



 **Shruthi Kulkarni:** Hello. I'm Shruthi Kulkarni.Thanks for that information, I'll check it and get back to you in a moment.

 **Murali:** ok


 **Murali:** do you want me to share the receipt which I collected form your engineer.


 **Shruthi Kulkarni:** Hi you're through to Shruthi Kulkarni, I'm just reading your question and bringing up your details, just give me a moment.

 **Shruthi Kulkarni:** Can you just confirm a few bits of information so I can look into your account please?


- Are you the account holder?
- Your full name?
- Your account number?


 **Murali:** Yes, Murali Mohan Besta , GB16503445

 **Shruthi Kulkarni:** Thanks for that information.


 **Shruthi Kulkarni:** Sorry to keep you waiting, I'm just checking your order.


 **Murali:** ok


 **Murali:** Engineer has been provided the some other equipment and not provided any cable to connect from that equipment and yourview.


 **Murali:** even though every thing is installed I cannot use the service.


 **Shruthi Kulkarni:** May I know if you have the cable and you view box needed as of now ?

 **Murali:** sorry I am not getting you?

 **Shruthi Kulkarni:** are you still not able use the services ?

 **Murali:** I donot have a cable and got yourview box but cannot use normal TV cable with it as TV installation engineer has provided a unit which has screws but not the normal pin it has

 **Murali:** still I am not able to use the service

 **Murali:** I am just trying to find the right cable in local stores but cannot able to find.

 **File attachment upload has started.**


 **The file BT TV installation.pdf (63.81KB) was received.**

 **Murali:** I attached the receipt which he charged me for the equipment.

 **Murali:** I need a refund for this as I already paid £60 pounds for TV aerial and installation.

 **Shruthi Kulkarni:** Thanks for waiting. I'm just reading the notes on your account so won't be too long.

 **Murali:** ok

 **Shruthi Kulkarni:** I am afraid you need to speak to billing team about the refunds . May I connect the chat to them now

 **Murali:** yes plz

 **Shruthi Kulkarni** has disconnected.

 **Debdip:** Hello. I'm Debdip.Thanks for that information, I'll check it and get back to you in a moment.

 **Murali:** ok

 **Debdip:** Hello Murali. Please allow me a moment while I check the chat details


 **Murali:** ok

 **Debdip:** Thanks for that information. Please hold while I check the details.


 **Debdip:** I've checked the account details. I can see that the account is for BT mobile service and no charge raised for the TV installation yet

 **Debdip:** We havenot taken any advance payment for installation

 **Debdip:** There will be no charge to be raised for the service installation.

 **Murali:** I paid £60 for TV aerial service and TV installation engineer has charged me £40 saying that signals are weak and he has to provide some equipment then I contact one of you guys and told them they said pay the amount and send us a receipt to refund.

 **Murali:** That is the receipt I scanned and shared with you guys.

 **Debdip:** The account number you have shared, I'm working on the same account, no installation charge raised yet to be billed and no payment reflecting as paid as advance.

 **Debdip:** Do you have any other BT account


 **Murali:** Let me check


 **Debdip:** sure

 **Debdip:** Are you still there?

 **Murali:** GB16503445


 **Debdip:** Ok, that's fine. just confirming


 **Murali:** can I know what is the one of payment you collected as part of this account


 **Debdip:** I've checked the same account and working on the same, There is no payment taken in this account as of now and no installation charge is reflecting to be billed.


Your monthly bill is going on generate on 22-08 , I'd suggest you to call or chat us back any billed charges reflecting in the account.


 **Murali:** ok what about the amount engineer charged me £40 pounds for this I shared the receipt?

 **Debdip:** In regards to the charge related to the installation , you need to speak with the order support team who can help you to assist you on this. I'd suggest you to contact us on 0800 800 150. The order team will help you and put notes for the refund if engineer has promised

 **Murali:** ok

 **Murali:** I will call them tonight

 **Murali:** thanks for your support.

 **Debdip:** You're welcome, happy to help. Thanks for getting in touch today. To end the chat please hang up and then click on RED X in the top right hand corner. Thank you for contacting BT, Bye