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| |  | | --- | | **Rajinder Nijjhar <chaudhry.nijjhar@gmail.com>** | | 24/08/2016  https://mail.google.com/mail/ca/u/2/images/cleardot.gif |  | **https://mail.google.com/mail/ca/u/2/images/cleardot.gif**  **https://mail.google.com/mail/ca/u/2/images/cleardot.gif** |
| |  | | --- | | to Sara, me  https://mail.google.com/mail/ca/u/2/images/cleardot.gif | | | |

Hi Sara,

This is the third time I have talked to Talktalk and this time I talked to Michella at 1245 and she confirmed that the line was transferred to you on 19/08. BT engineer should connect you.

Your bragging that Talktalk has placed a cease order makes no sense to me. You confirmed by email that the same number will be switched to me on 06/09. Today, you are telling me quite different story.

I would like to make a complaint to Ombudsman and would appreciate if this transfer of line could be escalated to a higher level for Ombudsman.

I am 84 and you have been providing me wrong information which Talktalk has been refuting all the time.

This other line with Virginmedia [01189623200](tel:0118%20962%203200) has become BT line on 19/08 and you know it but you won't admit it.

You have started messing me around now even before starting the account. What will you do after that please?

Can I talk to your Manager as you are bluffing me away with one excuse or the other?

BT is supposed to be a reliable service but it is proving the other way around.

I rang 150 service on 19/08 and I was answered with BT staff and you say that this number [01189623200](tel:0118%20962%203200) is still with Virginmedia. Howcome? All pack of lies.

Just now, I rang 150 again - 1351 and Jason attended to me from accounts. He refused to give me my account number but confirmed that this number ending 3200 was taken over by BT on 19/08. Sara failed to confirm this knowingly that this is a residential line with BT. with no account number but just the telephone number. After Saurabh talked to his manager, he told him that it is a business account. Saurabh transferred me to the business people around 1411 and my line was cut off.

I used to have this special number from Cable and was transferred to Virginmedia and then to Talktalk. All the transfers were successful but you BT people are causing all these problems.

If I do not get my original number [01189666345](tel:0118%20966%206345) for which the order was placed, I will be taking the matter top Ombudsman. Let your Manager deal with this transfer from now on as an escalated case.

Rajinder Nijjhar

ORDER No. btshv312.

On Tue, Aug 16, 2016 at 5:11 PM, Sara Al-Shalakthy <[Sara.alshalakhty@btlocalbusiness.co.uk](mailto:Sara.alshalakhty@btlocalbusiness.co.uk)> wrote:

Hi Rajinder,

I need you to phone up TalkTalk and get them to stop the cease order they have raised for your telephone number.

Please make sure you do this ASAP otherwise your lines will be terminated with this other provider, and we are unable to bring services back to BT that are not active. Please note the bundle offer ends on the 24th of August.

Kind regards,

**Sara Al-Shalakhty**

**Sara Al-Shalakhty**  
Account Manager

BT Local Business (represented by Solutions For Business Ltd)  
**Telephone:** [0161 743 1000](tel:0161%20743%201000) opt 4  
**Fax:** [0161 743 1111](tel:0161%20743%201111)  
**Email:** [sara.alshalakhty@btlocalbusiness.co.uk](mailto:sara.alshalakhty@btlocalbusiness.co.uk)

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