

9:36, Mar 5

Info: Thank you for choosing to chat with us. An agent will be with you shortly.

9:36, Mar 5

Info: You are now chatting with Pavithra.

9:37, Mar 5

Pavithra: Hello, thank you for contacting Bell MTS, I'm your solutions expert. How can I help you today?

9:40, Mar 5

devi: Hello my chat was disconnected. I was chatting with your rep about an internet plan 500

9:40, Mar 5

devi: she offered me \$100 for 24 months

9:40, Mar 5

Pavithra: Yeah! I read your previous conversation!

9:40, Mar 5

Pavithra: I will be glad to help you with that.

9:40, Mar 5

devi: The current price is \$118.95/M

9:41, Mar 5

devi: I want to know that who will install the service at my home. Will you charge for the service?

9:42, Mar 5

Pavithra: Okay. It is fibe500 internet plan right?

9:42, Mar 5

devi: yes

9:42, Mar 5

Pavithra: Our technician will come to our place for installation.

9:42, Mar 5

Pavithra: The installation fee will be \$59.95 but I can waive it off for you.

9:43, Mar 5

devi: okay perfect she also gave me \$10 off for 24 months so my bill would be \$90.

9:44, Mar 5

Pavithra: Yes! You are correct!

9:44, Mar 5

Pavithra: It will be \$90+taxes/month for first 24 months.

9:44, Mar 5

devi: ok

9:44, Mar 5

Pavithra: During your promotional period of 24 months, your price will not increase and you will continue to pay the same monthly price. After the promotional period is over, you will pay the then current price which may increase during your subscription. If there is an increase, you will receive at least 30 days written notice from Bell.

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Pavithra: There is no contract for Fibe TV, internet services.

9:46, Mar 5

devi: okay. I want to think about it thanks

9:46, Mar 5

Pavithra: Shall I arrange a call back for you?

9:46, Mar 5

devi: I will chat with you later on thanks anyway

9:46, Mar 5

Pavithra: I'm glad to be of assistance today, and hope that your current issue was answered or resolved. Before you leave the chat, is there anything else I can do for you today?

9:47, Mar 5

devi: I have a question for you

9:47, Mar 5

Pavithra: Yes please.

9:48, Mar 5

devi: is the fibe 500 a good plan?

9:49, Mar 5

Pavithra: Yeah! It will be sufficient for your usage.

9:49, Mar 5

devi: okay perfect.

9:49, Mar 5

Pavithra: If you want you can downgrade your plan afterwards.

9:49, Mar 5

devi: ok

9:49, Mar 5

devi: thanks for the help

9:49, Mar 5

Pavithra: It was my pleasure chatting with you today. Please go ahead and close your chat window. You will be presented with a short survey to evaluate your experience with me today. Your feedback is very important to us. Thank you for choosing Bell MTS. Have a wonderful day.