Inconsistent Internet~~M29368935

3 messages

DATA.ENTERPRISE@tatatel.co.in <DATA.ENTERPRISE@tatatel.co.in>   Wed, Mar 1, 2017 at 4:29 PM
To: contact@infiny.in, ttml.enterprise.support@tatatel.co.in

Dear Sir,

With reference to the below email, we would like to inform you that Ticket has been raised for this issue.

Ticket Number: 570414191

Team will further keep you updated on the status of the ticket.

For any further clarification or queries please feel free to contact our 24x7 Enterprise Helpdesk
Number: 1800 266 1515.

Thanks & Regards,
Nidhi Gautam
Customer Care Officer – Enterprise Service Desk
TOLL FREE 24X7: 1800 266 1515
Email: data.enterprise@tatatel.co.in;
For Escalation Contact: 0120-6718540/som.ebs.ta@tatatel.co.in
For complete matrix, refer http://www.tatadocomo.com/business/contact-us.aspx;

-----Original Message-----
From: 1515@tatatel.co.in
Sent:2017-03-01 16:18:43.0
To : data.enterprise@tatatel.co.in
Subject:Inconsistent Internet~~M29368935
[Note: Please don't change the subject for internal tracking purpose and immediate action.
——————————————————

Dear Team,

Please do the needful.

For any queries or clarifications, feel free to contact our 24X7 Toll Free helpdesk 1800-266-1515 or email
us at 1515@tatatel.co.in.To know your Escalation Matrix please click on the link:-
https://www.tatadocomo.com/business/en-in/contact-us-customer-service

Assuring you of our best services at all times.

Regards,
Kirti
Customer care officer - Email Unit

Call   : 1800 266 1515   Live Chat   **Mon - Sat | 10:00 a.m. - 7:00 p.m.**

-----Original Message-----
From: contact@infiny.in
Sent:2017-03-01 14:26:57.0
To : 1515@tatatel.co.in
Subject:Inconsistent Internet~~M29368935
[Note: Please don't change the subject for internal tracking purpose and immediate action.
_____

Hi,

We have been constantly chasing up for inconsistent Internet.
Kindly allocate some manager as we face issue after every 2 weeks.

Tata Docomo A/c No. 605931119

Please do the needful as soon as possible.

Thanks

note:"Tata Teleservices today stands certified as ISO 27001:2005 which means our services are best in class at par with international benchmarks."

Nikhil Patil <nikhil@infiny.in>   Wed, Mar 1, 2017 at 6:44 PM
To: DATA.ENTERPRISE@tatatel.co.in, 1515@tatatel.co.in
Cc: Vinay Wadhwani <vinay.wadhwani@tatatel.co.in>
Bcc: Anuj Rai <anuj@infiny.in>

Hi,

As per requested, I pinged few of the sites we are working on and there is a loss of packets as you can see. Even our emails are not working properly.

Kindly look into matter as our business is heavily depended on Internet.

Reademption.com

nikhils-MacBook-Pro:~ nikhilpatil$ ping reademption.com

PING reademption.com (23.229.246.65): 56 data bytes

Request timeout for icmp_seq 0

Request timeout for icmp_seq 1

Request timeout for icmp_seq 2

Request timeout for icmp_seq 3

Request timeout for icmp_seq 4

Request timeout for icmp_seq 5

64 bytes from 23.229.246.65: icmp_seq=5 ttl=43 time=1092.664 ms

64 bytes from 23.229.246.65: icmp_seq=6 ttl=43 time=1088.328 ms

64 bytes from 23.229.246.65: icmp_seq=7 ttl=43 time=1250.031 ms

Request timeout for icmp_seq 9

Request timeout for icmp_seq 10

^C

--- reademption.com ping statistics ---

12 packets transmitted, 3 packets received, 75.0% packet loss

round-trip min/avg/max/stddev = 1088.328/1143.674/1250.031/75.226 ms

Gmail

nikhils-MacBook-Pro:~ nikhilpatil$ ping gmail.com

PING gmail.com (216.58.203.197): 56 data bytes

64 bytes from 216.58.203.197: icmp_seq=0 ttl=55 time=591.225 ms

64 bytes from 216.58.203.197: icmp_seq=1 ttl=55 time=661.111 ms

Request timeout for icmp_seq 2

Request timeout for icmp_seq 3

Request timeout for icmp_seq 4

64 bytes from 216.58.203.197: icmp_seq=5 ttl=55 time=690.678 ms

64 bytes from 216.58.203.197: icmp_seq=6 ttl=55 time=639.540 ms

Request timeout for icmp_seq 7

64 bytes from 216.58.203.197: icmp_seq=8 ttl=55 time=647.639 ms

64 bytes from 216.58.203.197: icmp_seq=9 ttl=55 time=584.964 ms

64 bytes from 216.58.203.197: icmp_seq=10 ttl=55 time=657.930 ms

Request timeout for icmp_seq 11

64 bytes from 216.58.203.197: icmp_seq=12 ttl=55 time=628.488 ms

^C

--- gmail.com ping statistics ---

14 packets transmitted, 8 packets received, 42.9% packet loss

round-trip min/avg/max/stddev = 584.964/637.697/690.678/33.339 ms

[Quoted text hidden]

DATA.ENTERPRISE@tatatel.co.in <DATA.ENTERPRISE@tatatel.co.in>   Wed, Mar 1, 2017 at 7:09 PM
To: nikhil@infiny.in, ebs.ill@tatatel.co.in
Cc: vinay wadhwani <vinay.wadhwani@tatatel.co.in>

Dear Sir,

We apologies for the inconvenience caused to you.

Team is working on your concern, Same forwarded to concerned team.

Team will update you shortly.

-----Original Message-----
From: nikhil@infiny.in
Sent: 2017-03-01 18:44:46.0
To : DATA.ENTERPRISE@tatatel.co.in,1515@tatatel.co.in
Cc: ,Vinay Wadhwani
Subject: Re: Inconsistent Internet~~M29368935
[Note: Please don't change the subject for internal tracking purpose and immediate action.
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> Number: 1800 266 1515.
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> Thanks & Regards,
>
> Nidhi Gautam
>
> Customer Care Officer ¿ Enterprise Service Desk
>
> TOLL FREE 24X7: 1800 266 1515
>
> Email: data.enterprise@tatatel.co.in;
>
> For Escalation Contact: 0120-6718540/som.ebs.ta@tatatel.co.in
>
> For complete matrix, refer
> *http://www.tatadocomo.com/business/contact-us.aspx*
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> Please do the needful.
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> helpdesk 1800-266-1515 or email us at 1515@tatatel.co.in.To know your
> Escalation Matrix please click on the link:- https://www.tatadocomo.com/
> business/en-in/contact-us-customer-service
>
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>
> Assuring you of our best services at all times.
>
>
>
> Regards,
>
> Kirti
>
> Customer care officer - Email Unit
>
>
>
>
>
> *Call : 1800 266 1515 *
> * Mon - Sat | 10:00 a.m. -
> 7:00 p.m.*
>

> *Email : 1515@tatatel.co.in <1515@tatatel.co.in> *
>
> *Visit : www.tatadocomo.com/business
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>
> *Click here to access the Escalation Matrix
> *

[Quoted text hidden]

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[Quoted text hidden]