73f-a9ac9526cc46

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**🛠️ Support [3] - Mon, 14 Jul at 06:58 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +18032399844 for further deductions. You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Asfiqur, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Wed, 16 Jul at 08:02 PM (Public Message)**

[No text content]

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## Ticket #893551: Subscription details

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:49 PM | Updated | Wed, 16 Jul at 07:55 PM |
| Requester | 35093391062 | Agent | 35060784336 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shantanu Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893551 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:50 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,                  Greetings of the day!   Kindly visit to the link: www.hoichoi.tv/viewplans to know about our available plans. Also, you can use code RENEW to avail 30% off only on our annual plan. Get back to us if there is any problem or a query.   Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 03:53 PM (Public Message)**

*From: shantanumukhopadhyay@gmail.com*

Dear Team,This doesn't work for me. Can you please provide another code which workshere in Germany.[image: image.png]With regards,Shantanu

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**🛠️ Support [4] - Mon, 14 Jul at 04:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,       Greetings from hoichoi!          Apology for the trouble caused. We would request you to clear all your browser history, cache and cookies then retry once. If any issue persists, please check through incognito window and different browsers.         Get back to us if you have any further query.                      Wishing you a great day ahead.       Regards,     Team-hoichoi

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**👤 Customer [5] - Mon, 14 Jul at 04:19 PM (Public Message)**

*From: shantanumukhopadhyay@gmail.com*

Dear Team,I tried the way you mentioned, even in incognito mode, but it seems thesame. May I request another code, please..[image: image.png]With regards,Shantanu

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**🛠️ Support [6] - Mon, 14 Jul at 07:45 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,       Greetings from hoichoi!          Apology for the trouble caused. We would request you to check once through incognito window of browsers.         Let us know in case of any further difficulties.                  Wishing you a great day ahead.       Regards,     Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shantanu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [8] - Wed, 16 Jul at 07:55 PM (Public Message)**

[No text content]

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## Ticket #893584: Promo code required

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 07:08 PM | Updated | Wed, 16 Jul at 07:18 PM |
| Requester | 35075372426 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 07:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello subhosanker deb Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893584 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 07:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,                  Greetings of the day!   Kindly visit to the link: www.hoichoi.tv/viewplans to know about our available plans. Also, you can use code RENEW to avail 30% off only on our annual plan. Get back to us if there is any problem or a query.   Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhosanker, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893559: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 04:15 PM | Updated | Wed, 16 Jul at 07:18 PM |
| Requester | 35093391379 | Agent | 35060784336 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello sirshendu bhattacharjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893559 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. Also, you can share a screenshot of the payment receipt or the bank statement of the transaction.I n case you have paid using iTunes, please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore, please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**👤 Customer [3] - Mon, 14 Jul at 05:18 PM (Public Message)**

*From: sirshendu30@gmail.com*

Hear is all the receipt I have recipes after the payment .My mobile no is : +919775307895Mail id:sirshendu30@gmail.comPlease have a look

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**🛠️ Support [4] - Mon, 14 Jul at 06:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day! As you have paid using your Google play store account, you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share a screenshot of your Google Order Receipt with the GPA ID mentioned there so we can assist you better with your transaction.  Waiting for your response. Regards, Team hoichoi

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**👤 Customer [5] - Mon, 14 Jul at 06:15 PM (Public Message)**

*From: sirshendu30@gmail.com*

This is my GPA. Have a look.

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**🛠️ Support [6] - Mon, 14 Jul at 07:01 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/0/0/conversation/1022992018032890 https://tools.viewlift.com/users/account/3afd7ecc-2124-4090-85d5-073dc80756ed

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**🛠️ Support [7] - Mon, 14 Jul at 07:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have updated your plan from our end. You just need to login using your contact number via OTP to stream. Kindly logout and do a fresh login to check if any issue persists. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sirshendu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893579: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 06:15 PM | Updated | Wed, 16 Jul at 07:18 PM |
| Requester | 35093392617 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Amrita Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893579 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 07:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apologies for any inconvenience. We request you to share a video of the issue you are facing along with the brand name, model number, software version and hoichoi app version/browser details of your device with us once. This will enable us to resolve this quickly. Awaiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Amrita, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893306: Hoichoi would not run and I keep getting error on chrome / edge browser

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sat, 12 Jul at 11:50 PM | Updated | Wed, 16 Jul at 07:18 PM |
| Requester | 35093377210 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Sat, 12 Jul at 11:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukanya Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893306 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,       Greetings from hoichoi!         Apologies for any inconvenience. We request you to share if there is any Active VPN in your device. If Yes, kindly switch it Off and check. If No, we request you to disconnect the Wi-Fi and try with mobile data connection. If the issue persists, please clear all your browser history, cache and cookies then retry once. Also, check through incognito window and different browsers.         Get back to us if you have any further query.                      Wishing you a great day ahead.       Regards,     Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 06:43 PM (Public Message)**

*From: bornobanerjeepradipta@gmail.com*

are you guys open now? Since I spent my money on the monthly subscriptionfor entertainment, but I am getting nothing.. This is basically a waste ofmy money.

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**🛠️ Support [4] - Mon, 14 Jul at 07:45 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a video of the error or the screen where you are facing the issue. This will enable us to resolve this quickly. Awaiting for your response. Regards, Team hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukanya, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893891: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 06:42 PM | Updated | Wed, 16 Jul at 07:13 PM |
| Requester | 35093457345 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:42 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Javed Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893891 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 06:47 PM (Public Message)**

*From: javedul.khan@gmail.com*

This is my number. +8801730380128 & javedul.khan@gmail.com

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**🛠️ Support [3] - Wed, 16 Jul at 07:11 PM (Private Note)**

https://tools.viewlift.com/users/account/9092a56e-0c64-4ebd-a261-8c8733568812

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**🛠️ Support [4] - Wed, 16 Jul at 07:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  Your subscription is active with  +8801730380128 We'd request you to kindly uninstall the hoichoi app and restart your device and the follow the steps- - Download the Hoichoi App - Open the app  - Click on Account - Click on Login / My Hoichoi - Login with number 1730380128  and OTP ​ Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893893: 2d Animator

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 07:05 PM | Updated | Wed, 16 Jul at 07:09 PM |
| Requester | 35093457538 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:05 PM (Private Note)**

*From: support@hoichoi.tv*

Hello SUBHADIP Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893893 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 07:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thanks for writing to us and sharing your details at hr@svf.in If there's any suitable opportunity for you, we will definitely get in touch with you. Good luck for your future endeavours! Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893890: Story Submission for Thriller Web Series

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 06:37 PM | Updated | Wed, 16 Jul at 06:51 PM |
| Requester | 35093457313 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello SUJAY DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893890 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:51 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thanks for writing to us. We would request you to kindly pitch your content at sera.banerjee@hoichoi.tv  If there's any suitable opportunity for you, we will definitely get in touch with you. Good luck for your future endeavours! Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893875: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:48 PM | Updated | Wed, 16 Jul at 06:33 PM |
| Requester | 35093413752 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:48 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Raktim Laskar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893875 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 05:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly elaborate on the login issue you have come across along with a screenshot of the same. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 05:19 PM (Public Message)**

*From: raktim.laskar@gmail.com*

Hi,I have a Hoichoi subscription against my mobile number 9830423278. I canlogin into the Hoichoi app using that number. But I am unable to loginto my account from laptop browsers. Pls refer to the screenshot below.[image: image.png][image: image.png]

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**🛠️ Support [4] - Wed, 16 Jul at 05:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​ Could you please confirm if you’re currently using any VPN or similar security tool on your laptop?  This information will help us better understand the issue and assist you more effectively.  ​ Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 06:11 PM (Public Message)**

*From: raktim.laskar@gmail.com*

Hi,VPN is there on my laptop but it can work once its started.Thanks & RegardsRaktim Laskar

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**🛠️ Support [6] - Wed, 16 Jul at 06:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We sincerely apologize for the inconvenience you’ve been experiencing while accessing Hoichoi on your browser. Since, you've installed VPN on your device is currently restricting access to Hoichoi. We recommend accessing Hoichoi from an alternate device such as your mobile phone or smart TV, where such restrictions are not in place. That said, we’ve escalated this concern to our backend team for further analysis. Please be assured that our team is looking into it, and we aim to address this in upcoming updates. We truly appreciate your understanding and support. If there’s anything else we can assist you with, please don’t hesitate to let us know. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893889: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 06:17 PM | Updated | Wed, 16 Jul at 06:19 PM |
| Requester | 35093457143 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sandip Kumar Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893889 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #893885: Cancelling Auto Renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 05:38 PM | Updated | Wed, 16 Jul at 06:19 PM |
| Requester | 35093456800 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:38 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Uddalak Bhattacharya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893885 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with uddalak08@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 06:16 PM (Public Message)**

*From: uddalak08@gmail.com*

My Registered Phone Number Is 8697760791

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**🛠️ Support [4] - Wed, 16 Jul at 06:18 PM (Private Note)**

https://tools.viewlift.com/users/account/c47aff02-1421-4453-9b2f-a19e812b1826

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**🛠️ Support [5] - Wed, 16 Jul at 06:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893583: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 06:27 PM | Updated | Wed, 16 Jul at 06:18 PM |
| Requester | 35093392700 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:27 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gitanjali Motion Pictures Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893583 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 06:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings of the day!   If you are a production house and want your ready content to be featured on our platform, we would then request you to drop in a mail to subhadip@svf.in   Alternatively, if you are a content creator and want to share your story then drop in an email to sera.banerjee@hoichoi.tv​​   We at hoichoi wish you all the very best for your future endeavours.  ​ Wishing you a great day ahead. Regards, Team hoichoi ​

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**🛠️ Support [3] - Wed, 16 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Gitanjali, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893431: cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:38 PM | Updated | Wed, 16 Jul at 06:18 PM |
| Requester | 35093052830 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:38 PM (Private Note)**

*From: support@hoichoi.tv*

Hello A oi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893431 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future.​ ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 04:18 PM (Public Message)**

*From: gm.shohel@gmail.com*

please cancel my auto renewal subscription

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**👤 Customer [4] - Mon, 14 Jul at 04:33 PM (Public Message)**

*From: gm.shohel@gmail.com*

I have subscriptions from 2 different accounts. I would like to cancel auto subscription both of them.Account 1 using:gm.shohel@gmail.comAccount 2 using:+1-225-993-1037

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**🛠️ Support [5] - Mon, 14 Jul at 05:56 PM (Private Note)**

https://tools.viewlift.com/users/account/662b8f09637cbb1c1338506e3e4728abd09f626e45566477a93dafd0abc6f550 https://tools.viewlift.com/users/account/2a747612-cb97-4f76-8984-69d2c358912c

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**🛠️ Support [6] - Mon, 14 Jul at 05:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with gm.shohel@gmail.com and +12259931037 for further deductions. You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello A, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893575: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 05:41 PM | Updated | Wed, 16 Jul at 06:18 PM |
| Requester | 35088353810 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:41 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Babu Chowdhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893575 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:51 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Since your plan is offered through Banglalink, your plan is activated from Banglalink. However, the subscription needs to be technically activated by them at hoichoi as well.  Looks like they are facing a technical issues while activating it at their end. Kindly contact them and ask to try activating the hoichoi subscription from their end. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Babu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893888: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 06:16 PM | Updated | Wed, 16 Jul at 06:17 PM |
| Requester | 35093457134 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Bidisha Sinha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893888 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 06:17 PM (Public Message)**

*From: bidisha.sinha@scottishchurch.ac.in*

Ok

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**🛠️ Support [3] - Wed, 16 Jul at 06:17 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi! ​ As your plan is active against your phone no +9007950787 only.Please follow these steps to log in with your phone number: -Open the Hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team Hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 06:17 PM (Private Note)**

https://tools.viewlift.com/users/account/c8666865-4047-4ecd-a483-ef414d20cdfd

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## Ticket #893887: Request to Cancel My Hoichoi Subscription.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 06:08 PM | Updated | Wed, 16 Jul at 06:09 PM |
| Requester | 35093457064 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello asoke dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893887 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi.​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #893886: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 05:39 PM | Updated | Wed, 16 Jul at 06:04 PM |
| Requester | 35093456809 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:39 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Podder Babu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893886 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:04 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Thank you for reaching out to us, Please share your proposal at soumyabrata.rakshit@svf.in , once our team has a suitable opportunity for you they'll contact you.  Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #887493: Urgent

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Sun, 22 Jun at 04:44 PM | Updated | Wed, 16 Jul at 06:01 PM |
| Requester | 35093146482 | Agent | 35077458099 |

### Conversations (20 messages)

**🛠️ Support [1] - Sun, 22 Jun at 04:44 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tariq Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 887493 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 22 Jun at 05:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly share us a small video of the issue which you've got while casting the content. Additionally, we'd request you to kindly share the brand name, model number and OS version of your phone through which you are trying to cast the content and the installed hoichoi app version.  Also, please share the brand, model number of your TV.  If you’re using Google Chromecast, then tell us about the chromecast version and generation. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [3] - Mon, 23 Jun at 03:45 AM (Public Message)**

*From: tariq05@gmail.com*

Tariqul Islam.+8801616075832

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**🛠️ Support [4] - Mon, 23 Jun at 10:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share us the video of casting screen, also please provide us the above details, so that we can forward it to the concerned team. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [5] - Tue, 24 Jun at 03:28 AM (Public Message)**

*From: tariq05@gmail.com*

I have already sent it. If your team can solve it, that's okay. otherwise ihave to cancel the subscription

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**🛠️ Support [6] - Tue, 24 Jun at 04:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share us the video of casting screen, also please provide us the above details (kindly share the brand name, model number and OS version of your phone through which you are trying to cast the content and the installed hoichoi app version.  Also, please share the brand, model number of your TV.  If you’re using Google Chromecast, then tell us about the chromecast version and generation.) so that we can forward it to the concerned team. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [7] - Thu, 26 Jun at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tariq, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [8] - Sat, 28 Jun at 12:18 PM (Public Message)**

*From: tariq05@gmail.com*

I m pretty much sure u can't solve my problem. The video clip i sent uearlier is quite enough to understand my problem and also i found lots ofreports regarding Chromecast cast not working at your apps from thereviews. If u can able to solve that u did it already.I also didn't renewalTariqul Islam.+8801616075832

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**🛠️ Support [9] - Sat, 28 Jun at 05:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We kindly request your understanding the details we’ve asked for are essential for us to escalate the issue to our technical team. They help us identify whether the problem is from our end so that we can resolve it for you as quickly as possible. Your cooperation is very important, and we truly appreciate your support. waiting for your response, Regards, Team hoichoi

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**👤 Customer [10] - Sun, 29 Jun at 04:48 PM (Public Message)**

*From: tariq05@gmail.com*

Redmi Note 10 os version 14.Sony Ex 41Chromecast 1st GenerationTariqul Islam.+8801616075832

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**🛠️ Support [11] - Sun, 29 Jun at 05:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from Team hoichoi We sincerely apologize for the inconvenience caused we completely understand your concern. The issue has already been escalated to our technical team, and we’re currently awaiting their feedback. We truly appreciate your patience during this time. Our team is actively working on a resolution, and we kindly request a few working days to get back to you with an update. Rest assured, we’ll notify you as soon as the issue is resolved. In the meantime, please feel free to reach out if you face any further difficulties. Wishing you a wonderful day ahead ​ Warm regards, Team hoichoi

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**🛠️ Support [12] - Tue, 01 Jul at 05:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tariq, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [13] - Wed, 02 Jul at 06:17 PM (Public Message)**

*From: tariq05@gmail.com*

My problem is not resolvedTariqul Islam.+8801616075832

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**🛠️ Support [14] - Wed, 02 Jul at 06:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from Team hoichoi We sincerely apologize for the inconvenience caused we completely understand your concern. The issue has already been escalated to our technical team, and we’re currently awaiting their feedback. We truly appreciate your patience during this time. Our team is actively working on a resolution, and we kindly request a few working days to get back to you with an update. Rest assured, we’ll notify you as soon as the issue is resolved. In the meantime, please feel free to reach out if you face any further difficulties. Wishing you a wonderful day ahead ​ Warm regards, Team hoichoi

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**👤 Customer [15] - Mon, 07 Jul at 12:25 PM (Public Message)**

*From: tariq05@gmail.com*

Any update on this?Tariqul Islam.+8801616075832

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**🛠️ Support [16] - Mon, 07 Jul at 12:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We are extremely sorry for the inconvenience caused. We will surely update you regarding the same asap once we have any update. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [17] - Fri, 11 Jul at 01:51 PM (Public Message)**

*From: tariq05@gmail.com*

How long should i wait?Tariqul Islam.+8801616075832

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**🛠️ Support [18] - Fri, 11 Jul at 01:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We are extremely sorry for the inconvenience caused. We will surely update you regarding the same asap once we have any update. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [19] - Wed, 16 Jul at 05:59 PM (Public Message)**

*From: tariq05@gmail.com*

How long does the process take?Tariqul Islam.+8801616075832

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**🛠️ Support [20] - Wed, 16 Jul at 06:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893572: Subscription failure

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 05:30 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093392164 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello RASHED CHOWDHURY Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893572 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:42 PM (Private Note)**

https://tools.viewlift.com/users/account/285d2266-3ca9-482f-86c6-674167e358f2

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**🛠️ Support [3] - Mon, 14 Jul at 05:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We request you to restart your phone where the SIM card is inserted and try again to login after 2 minutes of restarting. Please omit the 0 after your country code +880 while doing the login into your account, like- 1847189758.  If the issue persists, kindly share the screenshot of any error you are getting. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rashed, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893568: Issue in opening Hoichoi in TV

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 05:09 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093391935 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:09 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Samrat Manna Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893568 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! Apology for the trouble caused. We request you to clear app cache data, uninstall and reinstall the App then retry. If persists, please share the brand name, model number, software version and hoichoi app version of your device with us once. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 05:24 PM (Private Note)**

https://tools.viewlift.com/users/account/5d589cce-4646-4f19-a5ad-664f55138449

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**🛠️ Support [4] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Samrat, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893571: Article Feedback - I recently made a payment, the amount has been deducted, but my subscription has not been activated.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 05:26 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093392124 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nilanjanade206 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893571 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes, please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore, please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**🛠️ Support [3] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nilanjanade206, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893567: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 05:00 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093391848 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 05:00 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Roy BJ Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893567 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. However, if you have opted for auto-renewal, we can help you cancel that.  Cancelling or unsubscribe a subscription does not process any refund. It only deactivates any further Auto-Renewal.  Please let us know so we can go forward with the process along with your subscribed email address or contact number. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Roy, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893560: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 04:25 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093391476 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:25 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sipra Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893560 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:10 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly. Awaiting for your response. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sipra, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893119: My subscription status

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 11 Jul at 10:46 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35086952849 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Fri, 11 Jul at 10:46 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswanath Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893119 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 03:27 AM (Private Note)**

https://tools.viewlift.com/users/account/535ad293-bcf5-4c4b-84b0-43e3ce1c9ad4

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**🛠️ Support [3] - Sat, 12 Jul at 03:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Could you kindly share a video demonstrating the error?  Please share us the device details- device model name, version, hoichoi app version. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswanath, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [5] - Mon, 14 Jul at 05:45 PM (Public Message)**

*From: bishroy@yahoo.com*

Hoichoi is showing need to purchase new yearly or monthly subscription Sent from my iPhone>

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**🛠️ Support [6] - Mon, 14 Jul at 05:47 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Could you please share a screenshot of the issue you’re facing? This will help us assist you more effectively. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswanath, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893552: Cancel

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 03:49 PM | Updated | Wed, 16 Jul at 05:17 PM |
| Requester | 35093391065 | Agent | 35092950183 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dami Gupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893552 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. I regret to inform you that, according to our records, there are no active subscriptions associated with the mail : dami\_gupta@yahoo.com Hence, kindly share your subscribed email address, contact number with country code. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 05:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dami, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893728: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Tue, 15 Jul at 05:46 PM | Updated | Wed, 16 Jul at 05:12 PM |
| Requester | 35093339262 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:46 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sutapadharchatterjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893728 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:50 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 04:24 PM (Public Message)**

*From: sutapadharchatterjee@gmail.com*

Dear Team Hoichoi,Below are the details asked for.Subscribed email address: sutapadharchatterjee@gmail.comContact number: +919830495761Date of subscription (date of payment of money): 6th July 2025Additionally, the money was requested as usual in an autopay system, andthe transaction was completed after the money request was approved/paid bymyself.Requesting you to express my subscription as soon as possible or, arrangefor a refund, whichever leads to efficiency and effective from your end.Thank you.

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**🛠️ Support [4] - Wed, 16 Jul at 05:11 PM (Private Note)**

https://portal.juspay.in/orders/adn3pbkRENJLTxgcKUgf?filters.dateCreated.lte=%222025-07-06T18%3A29%3A59Z%22&filters.dateCreated.gte=%222025-06-30T18%3A30%3A00Z%22&filters.dateCreated.opt=%22custom\_range%22&pgr\_rrn=%5B%22100926695700%22%5D https://tools.viewlift.com/users/account/33b7c7d8-51d3-4e69-b708-484b6ec1a399

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**🛠️ Support [5] - Wed, 16 Jul at 05:12 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly confirm if you are aware of the number 9830338607 or not. ​Awaiting your response. Regards, Team hoichoi

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## Ticket #893879: [Final Reminder] MongoDB 6.0 End of Life on July 31, 2025; automatic Atlas cluster upgrades to 8.0

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 05:01 PM | Updated | Wed, 16 Jul at 05:08 PM |
| Requester | 35091835975 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:01 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Support-operations Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893879 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893880: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 05:01 PM | Updated | Wed, 16 Jul at 05:04 PM |
| Requester | 35093456460 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:01 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Avijit Saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893880 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 05:04 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Apologies for the trouble caused, we highly regret the inconvenience, We'd request you to kindly share the brand name model number and android version of your device with us. If you are using our website for streaming,  Kindly share us the browser name and version along with the OS version of your device with us. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893881: Conversation with Debjani

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 05:02 PM | Updated | Wed, 16 Jul at 05:03 PM |
| Requester | 35093456431 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9007859630, and your subscription will not renew automatically at the end of the current billing cycle on  04/29/26. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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## Ticket #893878: Stop auto renewal of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:58 PM | Updated | Wed, 16 Jul at 05:03 PM |
| Requester | 35093456431 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:58 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Arunava Dey Munshi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893878 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 04:59 PM (Public Message)**

*From: dmunshi.arunava@gmail.com*

Thank you for your response.

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**🛠️ Support [3] - Wed, 16 Jul at 05:00 PM (Private Note)**

https://tools.viewlift.com/users/account/efa3b15c-6b89-4599-aa52-47b24a330502

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**🛠️ Support [4] - Wed, 16 Jul at 05:03 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893874: Guess who's coming to ZapConnect 2025 ?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:44 PM | Updated | Wed, 16 Jul at 04:45 PM |
| Requester | 35091956699 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:44 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Events Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893874 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893870: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 04:31 PM | Updated | Wed, 16 Jul at 04:43 PM |
| Requester | 35093456206 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:31 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal Dewan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893870 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. To stream PUROPURI EKEN (latest season of Eken Babu series), please go through the link- https://www.hoichoi.tv/shows/watch-eken-babu-bengali-web-series-online  and click on SEASON 8 Else, kindly go to hoichoi searchbar and do search with  EKEN BABU from the Hoichoi App or website and click on SEASON 8 &  check. Should you continue to experience any difficulties, we kindly request that you provide us with a video demonstrating the issue. This will enable us to review the situation and offer you the appropriate assistance. Wishing you a good day ahead. Regards Team hoichoi

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## Ticket #893857: Stop to autopay

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 03:22 PM | Updated | Wed, 16 Jul at 04:42 PM |
| Requester | 35093455442 | Agent | 35077458099 |

### Conversations (16 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:22 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudeshna Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893857 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sudeshnadas406@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 03:37 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

My contact no- 8583090179, hoichoi email -8583090179@hoichoitv.com. myfirst subscription Date is 10th July 2024 . Afterthat I used to uninstall this app. But 12th Oct next 499 / autopay .Simultaneously next 3 months this autopay is active. Please stop thisautopay . I don't use this app recently since 1 year.

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**🛠️ Support [4] - Wed, 16 Jul at 03:37 PM (Private Note)**

https://tools.viewlift.com/users/account/f1d101ad-4aa9-4236-9462-3b9bfe5c8b90

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**🛠️ Support [5] - Wed, 16 Jul at 03:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 03:42 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

I don't know how to stop/ pause this autorenwal through this upI app.Please share this process to stop this .

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**🛠️ Support [7] - Wed, 16 Jul at 03:44 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the name of the upi app you used for the transaction. Awaiting your response. Regards, Team hoichoi

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**👤 Customer [8] - Wed, 16 Jul at 03:46 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

Phone pay

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**🛠️ Support [9] - Wed, 16 Jul at 03:48 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, Please follow this process to cancel autopay from your PHONEPE app. -Open PHONEPe  -Go to Profile icon (left top) -Open Autopay Settings -Select Hoichoi Transaction -Click on "Remove Autopay" -Click on "Confirm" -Autopay Cancellation Confirmation screen will be shown (If required : Click on "remove" right down of Hoichoi transaction. Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [10] - Wed, 16 Jul at 04:02 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

When I click to delete this autopay, It's give upI Pin no and show you artransferring money to hoichoi. If again 499/ will pay , I don't put thisPin no. What I do?

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**👤 Customer [11] - Wed, 16 Jul at 04:10 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

Whan I click to delete autopay , it's want Pin no and show "you artransferring money from my account to hoichoi ". What I do

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**👤 Customer [12] - Wed, 16 Jul at 04:14 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

Please reply this email.

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**👤 Customer [13] - Wed, 16 Jul at 04:15 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

Or call me

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**🛠️ Support [14] - Wed, 16 Jul at 04:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please move forward, and type the pin. We assure you that no money will be deducted. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [15] - Wed, 16 Jul at 04:41 PM (Public Message)**

*From: sudeshnadas406@gmail.com*

Thankyou so much . Autopay is deleted finally.

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**🛠️ Support [16] - Wed, 16 Jul at 04:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893871: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 04:32 PM | Updated | Wed, 16 Jul at 04:40 PM |
| Requester | 35082082048 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:32 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Swapan Mondal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893871 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**👤 Customer [3] - Wed, 16 Jul at 04:37 PM (Public Message)**

*From: swapan.mondal.skm@gmail.com*

Dear sir,I already paid my subscription for 12 months for Hoi Choi today but I amunable to activate my account. ICICI I bank already confirmed the payment.Please help me to activate my account.Regards

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**🛠️ Support [4] - Wed, 16 Jul at 04:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with swapan.mondal.skm@gmail.com or 9830069674 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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## Ticket #893867: Re: Razorpay | Unauthorized transaction Alert - Hoichoi Technologies Private Limited [CTS4h54Gjdjm30] | 01/07/2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:16 PM | Updated | Wed, 16 Jul at 04:35 PM |
| Requester | 35075740204 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:16 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Fraud Alerts Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893867 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 04:16 PM (Public Message)**

*From: fraud.alerts@razorpay.com*

Dear Partner, Thanks for reaching out to Razorpay We are happy to assist you. Please make a note of the ticket ID - 16012577 as a reference for your request. We are committed to address your queries and our team will get back you with an update in 4-8 business hours.    Regards,  Team Razorpay On Wed, 16 Jul at 9:46 PM , HoiChoi Support

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**🛠️ Support [3] - Wed, 16 Jul at 04:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Order ID- T9OC85LjzPMBNHWdJoU2 Beneficiary Contact Number: +916290450517 The subscription associated with +916290450517 is currently active and valid till ​06/19/26. As per RBI guidelines, Auto Renewal is mandatory on Indian plans. Since the auto pay was not cancelled by the subscriber before the expiry date, it got auto renewed on its own. Also the user is currently logged in and streaming the account. (PFA) As our terms of service has the refund policy mentioned which states that Hoichoi is a non-refundable service and the same was accepted prior to the purchase thus we will not be able to initiate any refund. Get back to us for any further queries. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893860: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 03:51 PM | Updated | Wed, 16 Jul at 04:33 PM |
| Requester | 35093455792 | Agent | 35077458099 |

### Conversations (10 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello RANJAN DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893860 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:52 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi! As your plan is active against your phone no + 6173096092 only.Please follow these steps to log in with your phone number: -Open the Hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team Hoichoi/c

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**🛠️ Support [3] - Wed, 16 Jul at 03:52 PM (Private Note)**

https://tools.viewlift.com/users/account/11d3b36b-eb76-4a36-b169-a61acd314054

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**👤 Customer [4] - Wed, 16 Jul at 03:59 PM (Public Message)**

*From: ranjan\_dass@yahoo.com*

Thank you.Sent from Yahoo Mail for iPhone

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**🛠️ Support [5] - Wed, 16 Jul at 04:09 PM (Private Note)**

*From: support@hoichoi.tv*

Hello RANJAN DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893864 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 04:11 PM (Private Note)**

*From: support@hoichoi.tv*

Hello RANJAN DAS Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893865 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 04:17 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893864 and 893865 are merged into this ticket.

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**🛠️ Support [8] - Wed, 16 Jul at 04:17 PM (Private Note)**

Merged from ticket 893864 Subject: Cancel subscription Description: Hello Team, Please cancel my subscription immediately. I don’t want to renew it further.  Reason of cancellation: Currently, I don’t see Hoichoi tv regularly. If in future I start to see it regularly, I’ll restart the subscription. My details below… Full name: Ranjan Das Phone: +1 6173096092 Email: ranjan\_dass@yahoo.com Thank you for your support! Sent from Yahoo Mail for iPhone

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**🛠️ Support [9] - Wed, 16 Jul at 04:17 PM (Private Note)**

Merged from ticket 893865 Subject: Article Feedback - How do I cancel my subscription? Description: Feedback for: How do I cancel my subscription? Need more information You should provide the ability for customer to cancel the subscription within the online profile. Not by sending email to support team. If a customer can start a subscription by herself, she should be able to cancel also by herself within the online account.

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**🛠️ Support [10] - Wed, 16 Jul at 04:33 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893854: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 03:12 PM | Updated | Wed, 16 Jul at 04:31 PM |
| Requester | 35093455323 | Agent | 35077458099 |

### Conversations (19 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:12 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Essbee2011 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893854 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 03:16 PM (Public Message)**

*From: essbee2011@gmail.com*

parental control has not been enabled by me, to unable, i am not gettingany pin or authorization number. please help immediately.

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**👤 Customer [4] - Wed, 16 Jul at 03:21 PM (Public Message)**

*From: essbee2011@gmail.com*

no such option is available for "reset pin" . only change pin is available.Not getting any otp in my registered mobile

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**🛠️ Support [5] - Wed, 16 Jul at 03:23 PM (Private Note)**

https://tools.viewlift.com/users/account/a8317b98-e214-4958-96ea-26cd00f2baf7

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**🛠️ Support [6] - Wed, 16 Jul at 03:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, ​We have disabled the parental control pin on your account. Let us know if you need any further assistance. Regards, Team Hoichoi

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**👤 Customer [7] - Wed, 16 Jul at 03:27 PM (Public Message)**

*From: essbee2011@gmail.com*

again it is asking for pin when i am trying to watch hoichoi on my desktop.

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**🛠️ Support [8] - Wed, 16 Jul at 03:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the screenshot of the account details page from your desktop. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 03:34 PM (Public Message)**

*From: essbee2011@gmail.com*

Sending the screenshot as advised

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**🛠️ Support [10] - Wed, 16 Jul at 03:37 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the screenshot in png or jpeg format so that we can check it from our end. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [11] - Wed, 16 Jul at 03:39 PM (Public Message)**

*From: essbee2011@gmail.com*

sending accounts details screen shot as desired.

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**🛠️ Support [12] - Wed, 16 Jul at 03:42 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us the screenshot in png or jpeg format so that we can check it from our end. ​Awaiting your response. Regards, Team hoichoi

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**👤 Customer [13] - Wed, 16 Jul at 03:48 PM (Public Message)**

*From: essbee2011@gmail.com*

On Wed, 16 Jul 2025 at 21:09, Subir Banerjee wrote: sending accounts details screen shot as desired.  On Wed, 16 Jul 2025 at 21:04, Subir Banerjee wrote: Sending the screenshot as advised On Wed, 16 Jul 2025 at 20:57, Subir Banerjee wrote: again it is asking for pin when i am trying to watch hoichoi on my desktop.  On Wed, 16 Jul 2025 at 20:53, Support wrote: Hi,  Apologies for the hassle faced, ​We have disabled the parental control pin on your account. Let us know if you need any further assistance. Regards, Team Hoichoi   On Wed, 16 Jul at 8:51 PM , Essbee2011 wrote: no such option is available for "reset pin" . only change pin is available. Not getting any otp in my registered mobile On Wed, 16 Jul 2025 at 20:46, Subir Banerjee wrote: parental control has not been enabled by me, to unable, i am not getting any pin or authorization number. please help immediately. On Wed, 16 Jul 2025 at 20:42, Support wrote: Hello Essbee2011 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893854 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Wed, 16 Jul at 8:42 PM , Essbee2011 wrote: nedd to unable parental control. unable to watch hoichoi.

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**🛠️ Support [14] - Wed, 16 Jul at 03:51 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please go to subscription details page where your logged in details are showing. ​Awaiting your response. Regards, Team hoichoi

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**🛠️ Support [15] - Wed, 16 Jul at 04:00 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Essbee2011 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893863 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [16] - Wed, 16 Jul at 04:07 PM (Public Message)**

*From: essbee2011@gmail.com*

Presently it is working. I hope there shall be no problem in future.

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**🛠️ Support [17] - Wed, 16 Jul at 04:16 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893863 is merged into this ticket.

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**🛠️ Support [18] - Wed, 16 Jul at 04:16 PM (Private Note)**

Merged from ticket 893863 Subject: Description:

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**🛠️ Support [19] - Wed, 16 Jul at 04:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893866: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 04:11 PM | Updated | Wed, 16 Jul at 04:19 PM |
| Requester | 35093456002 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:11 PM (Private Note)**

*From: support@hoichoi.tv*

Hello PINTU ROY Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893866 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 04:16 PM (Public Message)**

*From: roypintu02041985@gmail.com*

On Wed, Jul 16, 2025, 9:41 PM PINTU ROY wrote: I have subscribe rs 499 but not see any webseries

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**🛠️ Support [3] - Wed, 16 Jul at 04:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   We regret the trouble caused. This is to inform you, we can't find active subscription associated with roypintu02041985@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received where the UTR number is visible.  It would be easier for us to replicate the issue and also to resolve it faster from our end. ​ Wishing you a great day ahead.     Regards Team Hoichoi

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## Ticket #893558: Cancel my auto pay subscription on hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 04:08 PM | Updated | Wed, 16 Jul at 04:19 PM |
| Requester | 35093391261 | Agent | 35060784336 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:07 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Soma Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893555 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 04:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Soma Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893558 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 04:31 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893555 is merged into this ticket.

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**🛠️ Support [4] - Mon, 14 Jul at 04:31 PM (Private Note)**

Merged from ticket 893555 Subject: Cancel auto-pay subscription on hoichoi Description: I want to cancel my auto pay subscription on hoichoi

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**🛠️ Support [5] - Mon, 14 Jul at 04:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing the auto renewal of hoichoi. We genuinely value your feedback and would like to understand the reason behind your decision for cancellation of our services. Our team is committed to addressing any concerns you may have and finding ways to enhance your enjoyment of our services. Please let us know so we can go forward with the process along with your subscribed email address or contact number. Waiting for your response. ​Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 04:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Soma, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893865: Article Feedback - How do I cancel my subscription?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:11 PM | Updated | Wed, 16 Jul at 04:17 PM |
| Requester | 35093455792 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:17 PM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893860

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## Ticket #893864: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:09 PM | Updated | Wed, 16 Jul at 04:17 PM |
| Requester | 35093455792 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:17 PM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893860

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## Ticket #893863: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:00 PM | Updated | Wed, 16 Jul at 04:16 PM |
| Requester | 35093455323 | Agent | 35074856318 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:16 PM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893854

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## Ticket #893861: Reminders for Hoichoi: Server Alert ID:XBGKR7IRGD2J)

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 03:51 PM | Updated | Wed, 16 Jul at 04:04 PM |
| Requester | 35093455794 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello IT Service Desk 7449 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893861 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:04 PM (Private Note)**

*From: support@hoichoi.tv*

FYI

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## Ticket #893859: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 03:30 PM | Updated | Wed, 16 Jul at 03:41 PM |
| Requester | 35093455526 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello MD sujon islam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893859 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We would request you to kindly elaborate on the issue you have come across. Also, please attach any necessary pictures, video or screenshot. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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## Ticket #893855: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 03:19 PM | Updated | Wed, 16 Jul at 03:27 PM |
| Requester | 35093455416 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Faisal Hossain Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893855 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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## Ticket #893516: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Mon, 14 Jul at 12:18 PM | Updated | Wed, 16 Jul at 03:21 PM |
| Requester | 35090882860 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello P Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893516 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 12:19 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello P, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Wed, 16 Jul at 03:18 PM (Public Message)**

*From: ipramit@gmail.com*

Cancel auto-renewal immediately.

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**🛠️ Support [5] - Wed, 16 Jul at 03:21 PM (Private Note)**

https://tools.viewlift.com/users/account/b740f952-da4f-423f-865e-b05c82716eec

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**🛠️ Support [6] - Wed, 16 Jul at 03:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893546: Article Feedback - I've already paid for a subscription; why am I being asked to subscribe again?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:28 PM | Updated | Wed, 16 Jul at 03:17 PM |
| Requester | 35092990782 | Agent | 35060784336 |

### Conversations (7 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjeev Pandey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893546 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:31 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjeev Pandey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893548 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 03:39 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893548 is merged into this ticket.

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**🛠️ Support [4] - Mon, 14 Jul at 03:39 PM (Private Note)**

Merged from ticket 893548 Subject: Description: Paid still ot says subscribe

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**🛠️ Support [5] - Mon, 14 Jul at 03:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, ​ Greetings from hoichoi! ​ As your plan is active against your phone no +917741028218 only, please logout and follow these steps to log in with your phone number: -Open hoichoi. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. ​ Regards, Team hoichoi

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**🛠️ Support [6] - Mon, 14 Jul at 03:41 PM (Private Note)**

https://tools.viewlift.com/users/account/03e9ab43-c455-41bb-9a4c-1e8735147dc9

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**🛠️ Support [7] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjeev, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893544: Cancellation of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:14 PM | Updated | Wed, 16 Jul at 03:17 PM |
| Requester | 35093390658 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Afroze Alam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893544 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 03:16 PM (Public Message)**

*From: afrozealam75@gmail.com*

Yes, please cancel.Phone number : 7047696357Email: afrozealam75@gmail.com

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**🛠️ Support [3] - Mon, 14 Jul at 03:21 PM (Private Note)**

https://tools.viewlift.com/users/account/64e25747-99c5-4214-8683-ace97dc52fe6

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**🛠️ Support [4] - Mon, 14 Jul at 03:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +91​7047696357. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again.  You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Afroze, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893541: Cancellation of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 02:47 PM | Updated | Wed, 16 Jul at 03:17 PM |
| Requester | 35093390367 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:47 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rashmita Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893541 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:51 PM (Private Note)**

https://tools.viewlift.com/users/account/5c1befff-3545-4d9a-aac1-d1a1f8eb74a4

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**🛠️ Support [3] - Mon, 14 Jul at 02:59 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +919832590817. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 14/07/2025.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rashmita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893155: Valid subscription but not able to view content

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 06:27 AM | Updated | Wed, 16 Jul at 03:17 PM |
| Requester | 35093372039 | Agent | 35092950183 |

### Conversations (8 messages)

**🛠️ Support [1] - Sat, 12 Jul at 06:27 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Oindrila Basu Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893155 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sat, 12 Jul at 06:30 AM (Public Message)**

*From: basu.sura.oindrila23@gmail.com*

This is my number. 9160980121.

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**🛠️ Support [3] - Sat, 12 Jul at 07:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the confusion caused. As your account is linked with your Google login.  In this case, please select the "Login with Google" option on the hoichoi app or website. This will allow you to log in directly to your account. If you need any further assistance, please don’t hesitate to reach out. I’ll be happy to help! Thanks & Regards, Team hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Oindrila, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Mon, 14 Jul at 03:25 PM (Public Message)**

*From: basu.sura.oindrila23@gmail.com*

It is not about logging it is about viewing content, please read the emailagainRegardsOindrila

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**🛠️ Support [6] - Mon, 14 Jul at 03:40 PM (Private Note)**

https://tools.viewlift.com/users/account/7642d520-0df9-11e9-8f78-9bdb2c691877

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**🛠️ Support [7] - Mon, 14 Jul at 03:47 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We sincerely apologize for the inconvenience you're facing while trying to log in on your laptop. May I kindly request you to clear your browser cache and try accessing hoichoi using a different browser or in incognito/private mode? If the issue still persists, we would appreciate it if you could share a screen recording of the error, so we can investigate further and assist you accordingly. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Oindrila, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893540: Can not watch hoichoi in my mobile 7044231577/ 9432924664

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 02:46 PM | Updated | Wed, 16 Jul at 03:17 PM |
| Requester | 35093390353 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:46 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sambhunath Chaudhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893540 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:58 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Upon checking, I can confirm that there is no active subscription associated with the number : 7044231577 and the mail : sambhunathchaudhury@gmail.com and there is no account registered with this number :  The picture you have provided shows the activation of auto payment. I would kindly request you to share the actual payment receipt where the Transaction ID is clearly mentioned. This will help us verify your payment and assist you further. Also, if you receive any error message while trying to log in, kindly share a screenshot of that as well. This will help us better understand the issue and assist you more effectively. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 04:07 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sambhunath Chaudhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893557 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 04:36 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893557 is merged into this ticket.

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**🛠️ Support [5] - Mon, 14 Jul at 04:36 PM (Private Note)**

Merged from ticket 893557 Subject: From Sambhunathchaudhury@gmail.com mobile no 9432923664 Description:

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**🛠️ Support [6] - Mon, 14 Jul at 05:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings for the day! We would request you to share a screenshot of this transaction from your UPI/Banking App showing the exact timing along with your alternative email address and contact number (if any). So that we can check further and assist you in a better way. Waiting to hear from you. Regards, Team hoichoi​

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**🛠️ Support [7] - Wed, 16 Jul at 03:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sambhunath, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893853: Cancellation of subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 03:05 PM | Updated | Wed, 16 Jul at 03:10 PM |
| Requester | 35093455250 | Agent | 35074856318 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:05 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dipanitta Dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893853 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:10 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      Additionally,  kindly share your subscribed email address, contact number with country code. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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## Ticket #893850: PRICE GOT DEDUCTED BUT SUBSCRIPTION NOT DONE

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 02:27 PM | Updated | Wed, 16 Jul at 02:59 PM |
| Requester | 35093454795 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:27 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shreya Ganguly Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893850 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 02:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shreya Ganguly Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893851 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 02:30 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893851 is merged into this ticket.

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**🛠️ Support [4] - Wed, 16 Jul at 02:30 PM (Private Note)**

Merged from ticket 893851 Subject: Description: Sir please help me. From Gpay 999 rs transferred to hoichoi account but my subscription is not showing. I'm not at all rich. How can I fix this problem? Please help me please

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**🛠️ Support [5] - Wed, 16 Jul at 02:34 PM (Private Note)**

https://hoichoi.freshchat.com/a/52170927173638/inbox/3/0/conversation/1023676210136661

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**🛠️ Support [6] - Wed, 16 Jul at 02:35 PM (Private Note)**

https://tools.viewlift.com/users/account/818a599f-50e9-479b-be74-ee1b143d45d2

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**🛠️ Support [7] - Wed, 16 Jul at 02:59 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Your subscription is active with   8158031608  We'd request you to kindly uninstall the hoichoi app and restart your device and the follow the steps- - Download the Hoichoi App - Open the app  - Click on Account - Click on Login / My Hoichoi - Login with number 8158031608  and OTP or Email id- shreyaganguly2000@gmail.com and Password. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893658: Incorrect payment amount request sent

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 09:31 AM | Updated | Wed, 16 Jul at 02:58 PM |
| Requester | 35086109564 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 09:31 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha Dekarmakat Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893658 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 09:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for your interest in our subscription! We’d like to clarify the pricing and auto-renewal details to avoid any confusion and help you make the most of your subscription. The standard subscription price is ₹999. However, with the use of a valid promo code, you are currently eligible to subscribe at a discounted price of ₹799 for your first billing cycle. Here’s how it works: You’ll be charged ₹799 now, thanks to the promo code. Your subscription will remain active for the full duration as promised. Once this subscription period ends, the regular renewal price of ₹999 will apply for future billing cycles if auto-renewal is enabled. We assure you that you’re only paying ₹799 for now, and no additional charge will be applied until your current subscription ends. You’ll also have the option to cancel before renewal if you do not wish to continue at ₹999. We hope this clears things up! If you’re ready to go ahead, simply proceed with the subscription using your promo code and enjoy all the benefits at the discounted rate. Please feel free to reach out if you have any more questions we’re happy to help. Best regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 04:14 PM (Public Message)**

*From: pdekarmakar@gmail.com*

Thank you for the clarification. Yes it is charged ₹799 now, successfullysubscribed. My subscription is now active, thanks to the promo code. Thanks& Regards.

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**🛠️ Support [4] - Tue, 15 Jul at 04:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-Hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 02:58 PM (Public Message)**

[No text content]

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## Ticket #893851: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 02:28 PM | Updated | Wed, 16 Jul at 02:30 PM |
| Requester | 35093454795 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:30 PM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893850

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## Ticket #893849: Unable to open hoichoi app

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 02:24 PM | Updated | Wed, 16 Jul at 02:27 PM |
| Requester | 35093454754 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello ASHAD ULLAH Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893849 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 02:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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## Ticket #893848: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 02:19 PM | Updated | Wed, 16 Jul at 02:20 PM |
| Requester | 35093454689 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debraj Saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893848 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 02:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with gaminghalloween24@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi.  It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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## Ticket #893537: cancel subscription of Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:56 PM | Updated | Wed, 16 Jul at 02:18 PM |
| Requester | 35093389786 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:56 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debodatta Ghosh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893537 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:58 PM (Private Note)**

https://tools.viewlift.com/users/account/b30fb98e-ac24-447d-b917-c6defc08342a

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**🛠️ Support [3] - Mon, 14 Jul at 02:00 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with debodattag.ba@gmail.com and +13478339959 for further deductions. You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debodatta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893539: Bengali

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 02:20 PM | Updated | Wed, 16 Jul at 02:18 PM |
| Requester | 35093390060 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:20 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shikha Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893539 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly. Awaiting for your response. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shikha, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893141: Refund

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Sat, 12 Jul at 05:30 AM | Updated | Wed, 16 Jul at 02:13 PM |
| Requester | 35093371684 | Agent | 35077458099 |

### Conversations (12 messages)

**🛠️ Support [1] - Sat, 12 Jul at 05:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ashish Gupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893141 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 07:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’ve experienced, Please provide us with the transaction details or a screenshot from Gpay, so we can verify the payment and assist you. Looking forward to your response, Regards,  Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 07:17 AM (Public Message)**

*From: ashishg538@gmail.com*

Dear Hoichoi team ,Please find enclosed screenshots with payment details as required .Requestyou to refund Rs 499/=RegardsAshish Gupta

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**🛠️ Support [4] - Sat, 12 Jul at 09:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, According to our records, your transaction with this Id 519203730330 did not go through. If a deduction occurred, it should be automatically reversed. Typically, your bank will refund the amount within the next 5-7 business days. If not, please contact your bank directly. Regarding your subscription, we recommend attempting the transaction again with a different payment method. Let us know if you need any further help, Regards, Team hoichoi,

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**👤 Customer [5] - Sat, 12 Jul at 11:23 AM (Public Message)**

*From: ashishg538@gmail.com*

The transaction ending with 330 did occur.It was not through auto debit butthrough a mistake on my part .I had transacted normally thinking auto debithad not happened.My subscription is working fine now,which means you have received thepayment.Please check with your accounts department ,if they have receivedit from my registered number 9871996929 and refund the same as it will nothappen automatically,since it was not an auto debit.RegardsAshish Gupta

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**🛠️ Support [6] - Sat, 12 Jul at 12:36 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience caused, Please give us some time to investigate from our side and provide you with a resolution. Wishing you a wonderful day ahead  Best regards, Team hoichoi

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**👤 Customer [7] - Mon, 14 Jul at 11:23 AM (Public Message)**

*From: ashishg538@gmail.com*

Dear Hoichoi team,Any developements on my refund?.RegardsAshish Gupta

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**🛠️ Support [8] - Mon, 14 Jul at 01:11 PM (Private Note)**

https://portal.juspay.in/orders/aGOUDie1NxNkGx?filters.dateCreated.lte=%222025-07-14T13%3A09%3A21Z%22&filters.dateCreated.gte=%222025-06-30T18%3A00%3A00Z%22&filters.dateCreated.opt=%22custom\_range%22&customerId=%5B%2298f6b3f0-1c10-11e9-a591-5f0b34d5a298%22%5D https://tools.viewlift.com/users/account/98f6b3f0-1c10-11e9-a591-5f0b34d5a298

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**🛠️ Support [9] - Mon, 14 Jul at 01:17 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! According to our resources, your another transaction did not go through. If there was a deduction, it would be auto reversed.  Normally, your bank should refund the amount back to you within 7-10 business days. Else you can always contact your bank. Get back to us for any further queries.  Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [10] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ashish, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Wed, 16 Jul at 01:55 PM (Public Message)**

*From: ashishg538@gmail.com*

No its not been resolved.Only resolution is refund og Rs 499.RegardsAshish Gupta

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**🛠️ Support [12] - Wed, 16 Jul at 02:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, ​As mentioned earlier, please wait for the stipulated time and check. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893755: Grievance against payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 11:05 PM | Updated | Wed, 16 Jul at 01:53 PM |
| Requester | 35093441133 | Agent | 35077458099 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:05 PM (Private Note)**

*From: support@hoichoi.tv*

Hello PUJA PANJA Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893755 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:58 AM (Private Note)**

https://tools.viewlift.com/users/account/3c351c6d-ec79-40ff-80eb-7447c65691a6

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**🛠️ Support [3] - Wed, 16 Jul at 03:59 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, ​ Greetings from hoichoi! ​ As your plan is active against your phone no +919674723824 only, please logout and follow these steps to do a fresh login with your phone number: -Open hoichoi. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. ​ Regards, Team hoichoi ​

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**👤 Customer [4] - Wed, 16 Jul at 09:56 AM (Public Message)**

*From: puja.panja@gmail.com*

That's not the point. I do not want yo keep the subscription. I havepreviously checked in Google playstore that I don't want to continue withthe subscription and it was not active on Google playstore, then why mymoney was deducted from my account.Please do the needful and refund my money as soon as possibleThanking YouPuja Panja

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**🛠️ Support [5] - Wed, 16 Jul at 10:55 AM (Private Note)**

[No text content]

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**🛠️ Support [6] - Wed, 16 Jul at 11:30 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! We would like to inform you that at hoichoi auto-renewal is enabled by default to ensure uninterrupted service. If you’d like to turn it off, we can cancel it for you right away. You can also manage or cancel the renewal anytime from your payment platform (UPI apps, Google Play, iTunes or banking apps). As per our records, your previous plan associated with +919674723824 was valid till 14/07/2025. As you did not cancel the autopay before expiry, it got auto renewed after 1 day grace period on 16/07/2025 for 3 months. As our plans are non refundable and the auto pay guidelines were shared at the time of subscribing, we can not process any refund. However, we have cancelled the auto renewal now. Once cancelled, no further deductions will happen from your account. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires. Let us know you need if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [7] - Wed, 16 Jul at 01:43 PM (Public Message)**

*From: puja.panja@gmail.com*

I did cancel the auto renewal from Google play as I am mentioning from thebeginning..and since I cancelled it, it is not visible in Google play.Please refund my money as I have canceled the automandate long time agoThanking YouPuja Panja

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**🛠️ Support [8] - Wed, 16 Jul at 01:45 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As our plans are non refundable and the auto pay guidelines were shared at the time of subscribing, we can not process any refund. However, we have cancelled the auto renewal now. Once cancelled, no further deductions will happen from your account. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires. Let us know you need if you need any further help. Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 01:51 PM (Public Message)**

*From: puja.panja@gmail.com*

I have cancelled this long ago in Google playstore...Anyway if next timealso my money gets deducted against any hoichoi subscription i will takethis matter to consumer forum.Thanking YouPuja Panja

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**🛠️ Support [10] - Wed, 16 Jul at 01:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  Get back to us if you have any further issue in the future. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893842: Subscription problem

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 01:45 PM | Updated | Wed, 16 Jul at 01:49 PM |
| Requester | 35093454247 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello siddhartha banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893842 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 01:45 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 01:46 PM (Public Message)**

*From: siddhartha.banerjee1973@gmail.com*

My registered phone number is 9883281890.

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**👤 Customer [4] - Wed, 16 Jul at 01:47 PM (Public Message)**

*From: siddhartha.banerjee1973@gmail.com*

Did it all but it's still not working.

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**🛠️ Support [5] - Wed, 16 Jul at 01:49 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Then, we would request you to kindly contact jio regarding the same, as the subscription activation is solely handled by jio, since you have bought the subscription directly from them. Awaiting for your response, Regards, Team Hoichoi

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## Ticket #893843: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 01:46 PM | Updated | Wed, 16 Jul at 01:47 PM |
| Requester | 35093454258 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:46 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Utpal Dutta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893843 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 01:47 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Sorry for the inconvenience caused. This might be due to a network issue.  Please check by restarting your device or turning flight mode on and off.  If the issue persists, please share us a screenshot of the issue you are facing.  This will help us to resolve quickly. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893838: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 01:17 PM | Updated | Wed, 16 Jul at 01:31 PM |
| Requester | 35086682942 | Agent | 35077458099 |

### Conversations (10 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ratul Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893838 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 01:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share Let us know you need if you need any further help, Regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 01:19 PM (Public Message)**

*From: ratuldas.das2002@gmail.com*

I've tried to reset the pin but OTP is not coming

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**👤 Customer [4] - Wed, 16 Jul at 01:21 PM (Public Message)**

*From: ratuldas.das2002@gmail.com*

[image: image.png]Why it's getting failed to update the new PIN?

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**🛠️ Support [5] - Wed, 16 Jul at 01:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please let us know if disabling the parental control will be convenient for you or not, then we can disabled it from our end. Awaiting your response. Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 01:23 PM (Public Message)**

*From: ratuldas.das2002@gmail.com*

Yes, please disable parental control.I don't require that.

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**🛠️ Support [7] - Wed, 16 Jul at 01:24 PM (Private Note)**

https://tools.viewlift.com/users/account/2cd26d30-1425-4a91-a301-b017f96f3462

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**🛠️ Support [8] - Wed, 16 Jul at 01:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, we have disabled the parental control of your account. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 01:27 PM (Public Message)**

*From: ratuldas.das2002@gmail.com*

Thanks.

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**🛠️ Support [10] - Wed, 16 Jul at 01:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893839: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 01:28 PM | Updated | Wed, 16 Jul at 01:31 PM |
| Requester | 35093454036 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sonali Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893839 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 01:31 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sonalichakbbg.stads.in@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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## Ticket #893527: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:15 PM | Updated | Wed, 16 Jul at 01:28 PM |
| Requester | 35032471399 | Agent | 35092950183 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sugata Banerji Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893527 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:17 PM (Private Note)**

https://tools.viewlift.com/users/account/f9d5a112-91b4-4093-859a-c55e45261b9e

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**🛠️ Support [3] - Mon, 14 Jul at 01:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, we have successfully cancelled the auto-renewal from our end. You will not be charged further.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sugata, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Wed, 16 Jul at 01:28 PM (Public Message)**

[No text content]

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## Ticket #893535: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:43 PM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093389340 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:43 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Lovneet singh Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893535 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:45 PM (Private Note)**

https://tools.viewlift.com/users/account/6c992005-b6db-4de0-bfca-5778165c882d

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**🛠️ Support [3] - Mon, 14 Jul at 01:46 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +14255014949 for further deductions. You can let us know your feedback so we can understand the reason behind your decision for cancellation and improve our services for the future. Kindly inform us if your query has been addressed and feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Lovneet, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893531: Subject : Receiving OTP without signing up.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:21 PM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093389091 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:21 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Humayra Tahin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893531 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We request you to restart your phone where the SIM card is inserted and try again to login after 2 minutes of restarting. Please omit the 0 after your country code +880 while doing the login into your account, like- 1730253773.  If the issue persists, kindly share the screenshot of any error you are getting. Waiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Humayra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893521: Unable to access my account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 12:49 PM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35092387254 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sonali Kar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893521 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 12:51 PM (Private Note)**

https://tools.viewlift.com/users/account/1a5669be-2784-4a0b-89fe-67103d1367e1

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**🛠️ Support [3] - Mon, 14 Jul at 12:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings of the day! According to our resources, your subscription is already active with +61424001420. We've made some changes to modify your contact number which was slightly wrong with an extra zero (0).   ​ ​Kindly logout and do a fresh login using 424001420 via OTP to stream on any device.  Get back to us for any further queries.               Wishing you a pleasant day ahead.               Regards,         Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sonali, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893526: Mobile no 9681488256 registered with jio fibre and automatically member of Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 01:08 PM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35089915783 | Agent | 35092950183 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pabitra Kumar dad Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893525 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 01:08 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pabitra Kumar dad Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893526 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 01:14 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  Since your subscription was taken through Jio, you’ll first need to activate it on your TV, as per the steps mentioned above. Once the activation is complete on the TV, you will be able to access and stream content on your mobile device as well. If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893525 is merged into this ticket.

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**🛠️ Support [5] - Mon, 14 Jul at 01:18 PM (Private Note)**

Merged from ticket 893525 Subject: Mobile no 9681488256 registered with jio fibre and automatically member of Hoichoi Description: I am not able to watch anything in Hoichoi though I am member of jio fibre and when I am trying to log in it shows subscribe . Please solve my problems so that I can watch Hoichoi programme in my mobile as I am out station . Pabitra kr das Sent from my iPhone

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**🛠️ Support [6] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pabitra, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893191: Issue with app video

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 10:14 AM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093373605 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Sat, 12 Jul at 10:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello R Mahanto Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893191 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 10:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I sincerely apologize for the inconvenience caused to you. However, I would like to inform you that we couldn’t find any active subscription associated with the number you’ve provided. But please don’t worry, we’re here to help. May I kindly request you to share the screenshot of the successful payment transaction page? This will help us verify the details and assist you with the best possible resolution. Looking forward to your response. Thanks & Regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 10:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello R, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Mon, 14 Jul at 11:04 AM (Public Message)**

*From: rmahanto98@gmail.com*

Wat response u looking for ?

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**🛠️ Support [5] - Mon, 14 Jul at 12:53 PM (Private Note)**

https://tools.viewlift.com/users/account/63a51ae8-4106-4546-bc6f-05743bb25583

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**🛠️ Support [6] - Mon, 14 Jul at 01:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Upon checking, I can confirm that you have an active subscription valid until : 14/8/25 associated with the number : 971529828092 ​ If the issue still persists, we kindly request you to share a screenshot of your hoichoi  account details with us​. ​ ​And may I also kindly request you to confirm the country from which you are currently trying to stream hoichoi? This information will help us assist you better, as subscription access can vary based on geographic location. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello R, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893173: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 08:26 AM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093372872 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Sat, 12 Jul at 08:26 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Zulfikar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893173 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 09:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you've encountered. Please try again using an incognito window and let us know if the issue continues to persist. Looking forward to your response, Regards,  Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 09:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Zulfikar, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Mon, 14 Jul at 12:58 PM (Public Message)**

*From: skzulfikarali@gmail.com*

Currently logged out in mobile ; it works fine... Edge I don't like anywaysThanksZulfikar

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**👤 Customer [5] - Mon, 14 Jul at 12:58 PM (Public Message)**

[No text content]

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**🛠️ Support [6] - Mon, 14 Jul at 01:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi!   Thanks for your response. Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Zulfikar, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893015: Cancel My Autopay Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 11 Jul at 08:44 AM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093363760 | Agent | 35092950183 |

### Conversations (7 messages)

**🛠️ Support [1] - Fri, 11 Jul at 08:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello shibu amin Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893015 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 11 Jul at 09:03 AM (Private Note)**

https://tools.viewlift.com/users/account/adc5aefd-8bf7-426e-9586-b50d986a796d

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**🛠️ Support [3] - Fri, 11 Jul at 09:04 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have already processed your auto-renewal cancellation request against 8697121840 , and your subscription will not renew automatically at the end of the current billing cycle on 8/7/26. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.   Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [4] - Sun, 13 Jul at 09:22 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shibu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [5] - Mon, 14 Jul at 12:37 PM (Public Message)**

*From: shibuamin21@gmail.com*

Please find the attachment of cancellation of e mandate.

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**🛠️ Support [6] - Mon, 14 Jul at 01:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further.  Also you can cancel the Auto Pay from your end via the App you have made the Payment. Like Gpay or PhonePe etc. Else, you can get in touch with your Bank for cancellation of Auto Renewal Mandate. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shibu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893518: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 12:32 PM | Updated | Wed, 16 Jul at 01:18 PM |
| Requester | 35093388472 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:32 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Singhmeena26 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893518 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 12:49 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, This is to inform you, we can't find active subscriptions associated with your provided details as per our records. We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi. Also, you can share a screenshot of the payment receipt or the bank statement of the transaction. In case you have paid using iTunes, please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore, please share a screenshot of the GPA ID you have received on Gmail from Google play store. Awaiting for your response. Regards, Team hoichoi​ ​

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**🛠️ Support [3] - Wed, 16 Jul at 01:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Singhmeena26, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893837: hoichoi.tv : SEO Package/ Proposal.?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 01:13 PM | Updated | Wed, 16 Jul at 01:14 PM |
| Requester | 35093453859 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 01:13 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Thomas Hodges Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893837 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893833: Account Debited but Subscription not active

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 12:30 PM | Updated | Wed, 16 Jul at 01:02 PM |
| Requester | 35093453331 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Wed, 16 Jul at 12:30 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ayan Mandal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893833 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 12:31 PM (Private Note)**

https://tools.viewlift.com/users/account/5f393c03-d97e-442c-b751-3528f0eae9e2

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**🛠️ Support [3] - Wed, 16 Jul at 12:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As you have paid using your Google play store account you must have received a GPA ID over mail from Google play store. Please check your mail inbox and share the GPA ID mentioned there so we can assist you better with your transaction. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 12:56 PM (Public Message)**

*From: ayan.iitian@gmail.com*

Here attached

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**🛠️ Support [5] - Wed, 16 Jul at 01:00 PM (Private Note)**

[No text content]

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**🛠️ Support [6] - Wed, 16 Jul at 01:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have updated your plan from our end. Kindly login with your credentials and check. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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## Ticket #893834: Truecaller Verified

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 12:33 PM | Updated | Wed, 16 Jul at 12:34 PM |
| Requester | 35091482360 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 12:33 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Truecaller Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893834 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893623: Deactivation Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Tue, 15 Jul at 04:37 AM | Updated | Wed, 16 Jul at 12:34 PM |
| Requester | 35093395770 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Tue, 15 Jul at 04:37 AM (Private Note)**

*From: support@hoichoi.tv*

Hello arpan bhattacharyya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893623 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 04:38 AM (Private Note)**

https://tools.viewlift.com/users/account/4689e3b5-e186-4ad2-9b99-097b5ead0764

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**🛠️ Support [3] - Tue, 15 Jul at 04:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 12:24 PM (Public Message)**

*From: arpan.bhattacharyya@gmail.com*

Hello,Plz cancel my subscription as I am not interested now and not using it.Arpan Bhattacharyya

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**🛠️ Support [5] - Wed, 16 Jul at 12:33 PM (Private Note)**

[No text content]

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**🛠️ Support [6] - Wed, 16 Jul at 12:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893374: Streaming issues despite having 3 months subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Sun, 13 Jul at 12:31 PM | Updated | Wed, 16 Jul at 12:32 PM |
| Requester | 35093380043 | Agent | 35077458099 |

### Conversations (14 messages)

**🛠️ Support [1] - Sun, 13 Jul at 12:31 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Priyam Ghatak Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893374 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 01:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’re experiencing, Please share the exact message you’re receiving while streaming. Additionally, provide the name of the specific content you cannot stream, along with a short video clip or screenshot. This information will assist us in replicating the issue and providing you with better support.   Looking forward to your response, Best regards, Team hoichoi

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**👤 Customer [3] - Sun, 13 Jul at 03:05 PM (Public Message)**

*From: priyamghatak5@gmail.com*

Hi,Thank you for your response. The message is showing that you have tosubscribe to watch all the content. My question is why the message is shownwhen I already have 3 months subscription. Actually I take yoursubscription of Rs.499/- through my credit card ending last 4 digit 9012 on06.03.2025 which was automatically renewed on 06.06.2025 for another 3months. Don't know why this is showing when I already paid the same.Therefore, request you please do the needful at your end. I will be verygrateful. Otherwise my money is going to be in vain.Thanks,Priyam

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**🛠️ Support [4] - Sun, 13 Jul at 03:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**👤 Customer [5] - Sun, 13 Jul at 05:26 PM (Public Message)**

*From: priyamghatak5@gmail.com*

Hi,Pls find the attached screenshots of payment proof. Since today evening myaccount is showing free only, before that it was showing subscribed till06.09.2025.

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**🛠️ Support [6] - Sun, 13 Jul at 06:30 PM (Public Message)**

*From: support@hoichoi.tv*

​Hi,  Apologies for the hassle faced,  To assist you further, could you please share the transaction details, including the following: Transaction ID or Reference Number Date and time of the transaction Payment method used (e.g., UPI, card, wallet, etc.) Once we receive these details, we’ll be able to verify the payment and help you out promptly. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [7] - Mon, 14 Jul at 07:04 AM (Public Message)**

*From: priyamghatak5@gmail.com*

Transaction ID: 11395541124Transaction amount: Rs.499/-Date of Transaction: 04.06.2025Payment mode: through icici credit card ending 9012Account Name: Priyam Ghatak

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**🛠️ Support [8] - Mon, 14 Jul at 07:09 AM (Private Note)**

https://tools.viewlift.com/users/account/9c35b13ba464d009390b870e0fc04d78886dd49585b626aabc424995e787fbc3

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**🛠️ Support [9] - Mon, 14 Jul at 07:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for sharing the details with us. Your hoichoi subscription is Active with priyamghatak5@gmail.com and the login is via GOOGLE.  Your login is with GOOGLE with priyamghatak5@gmail.com Please follow the below steps to login - Hoichoi app > Account > Login > Login with GOOGLE option.  Also make sure your GOOGLE account with priyamghatak5@gmail.com  is synced to the same device you are trying to login hoichoi from. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [10] - Mon, 14 Jul at 12:23 PM (Public Message)**

*From: priyamghatak5@gmail.com*

Thanks for your response. But I can't login through hoichoi app in mobile &smart TV. I can login only from Google through browser. Kindly help so thatI can login & watch from both TV & Mobile App.Thanks

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**🛠️ Support [11] - Mon, 14 Jul at 12:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Since your login method is set to Google, you can access your account on your mobile device by selecting the "Google" option during login. And for TV you need to active through TV activation code. Please follow the below steps to login- Hoichoi app- Menu- Login- Login with Please follow these steps to login from Your TV :- Click on “Login” If you have signed up using Phone no/Google/Facebook please click on "Activate Device" Once the code is generated on tv,open your app Login to the App using Phone no/Google/Facebook and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [12] - Wed, 16 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Priyam, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [13] - Wed, 16 Jul at 12:26 PM (Public Message)**

*From: priyamghatak5@gmail.com*

Hi,I will get back to after checking hoichoi login to my smart TV. Pls give mesome time.

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**🛠️ Support [14] - Wed, 16 Jul at 12:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893822: Article Feedback - Why can't I log in to my hoichoi account?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 10:24 AM | Updated | Wed, 16 Jul at 12:21 PM |
| Requester | 35093451837 | Agent | 35077458099 |

### Conversations (11 messages)

**🛠️ Support [1] - Wed, 16 Jul at 10:24 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Animeshdas827 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893822 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 10:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Please share us the exact error that you are getting, so that we can check and assist you better. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 10:46 AM (Public Message)**

*From: animeshdas827@gmail.com*

You can call me now.

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**🛠️ Support [4] - Wed, 16 Jul at 10:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Please share us the exact error that you are getting, so that we can check and assist you better. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 10:50 AM (Public Message)**

*From: animeshdas827@gmail.com*

i have been log in from ios and unable to log in another ios device.my planis 5 device can logged in but only single device are logged in right now.

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**🛠️ Support [6] - Wed, 16 Jul at 10:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with animeshdas827@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi.  It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [7] - Wed, 16 Jul at 11:36 AM (Public Message)**

*From: animeshdas827@gmail.com*

subscribed email address:-animeshdas827@gmail.comcontact number:-9874825888date of subscription to Hoichoi:-26/05/2025

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**🛠️ Support [8] - Wed, 16 Jul at 11:41 AM (Private Note)**

https://tools.viewlift.com/users/account/4152c102-7ebc-4c3f-868a-283bf786f3d3

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**🛠️ Support [9] - Wed, 16 Jul at 11:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Here’s how you can easily log in from other devices. Don’t worry, it’s quick and simple:  1. Open the Hoichoi app on mobile device.    2. Tap on the account option at the bottom right corner.    3. At the top, you’ll see the login option; select it.    4. Enter your phone number 9874825888  in the "Login with phone number" field.    5. Tap on send OTP/login, and we’ll send a One-Time Password (OTP) to your number.    6. Enter the OTP you receive, and you’ll be logged into your account in no time!    If you need a visual guide, check out this helpful video: [https://youtube.com/shorts/z-pLIE2Aimk](https://youtube.com/shorts/z-pLIE2Aimk).   Let us know you need if you need any further help. Regards, Team hoichoi

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**👤 Customer [10] - Wed, 16 Jul at 12:20 PM (Public Message)**

*From: animeshdas827@gmail.com*

You can call me now.

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**🛠️ Support [11] - Wed, 16 Jul at 12:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Here’s how you can easily log in from other devices. Don’t worry, it’s quick and simple:  1. Open the Hoichoi app on mobile device.    2. Tap on the account option at the bottom right corner.    3. At the top, you’ll see the login option; select it.    4. Enter your phone number 9874825888  in the "Login with phone number" field.    5. Tap on send OTP/login, and we’ll send a One-Time Password (OTP) to your number.    6. Enter the OTP you receive, and you’ll be logged into your account in no time!    If you need a visual guide, check out this helpful video: [https://youtube.com/shorts/z-pLIE2Aimk](https://youtube.com/shorts/z-pLIE2Aimk).   Let us know you need if you need any further help. Regards, Team hoichoi

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## Ticket #893396: Hoichoi not available on tv

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 03:10 PM | Updated | Wed, 16 Jul at 12:18 PM |
| Requester | 35093380808 | Agent | 35092950183 |

### Conversations (25 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha Pratim Ganguly Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893396 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly search for the hoichoi app on your device and share a screenshot showing its presence (or absence). This will help us assist you better.  Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 03:11 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Thanks for your response. To repeat my phone no. is 9831251828 and email idis parthap.ganguly @gmail.com. The TV on Hoichoi app goes on buffering .When it opens, any selected show or movie does not open. When it opens, Iam not able to view. I am attaching my membership details and actualhappenings on TV are attached. Regards. Partha Pratim Ganguli.

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**👤 Customer [4] - Mon, 14 Jul at 03:17 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

At the time of buffering, it incorrectly shows Internet Connection notavailable.On Mon, 14 Jul, 2025, 08:41 Partha Pratim Ganguly, wrote:> Thanks for your response. To repeat my phone no. is 9831251828 and email> id is parthap.ganguly @gmail.com. The TV on Hoichoi app goes on buffering> . When it opens, any selected show or movie does not open. When it opens, I> am not able to view. I am attaching my membership details and actual> happenings on TV are attached. Regards. Partha Pratim Ganguli.>>

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**🛠️ Support [5] - Mon, 14 Jul at 03:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We are unable to replicate any issue through your shared photos. We would humbly request you to share a small video of the issue you are facing while streaming hoichoi on your Amazon firestick.  Additionally, kindly share the software version of your Firestick and the version of the Hoichoi app currently installed. Once we have all the necessary information we will be able to assist you better. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 08:13 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

On Mon, 14 Jul, 2025, 09:09 Support, wrote: Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We are unable to replicate any issue through your shared photos. We would humbly request you to share a small video of the issue you are facing while streaming hoichoi on your Amazon firestick.  Additionally, kindly share the software version of your Firestick and the version of the Hoichoi app currently installed. Once we have all the necessary information we will be able to assist you better. Wishing you a great day ahead. Regards,     Team-hoichoi     On Mon, 14 Jul at 8:47 AM , Partha Pratim Ganguly wrote: At the time of buffering, it incorrectly shows Internet Connection not available. On Mon, 14 Jul, 2025, 08:41 Partha Pratim Ganguly, wrote: Thanks for your response. To repeat my phone no. is 9831251828 and email id is parthap.ganguly @gmail.com. The TV on Hoichoi app goes on buffering . When it opens, any selected show or movie does not open. When it opens, I am not able to view. I am attaching my membership details and actual happenings on TV are attached. Regards. Partha  Pratim Ganguli.  On Sun, 13 Jul, 2025, 21:08 Support, wrote: Hi,  Apologies for the hassle faced, Kindly search for the hoichoi app on your device and share a screenshot showing its presence (or absence). This will help us assist you better.  Waiting for your response, Regards, Team hoichoi    On Sun, 13 Jul at 8:40 PM , Partha Pratim Ganguly wrote: Hello, I have been using latest version of Hoichoi and have new Samsung Crystal 4k TV . I am your premium member and on Autopay. From today I am not getting the App on my Amazon Firestick. All apps including the least reputed Addatimes are received without difficulty. I am fed up interacting with your Chats with repetitive questions. You have serious technical issues. I may be forced to give up Hoichoi. Sorry that you are in such a technically poor state and not compatible with Firestick. PPGanguli 9832251828.

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**👤 Customer [7] - Mon, 14 Jul at 08:14 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Showing error on pressing activation.On Mon, 14 Jul, 2025, 13:42 Partha Pratim Ganguly, wrote:>>>>

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**🛠️ Support [8] - Mon, 14 Jul at 08:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. Kindly share a screenshot of the error which you have got so that I can help you fix it. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [9] - Mon, 14 Jul at 08:50 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

The " no internet connection" at the time of pressing Activate TV appearsand disappears quickly before a screenshot can be taken.

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**🛠️ Support [10] - Mon, 14 Jul at 09:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We are unable to replicate any issue through your shared photos. We would humbly request you to share a small video of the issue you are facing while streaming hoichoi on your Amazon firestick.  Additionally, kindly share the software version of your Firestick and the version of the Hoichoi app currently installed. Once we have all the necessary information we will be able to assist you better. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [11] - Mon, 14 Jul at 09:19 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Hoichoi version 1.28. FireTV player version. Fire Tv.407.500501.

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**🛠️ Support [12] - Mon, 14 Jul at 09:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  As discussed earlier, we are unable to replicate any issue through your shared photos. We would humbly request you to share a small video of the issue you are facing while streaming hoichoi on your Amazon firestick.  Once we have all the necessary information we will be able to assist you better. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [13] - Mon, 14 Jul at 09:43 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Before I can take and send you the screenshot, the error message INTERNETNOT AVAILABLE disappears.

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**🛠️ Support [14] - Mon, 14 Jul at 09:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We'd request you to kindly uninstall the hoichoi app and restart your TV.  After that, please install the hoichoi app freshly on your device and Login with the number 9831251828 and OTP & check.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [15] - Mon, 14 Jul at 09:55 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Will do and report.

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**🛠️ Support [16] - Mon, 14 Jul at 10:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Surely. Let us know if you need any further assistance. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [17] - Mon, 14 Jul at 10:14 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

Have done as advised by you. Hoichoi coming off and on. Please look into.

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**🛠️ Support [18] - Mon, 14 Jul at 10:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We are sorry for the trouble caused. In case you are still facing any issue, please share us a video of the same so that we can assist you further. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [19] - Mon, 14 Jul at 10:54 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

I have said Hoichoi is coming off and on. I think you have serious internaltechnical issues with Firestick which no other App including Addatimes doesnot have. I am a very senior citizen and cannot be at your beck and call. Ihave been trying since yesterday through online chat with your team and nowexchange of mails. Please do your part of the job. I have done mine.

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**🛠️ Support [20] - Mon, 14 Jul at 11:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. As per our understanding, uninstall-installation the hoichoi app freshly on your device and Login with the number 9831251828 and OTP should fix the issue.  Since you have indicated that the issue continues to persist, we kindly request a video demonstration of the problem to facilitate our replication efforts on our end. Therefore, we would appreciate it if you could share a video of the issue with us, enabling us to connect with you via call and provide further resolution. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [21] - Mon, 14 Jul at 11:28 AM (Public Message)**

*From: parthap.ganguly@gmail.com*

I give up. No comments at this stage. I know if I send video, you willagain put the ball in my court.

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**🛠️ Support [22] - Mon, 14 Jul at 11:30 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We kindly request a to share the video demonstrating the exact problem so that we can arrange a call for you. ​Awaiting your response. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [23] - Mon, 14 Jul at 12:11 PM (Public Message)**

*From: parthap.ganguly@gmail.com*

You will still not admit that your TV view is not compatible withFirestick, Chromecast, etc, unlike any other App. I will decide nextcourse of action after a while.

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**🛠️ Support [24] - Mon, 14 Jul at 12:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Apologies for the inconvenience caused. We would like to inform you that hoichoi is compatible with Firestick, Chromecast, and other major platforms. However, if you’re facing any specific issue, we’re here to help. May I kindly request you to share a video recording of the issue you are facing? This will help us forward the case to our concerned technical team for further investigation and faster resolution. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [25] - Wed, 16 Jul at 12:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Partha, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893832: Auto renewal deactivation request

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 12:12 PM | Updated | Wed, 16 Jul at 12:13 PM |
| Requester | 35093453078 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 12:12 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Susmita Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893832 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 12:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with susmita.royacharya@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi.  It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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## Ticket #893762: Fwd: Your Subscription Confirmation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 12:40 AM | Updated | Wed, 16 Jul at 12:01 PM |
| Requester | 35076539933 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 12:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhasree Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893762 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 04:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, Please perform the following steps and let us know if you are able to access the content: Log in to your account using your Apple ID. Navigate to the MENU option. Click on "Subscribe now." Then, select "Restore Purchase." If you encounter any errors, please share a screenshot of the error message along with the tax invoice/receipt you received via email from Apple (not the subscription confirmation or page from your Apple ID). Let us know you need if you need any further help. Regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 11:40 AM (Public Message)**

*From: subhasree09@gmail.com*

I am unable to restore my purchase , please find screenshot attached.The Apple bill has been already forwarded in the original message.Regards

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**🛠️ Support [4] - Wed, 16 Jul at 12:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that, you have sent us the subscription confirmation, and not the tax invoice. Please share us the tax invoice so that we can assist you further. Awaiting your response. Regards, Team hoichoi

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## Ticket #893828: Inactive my account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 6 | Priority | Low |
| Created | Wed, 16 Jul at 11:47 AM | Updated | Wed, 16 Jul at 11:48 AM |
| Requester | 35088640333 | Agent | 35077458099 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:47 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Royprithwish31 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893828 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 11:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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## Ticket #893826: Cancel subscription immediately

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 11:27 AM | Updated | Wed, 16 Jul at 11:37 AM |
| Requester | 35093452565 | Agent | 35077458099 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Fairy Pardiwalla Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893826 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 11:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,  ​Greetings from hoichoi We’re extremely sorry for the inconvenience and frustration you've experienced — your concerns are absolutely valid, and we sincerely regret that the cancellation process felt unclear and difficult to navigate. Please allow us to assist you directly. Kindly share with us the registered email address or mobile number associated with your Hoichoi account so that we can immediately cancel the auto-renewal on your behalf and ensure there are no further charges. We understand how important transparency and ease of use are, especially when managing your subscriptions. Your feedback about the website design, messaging, and cancellation steps has been noted very seriously and will be forwarded to the concerned team for immediate review and necessary changes. Rest assured, once auto-renewal is turned off from our end, no future deductions will be made, and you won’t have to take any additional steps from your bank. You will continue to have access to your subscription benefits until the end of the current billing cycle (as shown on your account), after which it will expire naturally. We deeply regret the experience you’ve had, and we’re committed to resolving this for you swiftly and fairly. Looking forward to your registered email ID or phone number so we can proceed without any further delay. Warm regards, Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 11:35 AM (Public Message)**

*From: fairydasroy@gmail.com*

I'm sure this is intentional as well, the website makes it difficult todetermine what is the "registered" email/phone. I assume my email (thisemail) was checked and didn't work. Please check (+1)6463313654. The last 2digits of this number show up on the Account Subscription page, so thismust be it.Thanks,Fairy

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**🛠️ Support [4] - Wed, 16 Jul at 11:36 AM (Private Note)**

https://tools.viewlift.com/users/account/cac8016a-6c9b-4450-8192-c5e3dbab5cf4

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**🛠️ Support [5] - Wed, 16 Jul at 11:37 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We ate really sorry if you have felt that way. The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience.  Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893827: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 11:29 AM | Updated | Wed, 16 Jul at 11:34 AM |
| Requester | 35093452587 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:29 AM (Private Note)**

*From: support@hoichoi.tv*

Hello moumita banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893827 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 11:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with moumita5984@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 11:32 AM (Public Message)**

*From: moumita5984@gmail.com*

Registered ph no 9932758265Mail +919932758265@hoichoitv.com

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**👤 Customer [4] - Wed, 16 Jul at 11:33 AM (Public Message)**

*From: moumita5984@gmail.com*

Date of subscription 16th August 2024Mobile no 9932758265

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**🛠️ Support [5] - Wed, 16 Jul at 11:34 AM (Private Note)**

https://tools.viewlift.com/users/account/f374235d-1f95-40dc-a9a7-8054488d6bc6

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**🛠️ Support [6] - Wed, 16 Jul at 11:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893564: Amount Deducted with no renewal of subscription.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Mon, 14 Jul at 04:35 PM | Updated | Wed, 16 Jul at 11:31 AM |
| Requester | 35093391569 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:35 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Arunima Goon Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893564 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 05:34 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings for the day! We would request you to share your alternative email address and contact number (if any). So that we can check further and assist you in a better way. Waiting to hear from you. Regards, Team hoichoi​

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**👤 Customer [3] - Wed, 16 Jul at 10:01 AM (Public Message)**

*From: goonarunima@gmail.com*

Hi ,Registered mobile number : 7602048925.Alternate mobile number: 7430922999Alternate email address: goonarunima@gmail.comAlternate email address: ritamdutta.rd7@gmail.comPlease look Into this with priority it’s been days and still there is noupdate. Do escalate it to the necessary department.Regards,Arunima Goon

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**🛠️ Support [4] - Wed, 16 Jul at 10:44 AM (Private Note)**

03/07/2025 https://portal.juspay.in/orders?filters.dateCreated.lte=%222025-07-16T10%3A38%3A54Z%22&filters.dateCreated.gte=%222025-06-30T18%3A00%3A00Z%22&filters.dateCreated.opt=%22custom\_range%22&customerPhone=%227602048925%22

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**🛠️ Support [5] - Wed, 16 Jul at 11:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, According to our records, your transaction did not go through. If a deduction occurred, it should be automatically reversed. Typically, your bank will refund the amount within the next 7-10 business days. If not, please contact your bank directly. Regarding your subscription, we recommend attempting the transaction again with a different payment method. Let us know if you need any further help. Wishing you a great day ahead. Regards, Team hoichoi

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## Ticket #893509: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Mon, 14 Jul at 11:03 AM | Updated | Wed, 16 Jul at 11:26 AM |
| Requester | 35093387392 | Agent | 35077458099 |

### Conversations (14 messages)

**🛠️ Support [1] - Mon, 14 Jul at 11:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dikshitabose2002 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893509 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 11:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Could you kindly share a video demonstrating the error?  Please share us the device details- device model name, version, hoichoi app version. Also please confirm the issue is happening for any particular content or all, so that we can forward it to the concerned team.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 11:20 AM (Private Note)**

https://tools.viewlift.com/users/account/4b641cf9-4a3f-417d-baa8-004351a1db92

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**👤 Customer [4] - Mon, 14 Jul at 11:40 AM (Public Message)**

*From: dikshitabose2002@gmail.com*

I am using hoichoi from chrome, on my laptop. Earlier I didn't face anykind of problem like this. I started watching two web series and in boththe web series I am facing this problem.

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**🛠️ Support [5] - Mon, 14 Jul at 12:00 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We sincerely apologize for the inconvenience you're facing while trying to log in on your laptop. May I kindly request you to clear your browser cache and try accessing hoichoi using a different browser or in incognito/private mode? If the issue still persists, we would appreciate it if you could share a screen recording of the error and also tell us the content name in which you are facing the problem. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 12:42 PM (Public Message)**

*From: dikshitabose2002@gmail.com*

I tried all the methods suggested by your team but it is still not working.

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**🛠️ Support [7] - Mon, 14 Jul at 12:51 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Our apologies for the trouble you've experienced. We would appreciate it if you could share a screen recording of the error and also tell us the content name in which you are facing the problem. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [8] - Mon, 14 Jul at 01:17 PM (Public Message)**

*From: dikshitabose2002@gmail.com*

Screen Recording 2025-07-14 184205.mp4The content name is "parineeta" and "batasheya gungun". I have alsoattached the screen recording.

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**🛠️ Support [9] - Mon, 14 Jul at 01:26 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for your information. May we kindly request you to confirm whether your internet connection is stable? A steady and reliable connection is essential for smooth streaming on hoichoi. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [10] - Mon, 14 Jul at 01:38 PM (Public Message)**

*From: dikshitabose2002@gmail.com*

My internet connection is very good. I can watch other ott platforms andcan do other work using the same connection and device. This problem is notdue to my network.

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**🛠️ Support [11] - Mon, 14 Jul at 01:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. May I kindly request you to confirm if other content is streaming properly, apart from Parineeta and Batashey Gungun? This will help us identify whether the issue is specific to these titles or more widespread. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [12] - Tue, 15 Jul at 05:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We’ve resolved the issue from our end. May I kindly request you to check once again through the website and let us know if the problem still persists? Your feedback will help us ensure everything is working smoothly for you. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [13] - Wed, 16 Jul at 11:10 AM (Public Message)**

*From: dikshitabose2002@gmail.com*

It's still not working. Please look into this matter. As you asked earlier,both the series are stuck at the same duration and I don't know about othercontents as it is occurring in between the series and not just at thebeginning.

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**🛠️ Support [14] - Wed, 16 Jul at 11:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893825: Refund of charges

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 11:15 AM | Updated | Wed, 16 Jul at 11:25 AM |
| Requester | 35093452429 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 11:15 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subham Dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893825 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 11:19 AM (Public Message)**

*From: subham.dey24@gmail.com*

Need a rep over call it's just inhuman writing paragraphs and no responsefrom your chat team need a call back with explanation on 7439609003.

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**🛠️ Support [3] - Wed, 16 Jul at 11:25 AM (Private Note)**

https://hoichoi.freshchat.com/a/52170927173638/inbox/3/0/conversation/1023624109780212

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**🛠️ Support [4] - Wed, 16 Jul at 11:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per the conversation over the chat, We understand your concern and regret the hassle faced, we have cancelled and initiated a refund against your account. It'll get credited back to your account in 7-10 business days. Let us know you need if you need any further help, Regards, Team Hoichoi

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## Ticket #892867: Application for Support or Assistant Roles at Hoichoi.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 10 Jul at 07:36 AM | Updated | Wed, 16 Jul at 11:25 AM |
| Requester | 35093349694 | Agent | 35060784336 |

### Conversations (13 messages)

**🛠️ Support [1] - Thu, 10 Jul at 07:36 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shiv Sankar Sinha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892867 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Thu, 10 Jul at 07:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We'd request you to share your resume by dropping in a mail to hr@svf.in Our concerned team will get in touch with you as per the requirements.   We at hoichoi wish you all the very best for your future endeavors.  ​ Wishing you a great day ahead. Regards,  Team-hoichoi

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**👤 Customer [3] - Thu, 10 Jul at 07:50 AM (Public Message)**

*From: sssinha.2025job@gmail.com*

S: Follow-Up on Ticket and Job Opportunities.Dear Hoichoi Team,Thank you for reaching out regarding the ticket(s) [mention ticket numbersif you have them, e.g., #123456]. I’m excited about the opportunity toconnect with Hoichoi and discuss potential roles like Clerk or AssistantIntern, where I can contribute my passion for Bengali entertainment and myskills in customer service and media production.I’d be happy to visit your office to discuss this further and present theticket details. Could you kindly confirm the office address and let me knowa suitable time to visit? Additionally, I’d love to learn more about anyopenings for clerk or assistant intern positions. I previously worked withSVF as a temporary GFX employee, using tools like After Effects andPremiere Pro, and I’m eager to bring my experience and enthusiasm to yourteam.Looking forward to your response.Thank you for your time!Best regards,Shiv Sankar Sinha.

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**🛠️ Support [4] - Thu, 10 Jul at 07:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for writing to us. Kindly share your resume by dropping in a mail to hr@svf.in Our concerned team will get in touch with you as per the requirements.   Wishing you a pleasant day ahead. Regards,  Team-hoichoi ​

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**🛠️ Support [5] - Sat, 12 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shiv, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [6] - Sat, 12 Jul at 10:08 AM (Public Message)**

*From: sssinha.2025job@gmail.com*

Subject: Feedback and Job Inquiry.Dear Hoichoi Customer Happiness Team,Thank you for your support. Regarding the last interaction, I’d rate it as"Neither satisfied nor dissatisfied" as I’m still a bit unclear. I’d loveyour assistance to clarify further.Also, I’m very interested in joining the Hoichoi team. I have over 15 yearsof experience in customer service, sales, and video editing (includingAfter Effects and Premiere Pro). Could you please let me know if there areany current or future openings for roles like clerk, assistant, or managerthat I might be suitable for?Looking forward to your response.Sincerely,Shiv Sankar Sinha.

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**🛠️ Support [7] - Sat, 12 Jul at 10:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings for the day! Please share your resume by dropping in a mail to hr@svf.in Our concerned team will get in touch with you as per the requirements.   Wishing you a great day ahead. Regards,  Team hoichoi

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**🛠️ Support [8] - Mon, 14 Jul at 10:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shiv, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [9] - Mon, 14 Jul at 10:30 AM (Public Message)**

[No text content]

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**👤 Customer [10] - Mon, 14 Jul at 10:52 AM (Public Message)**

*From: sssinha.2025job@gmail.com*

Subject: Job Opportunity Inquiry – Shiv Sankar Sinha.Dear Hoichoi HR Team,Thank you for your recent response. I’m reaching out to inquire about jobopportunities at Hoichoi, particularly in roles like assistant, manager, orcustomer service, where I can contribute my 15+ years of experience incustomer service, sales, and video editing. I’m passionate about Hoichoi’swork in the entertainment industry and would love to be part of your team.Could you kindly direct me to the appropriate HR contact or share detailsabout any open positions? I’d be happy to provide my resume or discuss howmy skills align with your needs.Thank you for your time, and I look forward to hearing from you.Best regards,Shiv Sankar Sinha.9831582806.sssinha.2025job@gmail.com

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**🛠️ Support [11] - Mon, 14 Jul at 11:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We'd request you to share your resume by dropping in a mail to hr@svf.in Our concerned team will get in touch with you as per the requirements.   We at hoichoi wish you all the very best for your future endeavors.  ​ Wishing you a great day ahead. Regards,  Team-hoichoi

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**🛠️ Support [12] - Wed, 16 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shiv, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [13] - Wed, 16 Jul at 11:25 AM (Public Message)**

[No text content]

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## Ticket #893443: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 12:30 AM | Updated | Wed, 16 Jul at 11:18 AM |
| Requester | 35093382641 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanha suhi Meera Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893443 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:07 AM (Private Note)**

https://tools.viewlift.com/users/account/70b485e4-96f9-417c-ac30-e74715eed755 8/8/25

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**🛠️ Support [3] - Mon, 14 Jul at 03:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 10:56 AM (Public Message)**

*From: tanhasuhimeera@gmail.com*

Yes, please cancel.

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**🛠️ Support [5] - Mon, 14 Jul at 10:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against tanhasuhimeera@gmail.com and your subscription will not renew automatically at the end of the current billing cycle on 8/8/25 . Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893511: Requesting cancellation of auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 11:30 AM | Updated | Wed, 16 Jul at 11:18 AM |
| Requester | 35093387694 | Agent | 35060784336 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 11:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pragati Dutta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893511 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 11:41 AM (Private Note)**

https://tools.viewlift.com/users/account/df1a710f786765b175e91b02ecf06e2f16c2853dda547357c3822259b83b1f8e

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**🛠️ Support [3] - Mon, 14 Jul at 11:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with pragatidutta1993@gmail.com and +917063389683. Additionally, kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged again once your current plan expires on 14/07/2026.  You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Pragati, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893370: FW: Hoichoi Subscription\_12 Months 01 Stream\_Order No. 672082931036381

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 11:19 AM | Updated | Wed, 16 Jul at 11:18 AM |
| Requester | 35093379737 | Agent | 35060784336 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 11:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Riad. mahmud Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893370 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 11:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,    Thank you forwriting to us. Please follow the below mentioned steps:- In case you have never created an account with hoichoi. In order to redeem the code, the user will need to follow the below mentioned steps: Visit https://www.hoichoi.tv/redeem Enter Code and hit "Redeem" Provide "Email Address", "Name" and "Password" Click "Sign UP"  The subscription will be activated immediately User who has a hoichoi account but does not have an active subscription: This person holds an account with hoichoi. However, at this point in time, he does not have an active subscription. Steps to redeem the code for such user is as mentioned below: Visit www.hoichoi.tv Log in with your registered method, i.e. "Email Address and Password" / "Log in with Google" / "Log in with Facebook" Once logged in, visit https://www.hoichoi.tv/redeem either on the same tab or on a new tab Enter Code and hit "Redeem" Click on "Proceed" We hope the information provided helps. Also Kindly share your current Location .   Wishing you a pleasant day ahead!   Regards Team-hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 09:47 AM (Public Message)**

*From: riad.mahmud@gaskogroup.com*

Hi, Followed your process. After logging in, when pressing the redeem button, message shows “ something went wrong, try again”. And this goes on continuously. rm Riad MahmudHonorary Consul of Georgia in Bangladesh AND Riad MahmudManaging DirectorNational Polymer GroupNPOLY HOUSE,GA-99/3, Pragati Sarani, Middle Badda, Dhaka-1212BangladeshPhone: +(8802) 58812926

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**🛠️ Support [4] - Mon, 14 Jul at 11:22 AM (Private Note)**

https://tools.viewlift.com/users/account/bd9c66d0-5035-4e78-9c88-f3a9fbfc4e96 Activated

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**🛠️ Support [5] - Mon, 14 Jul at 11:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for writing to us.   We have tried several times to reach you but were unable to connect over the phone. For your convenience, we have activated the annual subscription in your account associated with riad.mahmud@gaskogroup.com and +8801713045963 from our end. We have also sent you a password reset mail in your mail id. Please open the link using any browser and reset your password then login with the same credentials.  Note: The reset password link expires after 1hr. In case you miss the time frame, you can always click on the "Forgot password" at the time of login to generate a similar mail.    Let us know in case of any further queries.    Wishing you a great day ahead. Regards, Team hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Riad., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893285: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sat, 12 Jul at 07:53 PM | Updated | Wed, 16 Jul at 11:18 AM |
| Requester | 35093376667 | Agent | 35060784336 |

### Conversations (5 messages)

**🛠️ Support [1] - Sat, 12 Jul at 07:53 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Siddharth. s Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893285 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Hence, kindly let us know how you would like to proceed along with your subscribed email address and contact number. Awaiting for response. Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 10:48 AM (Public Message)**

*From: siddharth.s@speciality.co.in*

Yes , Pls cancel… Kindly cancel my auto-renewal

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**🛠️ Support [4] - Mon, 14 Jul at 11:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We couldn't find any active hoichoi account with siddharth.s@speciality.co.in Kindly provide us your subscribed email address and contact number with the country extension. Waiting for your response. Regards, Team hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 11:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Siddharth., We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893691: Razorpay | Unauthorized transaction Alert - Hoichoi Technologies Private Limited [CTS4h54Gjdjm30] | 15/07/2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 01:50 PM | Updated | Wed, 16 Jul at 10:43 AM |
| Requester | 35075740204 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Fraud Alerts Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893691 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 01:51 PM (Public Message)**

*From: fraud.alerts@razorpay.com*

Dear Partner, Thanks for reaching out to Razorpay We are happy to assist you. Please make a note of the ticket ID - 15999282 as a reference for your request. We are committed to address your queries and our team will get back you with an update in 4-8 business hours.    Regards,  Team Razorpay On Tue, 15 Jul at 7:20 PM , HoiChoi Support

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**👤 Customer [3] - Wed, 16 Jul at 10:42 AM (Public Message)**

*From: fraud.alerts@razorpay.com*

Dear Partner, Greetings for the day! Kindly update on the same. The ticket reference for your request is #15999282.      The Future of Payments is Here Debayan Chakraborty  Junior Analyst,Trust & Safety https://razorpay.com On Tue, 15 Jul at 7:20 PM , HoiChoi Support

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## Ticket #893823: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 10:31 AM | Updated | Wed, 16 Jul at 10:43 AM |
| Requester | 35093451926 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Wed, 16 Jul at 10:31 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Malina Mahata Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893823 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 10:42 AM (Private Note)**

https://tools.viewlift.com/users/account/1c1b5078-2f14-4504-9194-c1a22b3db80d

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**🛠️ Support [3] - Wed, 16 Jul at 10:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Fri, 18 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Malina, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893506: Want to unsubscribe my account 9774035626

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 10:13 AM | Updated | Wed, 16 Jul at 10:18 AM |
| Requester | 35093386821 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 10:13 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ashok Debnath Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893506 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 10:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 10:31 AM (Public Message)**

*From: ashok.debnath2009@gmail.com*

Please cancel my auto renewal option in my accountThanks & RegardsAshok Debnath9774035626

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**🛠️ Support [4] - Mon, 14 Jul at 10:43 AM (Private Note)**

https://tools.viewlift.com/users/account/e1f1a935-670d-4e5c-ab6c-3be5d6759f5f

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**🛠️ Support [5] - Mon, 14 Jul at 10:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9774035626 and your subscription will not renew automatically at the end of the current billing cycle on 12/10/25. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ashok, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893504: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 10:00 AM | Updated | Wed, 16 Jul at 10:18 AM |
| Requester | 35092542811 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 10:00 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shuvroneilbose1994 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893504 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 10:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share Let us know you need if you need any further help, Regards, Team Hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shuvroneilbose1994, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893491: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:30 AM | Updated | Wed, 16 Jul at 10:18 AM |
| Requester | 35093385657 | Agent | 35074856318 |

### Conversations (11 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:30 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhash Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893491 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 08:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We deeply apologise for the inconvenience caused.    This is to inform you, we can't find active subscription associated with suvo.papan2015@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end. Wishing you a great day ahead.     Regards Team Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 08:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhash Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893493 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 08:41 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893493 is merged into this ticket.

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**🛠️ Support [5] - Mon, 14 Jul at 08:41 AM (Private Note)**

Merged from ticket 893493 Subject: For run my hoichoi by my device. Description: Today morning 8.24am I have been recharge hoichoi account from my phonepe.But till now I could not open my hoichoi account. My registered mobile number is 7550881783 and my email id- suvo.papan2015@gmail.com and my transaction id is  NB25071408243832148367982 But I could not watch why? Please,necesary action as soon as possible. With regards Subhash Sarkar

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**👤 Customer [6] - Mon, 14 Jul at 08:42 AM (Public Message)**

*From: suvo.papan2015@gmail.com*

My registered mobile no 7550881783

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**🛠️ Support [7] - Mon, 14 Jul at 09:00 AM (Private Note)**

https://tools.viewlift.com/users/account/0de51302-b233-400c-a1d5-9794f2142c27

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**🛠️ Support [8] - Mon, 14 Jul at 09:01 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We deeply apologise for the inconvenience caused.    This is to inform you, we can't find active subscription associated with suvo.papan2015@gmail.com or 7550881783 as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end. Wishing you a great day ahead.     Regards Team Hoichoi

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**👤 Customer [9] - Mon, 14 Jul at 10:28 AM (Public Message)**

*From: suvo.papan2015@gmail.com*

---------- Forwarded message ---------

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**🛠️ Support [10] - Mon, 14 Jul at 10:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  It seems like you have purchased the redeem code for Hoichoi subscription but the code is not availed yet. To Redeem the Code, kindly follow the below mentioned steps from our website: 1. From any browser login to your account using URL www.hoichoi.tv followed by login with your credentials. 2. Click on My hoichoi > Redeem Code 3. Enter redeem code- GYF-BTP8A5J  and submit 4. Click on 'Redeem' to activate your subscription To Redeem the Code, kindly follow the below mentioned steps from your Mobile hoichoi App: 1. Download hoichoi App on your android mobile 2. Click on Account 3. Login or Sign Up to your account using your Mobile No. / Email Address, Facebook or Gmail 4. Again go to Accounts option and select Redeem Code 5. Enter your Coupon Code-  GYF-BTP8A5J 6. Click on Apply Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [11] - Wed, 16 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhash, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893503: Subscription cancel

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 09:53 AM | Updated | Wed, 16 Jul at 10:18 AM |
| Requester | 35093386616 | Agent | 35092950183 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 09:53 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shatu Ray Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893503 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 09:57 AM (Private Note)**

https://tools.viewlift.com/users/account/3d9f5790-1a10-426c-b8bc-67b78b7fd339

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**🛠️ Support [3] - Mon, 14 Jul at 09:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shatu, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893812: Want to Change subscription plan ..need urgent help

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 08:41 AM | Updated | Wed, 16 Jul at 10:12 AM |
| Requester | 35093450721 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:41 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ramanuj Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893812 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:20 AM (Private Note)**

https://tools.viewlift.com/users/account/a77d1884-0a3d-4066-a214-c0df9408b311

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**🛠️ Support [3] - Wed, 16 Jul at 09:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please let us know a convenient time for a call. If you require any additional assistance, feel free to reach out, Regards, Team hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 09:53 AM (Public Message)**

*From: ramanuj995@gmail.com*

Can you please provid3 tge Hoichoi customer care phone number so that I cancallOtherwise please call me at 9768958044Ramanun Majumder

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**🛠️ Support [5] - Wed, 16 Jul at 10:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for being a part of hoichoi family!  We currently have a 30% off coupon code on hoichoi annual subscription plan. Use code RENEW to get a flat 30% discount.   To avail the discount using your code, please follow these steps: -Log in to your account using the Hoichoi Android app or visit https://www.hoichoi.tv/ on your browser. -Click on the "Subscribe" option. -Select the eligible plan corresponding to your promo code. -Scroll to the bottom section and click on "Apply promo code". -Enter the code in ALL CAPS as it is and apply it. -The discounted amount will be displayed below. -Proceed with the transaction and enter your payment details to complete the payment. (Note: Offer not valid for Playstore/Appstore purchase)   Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 10:12 AM (Private Note)**

https://tools.viewlift.com/users/account/a77d1884-0a3d-4066-a214-c0df9408b311

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**🛠️ Support [7] - Fri, 18 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ramanuj, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893818: To stop subscription further

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 09:18 AM | Updated | Wed, 16 Jul at 09:59 AM |
| Requester | 35093451125 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello abadhesh kumar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893818 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 09:20 AM (Public Message)**

*From: abadhesh037@gmail.com*

You can call me now.9304578993

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**🛠️ Support [3] - Wed, 16 Jul at 09:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As we discussed over the call, we have successfully cancelled your auto-renewal for +919304578993. Let us know if you require any further assistance, Regards,  Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 09:59 AM (Private Note)**

https://tools.viewlift.com/users/account/6d85f0ed-ade0-4044-8bd7-54c7380bcc72

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**🛠️ Support [5] - Fri, 18 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Abadhesh, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893808: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Pending | Priority | Low |
| Created | Wed, 16 Jul at 08:21 AM | Updated | Wed, 16 Jul at 09:53 AM |
| Requester | 35090604978 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anamikasaha2308 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893808 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 09:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also, you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mailbox. If you have paid using your Google playstore please share a screenshot of the GPA ID, you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 09:17 AM (Public Message)**

*From: anamikasaha2308@gmail.com*

Subscribed email address: anamikasaha2308@gmail.comcontact number with country code: +447504061248the date of subscription to hoichoi: 16/07/25

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**🛠️ Support [4] - Wed, 16 Jul at 09:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully activated your subscription and updated your email ID anamikasaha2308@gmail.com associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 09:53 AM (Private Note)**

https://tools.viewlift.com/users/account/3065d636-01e7-4043-b89b-e34bb3088591

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**🛠️ Support [6] - Wed, 16 Jul at 09:53 AM (Private Note)**

[No text content]

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**🛠️ Support [7] - Fri, 18 Jul at 10:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Anamikasaha2308, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893819: We're testing your support email address

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 09:43 AM | Updated | Wed, 16 Jul at 09:50 AM |
| Requester | 35093280653 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:43 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Support Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893819 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893820: ⚡Unbox the biggest tech deals ?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 09:48 AM | Updated | Wed, 16 Jul at 09:50 AM |
| Requester | 35093081432 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:48 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Noreply Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893820 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893816: Regarding auto renewal of hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 09:13 AM | Updated | Wed, 16 Jul at 09:36 AM |
| Requester | 35093396682 | Agent | 35092231600 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:36 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893638

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## Ticket #893817: Monitor Payment Ecosystem Health with the Juspay App

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 09:15 AM | Updated | Wed, 16 Jul at 09:24 AM |
| Requester | 35089838242 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 09:15 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biz Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893817 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893501: Refund of 499 and still didn't got

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 09:44 AM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35092901554 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 09:44 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Payel Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893501 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 09:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please check your bank statement to check if any refund has been credited or not. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Payel, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893492: Discount cuppon

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:38 AM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35082086744 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:38 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nilabharoy2001 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893492 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 08:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for choosing to be a part of Hoichoi family! We currently have a 25% off coupon code on hoichoi annual subscription plan of Rs999/- Use code MORE25 to get a flat 25% discount. (Note: Offer not valid for Playstore/Appstore purchase) Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nilabharoy2001, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893495: Assistance with cancelling subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:46 AM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35091320969 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aranya Dutta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893495 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 08:51 AM (Private Note)**

https://tools.viewlift.com/users/account/263bd85d-3559-42ed-944b-7f98bf354ad1

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**🛠️ Support [3] - Mon, 14 Jul at 08:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aranya, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893433: Paid from UK but no access

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:45 PM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35093381911 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Yogita Vishwakarma Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893433 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:59 AM (Private Note)**

https://tools.viewlift.com/users/account/41bba837-bab5-4248-a5f5-a658b372dfc5

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**🛠️ Support [3] - Mon, 14 Jul at 03:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 07:58 AM (Public Message)**

*From: dryogitav@gmail.com*

Receipts and subscription picture attached in case if usefulBest Regards,Yogita Vishwakarma,07768065366dryogitav@gmail.com

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**🛠️ Support [5] - Mon, 14 Jul at 08:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you so much for your cooperation. We have already forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [6] - Mon, 14 Jul at 09:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We regret the inconvenience being faced and sincerely apologise for the delay. We are glad to inform you that the issue has been fixed. Kindly LOGIN to your Hoichoi app freshly with the number 7768065366 and OTP. Please check and let us know if you face any issue. We really appreciate your patience and forever grateful for the support. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Yogita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893378: Cancel my subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:11 PM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35083332137 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:11 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ishraq Reza Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893378 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 01:18 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  We understand that you wish to cancel your hoichoi subscription. To help us assist you more efficiently, may I kindly ask the reason for the cancellation? This will help us locate your account and provide the appropriate support. We look forward to your response. Regards,  Team hoichoi.

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**🛠️ Support [3] - Sun, 13 Jul at 01:19 PM (Private Note)**

https://tools.viewlift.com/users/account/fd702ccd-ffd5-4c59-9d27-ea39b95cfe41

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**👤 Customer [4] - Mon, 14 Jul at 09:13 AM (Public Message)**

*From: ishraqrz@gmail.com*

I am no longer interested.

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**🛠️ Support [5] - Mon, 14 Jul at 09:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 469757581 and your subscription will not renew automatically at the end of the current billing cycle on 2/8/25. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ishraq, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893432: No Subject

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:39 PM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35093381889 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:39 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shweta Chandra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893432 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:55 AM (Private Note)**

https://tools.viewlift.com/users/account/efccee33-6deb-4675-8546-7aa2ba8133cd

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**🛠️ Support [3] - Mon, 14 Jul at 02:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. We'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 09:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We regret the inconvenience being faced and sincerely apologise for the delay. We are glad to inform you that the issue has been fixed. Kindly LOGIN to your Hoichoi app freshly with 8433677824. Please check and let us know if you face any issue. We really appreciate your patience and forever grateful for the support. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shweta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893165: Cancel Subscription against 9986266622

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 07:32 AM | Updated | Wed, 16 Jul at 09:18 AM |
| Requester | 35032266581 | Agent | 35074856318 |

### Conversations (7 messages)

**🛠️ Support [1] - Sat, 12 Jul at 07:32 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumanta Biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893165 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 08:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumanta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Mon, 14 Jul at 09:22 AM (Public Message)**

*From: sumanta.biswas2@gmail.com*

Please confirm if the subscription is cancelled and will not not be renewedfurther.--Thank you,Sumanta BiswasMob +91 9986266622

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**🛠️ Support [5] - Mon, 14 Jul at 09:31 AM (Private Note)**

https://tools.viewlift.com/users/account/4137250f-d407-4920-bff2-61424622c632

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**🛠️ Support [6] - Mon, 14 Jul at 09:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9986266622 and your subscription will not renew automatically at the end of the current billing cycle on 9/1/26. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumanta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893805: Application for Job Opportunities at Hoichoi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 08:07 AM | Updated | Wed, 16 Jul at 08:57 AM |
| Requester | 35093349694 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Wed, 16 Jul at 08:07 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Shiv Sankar Sinha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893805 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 08:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please apply through LinkedIn; if our team finds your CV suitable, they will get in touch with you.  Let us know if you need any further assistance, Best regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 08:56 AM (Public Message)**

*From: sssinha.2025job@gmail.com*

Subject: Follow-Up on Job Opportunity Request (Ticket #893805)Dear Hoichoi HR Team,Thank you for acknowledging my request (Ticket #893805). I am writing toconfirm my contact details for your records. My phone number is 9832582806,and my email address is sssinha.2025job@gmail.com.I am very enthusiastic about the possibility of joining Hoichoi’s film orweb series production team, either as an intern or in an assistant role.Please let me know if there are any suitable openings or if you requireadditional information, such as a resume or details of my previous workexperience.Thank you for your time and consideration. I look forward to hearing fromyou.Yours sincerely,Shiv Sankar Sinha.9831582806.sssinha.2025job@gmail.com

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## Ticket #893799: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 16 Jul at 07:21 AM | Updated | Wed, 16 Jul at 08:51 AM |
| Requester | 35093449832 | Agent | 35092231600 |

### Conversations (9 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Renuka Purkait Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893799 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 07:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi.  Also you can share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Wed, 16 Jul at 07:26 AM (Public Message)**

*From: renuka.purkait75@gmail.com*

Is the same email address and mobile number is 8777759392

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**🛠️ Support [4] - Wed, 16 Jul at 07:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi,  Kindly share a screenshot of the payment receipt or the bank statement of the transaction.In case you have paid using iTunes please share a screenshot of the tax invoice you have received over mail from Apple in your IOS mail box. If you have paid using your Google playstore please share a screenshot of the GPA ID you have received on Gmail from Google play store. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 07:29 AM (Public Message)**

*From: renuka.purkait75@gmail.com*

renuka.purkait75@gmail.com mobile number is 918777759392,date ofsubscription iss 15/07/2025 by autopayOn Wed, Jul 16, 2025, 12:56 Renuka Purkait wrote:> Is the same email address and mobile number is 8777759392>>

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**🛠️ Support [6] - Wed, 16 Jul at 07:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi As your plan is active against your phone no +919830755480 only. Please follow these steps to log in with your phone number: -Open the hoichoi app on your mobile device. -Click on the ACCOUNT option at the bottom right. -At the top, you'll find the LOGIN/SIGN UP option; click on it. -Enter your phone number in the "Login with phone number" field. -Click on Send OTP/Login. -Enter the received OTP and log in to your account. You can also watch this video for reference-https://youtube.com/shorts/z-pLIE2Aimk Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [7] - Wed, 16 Jul at 07:45 AM (Private Note)**

https://tools.viewlift.com/users/account/3380a1ca-199d-48b5-a76b-bc72f4ea9b93

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**👤 Customer [8] - Wed, 16 Jul at 08:34 AM (Public Message)**

*From: renuka.purkait75@gmail.com*

Thanks for your support.

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**🛠️ Support [9] - Wed, 16 Jul at 08:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-Hoichoi

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## Ticket #893410: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 05:29 PM | Updated | Wed, 16 Jul at 08:50 AM |
| Requester | 35093340863 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:29 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Anshuk Sengupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893410 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:15 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’re experiencing, Could you please provide the exact error message that appears when you attempt to stream? Additionally, share the title of the specific content you're having trouble with, along with a brief video clip or screenshot. This information will enable us to replicate the issue and assist you more efficiently.    Looking forward to your reply, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Anshuk, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Wed, 16 Jul at 05:46 AM (Public Message)**

*From: anshuk.sengupta@gmail.com*

Dear Team HOICHOI,Premium MemberEmail : anshuk.sengupta@gmail.comMobile - 8334044350As desired by you please find \*enclosed the details and pictures in supportof my request\*. There is serious problem with your HOICHOI App.In TV the App is opening, previews are showing but while selecting anyvideo (previously viewed or new) it's constantly buffering.THIS IS A SERIOUS AND UNACCEPTABLE ISSUE. WHILE YOU TAKE SUBSCRIPTION INADVANCE AND 3-4 DAYS OF YOUR APP ISSUE IS MAKING A PREPAID CUSTOMER SUFFER.RECTIFY AND REVERT ASAP.With Best Regards,Anshuk SenguptaDelivered from Samsung Galaxy S21+Sent from Gmail on Android

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**🛠️ Support [5] - Wed, 16 Jul at 06:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience caused. As we discussed during our phone call, please uninstall and reinstall the app once. If the issue still persists, don't hesitate to reach out. Looking forward to your response, Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 08:04 AM (Public Message)**

*From: anshuk.sengupta@gmail.com*

Done the same and it's working now.Please rectify things internally so that such things do not occur in future.With Best Regards,Anshuk SenguptaDelivered from Samsung Galaxy S21+Sent from Gmail on Android

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**🛠️ Support [7] - Wed, 16 Jul at 08:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893754: Cancellation of recurring premium subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 10:51 PM | Updated | Wed, 16 Jul at 08:32 AM |
| Requester | 35093438976 | Agent | 35060784336 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 10:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sam Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893754 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 03:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Hence, kindly let us know how you would like to proceed along with your subscribed email address and contact number. Awaiting for response. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 03:57 AM (Private Note)**

[No text content]

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**👤 Customer [4] - Wed, 16 Jul at 06:12 AM (Public Message)**

*From: mitra.saumit@gmail.com*

Hi,I would like to cancel auto renewal of premium subscription. However, Iwant to keep my account.My current premium monthly subscription ends by 15 August 25. I would liketo stop any further auto deductions and cancel subscription.ThanksSaumit

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**🛠️ Support [5] - Wed, 16 Jul at 06:16 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We couldn't find any active hoichoi subscription with your provided details. Kindly provide us your subscribed email address and contact number with the country extension. Waiting for your response. Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 06:21 AM (Public Message)**

*From: mitra.saumit@gmail.com*

Hi,The subscribed email address is mitrasaumit@gmail.comPhone no.- +918697654172.ThanksSaumit

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**🛠️ Support [7] - Wed, 16 Jul at 06:38 AM (Private Note)**

https://tools.viewlift.com/users/account/2f986bae-f031-4e95-8974-a9466be7bea5

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**🛠️ Support [8] - Wed, 16 Jul at 06:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We have cancelled the auto-renewal for your subscription associated with mitrasaumit@gmail.com and +918697654172 for further deductions. You can let us know your feedback so we can improve our services for the future. Feel free to reach out if you require any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 08:29 AM (Public Message)**

*From: mitra.saumit@gmail.com*

Thank you for your swift response

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**🛠️ Support [10] - Wed, 16 Jul at 08:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that the issue has been resolved for you. It was a pleasure assisting you.​                            Do show your love by rating us on play store. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team-hoichoi

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## Ticket #893489: Cancellation of my Hoichoi subcription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 08:26 AM | Updated | Wed, 16 Jul at 08:19 AM |
| Requester | 35093385604 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:26 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Abhishek Koner Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893489 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 08:31 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 08:34 AM (Public Message)**

*From: abhirkmrc@gmail.com*

HiPlease stop that auto renewal or deduction.I no longer need the service post current cycle.RegardsAbhishek Koner

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**🛠️ Support [4] - Mon, 14 Jul at 08:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with abhirkmrc@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**👤 Customer [5] - Mon, 14 Jul at 08:37 AM (Public Message)**

*From: abhirkmrc@gmail.com*

HiI registered with my phone number 8371817875.Kindly do the needful.RegardsAbhishek Koner

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**🛠️ Support [6] - Mon, 14 Jul at 08:40 AM (Private Note)**

https://tools.viewlift.com/users/account/eb5ac755-8a43-4367-90c1-9c83b755ef4b

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**🛠️ Support [7] - Mon, 14 Jul at 08:41 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Abhishek, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893486: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 07:32 AM | Updated | Wed, 16 Jul at 08:19 AM |
| Requester | 35093385032 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 07:32 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saheb Das Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893486 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 08:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saheb, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893490: URGENT

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 08:27 AM | Updated | Wed, 16 Jul at 08:19 AM |
| Requester | 35093385614 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:27 AM (Private Note)**

*From: support@hoichoi.tv*

Hello NILANJANA CHATTERJEE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893490 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 08:30 AM (Public Message)**

*From: ncvijunil0@gmail.com*

\*registered phone number-9830210513\*\*email-ncvijunil0@gmail.com \*\*Thanks\*\*Nilanjana\*

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**🛠️ Support [3] - Mon, 14 Jul at 08:32 AM (Private Note)**

https://tools.viewlift.com/users/account/c99cf038-c7ca-48ae-a4ec-4227ba997f32

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**🛠️ Support [4] - Mon, 14 Jul at 08:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9830210513 and your subscription will not renew automatically at the end of the current billing cycle on 31/5/26. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Additionally, we would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nilanjana, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893484: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 07:27 AM | Updated | Wed, 16 Jul at 08:19 AM |
| Requester | 35093384958 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 07:27 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukumar Saren Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893484 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 07:29 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sukumarsohagi123@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 07:32 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukumar Saren Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893485 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 07:36 AM (Public Message)**

*From: sukumarsohagi123@gmail.com*

I have already sent it.

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**🛠️ Support [5] - Mon, 14 Jul at 08:24 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893485 is merged into this ticket.

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**🛠️ Support [6] - Mon, 14 Jul at 08:24 AM (Private Note)**

Merged from ticket 893485 Subject: Hoichoi I am not using it, it is costing me money. Description: But I don't use this hoichoi app, so I want to know if 499 taka will be deducted from my account?

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**🛠️ Support [7] - Mon, 14 Jul at 08:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us here in the mail, since we are unable to find any information in the trail mail. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukumar, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893488: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 08:05 AM | Updated | Wed, 16 Jul at 08:19 AM |
| Requester | 35093385397 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 08:05 AM (Private Note)**

*From: support@hoichoi.tv*

Hello PAYEL SANA Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893488 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 08:12 AM (Public Message)**

*From: payelsana255@gmail.com*

Okkk

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**🛠️ Support [3] - Mon, 14 Jul at 08:28 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [4] - Wed, 16 Jul at 08:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Payel, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893804: Recipient TEST 2

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:57 AM | Updated | Wed, 16 Jul at 08:00 AM |
| Requester | 35089940465 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:57 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sayantan Raha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893804 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893802: We're testing your support email address

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:35 AM | Updated | Wed, 16 Jul at 07:39 AM |
| Requester | 35093280653 | Agent | 35092231600 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:35 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Support Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893802 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893801: We're testing your support email address

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:35 AM | Updated | Wed, 16 Jul at 07:39 AM |
| Requester | 35093280653 | Agent | 35092231600 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:35 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Support Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893801 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893798: TEST Recipient

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 07:12 AM | Updated | Wed, 16 Jul at 07:34 AM |
| Requester | 35089940465 | Agent | 35089940465 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 07:12 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sayantan Raha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893798 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893476: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 06:01 AM | Updated | Wed, 16 Jul at 07:19 AM |
| Requester | 35093384093 | Agent | 35092231600 |

### Conversations (12 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:01 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nikhilesh Datta Banik Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893476 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 06:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi.​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 06:43 AM (Public Message)**

*From: nikhileshdbanik@gmail.com*

Yes, please cancel auto renewal and refund my subscription.Best RegardsNikhilesh Datta Banik9873277757

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**🛠️ Support [4] - Mon, 14 Jul at 06:46 AM (Private Note)**

https://tools.viewlift.com/users/account/797d0932-2bc6-4004-aef4-5104707ebfe1

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**🛠️ Support [5] - Mon, 14 Jul at 06:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 07:03 AM (Public Message)**

*From: nikhileshdbanik@gmail.com*

I have cancelled the auto mandate from my UPI Settings.Request you to kindly refund the debited annual subscription of Rs. 999charged today, July 14 as I would not be using the services.Best RegardsNikhilesh Datta Banik9873277757

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**🛠️ Support [7] - Mon, 14 Jul at 07:05 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with your account. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [8] - Mon, 14 Jul at 07:14 AM (Public Message)**

*From: nikhileshdbanik@gmail.com*

I am making a genuine request to cancel my subscription as I am goingthrough a financial crisis, hence curtailing my expenses. Hope you canconsider this as an exception from a humanitarian angle, although Iunderstand there are no human emotions involved now as everything is Ai.There is no provision to talk to a human voice through a customer carenumber.Best RegardsNikhilesh Datta Banik9873277757

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**🛠️ Support [9] - Mon, 14 Jul at 07:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, We understand your concern and regret the hassle faced, as an exception, we have cancelled and initiated a refund against your account . It'll get credited back to your account in 7-10 business days. Let us know you need if you need any further help, Regards, Team Hoichoi

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**🛠️ Support [10] - Wed, 16 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nikhilesh, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Wed, 16 Jul at 07:19 AM (Public Message)**

*From: nikhileshdbanik@gmail.com*

Thank you for your kind gesture.I have received my refund to my account.Best RegardsNikhilesh Datta Banik9873277757

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**👤 Customer [12] - Wed, 16 Jul at 07:19 AM (Public Message)**

[No text content]

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## Ticket #893480: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 06:55 AM | Updated | Wed, 16 Jul at 07:17 AM |
| Requester | 35093384649 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:55 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nipanishia Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893480 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 07:00 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nipanishia, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893479: Cancel auto payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 06:54 AM | Updated | Wed, 16 Jul at 07:17 AM |
| Requester | 35093383069 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 06:54 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ali Akbar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893479 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 06:56 AM (Private Note)**

https://tools.viewlift.com/users/account/4e832c7b-bb3e-40ba-a0a0-d5752c0baf6d

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**🛠️ Support [3] - Mon, 14 Jul at 06:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ali, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893482: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 07:19 AM | Updated | Wed, 16 Jul at 07:17 AM |
| Requester | 35085462974 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 07:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Iman Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893482 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 07:21 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Wed, 16 Jul at 07:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Iman, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893796: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Wed, 16 Jul at 06:25 AM | Updated | Wed, 16 Jul at 07:13 AM |
| Requester | 35093449189 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:25 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aishwaryadey1994 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893796 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Wed, 16 Jul at 06:28 AM (Public Message)**

*From: aishwaryadey1994@gmail.com*

The registered mobile number is 9019481155. Also the videos in continuewatching section is not playing

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**🛠️ Support [3] - Wed, 16 Jul at 06:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience you’ve experienced, Please provide your hoichoi app version along with the specific content to assist us in replicating the issue more quickly. You can attach a screenshot or a short video clip under 20 MB of the download page. Looking forward to your response, Regards, Team hoichoi

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**👤 Customer [4] - Wed, 16 Jul at 07:02 AM (Public Message)**

*From: aishwaryadey1994@gmail.com*

App version is 7.3.0. Nothing is playing on the app.

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**🛠️ Support [5] - Wed, 16 Jul at 07:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We are currently investigating the issue and kindly ask for your patience. Additionally, could you please confirm if this is occurring with specific content? If you require any further assistance, please let us know, Regards, Team hoichoi

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**👤 Customer [6] - Wed, 16 Jul at 07:10 AM (Public Message)**

*From: aishwaryadey1994@gmail.com*

None of the shows are playing. I deleted the app, reinstalled it. Still thesame issue.

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**🛠️ Support [7] - Wed, 16 Jul at 07:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  We apologize for the inconvenience caused, We have escalated the matter to our development team, and they are currently investigating it. We will get in touch as soon as it is resolved. Please let us know if you encounter any further issues. Wishing you a wonderful day ahead. Regards,     Team-hoichoi

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## Ticket #893749: Song Demo Submission

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:55 PM | Updated | Wed, 16 Jul at 06:55 AM |
| Requester | 35093432610 | Agent | 35060784336 |

### Conversations (10 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:55 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Cúrsed Kìd Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893749 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 08:57 PM (Public Message)**

*From: srx35706@gmail.com*

Thank you for your response. You can reply to the same e-mail id and mynumber is 7001085072. Thank You!

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**👤 Customer [3] - Tue, 15 Jul at 08:57 PM (Public Message)**

*From: srx35706@gmail.com*

Sure thanks

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**🛠️ Support [4] - Wed, 16 Jul at 03:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us, Please share your proposal at riya.debroy@svf.in. Once our team has a suitable opportunity for you, they'll contact you.  ​Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 03:54 AM (Public Message)**

*From: srx35706@gmail.com*

Thank you, I will do that.

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**🛠️ Support [6] - Wed, 16 Jul at 03:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that your query has been resolved. It was a pleasure assisting you. Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team-hoichoi

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**👤 Customer [7] - Wed, 16 Jul at 05:20 AM (Public Message)**

*From: srx35706@gmail.com*

Hi, so i clicked on the link sent to me it directed me to the freshdeskthere I took assistance and it said mail on this address

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**🛠️ Support [8] - Wed, 16 Jul at 05:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! Please share your proposal at riya.debroy@svf.in. Our concerned team will get in touch with you as per the requirements.   We at hoichoi wish you all the very best for your future endeavors.  ​ Wishing you a great day ahead. Regards,  Team-hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 06:52 AM (Public Message)**

*From: srx35706@gmail.com*

Thank you for your response.

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**🛠️ Support [10] - Wed, 16 Jul at 06:55 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that your query has been resolved. It was a pleasure assisting you.​                            Do show your love by rating us on play store. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team hoichoi ​

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## Ticket #893792: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 06:09 AM | Updated | Wed, 16 Jul at 06:52 AM |
| Requester | 35093449028 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:09 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biplab dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893792 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 06:14 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biplab dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893794 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 06:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear that you don’t wish to continue with us. If the reason is pricing, we’d be happy to offer you a discount. If you’re interested, please let us know.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [5] - Wed, 16 Jul at 06:33 AM (Public Message)**

*From: biplabdey42@gmail.com*

Sorry I don't want to continue with the subscription,please cancel mysubscription

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**🛠️ Support [6] - Wed, 16 Jul at 06:50 AM (Private Note)**

*From: support@hoichoi.tv*

Tickets with IDs 893794 is merged into this ticket.

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**🛠️ Support [7] - Wed, 16 Jul at 06:50 AM (Private Note)**

Merged from ticket 893794 Subject: Cancel subscription Description: I want to cancel recurring subscription  Reason: price is too high

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## Ticket #893383: Cancel Hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:49 PM | Updated | Wed, 16 Jul at 06:19 AM |
| Requester | 35093380423 | Agent | 35077458099 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dibakar Dhar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893383 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 02:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 02:07 PM (Private Note)**

https://tools.viewlift.com/users/account/23a79716-0534-43e9-af47-6eb362114aeb

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**👤 Customer [4] - Mon, 14 Jul at 06:01 AM (Public Message)**

*From: dibakar.dhar@gmail.com*

Please cancel the auto renewal on my account.Feedback- I couldn't enjoy hoichoi content most of the times as I was askedfor payment again. This is even after having a paid account with hoichoi.Looks like many similar feedbacks are there for Hoichoi on internet.Request you to cancel the auto renewal on my account so that I don't getcharged again.Thanks,Dibakar

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**🛠️ Support [5] - Mon, 14 Jul at 06:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Since the subscription is taken from amazon, hence please contact them regarding the cancellation request. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 06:19 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dibakar, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892040: Re: New error message

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 04 Jul at 05:40 AM | Updated | Wed, 16 Jul at 06:19 AM |
| Requester | 35077382841 | Agent | 35077458099 |

### Conversations (30 messages)

**🛠️ Support [1] - Fri, 04 Jul at 05:40 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumana Mohanta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892040 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 04 Jul at 06:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  I am so sorry for the inconvenience caused to you.  Thank you for sharing the screenshot. Upon checking, it appears to be a parental control code, however, we couldn’t find any parental control settings active on this account. Additionally, may I kindly confirm if you are referring to this account – sumana.mohanta07@gmail.com?  This will help us assist you better. Thanks & Regards, Team hoichoi

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**👤 Customer [3] - Fri, 04 Jul at 06:11 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

yes

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**🛠️ Support [4] - Fri, 04 Jul at 06:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Upon checking, I can confirm that there is no parental control enabled on the given account. I would kindly request you to please log out and log in once again. If the issue still persists, please feel free to let us know we’ll be happy to assist you further. Thanks & Regards, Team hoichoi

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**🛠️ Support [5] - Fri, 04 Jul at 06:18 AM (Private Note)**

https://tools.viewlift.com/users/account/05c3a747-a531-4298-a379-9aeb4498480a

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**👤 Customer [6] - Sat, 05 Jul at 04:39 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

everything doneBut still the parental control is active

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**🛠️ Support [7] - Sat, 05 Jul at 04:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us a screenshot now, so that we can check. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [8] - Sat, 05 Jul at 04:56 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

[image: image.png]

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**👤 Customer [9] - Sat, 05 Jul at 04:57 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

[image: image.png]On Fri, Jul 4, 2025 at 9:55 PM Sumana Mohanta wrote:> [image: image.png]>>

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**🛠️ Support [10] - Sat, 05 Jul at 04:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please share us an uncropped picture of the full screen. Awaiting your response. Regards, Team hoichoi

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**👤 Customer [11] - Sat, 05 Jul at 05:00 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

[image: image.png]

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**🛠️ Support [12] - Sat, 05 Jul at 05:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please check if the same pin is showing on hoichoi mobile app or not. If yes, share us the screenshot of the same (full length) and share us here. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [13] - Mon, 07 Jul at 05:11 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

When can you fix my issue . I am paying subscription but cannot watchanything how will you resolve the issue is there any human to support myissue

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**🛠️ Support [14] - Mon, 07 Jul at 05:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please check if the same pin is showing on hoichoi mobile app or not. If yes, share us the screenshot of the same (full length) and share us here. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [15] - Mon, 07 Jul at 05:22 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

Same issue on the mobile

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**👤 Customer [16] - Mon, 07 Jul at 05:24 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

On Sun, Jul 6, 2025 at 10:22 PM Sumana Mohanta wrote:> Same issue on the mobile>>

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**👤 Customer [17] - Mon, 07 Jul at 05:25 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

I am trying to disable from the mobile asking for otp which never comesOn Sun, Jul 6, 2025 at 10:24 PM Sumana Mohanta wrote:>>> On Sun, Jul 6, 2025 at 10:22 PM Sumana Mohanta > wrote:>>> Same issue on the mobile>>>>

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**🛠️ Support [18] - Mon, 07 Jul at 05:27 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We have made some changes, please check after 10 minutes and let us know. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [19] - Mon, 07 Jul at 05:43 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

Nothing same issue

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**🛠️ Support [20] - Mon, 07 Jul at 06:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [21] - Mon, 07 Jul at 06:13 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

On Sun, Jul 6, 2025 at 11:08 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 11:13 AM , Sumana Mohanta wrote: Nothing same issue  On Sun, Jul 6, 2025 at 10:27 PM Support wrote: Hi,  Apologies for the hassle faced, We have made some changes, please check after 10 minutes and let us know. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 10:55 AM , Sumana Mohanta wrote: I am trying to disable from the mobile asking for otp which never comes  On Sun, Jul 6, 2025 at 10:24 PM Sumana Mohanta wrote: On Sun, Jul 6, 2025 at 10:22 PM Sumana Mohanta wrote: Same issue on the mobile  On Sun, Jul 6, 2025 at 10:17 PM Support wrote: Hi,  Apologies for the hassle faced, Please check if the same pin is showing on hoichoi mobile app or not. If yes, share us the screenshot of the same (full length) and share us here. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [22] - Mon, 07 Jul at 06:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [23] - Mon, 07 Jul at 06:19 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

On Sun, Jul 6, 2025 at 11:17 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 11:43 AM , Sumana Mohanta wrote: On Sun, Jul 6, 2025 at 11:08 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 11:13 AM , Sumana Mohanta wrote: Nothing same issue  On Sun, Jul 6, 2025 at 10:27 PM Support wrote: Hi,  Apologies for the hassle faced, We have made some changes, please check after 10 minutes and let us know. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [24] - Mon, 07 Jul at 06:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the account option picture from the tv, where we can see your account details. Please do not share any pin picture or anything, this will help us to assist you further. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [25] - Mon, 07 Jul at 06:25 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

On Sun, Jul 6, 2025 at 11:24 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the account option picture from the tv, where we can see your account details. Please do not share any pin picture or anything, this will help us to assist you further. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 11:49 AM , Sumana Mohanta wrote: On Sun, Jul 6, 2025 at 11:17 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi    On Mon, 7 Jul at 11:43 AM , Sumana Mohanta wrote: On Sun, Jul 6, 2025 at 11:08 PM Support wrote: Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv so that we can assist you better. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [26] - Mon, 07 Jul at 06:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the account option picture from the tv, where we can see your account details. Please do not share any pin picture or anything, this will help us to assist you further. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [27] - Tue, 08 Jul at 04:50 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

What is the solution

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**🛠️ Support [28] - Tue, 08 Jul at 05:48 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Dear Sir/Madam, we kindly request you to share a picture of the account page from your TV. Please open the hoichoi app on your TV, navigate to the 'My hoichoi' or 'My Account' section, and send us a clear screenshot for further assistance.  Waiting for your response, Regards, Team hoichoi

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**👤 Customer [29] - Tue, 08 Jul at 05:54 AM (Public Message)**

*From: sumana.mohanta07@gmail.com*

I did already

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**🛠️ Support [30] - Tue, 08 Jul at 06:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, What we've received it is from your mobile phone; we are requesting to share a picture of the account page from your TV . This will help us replicate the problem and assist you more effectively. Waiting for your response, Regards, Team hoichoi

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## Ticket #893787: Robi | Customer not use Hoichoi Subscription\_2025071610007202099

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 05:21 AM | Updated | Wed, 16 Jul at 06:12 AM |
| Requester | 35092894041 | Agent | 35092231600 |

### Conversations (2 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:21 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Maymuna Akter Munni Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893787 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 16 Jul at 06:11 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please enter the number in the correct order and ensure there are no extra zeros. This should resolve the issue. Let us know you need if you need any further help, Regards, Team hoichoi

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## Ticket #893788: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 05:44 AM | Updated | Wed, 16 Jul at 06:09 AM |
| Requester | 35093448109 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 06:09 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893775

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## Ticket #893689: Change in email address and mobile number for existing subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 01:24 PM | Updated | Wed, 16 Jul at 05:54 AM |
| Requester | 35093401549 | Agent | 35092231600 |

### Conversations (7 messages)

**🛠️ Support [1] - Tue, 15 Jul at 01:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sangita Mondal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893689 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 01:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Awaiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 01:42 PM (Public Message)**

*From: mondal.sangita@gmail.com*

HiI have already sent it.I am sending it againReagrds

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**🛠️ Support [4] - Tue, 15 Jul at 02:06 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully updated your email ID santugayen@gmail.com and 9596936664 associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 02:06 PM (Private Note)**

https://tools.viewlift.com/users/account/2179a484-cd4d-48e2-83c9-45867405d650

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**👤 Customer [6] - Wed, 16 Jul at 05:50 AM (Public Message)**

*From: mondal.sangita@gmail.com*

Thanks for your support.

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**🛠️ Support [7] - Wed, 16 Jul at 05:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-hoichoi

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## Ticket #893385: Subscription payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:58 PM | Updated | Wed, 16 Jul at 05:53 AM |
| Requester | 35093380470 | Agent | 35074856318 |

### Conversations (11 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:58 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sonia Mazumder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893385 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 02:00 PM (Public Message)**

*From: soniam100@gmail.com*

mobile number : 9831131395

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**🛠️ Support [3] - Sun, 13 Jul at 05:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Could you please confirm the location (country and city) from where you're trying to subscribe? This will help us check for any region-specific issues.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 12:57 AM (Public Message)**

*From: soniam100@gmail.com*

KolkataThanksSonia Mazumder

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**👤 Customer [5] - Mon, 14 Jul at 12:59 AM (Public Message)**

*From: soniam100@gmail.com*

I don’t use any auto debit card. I would like to subscribe for 1 year as ofnow.ThanksSonia Mazumder

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**🛠️ Support [6] - Mon, 14 Jul at 03:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We would like to inform you that as per our t&c,  purchasing subscription enables the autopay. However, we would like to inform you that, you can cancel the autopay anytime. Post purchasing the plan kindly let us know so that we can opt out the auto renewal form our end. Also you can cancel the auto pay via the UPI (using if any) application or standing instruction through net banking app (if paid through card) or by contacting the bank. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [7] - Mon, 14 Jul at 04:50 AM (Public Message)**

*From: soniam100@gmail.com*

I understand your point but my card is not entitled to the auto debitoption.So, the system is not accepting the card number.So, do you have any other alternative option for payment (net banking)?

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**🛠️ Support [8] - Mon, 14 Jul at 04:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We'd recommend you to kindly try purchasing the plan alternatively through UPI.  If you still encounter any issues while purchasing the Hoichoi subscription, please feel free to reach out to us on WhatsApp at +91 6292327385. Simply send a "HI" message, and our team will assist you in completing your subscription seamlessly.   Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [9] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sonia, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [10] - Wed, 16 Jul at 05:51 AM (Public Message)**

*From: soniam100@gmail.com*

Thank yoy for your response. I have subscribed for a year.ThanksSonia Mazumder

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**🛠️ Support [11] - Wed, 16 Jul at 05:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that the issue has been resolved for you. It was a pleasure assisting you.​                            Do show your love by rating us on play store. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team hoichoi ​

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## Ticket #893789: Fwd: Your Google Play Order Receipt from 15 Jul 2025

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 05:44 AM | Updated | Wed, 16 Jul at 05:52 AM |
| Requester | 35093448109 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 05:52 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893788

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## Ticket #893450: Premium Ac Cancellation

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 02:25 AM | Updated | Wed, 16 Jul at 05:38 AM |
| Requester | 35089958003 | Agent | 35074856318 |

### Conversations (10 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:25 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dibyendu Chakraborty Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893450 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Additionally,  kindly share your subscribed email address, contact number with country code. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 03:14 AM (Public Message)**

*From: dibyenducse.diet@gmail.com*

Yes I want to cancel because of personal reasons, pls cancel the autorenewalSubscription Email- Dibyenducse.diet@gmail.comPls go ahead with the cancellationThanks and Regards..\*Dibyendu Chakraborty\*

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**🛠️ Support [4] - Mon, 14 Jul at 03:17 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against dibyenducse.diet@gmail.com and your subscription will not renew automatically at the end of the current billing cycle on 27/3/25 . Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Dibyendu, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [6] - Wed, 16 Jul at 03:33 AM (Public Message)**

*From: dibyenducse.diet@gmail.com*

Thanks, As from the trailing mail you have mentioned that my subscriptionhas been cancelled, can you please re-confirm thatThanks and Regards..\*Dibyendu Chakraborty\*

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**🛠️ Support [7] - Wed, 16 Jul at 04:49 AM (Private Note)**

https://tools.viewlift.com/users/account/323f090472d10e9037ec2ee1960037eb1519ec949f2b93d72684502fee6e8a06

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**🛠️ Support [8] - Wed, 16 Jul at 04:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from hoichoi! We have already processed your auto-renewal cancellation request against dibyenducse.diet@gmail.com and your subscription will not renew automatically at the end of the current billing cycle on 23/07/2025. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Have a great day ahead. Regards, Team hoichoi

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**👤 Customer [9] - Wed, 16 Jul at 05:19 AM (Public Message)**

*From: dibyenducse.diet@gmail.com*

Thank you for your supportThanks and Regards..\*Dibyendu Chakraborty\*

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**🛠️ Support [10] - Wed, 16 Jul at 05:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that the issue has been resolved for you. It was a pleasure assisting you.​                            Do show your love by rating us on play store. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team hoichoi ​

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## Ticket #893463: Subscription cancel

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 04:11 AM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093383356 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:11 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nashida Subhi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893463 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 04:15 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Additionally,  kindly share your subscribed email address, contact number with country code. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 05:20 AM (Public Message)**

*From: nashidas@gmail.com*

My mobile number +61403682647Email nashidas@gmail.comHoliday is almost end so ending subscription for temporary.

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**🛠️ Support [4] - Mon, 14 Jul at 05:21 AM (Private Note)**

https://tools.viewlift.com/users/account/bbc4998f-33a4-49ef-b585-9de3743be144

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**🛠️ Support [5] - Mon, 14 Jul at 05:24 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against +61403682647 and your subscription will not renew automatically at the end of the current billing cycle on 27/7/25. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Nashida, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893455: Urgent: Unable to Access Hoichoi Movies and Web Series Account – Request to Cancel Subscription and Delete Account

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 02:50 AM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093383054 | Agent | 35074856318 |

### Conversations (8 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:50 AM (Private Note)**

*From: support@hoichoi.tv*

Hello jaydeephereforyou Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893455 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:19 AM (Private Note)**

https://tools.viewlift.com/users/account/0053b021-e645-45b6-8e8b-7f4b47aa6a1b

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**🛠️ Support [3] - Mon, 14 Jul at 03:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for reaching out to us. We sincerely regret the inconvenience and disappointment caused, and we truly understand your concern regarding the charges. Please allow us to clarify that as per our digital content policy and Terms & Conditions accepted at the time of subscription, all hoichoi plans are non-refundable. We do not have the provision to cancel or refund for any period that has already been billed and was not flagged to us during that time. That said, we completely understand your frustration and would like to assure you that we have cancelled the auto-renewal on your subscription to prevent any further charges. Your current plan will remain active until 13th August 2025, after which it will not renew. If you wish, you can delete your account manually from your end once the plan expires, as we do not have the authority to delete user accounts from our system. While we are unable to fulfill your request for a refund of the past 15 months due to the above policies, we truly appreciate your understanding in this matter. Your feedback is valuable, and we’re always working towards improving your experience. Please feel free to reach out if you have any further questions or need assistance. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 04:42 AM (Public Message)**

*From: jaydeep821@gmail.com*

Hello,The concern regarding auto-renewal has been acknowledged, and I have beeninformed that it will be discontinued from August 2025 onward. However, Iam extremely dissatisfied with the fact that a total amount of $149.85 wasauto-deducted over the past 15 consecutive months, despite my inability toaccess my Hoichoi account during this entire period.My account is linked to a USA mobile number, and since I have been residingin India, I was unable to log in or manage my subscription, includingturning off auto-renewal. Unfortunately, I have now been informed thatthese charges are non-refundable, which I find disheartening and unfair.I also want to mention that I was unaware of the proper support channel toreport this issue without logging into my account. It was only yesterdaythat I learned about this support through a friend, which is why I’mreaching out immediately.Given the circumstances, I sincerely request that this matter be taken asan exception and kindly considered for a refund of the $149.85 (last 15months payment of $9.99 each month) that was charged unnecessarily. Yourunderstanding and support in resolving this issue would be greatlyappreciated.Thanks, and best regards,Jaydeep Sarkar

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**🛠️ Support [5] - Mon, 14 Jul at 04:45 AM (Public Message)**

*From: support@hoichoi.tv*

​ Hello, Greetings from team hoichoi!  We would like to take this opportunity to clarify that, the Terms & Conditions you accepted upon subscription, all hoichoi plans are non-refundable. Unfortunately, we do not have the capability to cancel or issue refunds for any billing period that has already occurred and was not brought to our attention during that time. That being said, we fully understand your frustration and would like to reassure you that we have disabled the auto-renewal feature on your subscription to prevent any additional charges. Your current plan will remain active until 13th August 2025, at which point it will not renew. Should you wish, you may manually delete your account once the plan expires, as we do not possess the authority to delete user accounts from our system. While we regret that we are unable to accommodate your request for a refund for the past 15 months due to the aforementioned policies, we sincerely appreciate your understanding in this matter. Your feedback is invaluable, and we are continuously striving to enhance your experience. Wishing you a great day ahead. Regards,     Team hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 04:58 AM (Public Message)**

*From: jaydeep821@gmail.com*

Understanding my frustration alone does not resolve the issue. I amrequesting that this matter be treated as an exception and that my case bethoroughly reviewed. I am willing to share all relevant payment details tosupport my claim and demonstrate that I am being truthful.In this situation, I strongly believe Hoichoi should have had a propertechnical solution in place—especially for customers who are residingoutside the country and whose accounts are tied to auto-renewal through apayment method. If the platform restricts login access from outside theUSA, how can a user possibly unsubscribe or delete their account? Thisrepresents a serious technical flaw.Frankly, it appears that the underlying software design lacks the necessaryflexibility and consideration for international users. I urge your team toreview this case carefully and take the necessary steps toward processing arefund for the past 15 months.To clarify, the amount in question is not ₹149.85/-, but $149.85 USD, whichis approximately ₹12,700 INR—a significant sum that was charged without anyservice usage due to platform limitations.I sincerely request that this matter be taken as an exception and beconsidered for a refund of the $149.85.Thanks, and best regards,Jaydeep

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**🛠️ Support [7] - Mon, 14 Jul at 05:06 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We genuinely understand your frustration, and we sincerely regret the inconvenience you've faced, particularly given your location and the technical limitations you've experienced. We acknowledge the seriousness of your concern, especially with the amount in question being $149.85 USD. Please know that your case has been reviewed thoroughly and escalated to the concerned team for further evaluation. While we completely understand your request to be treated as an exception, we must respectfully reiterate that, as per Hoichoi’s Terms & Conditions agreed upon at the time of subscription, all digital subscriptions are non-refundable. These policies are in place to ensure consistency and fairness across our global user base. That said, we do recognize the unique challenge of account accessibility for users residing outside the country, and we appreciate you highlighting this important point. Your feedback has been noted and forwarded to our product and development teams for further assessment so we can continue improving our platform for all users. To clarify, your subscription has now been deactivated and auto-renewal has been turned off to ensure no future charges occur. Your current plan will remain active until its expiry, after which it will not renew. Though we are unable to process the refund for the past 15 months due to policy constraints, we genuinely regret that you’ve had this experience and truly appreciate your patience and understanding. If there’s anything else we can assist with, or if you need help managing your account further, please don’t hesitate to let us know. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Jaydeephereforyou, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893242: Conversation with iamtheavijeet

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 03:40 PM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093375514 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Sat, 12 Jul at 03:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. we'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 03:46 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/2/0/conversation/1022272944812216 7044687616 Chrome 138.0.7204.101 India Nothing is available to see iamtheavijeet@gmail.com

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**🛠️ Support [3] - Mon, 14 Jul at 04:50 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thanks for staying connected. We deeply apologise for the inconvenience caused. We have made some changes from our end. We request you to kindly retry and check if you are able to access the subscription or not. Let us know for any assistance. Hope you have a good day. ? Regards,     Team-hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Avijeet, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893216: Conversation with Maidul Islam Rafi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 01:24 PM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093374892 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Sat, 12 Jul at 01:26 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/people/1022161717453510

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**🛠️ Support [2] - Sat, 12 Jul at 01:27 PM (Private Note)**

01707960797 Google chrome latest version. Bangladesh Any content

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**🛠️ Support [3] - Sat, 12 Jul at 01:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. we'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 04:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thanks for staying connected. We deeply apologise for the inconvenience caused. We have made some changes from our end. We request you to kindly retry and check if you are able to access the subscription or not. Let us know for any assistance. Hope you have a good day. ? Regards,     Team-hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Maidul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893218: Conversation with Moumita Deb

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 01:30 PM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35079720000 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Sat, 12 Jul at 01:32 PM (Private Note)**

https://hoichoi.freshworks.com/crm/messaging/a/52170927173638/inbox/3/0/conversation/1022232978004807 9434539265 Google Chrome Version 125.0.6422.142 India Hoichoi debmoumita11@gmail.com

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**🛠️ Support [2] - Sat, 12 Jul at 01:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. we'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 04:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thanks for staying connected. We deeply apologise for the inconvenience caused. We have made some changes from our end. We request you to kindly retry and check if you are able to access the subscription or not. Let us know for any assistance. Hope you have a good day. ? Regards,     Team-hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Moumita, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893178: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 08:56 AM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093373074 | Agent | 35074856318 |

### Conversations (10 messages)

**🛠️ Support [1] - Sat, 12 Jul at 08:56 AM (Private Note)**

*From: support@hoichoi.tv*

Hello SOUMIK DE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893178 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 09:47 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We understand that this situation may be inconvenient, and we sincerely apologize for any frustration it may cause. Our subscription plans differ based on geographic locations, and as per our policy, access to the subscription is geo-restricted. This means that a plan purchased in one location can only be streamed from that specific location. To stream content from your current location, we kindly request you to visit www.Hoichoi.tv/viewplans page. You will need to create a new account with a different phone number and subscribe to a plan available in your current location. Thank you for your understanding and patience. If you need any further assistance, please don't hesitate to reach out. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 10:39 AM (Public Message)**

*From: soumikde76@gmail.com*

This is happening in the same location and from same mobile number. As permy subscription I am supposed to access from 5 devices in my room and 2devices at a time. I am not even accessing in 2 devices at a time.. It isvisible in hoichoi app. But whenever I am logging in through a web browserfrom my computer installed in the same room to see movies in bigger screenthis error message is being shown since last 2 days. Please do solve thisproblem. It is very insulting for me that a prepaid service is disrupteddue to your technical fault.

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**🛠️ Support [4] - Sat, 12 Jul at 11:13 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Could you please provide me with these below details -  Registered number: App or web Device details Country watching from Content Screenshot Looking forward to helping you.  Thanks & Regards, Team hoichoi

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**👤 Customer [5] - Sat, 12 Jul at 11:49 AM (Public Message)**

*From: soumikde76@gmail.com*

As per your requirements I am sending the details . Please solve theproblem.Registered number: My registered mobile number7439828357 , E-mail address : soumikde76@gmail.comApp or web WebDevice details My computerCountry watching from INDIA. ( Belghoria , Kolkata )Content All contentsScreenshot Attached below with this mail( though attached before also ) .

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**🛠️ Support [6] - Sat, 12 Jul at 12:08 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  May I kindly request you to confirm whether a VPN is currently turned off and also if you're not trying to stream from an office laptop?  This information will help me better understand the situation and assist you with the most appropriate resolution. Thanks & Regards, Team hoichoi

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**👤 Customer [7] - Sat, 12 Jul at 01:20 PM (Public Message)**

*From: soumikde76@gmail.com*

VPN is currently turned off and never been turned on and I am not trying tostream from an office laptop. More precisely, I am working from my housedesktop computer.

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**🛠️ Support [8] - Sat, 12 Jul at 03:52 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it. we'll inform you once its fixed. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [9] - Mon, 14 Jul at 04:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Thanks for staying connected. We deeply apologise for the inconvenience caused. We have made some changes from our end. We request you to kindly retry and check if you are able to access the subscription or not. Let us know for any assistance. Hope you have a good day. ? Regards,     Team-hoichoi

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**🛠️ Support [10] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Soumik, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892930: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 10 Jul at 05:21 PM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093358126 | Agent | 35074856318 |

### Conversations (12 messages)

**🛠️ Support [1] - Thu, 10 Jul at 05:21 PM (Private Note)**

*From: support@hoichoi.tv*

Hello sharmistha dutta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892930 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Thu, 10 Jul at 05:23 PM (Public Message)**

*From: sharmistha3dutta24@gmail.com*

My next billing is on 11th July so please cancel my subscription beforethat date.

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**🛠️ Support [3] - Thu, 10 Jul at 05:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Additionally,  kindly share your subscribed contact number with country code. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Thu, 10 Jul at 06:24 PM (Public Message)**

*From: sharmistha3dutta24@gmail.com*

I don't like the content and my subscribed number is - 7011144879 andcountry code is +91

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**🛠️ Support [5] - Thu, 10 Jul at 06:36 PM (Private Note)**

https://tools.viewlift.com/users/account/6bece2b8-0289-4a07-9f7f-2038c8360b08

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**🛠️ Support [6] - Thu, 10 Jul at 06:36 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 7011144879 and your subscription will not renew automatically at the end of the current billing cycle on 10/7/25. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [7] - Sat, 12 Jul at 06:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sharmistha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [8] - Sun, 13 Jul at 04:51 AM (Public Message)**

*From: sharmistha3dutta24@gmail.com*

When I have already unsubscribed hoichoi how can you charge 499 today. Iwant refund right now

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**👤 Customer [9] - Sun, 13 Jul at 04:52 AM (Public Message)**

*From: sharmistha3dutta24@gmail.com*

When you have already removed my subscription how can you charge me 499today I want refund right now

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**👤 Customer [10] - Mon, 14 Jul at 04:42 AM (Public Message)**

*From: sharmistha3dutta24@gmail.com*

I have a concern regarding the hoichoi subscription please replyOn Sun, 13 Jul, 2025, 10:21 am sharmistha dutta, wrote:> When you have already removed my subscription how can you charge me 499> today I want refund right now>>

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**🛠️ Support [11] - Mon, 14 Jul at 04:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the trouble caused.  We have cancelled your subscription with 7011144879 and initiated a refund of Rs499/- , it will be credited within 7 to 10 working days. Let us know if you face any issue. Wishing you a great day ahead.   Regards Team-Hoichoi

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**🛠️ Support [12] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sharmistha, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893229: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sat, 12 Jul at 02:15 PM | Updated | Wed, 16 Jul at 05:18 AM |
| Requester | 35093375198 | Agent | 35077458099 |

### Conversations (10 messages)

**🛠️ Support [1] - Sat, 12 Jul at 02:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Md Nawez Sharif Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893229 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 02:49 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, To help us investigate the issue better, could you please share the following details: Browser name and version (e.g., Chrome 114, Safari 17, etc.) Device details (e.g., Windows laptop, Android phone, iPhone, Smart TV, etc.) Name of the content you're trying to watch Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 03:25 PM (Public Message)**

*From: msharif163120@bscse.uiu.ac.bd*

ChromeWindowsOn any content before search any thing this error is coming

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**🛠️ Support [4] - Sat, 12 Jul at 03:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We would request you to clear all your browser history, cache and cookies then retry once.If any issue persists, please check through incognito window and different browsers. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [5] - Sun, 13 Jul at 04:58 AM (Public Message)**

*From: msharif163120@bscse.uiu.ac.bd*

I have tried all possible ways. It's still doing the same thing. Pleasefixed it.

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**🛠️ Support [6] - Sun, 13 Jul at 05:10 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thanks for writing to us. Apologies for any inconvenience. We would request you to try to do a fresh login now and check once.  Let us know in case of any further difficulties. Wishing you a great rest of the day! Regards, Team hoichoi

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**👤 Customer [7] - Sun, 13 Jul at 06:44 PM (Public Message)**

*From: msharif163120@bscse.uiu.ac.bd*

Yes , I was told you that I was tried with fresh login and also have triedto change with new browser. Same error occurs.

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**🛠️ Support [8] - Sun, 13 Jul at 06:48 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [9] - Mon, 14 Jul at 05:22 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Thank you so much for your patience. We have fixed the issue, hence please try from incognito mode and check if the issue persists or not. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [10] - Wed, 16 Jul at 05:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Md, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893673: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 12:17 PM | Updated | Wed, 16 Jul at 04:52 AM |
| Requester | 35093400626 | Agent | 35077458099 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:52 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893674

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## Ticket #893757: Order delivery inquiry from Amazon customer Nityananda

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 11:24 PM | Updated | Wed, 16 Jul at 04:45 AM |
| Requester | 35093443831 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Tue, 15 Jul at 11:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Nityananda Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893757 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893780: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:27 AM | Updated | Wed, 16 Jul at 04:30 AM |
| Requester | 35093448153 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:30 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893776

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## Ticket #893777: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 04:14 AM | Updated | Wed, 16 Jul at 04:21 AM |
| Requester | 35093421728 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 04:21 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893743

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## Ticket #893460: Re: Reply to your comment on Android app 'hoichoi - Movies & Web Series'

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:50 AM | Updated | Wed, 16 Jul at 04:19 AM |
| Requester | 35093383262 | Agent | 35074856318 |

### Conversations (11 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:50 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Soumyaroop Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893460 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:55 AM (Private Note)**

https://tools.viewlift.com/users/account/44761948-ceec-4397-b633-c31186bada5a

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**🛠️ Support [3] - Mon, 14 Jul at 03:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​  OTP depends on various other technicalities like mobile network provider also. I'd request you to kindly restart your mobile once and try generating the OTP.  Also Kindly make sure not to add 0 before writing the number for OTP.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 03:57 AM (Public Message)**

*From: smitra.bu@gmail.com*

I have done all these already, several times. Pls check with your serviceprovider on the issue.

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**🛠️ Support [5] - Mon, 14 Jul at 04:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  For your convenience, we have updated the login method and added email id smitra.bu@gmail.com for alternative login. Kindly check your email. You must have received a password reset link,and request you to  open the link from any Browser like Google Chrome and reset your password and then login with the same credentials. The Link will not work with the Hoichoi App or Gmail App. Now you'll be able to login to your account using the email smitra.bu@gmail.com and password as well.  Note: The reset password link expires after 1hr. In case you miss the time frame, you can always click on LOGIN and put the email id smitra.bu@gmail.com and then click on the "Forgot password" option below to generate a similar password reset mail. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [6] - Mon, 14 Jul at 04:15 AM (Public Message)**

*From: smitra.bu@gmail.com*

I am able to login now. But getting this new error when I try to subscribe!See attachment

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**🛠️ Support [7] - Mon, 14 Jul at 04:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We'd request you to kindly uninstall the hoichoi app. We request you kindly try to login and perform the transaction with CARD by visiting our website www.hoichoi.tv/viewplans from any Web Browser like Google Chrome. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [8] - Mon, 14 Jul at 04:27 AM (Public Message)**

*From: smitra.bu@gmail.com*

Ok. But why is the code EKEN not working for renewal?

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**🛠️ Support [9] - Mon, 14 Jul at 04:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  We currently have a 30% off coupon code on hoichoi annual subscription plan. Use code RENEW to get a flat 30% discount.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [10] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Soumyaroop, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Wed, 16 Jul at 04:19 AM (Public Message)**

[No text content]

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## Ticket #893279: Unable to renew account

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 07:28 PM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35093376585 | Agent | 35077458099 |

### Conversations (16 messages)

**🛠️ Support [1] - Sat, 12 Jul at 07:28 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Neelanjana Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893279 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 07:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We deeply apologise for the inconvenience caused. We would request you to kindly elaborate on the issue you have come across along with a screenshot of the same. Additionally, we'd request you to kindly share a screenshot of the account details page of your logged in hoichoi app. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**👤 Customer [3] - Sat, 12 Jul at 08:34 PM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,I am sharing the screenshots herewith.RegardsNeelanjanaGet Outlook for Android\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [4] - Sun, 13 Jul at 08:26 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for the information.  ​May we kindly ask if your device is connected to any VPN service or if you are using an office device? If not, we would suggest visiting the following link to subscribe: partner.hoichoi.tv If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [5] - Sun, 13 Jul at 08:26 AM (Private Note)**

https://tools.viewlift.com/users/account/d348a5e832ea3a34e8be0415d64e7b04e1edb9d1d2fdf2695d381f88af09fd12

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**👤 Customer [6] - Sun, 13 Jul at 08:32 AM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,I am not using any office deviceGet Outlook for Android\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [7] - Sun, 13 Jul at 08:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. Our apologies for the trouble you've experienced. I would kindly request you to uninstall the app and try subscribing again through this link: partner.hoichoi.tv. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [8] - Sun, 13 Jul at 06:50 PM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,I am still not able to renew because when I am adding my phone number for an OTP it's not being sent to the number. So eventually the process is failing. I can only see the subscription page with the plans which was not visible earlier.RegardsNeelanjana\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [9] - Sun, 13 Jul at 06:57 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We have forwarded the issue to the concerned, Kindly allow us few hours and the issue will be resolved by tomorrow, please try subscribing then. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [10] - Sun, 13 Jul at 06:58 PM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,Sure, thank you.RegardsNeelanjanaGet Outlook for Android\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [11] - Sun, 13 Jul at 07:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  Wishing you a great day ahead. Regards, Team-Hoichoi

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**🛠️ Support [12] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Neelanjana, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [13] - Tue, 15 Jul at 07:22 PM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,No the issue still persists. I am unable to receive the OTP.RegardsNeelanjanaGet Outlook for Android\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [14] - Tue, 15 Jul at 07:29 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from Hoichoi! We are currently experiencing OTP issues in your location. You can create an account using your email instead. Please follow these steps: -Open a web browser and visit https://partner.hoichoi.tv/. -Click on the Login option, then navigate to the Subscribe section. -Below, you will find a Sign up with email option. Click on it. -Enter your Name, Email, and Password in the provided fields. -Submit your details by clicking on Subscribe. -Once your account is created, you can proceed to subscribe. Feel free to get back to us if you face any issue. Regards, Team Hoichoi

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**👤 Customer [15] - Tue, 15 Jul at 07:58 PM (Public Message)**

*From: neelanjanas@alum.iisc.ac.in*

Hi,Thank you, the issue is resolved now.RegardsNeelanjanaGet Outlook for Android\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [16] - Wed, 16 Jul at 04:18 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thanks for your response. We are glad that the issue has been resolved for you. It was a pleasure assisting you.​                            Do show your love by rating us on play store. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Please feel free to get connected for any further assistance.                           Wishing you a great day ahead.                         Regards,                  Team-hoichoi ​

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## Ticket #893461: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:53 AM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35093383274 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:53 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aghori Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893461 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Kindly specify if you are referring to Jio Fiber or Jio Mobile Recharge? Which one ? Awaiting your response, Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 04:00 AM (Public Message)**

*From: indrajitkarmakar581@gmail.com*

Jio recharge true 5g 445 plan

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**👤 Customer [4] - Mon, 14 Jul at 04:01 AM (Public Message)**

*From: indrajitkarmakar581@gmail.com*

On Mon, 14 Jul, 2025, 9:30 am Aghori, wrote: Jio recharge true 5g  445 plan On Mon, 14 Jul, 2025, 9:27 am Support, wrote: Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. Kindly specify if you are referring to Jio Fiber or Jio Mobile Recharge? Which one ? Awaiting your response, Wishing you a great day ahead. Regards,     Team-hoichoi On Mon, 14 Jul at 9:23 AM , Support wrote: Hello Aghori Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893461 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Mon, 14 Jul at 9:23 AM , Aghori wrote: I recharge 445 jio plan. Reason of pervious plan i can't see hoichoi please fix it or tell me reedom code

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**🛠️ Support [5] - Mon, 14 Jul at 04:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that, as your have purchased the subscription from Jio app you can access all the contents from Jio TV app only not directly from Hoichoi app. Please login with your subscribed phone no from Jio Tv app to access your subscription. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aghori, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893426: I just cancel my autopay for hoichoi account i don't need more

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:17 PM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35093159029 | Agent | 35074856318 |

### Conversations (8 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajkumar khan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893426 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 07:20 PM (Public Message)**

*From: rajkumarkhan2000@gmail.com*

9123885276 taht was my number

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**🛠️ Support [3] - Sun, 13 Jul at 07:24 PM (Private Note)**

https://tools.viewlift.com/users/account/05ea1657-cea2-4af8-af71-2dda719957e5

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**🛠️ Support [4] - Sun, 13 Jul at 07:24 PM (Private Note)**

[No text content]

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**🛠️ Support [5] - Sun, 13 Jul at 07:25 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [6] - Sun, 13 Jul at 07:30 PM (Public Message)**

*From: rajkumarkhan2000@gmail.com*

Yes, please cancel.

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**🛠️ Support [7] - Mon, 14 Jul at 04:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9123885276 and your subscription will not renew automatically at the end of the current billing cycle on 23/6/26. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [8] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajkumar, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893459: Re: Order enquiry from Amazon customer Joy

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:46 AM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35093382976 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:46 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Joy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893459 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you so much for sharing the details with us. We regret the trouble caused.  We would like to inform you that since the transaction had been done through amazon we won't be able to make any changes on it. Hence any requests pertaining to your payment like auto renewal, or cancellation needs to be done through Amazon only. To change, update, cancel, or turn off auto-renewals for subscriptions purchased from the Amazon App Store app do the following: - Go to Your Account. - Select Your Apps under Digital content and devices. - Select Your Subscriptions under Manage. - Update your subscription as needed. For further assistance, kindly contact Amazon support.  Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Joy, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893149: Cancel Auto-Renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 06:11 AM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35093371936 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Sat, 12 Jul at 06:11 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudipta Saha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893149 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 07:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 03:46 AM (Public Message)**

*From: sudipta.tanmaysaha@gmail.com*

My registered email address is - sudipta.tanmaysaha@gmail.comMy registered contact number is - 9038856331My country code is - 91My date of subscription of Hoichoi is 8 August, 2024.Requesting you to cancel my Auto-Renewal.

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**🛠️ Support [4] - Mon, 14 Jul at 03:59 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9038856331 and your subscription will not renew automatically at the end of the current billing cycle on 8/8/25 . Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudipta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893464: Request for Refund – Unintentional Auto Pay Renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 04:20 AM | Updated | Wed, 16 Jul at 04:18 AM |
| Requester | 35082179596 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 04:20 AM (Private Note)**

*From: support@hoichoi.tv*

Hello priyanka biswas Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893464 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 04:33 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Greetings of the day, We deeply apologise for the inconvenience caused.   As per our records, there's only 1 subscription ACTIVE with 8240626326 We request you to provide us with your subscribed email address, alternative number.    Also please share both of the screenshots of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transactions.  Once we have all the necessary information we will be able to assist you better. ​ Wishing you a great day ahead. Regards Team Hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 04:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Priyanka, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893744: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Tue, 15 Jul at 07:32 PM | Updated | Wed, 16 Jul at 03:25 AM |
| Requester | 35093421728 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:25 AM (Private Note)**

*From: support@hoichoi.tv*

This ticket is closed and merged into ticket 893743

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## Ticket #893772: Low SMS balance - Viewlift, MSG91!

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 03:03 AM | Updated | Wed, 16 Jul at 03:23 AM |
| Requester | 35088268432 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 03:03 AM (Private Note)**

*From: support@hoichoi.tv*

Hello MSG91 Team Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893772 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893458: Cancle Auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 03:28 AM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093383180 | Agent | 35074856318 |

### Conversations (5 messages)

**🛠️ Support [1] - Mon, 14 Jul at 03:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello sukayna show Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893458 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Mon, 14 Jul at 03:30 AM (Public Message)**

*From: showsukayna123@gmail.com*

Yes, please cancel.

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**🛠️ Support [3] - Mon, 14 Jul at 03:31 AM (Private Note)**

https://tools.viewlift.com/users/account/cd7e5213-78f0-4946-8a1d-957c522e7544

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**🛠️ Support [4] - Mon, 14 Jul at 03:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 9804729739 and your subscription will not renew automatically at the end of the current billing cycle on 21/9/25. Rest assured, you’ll still have full access to all our content until this date. Also To ensure no further charges occur after the plan expires, we'd request you to cancel the Auto Pay from your end via UPI Mandate Settings available in the UPI app if paid through GPay/PhonePe/Paytm, or through Standing Instructions in your net banking app if paid via card. Additionally, we would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [5] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukayna, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893442: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 12:28 AM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35085552908 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhadeep Sinha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893442 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:06 AM (Private Note)**

https://tools.viewlift.com/users/account/38a559cf-b938-4803-8311-5c2ca1c1b39e 18/7/25

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**🛠️ Support [3] - Mon, 14 Jul at 03:06 AM (Public Message)**

*From: support@hoichoi.tv*

​Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. ​ We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**👤 Customer [4] - Mon, 14 Jul at 03:09 AM (Public Message)**

*From: sinhasubhadeep304@gmail.com*

Hi Team.Please cancel the auto renewal for my hoichoi subscription.Reason: I would not like to go for further renewal of my subscription forthe time being.Thanks,Sinha

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**🛠️ Support [5] - Mon, 14 Jul at 03:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We have successfully processed your auto-renewal cancellation request against 7747330371, and your subscription will not renew automatically at the end of the current billing cycle on 18/7/25. Rest assured, you’ll still have full access to all our content until this date. Let us know if we can assist you with anything regarding Hoichoi.  Thank you for being a part of the hoichoi family! Have a great day ahead. Regards, Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhadeep, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893430: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:37 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35019526675 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Diptesh Dutta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893430 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:53 AM (Private Note)**

https://tools.viewlift.com/users/account/27b092e1e6d7e595ec27c5616238179c62b2a3fb7dd57621f64628fddcf86112

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**🛠️ Support [3] - Mon, 14 Jul at 02:54 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We sincerely apologize for the inconvenience.  We’ve now disabled the setting, and you should be able to access content without any restrictions. ​ For future reference, kindly follow the below steps from Mobile App to reset the Parental Control Pin:   1, Go to Accounts 2, Click on Parental Control  3, Toogle on/off Parental Control  4, Select the viewing restrictions and click on Save ratings  5, Then click on Setup a PIN or Reset PIN, set up the pin.  6. Enter the OTP for confirmation. ➡️ Then Turn off the app & relaunch it, you will find the option to enter the PIN. Let us know if we can assist you with anything else regarding Hoichoi. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Diptesh, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893429: cancellation req of auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 07:34 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093346035 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:34 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanzida Pinky Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893429 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 02:50 AM (Private Note)**

https://tools.viewlift.com/users/account/c9c63c78-c8ab-4a91-8623-0781d4042037

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**🛠️ Support [3] - Mon, 14 Jul at 02:52 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings of the day! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We genuinely value your feedback and would like to understand the reason behind your decision for cancellation of our services for future improvement.  We would like to inform you that since the transaction had been done through Apple we won't be able to make any changes on it. Hence any requests pertaining to your payment like auto renewal, or cancellation needs to be done through Apple as only they will be able to help you in this case. To cancel your Hoichoi subscription via iTunes, follow these steps: - On your iPhone or iPad, go to the Settings app. - At the top of the screen, tap your name to access your Apple ID settings. - Tap on "Subscriptions" to see a list of your active subscriptions. - Scroll through the list and select the Hoichoi subscription. - Tap “Cancel Subscription” and confirm your choice. Make sure to cancel at least 24 hours before your next billing date to avoid being charged for the next period.  If you have any issues, you can also manage your subscriptions through the App Store or by contact Apple support. Wishing you a great day ahead. Regards Hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanzida, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893400: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 03:37 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35081685573 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukalyan Dasgupta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893400 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:05 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Could you please share the details of your TV model, the operating system (OS) version, and the version of the hoichoi app installed on your device? This information will help us investigate the issue more effectively. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 01:52 AM (Public Message)**

*From: dgsukalyan@gmail.com*

Dear teamI am using LG tv with Amazon fire stick Regards Sukalyan DasguptaFor ASIAN CHEMICALS

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**🛠️ Support [4] - Mon, 14 Jul at 03:43 AM (Private Note)**

https://tools.viewlift.com/users/account/53f9a247-7906-4ec2-a385-79d9de42e386

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**🛠️ Support [5] - Mon, 14 Jul at 03:44 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. We'd request you to kindly uninstall the hoichoi app and restart your FIRETV. After that, please install the hoichoi app freshly on your TV device and Login directly with the number 9830115916 and OTP & check.  Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sukalyan, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892796: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Wed, 09 Jul at 04:48 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35092751891 | Agent | 35074856318 |

### Conversations (15 messages)

**🛠️ Support [1] - Wed, 09 Jul at 04:48 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saumitra. guha Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892796 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Wed, 09 Jul at 05:15 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We sincerely apologize for the inconvenience caused. Please note that the video quality on hoichoi is automatically adjusted based on your internet connection speed. That’s why there is no manual option to select Full HD or high-quality versions. We would kindly request you to: Ensure you have a stable and high-speed internet connection Clear the cache and try streaming again If the issue still persists, feel free to reach out with your device details and a short video of the issue so we can assist you further. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [3] - Wed, 09 Jul at 05:43 PM (Public Message)**

*From: saumitra.guha@gmail.com*

Dear Team,Thanks for the Prompt response, as per your guidance I have clear the cacheand my internet speed is 100 MBS and very stable.Still I am facing the same issue, I tried sending the video but the videosize is very heavy which is not being uploaded.Let me know if there is any other way I can get a help.RegardsSaumitra Guha9820821007

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**👤 Customer [4] - Wed, 09 Jul at 06:07 PM (Public Message)**

*From: saumitra.guha@gmail.com*

Dear Team,Please find attached a video too in a short clip, you can see the qualityis not clear at all.RegardsSaumitra Guha9820821007On Wed, Jul 9, 2025 at 11:12 PM Saumitra Guha wrote:> Dear Team,>> Thanks for the Prompt response, as per your guidance I have clear the> cache and my internet speed is 100 MBS and very stable.>> Still I am facing the same issue, I tried sending the video but the video> size is very heavy which is not being uploaded.>> Let me know if there is any other way I can get a help.>> Regards> Saumitra Guha> 9820821007>>

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**🛠️ Support [5] - Wed, 09 Jul at 06:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Please share us the device details- device model name, version. Also please confirm the issue is happening for any particular content or all, so that we can forward it to the concerned team.  If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [6] - Wed, 09 Jul at 06:25 PM (Public Message)**

*From: saumitra.guha@gmail.com*

Dear Team,Details of my Device is HP Laptop Ryzen 5, 16 GB RAM, Dedicated GraphicCard.Issue is happening with all the movies and series.RegardsSaumitra Guha9820821007

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**🛠️ Support [7] - Wed, 09 Jul at 06:36 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We're sorry to hear you're facing trouble accessing hoichoi from the website. Here are a few steps you can try to resolve the issue: We are unable to replicate the issue at our end. I would humbly request you to share a small video/screen record of the issue you are getting. It would help to expedite the solution and I could solve the issue better. Also follow the below mentioned steps Clear Browser Cache and Cookies: Please clear your browser's cache, cookies, and browsing history, then try again. Try a Different Browser: If you're using Chrome, try switching to Firefox, Safari, or Edge to see if the issue persists. Update Your Browser: Make sure your browser is updated to the latest version. Use Incognito/Private Mode: Try opening the hoichoi website in incognito or private browsing mode. Our website is compatible with the following browsers: Chrome, Edge, Firefox, and Safari. You can enjoy seamless streaming from these browsers. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [8] - Wed, 09 Jul at 07:52 PM (Public Message)**

*From: saumitra.guha@gmail.com*

Hi Team,I have already shared a video, attaching the same again.RegardsSaumitra

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**🛠️ Support [9] - Thu, 10 Jul at 03:57 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. I would kindly request you to try streaming "Rahasya Romancha" and let us know if it plays smoothly or if you’re facing the same issue with this content as well. This will help us better understand and resolve the problem. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [10] - Thu, 10 Jul at 11:23 AM (Public Message)**

*From: saumitra.guha@gmail.com*

Hi,Tried streaming the mentioned series, the problem is still same.

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**🛠️ Support [11] - Thu, 10 Jul at 11:51 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We’ve tested the content on multiple devices from our end and did not encounter any issues. May I kindly request you to switch your internet connection and try streaming again? This will help determine if the issue is related to your current network. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [12] - Sat, 12 Jul at 12:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Saumitra., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [13] - Sun, 13 Jul at 07:29 PM (Public Message)**

*From: saumitra.guha@gmail.com*

Nope, it didn't solve anything.

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**🛠️ Support [14] - Mon, 14 Jul at 03:36 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused.  We would like to clarify that the resolution setting (HIGH/Medium/Low/Auto) is contingent upon the speed of your internet connection. When opting for high video quality and provided you have a robust internet connection, the system will automatically adjust to the highest available resolution. Let us know if we can assist you with anything else regarding Hoichoi.  Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [15] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Saumitra., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #892942: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Thu, 10 Jul at 08:19 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093359411 | Agent | 35074856318 |

### Conversations (12 messages)

**🛠️ Support [1] - Thu, 10 Jul at 08:19 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswajit Nandy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892942 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 11 Jul at 03:17 AM (Private Note)**

https://tools.viewlift.com/users/account/1244b180-d347-11e7-bb8f-0b796091b46c

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**🛠️ Support [3] - Fri, 11 Jul at 03:20 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  We deeply apologise for the inconvenience caused. ​ We have retieved your account and reverted back to 9330373313. Please share the new number which you'd like to add so that update it to your account for alternative login.   Awaiting your response.  Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [4] - Fri, 11 Jul at 03:33 AM (Public Message)**

*From: nandybiswajit2006@gmail.com*

Please have the following number added to the account +91 91632 19355.Thank youBiswajit Nandy

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**🛠️ Support [5] - Fri, 11 Jul at 03:39 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for staying connected. We have updated the login method and added the number 9163219355 Now you'll be able to login to your account using the phone number 9163219355  and OTP Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [6] - Sun, 13 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswajit, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [7] - Sun, 13 Jul at 03:44 AM (Public Message)**

*From: nandybiswajit2006@gmail.com*

Hi, thank you for resolving it. Login through Mobile number works. I alsowanted login via email address which I used to do. How do I do it withoutusing phone number. I don't see in profile section for email address part,neither I can modify my profileThanksBiswajit

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**🛠️ Support [8] - Sun, 13 Jul at 08:49 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for confirming. We're glad to know that login via mobile number is working now. To help you log in using your email address as well, may I kindly confirm if you would like us to add nandybiswajit2006@gmail.com to your account? If you wish to use a different email, please share that with us, and we will update it accordingly. Looking forward to your response. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [9] - Sun, 13 Jul at 08:49 AM (Private Note)**

https://tools.viewlift.com/users/account/1244b180-d347-11e7-bb8f-0b796091b46c

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**👤 Customer [10] - Sun, 13 Jul at 07:33 PM (Public Message)**

*From: nandybiswajit2006@gmail.com*

You have the correct email address nandybiswajit2006@gmail.comThanksBiswajit

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**🛠️ Support [11] - Mon, 14 Jul at 03:42 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Thank you for staying connected. We have updated the login method and added email id nandybiswajit2006@gmail.com Kindly check your email. You must have received a password reset link,and request you to  open the link from any Browser like Google Chrome and reset your password and then login with the same credentials. The Link will not work with the Hoichoi App or Gmail App. Now you'll be able to login to your account using the email nandybiswajit2006@gmail.com and password as well. Note: The reset password link expires after 1hr. In case you miss the time frame, you can always click on LOGIN and put the email id nandybiswajit2006@gmail.com and then click on the "Forgot password" option below to generate a similar password reset mail. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**🛠️ Support [12] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Biswajit, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893456: No Subject

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| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 02:57 AM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093383069 | Agent | 35074856318 |

### Conversations (4 messages)

**🛠️ Support [1] - Mon, 14 Jul at 02:57 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ali Akbar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893456 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:25 AM (Private Note)**

https://tools.viewlift.com/users/account/4e832c7b-bb3e-40ba-a0a0-d5752c0baf6d 13/7/26

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**🛠️ Support [3] - Mon, 14 Jul at 03:25 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [4] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ali, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893445: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Mon, 14 Jul at 01:25 AM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093382798 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Mon, 14 Jul at 01:25 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tyriv Nihj Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893445 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:08 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings of the day! We would request you to kindly elaborate on the issue you have come across. Also, please attach any necessary pictures, video or screenshot. Once we have all the necessary information we will be able to assist you better. Wishing you a good day ahead. Regards Team hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tyriv, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893439: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 10:14 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35093023067 | Agent | 35074856318 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 10:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankita Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893439 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:02 AM (Public Message)**

*From: support@hoichoi.tv*

Hi Greetings of the day,   We are sorry to hear your experience. We can help you updating your details.  We request you to provide us with your subscribed email address, number with country code.    Also please share a screenshot of the money deduction message (not billing history) or payment receipt which you received. Also you can share the bank statement of the transaction. Once we have that we can assist you better. Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. Also, We request you to provide us with the details (name/number/email id) you wish to add to your account. Once we have all the necessary information we will be able to assist you better. ​ Wishing you a great day ahead. Regards Team Hoichoi

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**🛠️ Support [3] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankita, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893101: Cancel hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Fri, 11 Jul at 05:50 PM | Updated | Wed, 16 Jul at 03:17 AM |
| Requester | 35089995052 | Agent | 35074856318 |

### Conversations (6 messages)

**🛠️ Support [1] - Fri, 11 Jul at 05:50 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ayushi Nath Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893101 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 11 Jul at 05:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ayushi, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Mon, 14 Jul at 03:14 AM (Public Message)**

*From: ayushinath2204@gmail.com*

Cancel my Autorenewal for hoichoi please.

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**🛠️ Support [5] - Mon, 14 Jul at 03:46 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   We deeply apologise for the inconvenience caused.  This is to inform you, we can't find active subscription associated with ayushinath2204@gmail.com as per our records.                                         We request you to provide us with your subscribed contact number.     Awaiting response from you. Wishing you a great day ahead.     Regards Team Hoichoi

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**🛠️ Support [6] - Wed, 16 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ayushi, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893769: 可能的帳戶停用通知

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Wed, 16 Jul at 02:29 AM | Updated | Wed, 16 Jul at 02:35 AM |
| Requester | 35093447753 | Agent | 35060784336 |

### Conversations (1 messages)

**🛠️ Support [1] - Wed, 16 Jul at 02:29 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Meta:Platforms-[ID:000868]-BusinessSupportCenter Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893769 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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## Ticket #893284: Tanmoy Mukherjee - monthly subscription amount deducted on 1 st July unable to login

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 07:51 PM | Updated | Tue, 15 Jul at 11:29 PM |
| Requester | 35093376660 | Agent | 35060784336 |

### Conversations (3 messages)

**🛠️ Support [1] - Sat, 12 Jul at 07:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmoy Mukherjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893284 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:23 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please perform the following steps and let us know if you are able to access the content: Log in to your account using your Apple ID. Navigate to the MENU option. Click on "Subscribe now." Then, select "Restore Purchase." If you encounter any errors, please share a screenshot of the error message along with the tax invoice/receipt you received via email from Apple (not the subscription confirmation or page from your Apple ID). Awaiting response from you. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmoy, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893428: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 07:24 PM | Updated | Tue, 15 Jul at 07:18 PM |
| Requester | 35092849052 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello sayantan halder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893428 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 07:26 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Apologies for the trouble caused, we highly regret the inconvenience, We'd request you to kindly share the brand name model number and android version of your device with us. If you are using our website for streaming, Kindly share us the browser name and version along with the OS version of your device with us. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sayantan, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893425: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 07:15 PM | Updated | Tue, 15 Jul at 07:18 PM |
| Requester | 35093381802 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:15 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Basu Arijit Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893425 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 07:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Basu, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893424: Help with payment

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 07:09 PM | Updated | Tue, 15 Jul at 07:18 PM |
| Requester | 35093381779 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 07:09 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dr. Akshay Alawani Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893424 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 07:12 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi Apologies for the hassle faced, Kindly share us the exact error that you are getting, so that we can check and assist you better. Awaiting for your response, Regards, Team Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Akshay, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #892189: Cancellation of hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sat, 05 Jul at 09:08 AM | Updated | Tue, 15 Jul at 07:18 PM |
| Requester | 35093302437 | Agent | 35077458099 |

### Conversations (16 messages)

**🛠️ Support [1] - Sat, 05 Jul at 09:08 AM (Private Note)**

*From: support@hoichoi.tv*

Hello sanchari banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892189 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 05 Jul at 09:09 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sancharibanh@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [3] - Mon, 07 Jul at 09:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchari, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [4] - Mon, 07 Jul at 09:42 AM (Public Message)**

*From: sancharibanh@gmail.com*

Please cancel my auto subscription which has been made every three monthsthanks

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**🛠️ Support [5] - Mon, 07 Jul at 09:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sancharibanh@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [6] - Wed, 09 Jul at 09:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchari, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [7] - Fri, 11 Jul at 04:51 AM (Public Message)**

*From: sancharibanh@gmail.com*

Hello....I want to cancel my auto subscription that is being deducted frommy account. My contact number is 9475015794....emailid....sancharibanh@gmail.com...Below attached the document of UPI deduction for hoichoi

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**👤 Customer [8] - Fri, 11 Jul at 04:52 AM (Public Message)**

*From: sancharibanh@gmail.com*

On Wed, 9 Jul, 2025, 2:48 pm Support, wrote: Hello Sanchari, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team On Mon, 7 Jul at 3:13 PM , Support wrote: Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sancharibanh@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi  On Mon, 7 Jul at 3:12 PM , sanchari banerjee wrote: Please cancel my  auto subscription which has been made every three months thanks On Mon, 7 Jul, 2025, 2:47 pm Support, wrote: Hello Sanchari, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team On Sat, 5 Jul at 2:39 PM , Support wrote: Hello,   Greetings from team hoichoi!   Thanks for writing to us. This is to inform you, we can't find active subscription associated with sancharibanh@gmail.com as per our records.                                         We request you to provide us with your subscribed email address, contact number and the date of subscription to Hoichoi. Also, share a screenshot of the payment receipt from UPI app or money deduction message from bank.     Additionally, if you have subscribed using Google Play balance or iTunes, please provide us with the order receipt received from Google (GPA Number) / tax invoice received from Apple. It would be easier for us to replicate the issue and also to resolve it faster from our end.     Awaiting response from you.     Regards Team Hoichoi

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**🛠️ Support [9] - Fri, 11 Jul at 05:45 AM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!   This is to inform you, we can't find active subscription associated with 9475015794 as per our records.                                         Kindly share us a screenshot of the UPI transaction number of the payment which you have made to hoichoi. It would be easier for us to resolve it faster from our end Wishing you a great day ahead. Regards Team Hoichoi

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**🛠️ Support [10] - Sun, 13 Jul at 05:17 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchari, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Sun, 13 Jul at 08:07 AM (Public Message)**

*From: sancharibanh@gmail.com*

No response yet.

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**👤 Customer [12] - Sun, 13 Jul at 08:10 AM (Public Message)**

*From: sancharibanh@gmail.com*

I want to know whether my hoichoi auto subscription has been cancelled ornot.As asked by you my UPI transaction screenshot has also been provided in theprevious mail.... please look into the matter as soon as possibleThank you

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**🛠️ Support [13] - Sun, 13 Jul at 08:43 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi! Thank you for reaching out to us.  Could you please help me with the registered email address or phone number associated with your hoichoi account? Additionally, may I kindly ask the reason you’d like to cancel the subscription?  This will help us understand your concern better and assist you accordingly. Thanks & Regards, Team hoichoi

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**👤 Customer [14] - Sun, 13 Jul at 07:15 PM (Public Message)**

*From: sancharibanh@gmail.com*

I m no longer interested in the auto subscription....so please cancel mysubscription as soon as possible....and refund the amount if possible..Thnk u

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**🛠️ Support [15] - Sun, 13 Jul at 07:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. ​ Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [16] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanchari, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893388: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 02:14 PM | Updated | Tue, 15 Jul at 07:18 PM |
| Requester | 35073450859 | Agent | 35077458099 |

### Conversations (8 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:14 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal Chattopadhyay Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893388 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 02:16 PM (Public Message)**

*From: samchat019@gmail.com*

Not enabling opening the Hoichoi App on TVSHYAMAL9831582870On Sun, 13 Jul, 2025, 7:43 pm Shyamal Chattopadhyay, wrote:> https://www.hoichoi.tv/activate>

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**🛠️ Support [3] - Sun, 13 Jul at 02:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please follow the below steps to login- Hoichoi app- Menu- Login- Login with Please follow these steps to login from Your TV :- Click on “Login” If you have signed up using Phone no/Google/Facebook please click on "Activate Device" Once the code is generated on tv,open your app Login to the App using Phone no/Google/Facebook and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [4] - Sun, 13 Jul at 06:53 PM (Public Message)**

*From: samchat019@gmail.com*

Mobile 9831582870.I am getting Hoichoi on our I Pad but on my TV when wetry to watch we are being asked to pay subscription.

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**🛠️ Support [5] - Sun, 13 Jul at 06:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please share us the picture of the account details page from tv. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [6] - Sun, 13 Jul at 07:00 PM (Public Message)**

*From: samchat019@gmail.com*

Ok I will send in the morning

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**🛠️ Support [7] - Sun, 13 Jul at 07:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. Wishing you a great day ahead. Regards, Team-Hoichoi

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**🛠️ Support [8] - Tue, 15 Jul at 07:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shyamal, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893109: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 11 Jul at 07:45 PM | Updated | Tue, 15 Jul at 06:25 PM |
| Requester | 35089379686 | Agent | 35092231600 |

### Conversations (8 messages)

**🛠️ Support [1] - Fri, 11 Jul at 07:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rakibul. alam88 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893109 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sat, 12 Jul at 02:55 AM (Private Note)**

https://tools.viewlift.com/users/account/ba100d5d17dd372c198fcab9da758732df5c2262fdf043dd47dcbaf9f8a096c4

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**🛠️ Support [3] - Sat, 12 Jul at 02:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of hoichoi. We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end. I would be grateful if you can share the reason behind the cancellation request so that we can do better in future. Wishing you a great day ahead Regards, Team hoichoi

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**🛠️ Support [4] - Mon, 14 Jul at 03:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Rakibul., We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [5] - Mon, 14 Jul at 07:41 AM (Public Message)**

*From: rakibul.alam88@gmail.com*

hello, please do not close this ticket. please stop auto renew of myaccount. the reason is that I dont find interesting content anymore.thanks.

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**🛠️ Support [6] - Mon, 14 Jul at 09:34 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 04:34 PM (Public Message)**

*From: rakibul.alam88@gmail.com*

thank you.

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**🛠️ Support [8] - Tue, 15 Jul at 06:25 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893649: Want to change subscription account from another number to my current mobile number

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 08:28 AM | Updated | Tue, 15 Jul at 06:23 PM |
| Requester | 35093397942 | Agent | 35092231600 |

### Conversations (9 messages)

**🛠️ Support [1] - Tue, 15 Jul at 08:28 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Ankita Banerjee Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893649 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Tue, 15 Jul at 08:32 AM (Public Message)**

*From: mantijoy89@gmail.com*

I already shared registered mobile number.Thank you for your response.....Eagerly waiting for your update.

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**🛠️ Support [3] - Tue, 15 Jul at 08:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’re sorry, but we are unable to update the mobile number 9674159642 as it is already linked to another hoichoi account. Unfortunately, we do not have the option to merge or delete existing accounts at this time. If you would like to change your mobile number, we kindly request you to share an alternate number that is not already registered with another hoichoi account. We’ll be happy to assist you further once we receive the new number. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [4] - Tue, 15 Jul at 08:55 AM (Public Message)**

*From: mantijoy89@gmail.com*

Here the alternative mobile number which isn't linked to any hoichoiaccount : +918583892377Please change the account to this number as early as possible.

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**🛠️ Support [5] - Tue, 15 Jul at 09:17 AM (Private Note)**

https://tools.viewlift.com/users/account/93b2755c-325b-49b4-aaa6-225b2f8350f9

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**🛠️ Support [6] - Tue, 15 Jul at 09:19 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We’ve successfully updated your mobile number from 7003602595 to 8583892377. We kindly request you to log out from the hoichoi app and then log in again using the new number to continue enjoying your subscription without any interruption. If you face any issues, feel free to reach out — we’re happy to assist you! Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 04:17 PM (Public Message)**

*From: mantijoy89@gmail.com*

Thank you very much for your support. My issue has been solved.

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**🛠️ Support [8] - Tue, 15 Jul at 04:25 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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**👤 Customer [9] - Tue, 15 Jul at 06:23 PM (Public Message)**

[No text content]

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## Ticket #893421: Request for cancelling the future payments and subscription.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 06:13 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093381584 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 06:13 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Akash Bansal Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893421 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +919289325225. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on Oct 13 , 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 06:24 PM (Private Note)**

https://tools.viewlift.com/users/account/c2e266d7-cd55-4011-9bc6-1d43b46e0315

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**🛠️ Support [4] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Akash, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893422: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 06:26 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093381628 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 06:26 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tamim Bin Rafiq Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893422 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:41 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced,  ​ We understand you're experiencing an issue, and we’re here to assist you. To help resolve the problem, we kindly request you to try the following steps: Ensure that your internet bandwidth is strong and stable. Clear your App's cache and cookies. If the issue still persists after performing these steps, please don’t hesitate to get back to us. We’ll be happy to assist you further. Thank you for your patience and cooperation. Warm regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tamim, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893419: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 05:49 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093381501 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:49 PM (Private Note)**

*From: support@hoichoi.tv*

Hello 32. PRAGNA PRATIM MANDAL Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893419 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:20 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Could you please share the exact error message you're encountering while streaming? Additionally provide a short video clip or screenshot of the error. This will help us replicate the issue and assist you more efficiently.  Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello 32., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893413: Discontinue my connection

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 05:39 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093381459 | Agent | 35077458099 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:39 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mayukh Sar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893413 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 05:52 PM (Private Note)**

https://tools.viewlift.com/users/account/7541f1b5-e32a-4e2e-a95a-3b361bafceac

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**🛠️ Support [3] - Sun, 13 Jul at 05:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, As per your request, The auto-renewal for your subscription associated with  your account has been already cancelled from our end. Once your current subscription expires, you can manually subscribe as per your convenience. Additionally, kindly get in touch with your Bank once for cancellation of Auto Renewal Mandate. We would also request you to stop/pause the Auto Renewal from your UPI MANDATE SETTINGS in the UPI BANKING APPLICATION in case you have subscribed through UPI. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mayukh, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893081: Changing my email

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 11 Jul at 03:55 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093368020 | Agent | 35092231600 |

### Conversations (12 messages)

**🛠️ Support [1] - Fri, 11 Jul at 03:55 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subarna Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893081 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Fri, 11 Jul at 04:09 PM (Public Message)**

*From: roysubarna838@gmail.com*

Can you get it done fast pls, thank you .

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**🛠️ Support [3] - Fri, 11 Jul at 04:15 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Awaiting for your response, Regards, Team hoichoi

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**👤 Customer [4] - Sat, 12 Jul at 07:22 AM (Public Message)**

*From: roysubarna838@gmail.com*

On Fri, Jul 11, 2025 at 9:45 PM Support wrote: Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Awaiting for your response, Regards, Team hoichoi  On Fri, 11 Jul at 9:39 PM , Subarna Roy wrote: Can you get it done fast pls, thank you . On Fri, Jul 11, 2025 at 9:25 PM Support wrote: Hello Subarna Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893081 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi On Fri, 11 Jul at 9:25 PM , Subarna Roy wrote: Hello Hoichoi team . I want to change my email linked to my hoichoi account. Please initiate necessary process to change my email address.

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**🛠️ Support [5] - Sat, 12 Jul at 07:38 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We kindly request you to share the transaction details or transaction ID with us, so we can verify the payment. If you need any further assistance, please let us know. Regards, Team hoichoi

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**👤 Customer [6] - Sat, 12 Jul at 12:44 PM (Public Message)**

*From: roysubarna838@gmail.com*

On Sat, Jul 12, 2025 at 1:08 PM Support wrote: Hi,  Greetings from hoichoi, We kindly request you to share the transaction details or transaction ID with us, so we can verify the payment. If you need any further assistance, please let us know. Regards, Team hoichoi On Sat, 12 Jul at 12:52 PM , Subarna Roy wrote: On Fri, Jul 11, 2025 at 9:45 PM Support wrote: Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Awaiting for your response, Regards, Team hoichoi  On Fri, 11 Jul at 9:39 PM , Subarna Roy wrote: Can you get it done fast pls, thank you . On Fri, Jul 11, 2025 at 9:25 PM Support wrote: Hello Subarna Roy Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893081 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [7] - Sat, 12 Jul at 02:09 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Please provide the email address you would like to use in place of the current one. If you require any additional assistance, feel free to let us know, Regards, Team hoichoi

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**👤 Customer [8] - Sat, 12 Jul at 04:42 PM (Public Message)**

*From: roysubarna838@gmail.com*

Kindly update this email roysubarna838@gmail.com as my new email address.

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**🛠️ Support [9] - Sun, 13 Jul at 11:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Since you're using an Apple device, kindly share the transaction invoice or receipt from your Apple ID purchase history. This will help us verify your payment and assist you further.  Let us know you need if you need any further help, Regards, Team hoichoi

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**👤 Customer [10] - Sun, 13 Jul at 05:21 PM (Public Message)**

*From: roysubarna838@gmail.com*

You guys are wasting my time for a simple change of email address.

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**🛠️ Support [11] - Sun, 13 Jul at 06:38 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Thank you forwriting to us and we apologize for any inconvenience caused.   Request you toperform the steps mentioned below and let us know if you are now able to accessthe content.   1. Open the hoichoiApp. Click on Menu   2. Scroll rightto the bottom. If you see the last option as Sign Out, please click on SignOut. If it asks you to Log in, please jump to Step no - 5. If it asks you toSign up, please click on Sign up and on the next page put in your emailaddress, phone number and a desired password. Once signed up you are good togo. You need not follow any further steps   3. For users whohad signed out in the second step, please close/Kill the App   4. Open the App   5. Click on"subscribe now"   6. Next Click on“Restore Purchase"   7. Check if youare able to consume content   In case of any error message, please forward the same to support@hoichoi.tv along with the Tax Invoice you would have received from Apple.    Wishing you apleasant day ahead!   Regards, Team-hoichoi

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**🛠️ Support [12] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subarna, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893387: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 02:10 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093380508 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajib De Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893387 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sun, 13 Jul at 02:22 PM (Public Message)**

*From: de.rajib@gmail.com*

Why not you inform this before accepting the subscription amount.It is better you refund the money.ThanksRajib De Sent from Gmail Mobile

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**🛠️ Support [3] - Sun, 13 Jul at 06:01 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please follow the below steps to login- Hoichoi app- Menu- Login- Login with Please follow these steps to login from Your TV :- Click on “Login” If you have signed up using Phone no/Google/Facebook please click on "Activate Device" Once the code is generated on tv,open your app Login to the App using Phone no/Google/Facebook and click on "account" option click on "Activate TV" and submit the code Give it a couple of seconds and your device will automatically sync to your existing subscription. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [4] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rajib, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893423: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 06:42 PM | Updated | Tue, 15 Jul at 06:18 PM |
| Requester | 35093381691 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 06:42 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pallab Halder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893423 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:43 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 06:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Pallab, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893729: Re: [#893724]

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 05:51 PM | Updated | Tue, 15 Jul at 06:04 PM |
| Requester | 35093409895 | Agent | 35092231600 |

### Conversations (9 messages)

**🛠️ Support [1] - Tue, 15 Jul at 05:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Amlan Darkstone Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893729 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 05:54 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing hoichoi. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Waiting for response, Regards, Team hoichoi

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**👤 Customer [3] - Tue, 15 Jul at 05:56 PM (Public Message)**

*From: amlandarkstone@gmail.com*

Hi there,Please do that. Make sure it is not subscribed for auto renewal. Cancelthat and I would highly appreciate if u can refund. If not then okay, I canjust use end of this subscription but make sure no more fees or charge infuture. Please cancel auto renewal. Thanks

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**🛠️ Support [4] - Tue, 15 Jul at 05:58 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**👤 Customer [5] - Tue, 15 Jul at 06:00 PM (Public Message)**

*From: amlandarkstone@gmail.com*

Sorry this is a different email address.Email: amlannag6@gmail.comPhone: +1 250-574-3351My account must be associated with my phone.

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**🛠️ Support [6] - Tue, 15 Jul at 06:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +1 250-574-3351 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [7] - Tue, 15 Jul at 06:02 PM (Private Note)**

https://tools.viewlift.com/users/account/63cb9723-dca6-4c3e-b218-4fbe69ddce82

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**👤 Customer [8] - Tue, 15 Jul at 06:03 PM (Public Message)**

*From: amlandarkstone@gmail.com*

That works for me. As long gas the auto renewable is canceled and nofurther charges. Thanks

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**🛠️ Support [9] - Tue, 15 Jul at 06:04 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Thank you for contacting us.  We are glad to hear that. It was a pleasure assisting you. Also I am sending a Survey to you, I'd deeply appreciate it if you could take a moment to rate my support. Your feedback is valuable and inspires us. If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi Wishing you a great day ahead. Regards, Team-Hoichoi

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## Ticket #893397: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 03:10 PM | Updated | Tue, 15 Jul at 05:54 PM |
| Requester | 35009420331 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Paul Dhiman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893397 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:27 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share the exact error message you’re encountering while streaming. Please also provide  a short video clip or screenshot. This will help us replicate the issue and assist you more effectively.    Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Sun, 13 Jul at 03:31 PM (Public Message)**

*From: dhimanpaul100@gmail.com*

8240506065Kaberi

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**🛠️ Support [4] - Sun, 13 Jul at 03:53 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, To help us investigate the issue better, could you please share the following details: Browser name and version (e.g., Chrome 114, Safari 17, etc.) Device details (e.g., Windows laptop, Android phone, iPhone, Smart TV, etc.) Name of the content you're trying to watch Waiting for your response,  Warm Regards,  Team hoichoi

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**🛠️ Support [5] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Paul, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [6] - Tue, 15 Jul at 05:54 PM (Public Message)**

[No text content]

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## Ticket #893708: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Tue, 15 Jul at 03:33 PM | Updated | Tue, 15 Jul at 05:54 PM |
| Requester | 35093402990 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Tue, 15 Jul at 03:33 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Raihan Ferdous Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893708 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Tue, 15 Jul at 03:56 PM (Public Message)**

*From: support@hoichoi.tv*

হাই, হইচই-এর পক্ষ থেকে শুভেচ্ছা। অনুগ্রহ করে আপনার গল্পটি আমাদের সাথে শেয়ার করুন, আমরা তা সংশ্লিষ্ট টিমের কাছে পাঠাব। যদি আপনার আরও কোনও সাহায্যের প্রয়োজন হয়, দয়া করে আমাদের জানান। শুভেচ্ছান্তে,  টিম হইচই

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**👤 Customer [3] - Tue, 15 Jul at 05:46 PM (Public Message)**

*From: raihanferdous953@gmail.com*

রায়হান ও তার বন্ধুরা আর সব ছেলেদের মতোই সাধারণ ছেলে ছিল।তারা খেলাধুলারপ্রতি আকৃষ্ট ছিল।তারা যেখানে ক্রিকেট খেলত ওই জায়গার মালিক তাদের খেলতে নিষেধকরে।তারা কিছুসময় চায় যে তারা অন্য জায়গা খুজে পেলে আর খেলবে না।তো কিছুদিন পরওই জায়গার মালিক এসে তাদের খেলার সামগ্রি ভেঙে ফেলে।তারপর তাদের আর ক্রিকেটমাঠে আর খেলার ভেতর ফিরে যাওয়া হয় না।তারা বাসায় থাকে বেশিরভাগ সময়।একদিনকলেজে বসে তারা আলোচনা করতে থাকে কি করা যায়।আর সবার বন্ধু মহলের মতো তাদেরওএকটা সিগারেট এর প্রতি আসক্ত বন্ধু ছিল।সে বলে আজ ইন্টারেস্টিং কিছু করি।তারকথাতেই তারা জীবনে প্রথম সিগারেট খায়।ধিরে ধিরে ওই বন্ধুর কথাতেই তারা নেশারআরও অনেক কিছু খায়।আর বাসায় বিভিন্ন কথা বলে টাকা নিতে থাকে।তারপর একদিন বাসায়টাকা দেওয়া নিয়ে ঝামেলা হয়।তারপর রায়হান সহ তিনজন ওই বন্ধুর কাছে যায় নেশারদ্রব্যের জন্য।তারপর বন্ধু নেশার দ্রব্যের দাম বেশি হওয়ার কারণে বিনামূল্যেদিতে চায় না।তখন ওইবন্ধু ওদের তিনজন কে এলাকার এক ভাই এর কাছে নিয়ে যায়।সেইভাই বলে আমার জন্য কাজ করলে ফ্রিতে সব দেবে।তখন থেকে তারা সেই ভাইয়ের সাথে কাজকরা শুরু করে।ধিরে ধিরে শুধু নেশা দ্রব্য ডেলিভারি সহ উক্ত ভাই এর বিভিন্নবেআইনি কাজের সাথে যুক্ত হয়।এবং নেশাদ্রব্যের পাশাপাশি টাকার জন্য কাজ করাশুরু করে।তাদের অবস্থা এমন ছিল যে তাদের সামনে গ্রামের কেউ দাড়াতে পারতোনা।বিশেষ করে রায়হান ছিল বেশি হিংস্র।আর পুলিশ টাকা খেয়ে ওদের কাছে আসতোনা।ঠিক তখনই এখানে পোস্টিং হয় একজন অফিসার এর।উক্ত অফিসার এর নারির প্রতিদুর্বলতা আছে।চরিত্র ভালো না শোনা যায় টুকটাক ঘুষ খায়।নিষিদ্ধ পল্লিতে নাকিনিয়মিত যাতায়াত।আর উনি কখনো ইউনিফর্ম পরেন না।তো এখানে পোস্টিং হওয়ার পর সেইভাইয়ের কাছ থেকেও অফিসার ঘুষ খেতে থাকে।কিন্তু অফিসার দেখে যে তাদের ব্যাবসাতার ধারণা থেকে অনেক বড়।বেনাপোল থেকে টাটকা মাল এনে বিক্রি করে এছাড়াও এখানথেকে আরও অনেক জায়গায় মাল সাপ্লাই দেওয়া হয়।অফিসার এরপর মাসিক 2 কোটি টাকাদাবি করে।যেখানে আসে মাসিক 20 লক্ষ করে পেত।কিন্তু এরা দিতে না বললে।অনেক কথাকাটাকাটির পর অফিসার বলে আমাকে খুশি না করে ব্যাবসা করা সহজ না।তখন সেই ভাইঅফিসার এর কিছু করার জন্য দায়িত্ব দেই রায়হান দের তিনজনের ওপর।রায়হান রা হুমকিদিলেও অফিসার একটুও ভয় না পেলে ওরা বুঝে যে ভয় দেখিয়ে কিছু হবে না।একদিনঅফিসার গাড়িতে বসে এলাকা টহল দিচ্ছিল।তখন এক মহিলার ইশারায় সে নিজেকেনিয়ন্ত্রণ করতে না পেরে তার সাথে ওই মহিলার ঘরে যায়।তারা অন্তরঙ্গ মুহূর্তেযাওয়া মাত্রই মহিলা চিৎকার করতে থাকে এবং বলে এই অফিসার তাকে ধর্ষণ করারচেষ্টা করছে।তখনই মানুষ দরজা ভেঙে অফিসার কে বের করে নিয়ে আসে।এবং সবাই মিলেসেই অফিসারকে মেরে অপমান করে সেন্ডেল মেরে এলাকা থেকে বের করে দেয়।তখন অফিসারএর কাছে রায়হান এর ফোন আসে।অপর পাশ থেকে বলতে থাকে পুরষ্কার কেমন লাগলো।তখনঅফিসার বলে ওদের শেষ দেখে ছাড়বো।নদীর পারে গিয়ে দুধ দিয়ে গোসল করে।এবং নদীতেডুব দিয়ে বলে ওদের চিহ্ন দুনিয়া থেকে নিশ্চিহ্ন করে দেবে।আর এই কাজের জন্য ওইভাই এই দলের সবাইকে নিয়ে পার্টি করতে থাকে।আর অফিসার প্রমাণ জোগার করতেথাকে।এবং অনেক চেষ্টার পর পেয়ে যায়।এরপর প্রমাণ নিয়ে সেজা যায় ওই ভাই এরকাছে।তারপর বলে 2কোটির জন্য রাজি কিনা?সব প্রমাণ দেখে রাজি হয়ে যায়।আর অফিসারওই ভাইকে বলে আসে যে রায়হান সহ ওই তিনজনকে যেন আর কোন শেল্টার না দেই।এরপরওদের নামে যত মামলা ছিল সব আবার চালু করে কিছু ফলস মামলাতেও ওদের নাম দিয়ে ওপরথেকে ইনকাউন্টার এর অর্ডার নিয়ে আসে অফিসার।ওরা জানতে পেরে আন্ডারগ্রাউন্ড এচলে যায়।কিছুদিন পর ওদের খাবার শেষের পথে।আর এতদিন একটানা ঘরে বন্ধ হয়ে ওদেরভেতর ঝামেলা হতে থাকে।এরপর ওদের ভেতর একজন ঝামেলা করে বাইরে যায় খাবারআনতে।হোটেলে যাওয়ার সাথে সাথে অফিসার ওকে ধরতে থাকে এবং পুরো বাজারের ভেতরগুলি করে মেরে ফেলে।এই খবর ওদের কাছে চলে আসে।এরপর ওরা দুজন ভয় পেয়েযায়।রায়হান বলে বর্ডার দিয়ে ইন্ডিয়া চলে যেতে হবে।ওর সাথের আরেকটা বলে যেবের হলেই মেরে ফেলবে।তারপর বলে যে স্যারেন্ডার করবে।রায়হান আটকানোর চেষ্টা করেকিন্তু ও অনেক ধস্তাধস্তি করে বের হয়ে যায়।এরপর ওই নদীর পার এ গিয়ে অফিসার কেফোন দিয়ে কাকতি মিনতি করতে করতে বলে সে স্যারেন্ডার করতে চায়।তখন অফিসার তারলোকেশন নিয়ে বলে তুমি থাক আমি আসতেছি।তারপর যেয়ে নৌকা নিয়ে মাঝনদীতে যায়।এরপরবলে চিন্তার কিছু নেই যা জানো বলে দাও আমি তোমাকে আর রায়হান কে বর্ডার পারকরতে সাহায্য করবো।তারপর ও রায়হান এর লোকেশন সহ যা জানতো সব বলে দিয়ে রায়হানকেফোন দেই।ফোন ধরার আগেই অফিসার গুলি করে নদীতে লাশ ফেলে দেই।তারপর রায়হান কলধরে উত্তর না পেয়ে কিছুক্ষণ ভেবে বুঝতে পারে যে খারাপ কিছু আসবে।তখনই দেখেপুলিশ এখানে চলে আসছে।পিস্তল চেক করে দেখে দুটো বুলেট আছে।একটা ফায়ার করে ওপেছনের জানালা দিয়ে পালাতে থাকে।আর পেছলে পুলিশের গাড়ি।পুলিশ প্রায় ওকে পুরোএলাকা দৌড় করায়।আর চিল্লায় চিল্লায় বলে থাকে কোন বাপ আছে ডাক।আর এলাকারউদ্দেশ্য বলতে থাকে এখানে আর কোন নবজাতক পয়দা হলে কালে আমার নাম বলেদিয়েন।এরপর ও একটা ব্রিজ এর সামনে যেয়ে দাঁড়ায় আর ওপরে শেষ বুলেট ফায়ার করে আরবলতে থাকে সামনে আসলে গুলি করে দেব।তখন অফিসার বলে যে তোর মরার সময় আসছে চোখেভয়।তোর পিস্তলে আর গুলিও নাই।তোর চোখ সব বলে দিছে।বলার পর বলে তোর চোখে ভয়দেখে শান্তি লাগতেছে।যা তোকে ছেড়ে দিলাম।শুনে রায়হান ঘুরে দৌড় দিলেই অফিসারপিঠে গুলি করে।রায়হান পরে যেয়ে কান্না করে করে মাফ চায়।তখন অফিসার ওর মুখেপেশাপ করে দেই।তারপর আরেকটা গুলি করে আর রায়হান শেষ।এরপর দেখা যায় আরেকজনরায়হানদের মতোই নতুন ছেলে এনে দিছে ওই ভাই এর কাছে।আর বলতেছে এরা পারবে ভাইমালের মর্ম এরা বুঝে।আমার গল্পটা হয়া করে একটু ভেবে দেখবেন।অনেক কষ্ট করে লিখেছি।এটা আমার সপ্নওবলতে পারেন।

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**🛠️ Support [4] - Tue, 15 Jul at 05:52 PM (Public Message)**

*From: support@hoichoi.tv*

হাই, হইচই-এর পক্ষ থেকে শুভেচ্ছা। ​ আমাদের সঙ্গে যোগাযোগ করার জন্য ধন্যবাদ। আমরা আপনার অনুরোধটি সংশ্লিষ্ট টিমের কাছে পাঠিয়ে দিয়েছি। আমাদের টিমের কাছে আপনার জন্য উপযুক্ত সুযোগ হলে তারা আপনার সঙ্গে যোগাযোগ করবে। যদি আপনার আরও কোনও সাহায্যের প্রয়োজন হয়, দয়া করে আমাদের জানান। শুভেচ্ছান্তে,  টিম হইচই

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**🛠️ Support [5] - Tue, 15 Jul at 05:53 PM (Private Note)**

*From: support@hoichoi.tv*

রায়হান ও তার বন্ধুরা আর সব ছেলেদের মতোই সাধারণ ছেলে ছিল।তারা খেলাধুলার প্রতি আকৃষ্ট ছিল।তারা যেখানে ক্রিকেট খেলত ওই জায়গার মালিক তাদের খেলতে নিষেধ করে।তারা কিছুসময় চায় যে তারা অন্য জায়গা খুজে পেলে আর খেলবে না।তো কিছুদিন পর ওই জায়গার মালিক এসে তাদের খেলার সামগ্রি ভেঙে ফেলে।তারপর তাদের আর ক্রিকেট মাঠে আর খেলার ভেতর ফিরে যাওয়া হয় না।তারা বাসায় থাকে বেশিরভাগ সময়।একদিন কলেজে বসে তারা আলোচনা করতে থাকে কি করা যায়।আর সবার বন্ধু মহলের মতো তাদেরও একটা সিগারেট এর প্রতি আসক্ত বন্ধু ছিল।সে বলে আজ ইন্টারেস্টিং কিছু করি।তার কথাতেই তারা জীবনে প্রথম সিগারেট খায়।ধিরে ধিরে ওই বন্ধুর কথাতেই তারা নেশার আরও অনেক কিছু খায়।আর বাসায় বিভিন্ন কথা বলে টাকা নিতে থাকে।তারপর একদিন বাসায় টাকা দেওয়া নিয়ে ঝামেলা হয়।তারপর রায়হান সহ তিনজন ওই বন্ধুর কাছে যায় নেশার দ্রব্যের জন্য।তারপর বন্ধু নেশার দ্রব্যের দাম বেশি হওয়ার কারণে বিনামূল্যে দিতে চায় না।তখন ওইবন্ধু ওদের তিনজন কে এলাকার এক ভাই এর কাছে নিয়ে যায়।সেই ভাই বলে আমার জন্য কাজ করলে ফ্রিতে সব দেবে।তখন থেকে তারা সেই ভাইয়ের সাথে কাজ করা শুরু করে।ধিরে ধিরে শুধু নেশা দ্রব্য ডেলিভারি সহ উক্ত ভাই এর বিভিন্ন বেআইনি কাজের সাথে যুক্ত হয়।এবং নেশাদ্রব্যের পাশাপাশি টাকার জন্য কাজ করা শুরু করে।তাদের অবস্থা এমন ছিল যে তাদের সামনে গ্রামের কেউ দাড়াতে পারতো না।বিশেষ করে রায়হান ছিল বেশি হিংস্র।আর পুলিশ টাকা খেয়ে ওদের কাছে আসতো না।ঠিক তখনই এখানে পোস্টিং হয় একজন অফিসার এর।উক্ত অফিসার এর নারির প্রতি দুর্বলতা আছে।চরিত্র ভালো না শোনা যায় টুকটাক ঘুষ খায়।নিষিদ্ধ পল্লিতে নাকি নিয়মিত যাতায়াত।আর উনি কখনো ইউনিফর্ম পরেন না।তো এখানে পোস্টিং হওয়ার পর সেই ভাইয়ের কাছ থেকেও অফিসার ঘুষ খেতে থাকে।কিন্তু অফিসার দেখে যে তাদের ব্যাবসা তার ধারণা থেকে অনেক বড়।বেনাপোল থেকে টাটকা মাল এনে বিক্রি করে এছাড়াও এখান থেকে আরও অনেক জায়গায় মাল সাপ্লাই দেওয়া হয়।অফিসার এরপর মাসিক 2 কোটি টাকা দাবি করে।যেখানে আসে মাসিক 20 লক্ষ করে পেত।কিন্তু এরা দিতে না বললে।অনেক কথা কাটাকাটির পর অফিসার বলে আমাকে খুশি না করে ব্যাবসা করা সহজ না।তখন সেই ভাই অফিসার এর কিছু করার জন্য দায়িত্ব দেই রায়হান দের তিনজনের ওপর।রায়হান রা হুমকি দিলেও অফিসার একটুও ভয় না পেলে ওরা বুঝে যে ভয় দেখিয়ে কিছু হবে না।একদিন অফিসার গাড়িতে বসে এলাকা টহল দিচ্ছিল।তখন এক মহিলার ইশারায় সে নিজেকে নিয়ন্ত্রণ করতে না পেরে তার সাথে ওই মহিলার ঘরে যায়।তারা অন্তরঙ্গ মুহূর্তে যাওয়া মাত্রই মহিলা চিৎকার করতে থাকে এবং বলে এই অফিসার তাকে ধর্ষণ করার চেষ্টা করছে।তখনই মানুষ দরজা ভেঙে অফিসার কে বের করে নিয়ে আসে।এবং সবাই মিলে সেই অফিসারকে মেরে অপমান করে সেন্ডেল মেরে এলাকা থেকে বের করে দেয়।তখন অফিসার এর কাছে রায়হান এর ফোন আসে।অপর পাশ থেকে বলতে থাকে পুরষ্কার কেমন লাগলো।তখন অফিসার বলে ওদের শেষ দেখে ছাড়বো।নদীর পারে গিয়ে দুধ দিয়ে গোসল করে।এবং নদীতে ডুব দিয়ে বলে ওদের চিহ্ন দুনিয়া থেকে নিশ্চিহ্ন করে দেবে।আর এই কাজের জন্য ওই ভাই এই দলের সবাইকে নিয়ে পার্টি করতে থাকে।আর অফিসার প্রমাণ জোগার করতে থাকে।এবং অনেক চেষ্টার পর পেয়ে যায়।এরপর প্রমাণ নিয়ে সেজা যায় ওই ভাই এর কাছে।তারপর বলে 2কোটির জন্য রাজি কিনা?সব প্রমাণ দেখে রাজি হয়ে যায়।আর অফিসার ওই ভাইকে বলে আসে যে রায়হান সহ ওই তিনজনকে যেন আর কোন শেল্টার না দেই।এরপর ওদের নামে যত মামলা ছিল সব আবার চালু করে কিছু ফলস মামলাতেও ওদের নাম দিয়ে ওপর থেকে ইনকাউন্টার এর অর্ডার নিয়ে আসে অফিসার।ওরা জানতে পেরে আন্ডারগ্রাউন্ড এ চলে যায়।কিছুদিন পর ওদের খাবার শেষের পথে।আর এতদিন একটানা ঘরে বন্ধ হয়ে ওদের ভেতর ঝামেলা হতে থাকে।এরপর ওদের ভেতর একজন ঝামেলা করে বাইরে যায় খাবার আনতে।হোটেলে যাওয়ার সাথে সাথে অফিসার ওকে ধরতে থাকে এবং পুরো বাজারের ভেতর গুলি করে মেরে ফেলে।এই খবর ওদের কাছে চলে আসে।এরপর ওরা দুজন ভয় পেয়ে যায়।রায়হান বলে বর্ডার দিয়ে ইন্ডিয়া চলে যেতে হবে।ওর সাথের আরেকটা বলে যে বের হলেই মেরে ফেলবে।তারপর বলে যে স্যারেন্ডার করবে।রায়হান আটকানোর চেষ্টা করে কিন্তু ও অনেক ধস্তাধস্তি করে বের হয়ে যায়।এরপর ওই নদীর পার এ গিয়ে অফিসার কে ফোন দিয়ে কাকতি মিনতি করতে করতে বলে সে স্যারেন্ডার করতে চায়।তখন অফিসার তার লোকেশন নিয়ে বলে তুমি থাক আমি আসতেছি।তারপর যেয়ে নৌকা নিয়ে মাঝনদীতে যায়।এরপর বলে চিন্তার কিছু নেই যা জানো বলে দাও আমি তোমাকে আর রায়হান কে বর্ডার পার করতে সাহায্য করবো।তারপর ও রায়হান এর লোকেশন সহ যা জানতো সব বলে দিয়ে রায়হানকে ফোন দেই।ফোন ধরার আগেই অফিসার গুলি করে নদীতে লাশ ফেলে দেই।তারপর রায়হান কল ধরে উত্তর না পেয়ে কিছুক্ষণ ভেবে বুঝতে পারে যে খারাপ কিছু আসবে।তখনই দেখে পুলিশ এখানে চলে আসছে।পিস্তল চেক করে দেখে দুটো বুলেট আছে।একটা ফায়ার করে ও পেছনের জানালা দিয়ে পালাতে থাকে।আর পেছলে পুলিশের গাড়ি।পুলিশ প্রায় ওকে পুরো এলাকা দৌড় করায়।আর চিল্লায় চিল্লায় বলে থাকে কোন বাপ আছে ডাক।আর এলাকার উদ্দেশ্য বলতে থাকে এখানে আর কোন নবজাতক পয়দা হলে কালে আমার নাম বলে দিয়েন।এরপর ও একটা ব্রিজ এর সামনে যেয়ে দাঁড়ায় আর ওপরে শেষ বুলেট ফায়ার করে আর বলতে থাকে সামনে আসলে গুলি করে দেব।তখন অফিসার বলে যে তোর মরার সময় আসছে চোখে ভয়।তোর পিস্তলে আর গুলিও নাই।তোর চোখ সব বলে দিছে।বলার পর বলে তোর চোখে ভয় দেখে শান্তি লাগতেছে।যা তোকে ছেড়ে দিলাম।শুনে রায়হান ঘুরে দৌড় দিলেই অফিসার পিঠে গুলি করে।রায়হান পরে যেয়ে কান্না করে করে মাফ চায়।তখন অফিসার ওর মুখে পেশাপ করে দেই।তারপর আরেকটা গুলি করে আর রায়হান শেষ।এরপর দেখা যায় আরেকজন রায়হানদের মতোই নতুন ছেলে এনে দিছে ওই ভাই এর কাছে।আর বলতেছে এরা পারবে ভাই মালের মর্ম এরা বুঝে। আমার গল্পটা হয়া করে একটু ভেবে দেখবেন।অনেক কষ্ট করে লিখেছি।এটা আমার সপ্নও বলতে পারেন।

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## Ticket #893408: No Subject

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 04:51 PM | Updated | Tue, 15 Jul at 05:18 PM |
| Requester | 35093381256 | Agent | 35092231600 |

### Conversations (5 messages)

**🛠️ Support [1] - Sun, 13 Jul at 04:51 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ganguly. dhiman Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893408 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 05:00 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +447561132876. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 14 , 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 05:02 PM (Private Note)**

https://tools.viewlift.com/users/account/b5bdfac6-90f7-4f6d-b686-215275b19f2f

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**🛠️ Support [4] - Sun, 13 Jul at 05:02 PM (Private Note)**

https://tools.viewlift.com/users/account/b5bdfac6-90f7-4f6d-b686-215275b19f2f

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**🛠️ Support [5] - Tue, 15 Jul at 05:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Ganguly., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893411: Cancel Subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 05:37 PM | Updated | Tue, 15 Jul at 05:18 PM |
| Requester | 35093381447 | Agent | 35077458099 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:37 PM (Private Note)**

*From: support@hoichoi.tv*

Hello mehebub khan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893411 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 05:40 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We’re sorry to hear you’re considering discontinuing Hoichoi. Your feedback is important to us, and we’d love to understand your reason for cancellation so we can improve your experience. Please note that while there isn’t an option to unsubscribe, if you’ve enabled auto-renewal, we can cancel it for you. This will ensure no further deductions, and your account will be suspended once your current subscription expires. Awaiting for response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 05:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Mehebub, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893441: Cancel subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Mon, 14 Jul at 12:26 AM | Updated | Tue, 15 Jul at 04:49 PM |
| Requester | 35093382635 | Agent | 35092231600 |

### Conversations (9 messages)

**🛠️ Support [1] - Mon, 14 Jul at 12:26 AM (Private Note)**

*From: support@hoichoi.tv*

Hello Aditi Sen Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893441 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 14 Jul at 03:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from team hoichoi! We are sorry to hear that you are considering discontinuing your use of Hoichoi.  We would like to let you know that there is no option to cancel or unsubscribe since hoichoi streaming services are nonrefundable as per our t&c, however, if you have opted for auto-renewal, we can cancel it from our end.      I would be grateful if you can share any specific reason behind the cancellation request so that we can do better in future. We will proceed with the needful process once we receive your response. Wishing you a great day ahead Regards, Team Hoichoi

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**🛠️ Support [3] - Mon, 14 Jul at 03:04 AM (Private Note)**

https://tools.viewlift.com/users/account/93466f9b-a04a-461a-b27f-36ce4f680b1a 21/7/25

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**👤 Customer [4] - Mon, 14 Jul at 08:32 PM (Public Message)**

*From: sen.aditi@outlook.com*

Hello,Yes, please opt me out of auto-renewal. For the next few months I do not want to use Hoichoi due to personal streaming choices. I may re-activate after a few months, not sure when though.ThanksAditi\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [5] - Tue, 15 Jul at 05:06 AM (Private Note)**

[No text content]

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**🛠️ Support [6] - Tue, 15 Jul at 05:07 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. We have successfully cancelled the auto-renewal from our end. You will not be charged further. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [7] - Tue, 15 Jul at 04:00 PM (Public Message)**

*From: sen.aditi@outlook.com*

Thank you so much.Regards,Aditi\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**🛠️ Support [8] - Tue, 15 Jul at 04:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  If you are happy with our services do show your love by rating us on playstore. https://play.google.com/store/apps/details?id=com.viewlift.hoichoi It was a pleasure assisting you. Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-Hoichoi

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**👤 Customer [9] - Tue, 15 Jul at 04:49 PM (Public Message)**

[No text content]

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## Ticket #893406: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 04:40 PM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093381205 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 04:40 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Md Nasir Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893406 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:44 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Md, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893405: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 04:29 PM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093381169 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 04:29 PM (Private Note)**

*From: support@hoichoi.tv*

Hello A B Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893405 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:32 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello A, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893404: Cancellation of auto renewal

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 04:23 PM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093381152 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 04:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rupanjana Dey Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893404 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 04:35 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with +916289757217 Once the current subscription expires, your account will automatically stand suspended.  Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 04:36 PM (Private Note)**

https://tools.viewlift.com/users/account/cde7ee7c-7eef-4866-8358-d45140a46da8

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**🛠️ Support [4] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Rupanjana, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893372: Want to add email in my account.

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 11:36 AM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093379792 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Sun, 13 Jul at 11:36 AM (Private Note)**

*From: support@hoichoi.tv*

Hello PRACHURJO -AISORJO- Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893372 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 11:53 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! We'd surely help you updating your details,please share a screenshot of the transaction from your bank statement, money deduction SMS, or UPI transaction confirmation (not billing history or account details). Once we receive this, we'd surely help you updating your details on our end. Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Sun, 13 Jul at 04:16 PM (Public Message)**

*From: osmangoniaisorjo2005@gmail.com*

I have already sent it.

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**🛠️ Support [4] - Sun, 13 Jul at 04:30 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you so much for your patience. We have successfully updated your email ID osmangoniaisorjo2005@gmail.com associated with your account. Additionally, I have sent a password reset email to your new email address. Please click on the link provided in the email to reset your password and then log in using the updated credentials. Note: The password reset link expires after 1 hour. If you miss the timeframe, you can always click on "Forgot password" during login to receive a similar email. Please ensure to open the link in a browser like Google Chrome to reset your password as it won't work in the Hoichoi app or Gmail app. Once you've set a new password, log in with your credentials and the new password to access your plan. Feel free to get back to us if you face any issue. Regards, Team hoichoi

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**🛠️ Support [5] - Sun, 13 Jul at 04:31 PM (Private Note)**

https://tools.viewlift.com/users/account/a554b70f-4584-4ae4-8a5c-095e132dab7d

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**🛠️ Support [6] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Prachurjo, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893399: Unable to watch a web series

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 03:35 PM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093380916 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:35 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Srinivasan Jayanthi Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893399 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:55 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the exact error that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Waiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Srinivasan, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893056: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Fri, 11 Jul at 01:00 PM | Updated | Tue, 15 Jul at 04:18 PM |
| Requester | 35093366313 | Agent | 35092231600 |

### Conversations (6 messages)

**🛠️ Support [1] - Fri, 11 Jul at 01:00 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmay. hazra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893056 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Fri, 11 Jul at 01:02 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Sun, 13 Jul at 01:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmay., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [4] - Sun, 13 Jul at 04:34 PM (Public Message)**

*From: tanmay.hazra@gmail.com*

Hello,I don't see any menu option to login to my Hoichoi Please see the screenshot below.[image: image.png]As you can see, no menu option appears on the left panel even if I hovermouse over this.Regards,Tanmay Hazra

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**🛠️ Support [5] - Sun, 13 Jul at 04:42 PM (Public Message)**

*From: support@hoichoi.tv*

Greetings from hoichoi, We understand you're experiencing an issue, and we’re here to assist you. To help resolve the problem, we kindly request you to try the following steps: Ensure that your internet bandwidth is strong and stable. Clear your browser's cache and cookies. Try accessing the website using an incognito/private window. If the issue still persists after performing these steps, please don’t hesitate to get back to us. We’ll be happy to assist you further. Thank you for your patience and cooperation. Warm regards, Team hoichoi

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**🛠️ Support [6] - Tue, 15 Jul at 04:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Tanmay., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893391: Hoichoi subscription

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 02:55 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380734 | Agent | 35092231600 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:55 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debaleena Chowdhury Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893391 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:11 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, We would like to let you know that we do not have the option to cancel a subscription or deactivate an account. For your convenience, we have cancelled the auto-renewal for your subscription associated with c.debaleena@gmail.com. Kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on July 12, 2025. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 03:12 PM (Private Note)**

https://tools.viewlift.com/users/account/2bff6c74d6bd0e5ef7d000bcba0c05fc18f0e0f902d952fb3bb545ae3ef1b4e2

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**🛠️ Support [4] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Debaleena, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893398: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 03:24 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380873 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:24 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhankar. hldr117 Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893398 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:28 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from Hoichoi, As per Government regulations, parental control is mandatory. You only need to enter the PIN for restricted content once per session. To enable parental control: Visit Hoichoi from the website or the mobile app. Go to "Accounts" and click on "Parental Control." Click on "Reset PIN" to set up a New PIN. Submit the OTP received to complete the process. You can then go to "Viewing Restrictions" to choose the types of content you want to restrict access to. You can also watch this video for reference- https://youtube.com/shorts/Vj-sMjjqDFQ?feature=share Let us know you need if you need any further help, Regards, Team Hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Subhankar., Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893390: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 02:41 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380661 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:41 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumiatta Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893390 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:07 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sumiatta, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893395: kaberi

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 03:05 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380780 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:05 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dhiman Paul Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893395 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:24 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Kindly share the exact error message you’re encountering while streaming. Please also provide a short video clip or screenshot. This will help us replicate the issue and assist you more effectively.    We are currently unable to assist via phone calls, but we would be happy t Waiting for your response, Regards, Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Dhiman, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893393: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 03:00 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380758 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:00 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjay Kumar Mitra Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893393 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sanjay, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893394: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 03:00 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380759 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 03:00 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudiphalder Sudiphalder Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893394 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Sudiphalder, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893392: No Subject

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Closed | Priority | Low |
| Created | Sun, 13 Jul at 02:56 PM | Updated | Tue, 15 Jul at 03:23 PM |
| Requester | 35093380743 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:56 PM (Private Note)**

*From: support@hoichoi.tv*

Hello APARNA CHATTERJEE Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893392 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 03:13 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,   Greetings from hoichoi,      This is to inform you, we can't find active subscriptions associated with your provided details  as per our records.    We request you to provide us with your subscribed email address, contact number with country code and the date of subscription to hoichoi along with the screen shot of your hoichoi account page .      Waiting for your response,    Regards,  Team hoichoi

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**🛠️ Support [3] - Tue, 15 Jul at 03:23 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Aparna, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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## Ticket #893417: Play problem

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Sun, 13 Jul at 05:44 PM | Updated | Tue, 15 Jul at 03:21 PM |
| Requester | 35093381475 | Agent | 35077458099 |

### Conversations (15 messages)

**🛠️ Support [1] - Sun, 13 Jul at 05:44 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Biplab bhattacharya Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893417 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 06:17 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Could you please share the exact error message you're encountering while streaming? Additionally, let us know the name of the specific content you're facing issues with, and if possible, provide a short video clip or screenshot of the error. This will help us replicate the issue and assist you more efficiently.  Waiting for your response, Regards, Team hoichoi

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**👤 Customer [3] - Mon, 14 Jul at 05:44 AM (Public Message)**

*From: hibiplab88@gmail.com*

You can call me now.9679699301

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**🛠️ Support [4] - Mon, 14 Jul at 06:03 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Could you please share the exact error message you're encountering while streaming? Additionally, let us know the name of the specific content you're facing issues with, and if possible, provide a short video clip or screenshot of the error. This will help us replicate the issue and assist you more efficiently.  Waiting for your response, Regards, Team hoichoi

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**👤 Customer [5] - Mon, 14 Jul at 10:55 AM (Public Message)**

*From: hibiplab88@gmail.com*

You can call me now.96796993001

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**🛠️ Support [6] - Mon, 14 Jul at 10:56 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, We'll surely arrange a call for you please elaborate your concern so we can assist you better. Awaiting for your response, Regards, Team Hoichoi   ​

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**👤 Customer [7] - Mon, 14 Jul at 02:38 PM (Public Message)**

*From: hibiplab88@gmail.com*

Kindly solve this problem

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**🛠️ Support [8] - Mon, 14 Jul at 03:04 PM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi, Apologies for any inconvenience. We request you to share a video of the issue you are facing along with the brand name, model number, software version and hoichoi app version/browser details of your device with us once. Awaiting for your response. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [9] - Tue, 15 Jul at 10:18 AM (Public Message)**

*From: hibiplab88@gmail.com*

You can call me now.

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**🛠️ Support [10] - Tue, 15 Jul at 10:22 AM (Private Note)**

https://tools.viewlift.com/users/account/ae409dab-27cc-423d-9304-0c10b781ffa0

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**🛠️ Support [11] - Tue, 15 Jul at 10:35 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! As discussed over the call, I kindly request you to share the device details with us (such as device model, operating system version, and app version if possible). This information will help us investigate the issue more effectively and provide you with a quicker resolution. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**👤 Customer [12] - Tue, 15 Jul at 12:34 PM (Public Message)**

*From: hibiplab88@gmail.com*

On Tue, 15 Jul 2025, 4:05 pm Support, wrote: Hi, Greetings from hoichoi! As discussed over the call, I kindly request you to share the device details with us (such as device model, operating system version, and app version if possible). This information will help us investigate the issue more effectively and provide you with a quicker resolution. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi On Tue, 15 Jul at 3:48 PM , Biplab bhattacharya wrote: You can call me now. On Mon, 14 Jul 2025, 8:34 pm Support, wrote: Hi, Greetings from hoichoi, Apologies for any inconvenience. We request you to share a video of the issue you are facing along with the brand name, model number, software version and hoichoi app version/browser details of your device with us once. Awaiting for your response. Wishing you a great day ahead. Regards, Team hoichoi On Mon, 14 Jul at 8:08 PM , Biplab bhattacharya wrote: Kindly solve this problem On Mon, 14 Jul 2025, 4:26 pm Support, wrote: Hi,  Apologies for the hassle faced, We'll surely arrange a call for you please elaborate your concern so we can assist you better. Awaiting for your response, Regards, Team Hoichoi   ​

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**🛠️ Support [13] - Tue, 15 Jul at 02:22 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Apologies for the hassle faced, Please uninstall the app and reinstall and then check once. Awaiting for your response, Regards, Team Hoichoi

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**👤 Customer [14] - Tue, 15 Jul at 03:20 PM (Public Message)**

*From: hibiplab88@gmail.com*

Same problem

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**🛠️ Support [15] - Tue, 15 Jul at 03:21 PM (Public Message)**

*From: support@hoichoi.tv*

Hello, Greetings from team hoichoi!  Apologies for the trouble caused. I totally understand your concern, We have forwarded the issue to our technical team and are currently awaiting a response from them. Please bear with us and we will have this taken care of. Our team is still working on it please allow us 3-5 working days so we can get back to your with a solution. we'll inform you once its fixed Let us know if you face any issue. Wishing you a great day ahead. Regards,     Team-hoichoi

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## Ticket #893301: Compl;aint regarding to activate Hoichoi (Jio Bundle braodband ) against registred mobile (7503081701)

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sat, 12 Jul at 10:21 PM | Updated | Tue, 15 Jul at 03:13 PM |
| Requester | 35093377046 | Agent | 35092950183 |

### Conversations (11 messages)

**🛠️ Support [1] - Sat, 12 Jul at 10:21 PM (Private Note)**

*From: support@hoichoi.tv*

Hello S Sarkar Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893301 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**👤 Customer [2] - Sat, 12 Jul at 10:21 PM (Public Message)**

*From: content-grievances@hoichoi.tv*

We appreciate you reaching out. You can expect to hear back from us within 2 to 3 business days.--------------------------------This email is a service from hoichoi.[LZNNYW-9NM1J]

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**👤 Customer [3] - Sat, 12 Jul at 10:21 PM (Public Message)**

*From: content-grievances@hoichoi.tv*

----------------------------------------------Hello S,Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 64214 has been created successfully.Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add.We appreciate your patience and look forward to assisting you.Regards,Customer Experience Teamhoichoi--------------------------------This email is a service from hoichoi.

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**🛠️ Support [4] - Sun, 13 Jul at 03:32 AM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, This is to inform you that once you activate the free subscription from the Jio Set Top Box, the subscription will be active for 30 days. You will need to repeat these steps every month. Please follow the steps below to activate the free hoichoi subscription: Download the hoichoi app from My-Jio Store on your TV via the Jio Set Top Box. Activate using your mobile number (the same number used for the Jio Fiber connection) from the hoichoi app on your TV. If necessary, log out from the Hoichoi app on your Jio Set Top Box and then log back in. You can also refer to this instructional video: https://youtu.be/kXnp5\_Gxr2M?t=216  If you face any trouble activating the same, please do get in touch with the Jio support team. Regards, Team hoichoi

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**🛠️ Support [5] - Sun, 13 Jul at 03:32 AM (Private Note)**

https://tools.viewlift.com/users/account/38c7885d-ba10-482a-a487-06af5aca6686

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**👤 Customer [6] - Sun, 13 Jul at 03:38 AM (Public Message)**

*From: sudipto102@gmail.com*

Dear ConcernWe had follow each and every step which we fully aware and still yourapplication is not activate the plan. PThat is why we had reported to your desk . So kindly do the needful onurgent basis.Please do the needful .Thanks and Regards\*Sudipto Sarkar\*Cell no:07503081701---------- Forwarded message ---------

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**🛠️ Support [7] - Sun, 13 Jul at 04:58 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, ​Thanks for writing to us. As per our records, your hoichoi subscription through Jio is still in Expired status at our end. Please log out from the hoichoi app on your Jio Set Top Box then launch the Jio TV app and log in to activate your subscription. Post which, you can use any other platform for accessing hoichoi.   If you face any trouble activating the same, please do get in touch with the Jio support team. Get back to us for any further assistance. Wishing you a great day ahead. Regards, Team hoichoi

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**👤 Customer [8] - Sun, 13 Jul at 07:07 AM (Public Message)**

*From: sudipto102@gmail.com*

\*To \*\*Soumya Mukherjee\*\*Chief Operating Officer\*\*Hoichoi\*I had already shared the screenshot of the plan that jio plan is alreadyactivated and it's a 5 month advance plan and your team iis keep sendingrhe reply that my plan is expired .This kind of inexperienced team has hired.who can't able to see the actualproblem and rectify the same.Please do the needful.Thanks and Regards\*Sudipto Sarkar\*Cell no:07503081701

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**🛠️ Support [9] - Sun, 13 Jul at 08:12 AM (Public Message)**

*From: support@hoichoi.tv*

Hi, Greetings from hoichoi! Thank you for reaching out to us. We truly appreciate you taking the time to contact us, and we are here to assist you in the best possible way. Our sincere apologies for the inconvenience you've faced. As per our records, your hoichoi plan has not been activated yet. We kindly request you to get in touch with your Jio service provider and ask them to activate the plan on your behalf. If you require any further assistance, please do not hesitate to let us know. We’ll be happy to help. Wishing you a great day ahead. Thanks & warm regards, Team hoichoi

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**🛠️ Support [10] - Tue, 15 Jul at 08:18 AM (Private Note)**

*From: support@hoichoi.tv*

Hello S, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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**👤 Customer [11] - Tue, 15 Jul at 03:13 PM (Public Message)**

[No text content]

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## Ticket #892514: Hoichoi: ফ্রি কনটেন্ট অ্যাক্সেস ও OTP সমস্যা রিপোর্ট

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Status 7 | Priority | Low |
| Created | Mon, 07 Jul at 05:45 PM | Updated | Tue, 15 Jul at 02:21 PM |
| Requester | 35093321396 | Agent | 35077458099 |

### Conversations (24 messages)

**🛠️ Support [1] - Mon, 07 Jul at 05:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shariful Zisan Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 892514 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Mon, 07 Jul at 05:51 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! যদি আপনি আপনার নম্বরটি লেখার সময় সামনে 0 দিয়ে লিখছেন, তাহলে সেটি বাদ দিয়ে লিখবেন। যেহেতু কান্ট্রি কোড ইতিমধ্যেই দেওয়া আছে, তাই শুধুমাত্র আপনার ১০-সংখ্যার মোবাইল নম্বরটি লিখে OTP অনুরোধ করুন। এরপরও যদি কোন সমস্যার সম্মুখীন হন অনুগ্রহ করে আপনার ফোনটি রিস্টার্ট করুন এবং নিশ্চিত করুন যে আপনার ডিভাইসের সফটওয়্যার আপডেট করা আছে। এরপর hoichoi অ্যাপটি আনইনস্টল করে পুনরায় ইনস্টল করুন, অ্যাপ ক্যাশে ক্লিয়ার করুন এবং পুনরায় লগইন করার চেষ্টা করুন। আশা করি এতে আপনার সমস্যার সমাধান হবে।  যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম ​

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**👤 Customer [3] - Tue, 08 Jul at 03:09 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

ফ্রি কনটেন্ট (যেমন "মহানগর") অ্যাক্সেস সমস্যা রিপোর্টফ্রি কনটেন্ট (যেমন "মহানগর") অ্যাক্সেস সমস্যা রিপোর্ট

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**🛠️ Support [4] - Tue, 08 Jul at 03:32 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! ​অনুগ্রহ করে আপনার সমস্যাটা একটি ভিডিওর মাধ্যমে আমাদেরকে দেখান এবং আপনার ডিভাইস ডিটেলসটি আমাদের সাথে শেয়ার করুন যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**👤 Customer [5] - Tue, 08 Jul at 05:36 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

On Tue, 8 Jul 2025, 9:32 pm Support, wrote: হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! ​অনুগ্রহ করে আপনার সমস্যাটা একটি ভিডিওর মাধ্যমে আমাদেরকে দেখান এবং আপনার ডিভাইস ডিটেলসটি আমাদের সাথে শেয়ার করুন যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**🛠️ Support [6] - Tue, 08 Jul at 06:11 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আমি আপনাকে জানাতে চাই মহানগর কনটেন্টটি আপনি ফ্রিতে দেখতে পাবেন না, এটি দেখার জন্য আপনাকে সাবস্ক্রাইব করতে হবে। যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**👤 Customer [7] - Wed, 09 Jul at 05:28 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

Recording Hoichoi.mp4first af all Mohanagar series ta ki full free kina, jodi hoy taile amareber ber premium access nite boltase kn. ami video dilam.

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**🛠️ Support [8] - Wed, 09 Jul at 06:16 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! অনুগ্রহ করে আপনার ডিভাইস ডিটেলসটি আমাদের সাথে শেয়ার করবেন এবং জানাবেন আপনি কি শুধুমাত্র মহানগর দেখার সময় এই সমস্যাটি সম্মুখীন হচ্ছেন নাকি অন্য কোন মুভি বা ওয়েব সিরিজের ক্ষেত্রেও এই সমস্যা হচ্ছে? যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**🛠️ Support [9] - Wed, 09 Jul at 06:17 PM (Private Note)**

Cx unable to watch Mohanagar season 1// Which is free// Still asks for subscribe

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**👤 Customer [10] - Wed, 09 Jul at 06:38 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

Ami fone aproblem painai kintu pz te shomossha ta hoitase

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**🛠️ Support [11] - Wed, 09 Jul at 07:32 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! ​ আপনার অসুবিধার জন্য আমরা আন্তরিকভাবে দুঃখিত। সমস্যাটি ভালোভাবে বিশ্লেষণ করে দ্রুত সমাধান দিতে, অনুগ্রহ করে নিচের তথ্যগুলো আমাদের সঙ্গে শেয়ার করুন: আপনি যে সমস্যার সম্মুখীন হচ্ছেন তার একটি ছোট ভিডিও আপনার ডিভাইসের বিস্তারিত তথ্য (ব্র্যান্ড, মডেল, সফটওয়্যার ভার্সন) ব্যবহৃত ব্রাউজারের বিস্তারিত তথ্য (নাম ও ভার্সন) এই তথ্যগুলো পেলে আমাদের পক্ষে আপনাকে আরও ভালোভাবে সহায়তা করা সম্ভব হবে। সহযোগিতার জন্য ধন্যবাদ। শুভেচ্ছান্তে, hoichoi টিম

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**🛠️ Support [12] - Fri, 11 Jul at 07:17 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Shariful, We hope you're doing well.  Since, we haven’t received the requested information to proceed with your support request, we’ll be temporarily closing this ticket for now. If you still need assistance, please feel free to reply to this email to re-open the ticket, and we’ll be happy to help! Thank you for reaching out to us. Regards, hoichoi Support Team

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**👤 Customer [13] - Sun, 13 Jul at 11:35 AM (Public Message)**

*From: sharifulzisan625@gmail.com*

vai amar profile ta ekber cheak den 01913258813

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**👤 Customer [14] - Sun, 13 Jul at 11:38 AM (Public Message)**

*From: sharifulzisan625@gmail.com*

amar device details mayber shokol contain ae same problem ami bujhtasina kno pc te apnader hoichoitekisui dekhte partsina ,,,On Sun, 13 Jul 2025 at 17:34, Shariful Zisan wrote:> vai amar profile ta ekber cheak den> 01913258813>>

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**🛠️ Support [15] - Sun, 13 Jul at 12:36 PM (Private Note)**

https://tools.viewlift.com/users/account/9824a2f1-c3e1-4627-a97a-81a9a3759651

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**🛠️ Support [16] - Sun, 13 Jul at 12:38 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আপনার সমস্যাটির জন্য আমরা অত্যন্ত দুঃখিত  আমরা আপনার সমস্যাটি সমাধান করে দিয়েছি , আমি আপনাকে অনুরোধ করব ল্যাপটপ থেকে আপনার হইচই অ্যাকাউন্টটি লগ আউট করে পুনরায় লগইন করুন যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**👤 Customer [17] - Mon, 14 Jul at 03:51 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

kja hoi nai ami korlam kaj hoi nai account 01913258813

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**🛠️ Support [18] - Mon, 14 Jul at 04:20 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আপনার ল্যাপটপে যে অসুবিধার সম্মুখীন হচ্ছেন, তার জন্য আমরা আন্তরিকভাবে দুঃখিত। আমি বিনীতভাবে অনুরোধ করছি, আপনি দয়া করে আপনার ব্রাউজারের ক্যাশে ক্লিয়ার করুন এবং একটি ভিন্ন ব্রাউজার অথবা ইনকগনিটো/প্রাইভেট মোড ব্যবহার করে hoichoi অ্যাক্সেস করার চেষ্টা করুন। ​ যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**👤 Customer [19] - Tue, 15 Jul at 05:34 AM (Public Message)**

*From: sharifulzisan625@gmail.com*

Shob kisu try korlam..... Bujhtasi na.

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**👤 Customer [20] - Tue, 15 Jul at 05:36 AM (Public Message)**

*From: sharifulzisan625@gmail.com*

Boolama shob kisui try kora hoise. Ami fone a thik thak exes paitasi kintupc te kunu vabei hoiyase na kisuiOn Tue, 15 Jul 2025, 11:34 am Shariful Zisan, wrote:> Shob kisu try korlam..... Bujhtasi na.>>

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**🛠️ Support [21] - Tue, 15 Jul at 06:24 AM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আপনার ল্যাপটপে যে অসুবিধার সম্মুখীন হচ্ছেন, তার জন্য আমরা আন্তরিকভাবে দুঃখিত। আপনার সমস্যাটি সমাধানের জন্য আমরা এই অসুবিধাটি আমাদের টেকনিক্যাল টিমের কাছে ফরওয়ার্ড করেছি, শীঘ্রই এটি সমাধান করব। বর্তমানে আমি আপনাকে অনুরোধ করব আপনি hoichoi অ্যাপ থেকে মহানগর দেখুন। যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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**👤 Customer [22] - Tue, 15 Jul at 12:45 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

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**👤 Customer [23] - Tue, 15 Jul at 01:57 PM (Public Message)**

*From: sharifulzisan625@gmail.com*

Hoichoi 0.2.mp4problem solve hoi naiOn Tue, 15 Jul 2025 at 18:45, Shariful Zisan wrote:>>

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**🛠️ Support [24] - Tue, 15 Jul at 02:21 PM (Public Message)**

*From: support@hoichoi.tv*

হ্যালো, hoichoi-র পক্ষ থেকে শুভেচ্ছা! আপনার ল্যাপটপে যে অসুবিধার সম্মুখীন হচ্ছেন, তার জন্য আমরা আন্তরিকভাবে দুঃখিত। আপনার সমস্যাটি সমাধানের জন্য আমরা এই অসুবিধাটি আমাদের টেকনিক্যাল টিমের কাছে ফরওয়ার্ড করেছি, শীঘ্রই এটি সমাধান করব। বর্তমানে আমি আপনাকে অনুরোধ করব আপনি hoichoi অ্যাপ থেকে মহানগর দেখুন। যদি কোনও সমস্যা হয়, নির্দ্বিধায় আমাদের জানাতে পারেন। শুভেচ্ছান্তে, hoichoi টিম

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## Ticket #893386: Location,Where are you from?

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 02:10 PM | Updated | Tue, 15 Jul at 02:18 PM |
| Requester | 35084934348 | Agent | 35092231600 |

### Conversations (3 messages)

**🛠️ Support [1] - Sun, 13 Jul at 02:10 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kristina Brown Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893386 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 02:23 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Kindly describe the issue that you are facing so that we can assist you accordingly. Request you to attach a screenshot of the error or the screen where you are facing the issue. This will enable us to resolve this quickly Awaiting for your response, Team hoichoi.

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**🛠️ Support [3] - Tue, 15 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Kristina, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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## Ticket #893382: Request turn off my auto renewal Hoichoi premium

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| --- | --- | --- | --- |
| Status | Resolved | Priority | Low |
| Created | Sun, 13 Jul at 01:44 PM | Updated | Tue, 15 Jul at 02:18 PM |
| Requester | 35092781391 | Agent | 35093023959 |

### Conversations (4 messages)

**🛠️ Support [1] - Sun, 13 Jul at 01:45 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Uma Rani Pahari Thanks for reaching out to hoichoi support! We’ve received your request, and your ticket: 893382 has been successfully created. Our team is already on it and will get back to you shortly with an update. In the meantime, feel free to reply to this email if you have not shared your registered phone number/email or have anything else to add. We appreciate your patience and look forward to assisting you. Regards,  Hoichoi

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**🛠️ Support [2] - Sun, 13 Jul at 01:56 PM (Public Message)**

*From: support@hoichoi.tv*

Hi,  Greetings from hoichoi, Thank you for reaching out to us.  We have cancelled auto renewal against your subscription with 8670458895, once cancelled kindly cancel the autopay from your Bank (if you have used Debit/credit card) or UPI app (if you have paid via any UPI app) so you do not get charged once your current plan expires on 17th August 2025. Also, we'd like to know if there's any specific reason for your auto renewal cancellation so we can improve our service. Let us know you need if you need any further help, Regards, Team hoichoi

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**🛠️ Support [3] - Sun, 13 Jul at 01:57 PM (Private Note)**

https://tools.viewlift.com/users/account/5d289486-a45e-4483-b056-b683517dcdb5

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**🛠️ Support [4] - Tue, 15 Jul at 02:18 PM (Private Note)**

*From: support@hoichoi.tv*

Hello Uma, Hope you're doing well! We hope our previous response helped resolve your query. As we haven’t heard back from you, we will be temporarily marking this ticket as resolved for now. Rest assured, if you have any concerns or need further assistance regarding this issue, you can simply reply to this email to re-open the ticket, and we’ll be happy to assist you. Thank you for reaching out to us. Regards, hoichoi support team.

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