

Debashish Reang

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Complaint regarding unjustified charges for new BSNL Bharat Fiber connection.

Honourable Sir/Madam,

My name is Debashish Reang, and I am a fourth-year undergraduate student studying Electrical Engineering at IIT Kanpur. [REDACTED]

[REDACTED]
[REDACTED]

To that end, I went to the local BSNL office for a new Bharat Fiber connection. They informed that while BSNL manages the billing and other services, a third-party vendor provides the connection. I approached the vendor for the connection. He told me that since I am here temporarily, he would not be able to give a new connection to me. After much persuasion, the vendor agreed to provide a new connection but only if I paid a non-refundable sum of [REDACTED] towards his profits in addition to paying the monthly bill of [REDACTED]

I am happy to pay the monthly bills and the cost of equipment, but I don't understand why I must pay the extra [REDACTED]. The vendor informed me that since my connection is temporary, he could not risk running into a loss because of me. I fail to understand why I must pay the hidden charges when the bill includes the costs.

I do not know how the telecom business operates or how vendors make profits. All I know is that the vendor should not discriminate against me based on my stay. I shall be grateful to you if you can kindly inform the concerned authorities about the situation and help me get a new connection [REDACTED]

I find it highly disturbing to learn that a task as simple as getting a new internet connection has so many hidden costs. They must give new connections to whoever needs it, not only to those who would bring profits to the vendor.

Thank you for your time. I look forward to hearing from you. I hope you would do the necessary on your end to help me get a new connection. I still have unconditional faith in this country and its institutions.

Yours sincerely,
Debashish Reang