

8060 567564 and was informed that the needful would be done within seven working days. I started waiting for my lucky day but in vain. On Aug 22, I called the helpline at 1236 and after making inquiries I was given another registration number (5247 8376) and was told that it would be installed in two days.

Nothing happened and I waited and waited — again. After two weeks I again rang 1236. I was told that all arrangements were in place and that my connection would be installed soon, and if it wasn't then I should simply contact my telephone exchange directly. I did the needful and was told by an official at the exchange that modems were in short supply and that my connection would be functional within 48 hours.

As if all this wasn't enough torture, I got a bill (of around Rs1,200) from PTCL for the said services and it was for the month of August — the very month which was more or less wasted in pursuing the non-existent connection. Yet again I had to call 1236 and had to explain my predicament — from scratch, mind you — to the person on the other end of the line. I also asked to speak to a supervisor but my request was not entertained. Then I called 1218 to register a complaint but there the gentleman asked me to personally visit the office of the DE. Then on the next

day, which was Sept 17, I went to the office of the DE (city) at around 12.30 pm and was told that he was not in his office.

I then went to the customer service centre where the man on duty at least had the decency to contact the Islamabad office to ask why I was being charged for a connection that had yet to be provided. He found out eventually that the billing had begun because the local exchange staff had told the office in Islamabad that my connection had been provided as per the original claim of seven days. Yet again I was given a promise — this time that a connection would be up and running within 24 hours. As for the wrong bill, I was told that it would be taken care of as well.

Till the writing of this letter — Sept 23 — I have yet to get my PTCL Smart TV connection or the broadband service. As the utility's motto says, its customers really get to 'feel the difference'.

Shaukat J Amirzadah
Peshawar

Feel the difference, PTCL

My agony started on Aug 6 when I placed an order with PTCL for installation of broadband internet and smart TV. I was given registration No 2090

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