



suhas Kumar <suhas Kumar273@gmail.com>

Final Pre legal Reminder - Bharti Airtel Limited

3 messages

Airtel_Back_End <airtel_collections@thechanakya.in>
To: Suhas Kumar273@gmail.com

Mon, Oct 10, 2016 at 5:16 AM

Dear Customer,

This is to bring to your notice that an amount of Rs 4423/- is overdue for payment for the mobile services availed from Bharti Airtel Limited [BAL] towards mobile no. 7899691166, account no. 1276220434. We are not in receipt of the said amount, despite sending several reminders through telephone, SMS & personal visits. The non-payment amounts to violation of the terms and conditions of the Customer Application Form [CAF] which forms a legally enforceable agreement between you and BAL.

It was basis your request, which was accompanied by the CAF, that Bharti Airtel Limited had agreed to provide you with telecommunication services. Also, you have availed the services provided by the company on the terms and conditions detailed in the CAF agreed by you at the time of availing the services.

We would like to draw your attention to the fact that you have specifically agreed, to honor the payment due to us for the services provided to you. We request you to treat this communication with the seriousness it deserves, and hereby clear the overdue amount within 48 hours of receipt of this letter. This communication is issued to you without prejudice to the rights and remedies available to us under terms & conditions of services mentioned in the CAF and at law. In the unfortunate event of non-payment, we will be compelled to initiate appropriate legal proceedings for realization of the bill arrears.

For queries, assistance or further information, you may contact our representative Mr. Nataraj on [8494922128](tel:8494922128) between 8:00am till 8:00pm, Monday to Saturday.

You can make the online payment as per the steps given below.

www.airtel.in ---- > Pay and Recharge ---> PostPaid ---> click on " Click here to the bill for inactive Airtel Number" --> Please enter " Account Number, Mobile Number , amount and Email ID" --- > Click on "Proceed" to make the payment.

We look forward to receiving your payment and continuation of a mutually beneficial relationship.

Warm Regards,
airtel - the smartphone network

suhas Kumar <suhaskumar273@gmail.com>
To: Airtel_Back_End <airtel_collections@thechanakya.in>

Mon, Oct 10, 2016 at 1:40 PM

Hi,

I had disconnected the service and I had complained about not getting internet connection. I don't see the reason as why I have to pay the bill unnecessary.

You can see in my account for how many times I have called and given complaint and on what day I have requested for stopping my services.

Why have u guys charged me when I haven't used your service ??

Thanks,
Suhas

[Quoted text hidden]

suhas Kumar <suhaskumar273@gmail.com>
To: Airtel_Back_End <airtel_collections@thechanakya.in>

Wed, Oct 12, 2016 at 1:06 AM

Hello,

I had a talk with Natraj. I have explained as why I need to pay the bill when I haven't used Airtel services. I request you guys to check my account and how many times I have called and complained about internet connection. None from Airtel came to my home and resolved the problem too. I finally had to disconnect the service as I was moving out of country. So, why should I pay the bill when I have not at all used your service and when you guys haven't provided me proper service ? I have opted for 25gb/ month plan and I pay 2000 + tax for that. I was not getting any internet connection and have called and complained 100 times regarding this. When you guys were not serious about resolving customer problems, why are you serious in asking to make payment ? I request you to waive off all the charges laid on my account. I have paid the bill for the internet I have used. I have been using Airtel for 2 years and I have made all the payments when I have used the service. If I have not got any service and when I have disconnected my service officially, I don't think I have to pay for that.

I hope this issue will be closed by waiving off the unnecessary changes.

Many Thanks,
Suhas

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