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18th November, 2010 The Chief Engineer, Telephone Exchange, 2, Judges Court Road, Kolkata - 700 027. Subject: Complaint about delay in repairing the Internet line

Dear Sir, With due regard to your efforts to ensure quality service in our area, I have some misgivings. It is my firm conviction that due to the lackadaisical attitude of some of your employees, my Internet connection has been lying paralysed for a couple of weeks now. I fail to comprehend why the repair and restoration of an Internet connection should call for so many reminders and requests. What appalls me further are the absolutely insubstantial excuses that are creatively sought by the service providers, as a justification for the delay. If a particular line has, as they claim, serious technical problems due to some kind of a software 'short circuit', the customer should surely experience the privilege of having an alternative arrangement.

It seems that such views are not a part of the ethics guiding the service providers who have been giving me futile assurances for the last two weeks. Being without an Internet connection at home in the present times is no less than being marooned on an island. I hope you respond to the serious nature of my predicament and take adequate steps to ensure my rights as a customer. Thanking you in anticipation.

Yours sincerely, Ankit Goel