

11:57, Jan 27

You: go through the messages and check how many times I contacted you for cancellation. Read the highlighted message where you asked me to confirm the disconnection to which said yes

11:57, Jan 27

Virtual Assistant: << Sent Rich Content >>

11:57, Jan 27

You: Disconnection update

11:57, Jan 27

Virtual Assistant: One of our team members can check the status of your disconnection.

11:57, Jan 27

You: Message team member

11:57, Jan 27

Virtual Assistant: I've handed this conversation over to a team member. Turn on notifications in the app to receive alerts when they've responded. Your conversation is saved, so feel free to minimise the window.

Info: Please provide details about your enquiry and a team member will respond to you after reviewing your conversation.

11:57, Jan 27

You: go through the messages and check how many times I contacted you for cancellation. Read the highlighted message where you asked me to confirm the disconnection to which said yes

12:08, Jan 27

You: [PNG]

12:59, Jan 27

Gloria: Hi, Nirvik. I will check your above conversation.

12:59, Jan 27

Gloria: Just a heads up, this messaging platform is not as quick as live chat. It might take up to 10 minutes to get a reply - so you can go about your day and you'll be notified when you get a response.

19:07, Jan 27

You: Click to start chatting

Info: Please provide details about your enquiry and a team member will respond to you after reviewing your conversation.

19:20, Jan 27

Gloria: Hi, Nirvik. To disconnect internet service please contact our telco service team at 1300307731. They are available Monday - Friday 8:00am - 6:00pm (AEST)

16:03, Jan 30

You: Click to start chatting

16:03, Jan 30

Virtual Assistant: Hi Nirvik kumar! How can I help you?

16:03, Jan 30

Virtual Assistant: Ask me a question or choose from these popular topics.

16:03, Jan 30

You: Billing

16:03, Jan 30

Virtual Assistant: Here are some popular billing topics. If you've got a different question, simply type it below.

16:03, Jan 30

You: Missing bill

16:03, Jan 30

Virtual Assistant: Go to the **Billing** page and select **Bill history** to view and download your bills.

16:03, Jan 30

Virtual Assistant: << Sent Rich Content >>

16:03, Jan 30

Virtual Assistant: Do you need a hand with anything else?

16:03, Jan 30

You: Yes, please

16:03, Jan 30

Virtual Assistant: No worries. In a short sentence, let me know what I can help you with.

16:05, Jan 30

You: Hi I recently disconnected my internet and electricity plan. I was disputing the internet plan charges and now i cannot see it in my account. Can you please explain what happened? also please delete my account from your system and all my information.

16:05, Jan 30

Virtual Assistant: << Sent Rich Content >>

16:05, Jan 30

You: Disconnection update

16:05, Jan 30

Virtual Assistant: One of our team members can check the status of your disconnection.

16:06, Jan 30

You: Message team member

16:06, Jan 30

Virtual Assistant: I've handed this conversation over to a team member. Turn on notifications in the app to receive alerts when they've responded. Your conversation is saved, so feel free to minimise the window.

Info: Please provide details about your enquiry and a team member will respond to you after reviewing your conversation.

16:06, Jan 30

You: Hi I recently disconnected my internet and electricity plan. I was disputing the internet plan charges and now i cannot see it in my account. Can you please explain what happened? also please delete my account from your system and all my information.

16:07, Jan 30

You: Please update me ASAP, I need this information before lodging complaint to ombudsman.

16:21, Jan 30

Tonmoy: Hi Nirvik. Please elaborate your query.

16:26, Jan 30

You: do I have any outstanding amount to pay you?

16:30, Jan 30

Tonmoy: Yes, \$157.91 on electricity at 14/18-20 Park Avenue BURWOOD 2134 due on 31.01.2023.