

Technischer Kundenservice,
Vodafone Kabel Deutschland

I am Pyaree Mohan Dash (customer number: 73240XXXX), master student at University of Saarland majoring in bioinformatics from India.

With due respect and humble submission, I beg to state that I have been charged for Technician service on 7.05.2018 and 15.05.2018 i.e. €99,50 X 2 = €199,00 with my May 2018 Kabel-Box Bill i.e. €19,99, so in total €218,99.

The reason why I was charged for both the Technician settlements was because of *my absence* (as stated in the emails that I received today) but the true case is entirely different. It was purely a communication problem that I wasn't able to be present both the times.

On 5.07.2018, after many calls to Vodafone customer number (08005266625), I finally managed to book an appointment for technician regarding continuous disconnection of my router (Sagemcom – KabelBox) since last week (April, 2018). I received an SMS that the appointment is booked on 07.05.2018 at 17:00 which I was fully aware of and even ready for it. But, on 07.05.2017 (Same day of appointment) I was asked if it's okay to postpone the appointment to 14:00 which I was fine with. All I know that at 14:36, I received a message(SMS) regarding review to recent technician service, there was no phone call, no message from the technician that he has arrived. I am completely familiar with technician approaching with a phone call which was the case on 16.01.2018 (my first Vodafone technician service, which was fruitfully done without any problem) but this time there was no call and I was still facing the same issue which forced me to book another appointment on 15.05.2018.

This time, I was fully aware that my appointment is at 17:00, but unfortunately due to an unavoidable circumstance around 15:00, I tried to reach Vodafone customer service to make the appointment postpone to 30 minutes i.e. 15:30, so that I will be present but he didn't listen to me so finally I asked him for technician number instead he gave me an automated attendant number, but at 17:00, the technician did called me (PRIVATE NUMBER) and I was unable to communicate with him since I have very limited knowledge of German language (I've just started A1-1 level this semester) and in this way, neither the problem of my router got fixed, and I was in distress that I missed the appointment again and I have to book another one. Even, last time while booking the appointment, with a customer service guy, he suggested me to ask the technician to check in the building's basement for wire issues which I was so looking forward to be fixed in the second appointment but that even I was unable to communicate to the technician.

For your information, I'm still facing similar issues even now, but the saddest part of the story is I can't even book another appointment because I am afraid I will miss it again (I am still not ready for coming above the communication barrier).

I was literally very fortunate that the first technician service (16.01.2018) did successfully everything and I didn't face any problems further until May. And, let me remind you that I am still a student and all these days that the appointment was booked were in fact working days and

sometimes I missed or left half my lectures so that I can be there for the appointment, because the internet is the most essential thing end of the day. I am also a Vodafone mobile customer, my number: (01520622XXXX) I didn't face any problem regarding that so far because every issue I ever had I went to the shop and solved it face to face and not in phone calls.

And finally, that May was the most stressful month of the year for me, because to be honest, first half of the month, I wasn't even able to trust my internet connection, since the phone call didn't work, I have even mailed Vodafone with my grievance from email: pyareedash@live.com but haven't received anything from there yet.

Now that you are aware of the true story, I request you to please exempt me from the technician fees as it was an unfortunate incident of communication problem. I sincerely understand that it's highly unprofessional to not show at an appointment and I get it, but both of these cases, I was not only the one to blame. Even, I was completely unaware of the charge i.e. €99,50 per service which is a lot for a student and I would have been more careful if I just knew this.

Thank you for your time,

I look forward to your response

Yours truly,
Pyaree Mohan Dash