

1. **After receiving complain: (1<sup>st</sup> Step) ----A**

Dear Sir

We apologize for the interruption. We are looking into this issue & will get back to you soon with updates.

Best Regards,  
You're Name

**B. for Further update.....**

Dear Sir

We would like to inform you that our technical person/team / fiber team already find out the faulty Location nearby (Location Name), they are working to restore this link. Hopefully we will able to restore the service within short time / 2 Hour.

We will inform you soon with latest update accordingly. Thanks for your patience.

Your co-operation is highly requested.

Best Regards,  
You're Name

**C: For Strike**

Dear Sir,

We are extremely sorry for the interruption at your ..... Branch/link.

Please be informed that, your mentioned link is still down as we could not restore this link yet because of Inter district carrier problem / nationwide strike. We are trying our best to make this link operational. We will send you regular updates.

Your co-operation is highly requested.

Best Regards,  
You're Name

**D: Link up notification**

Dear Sir

We would like to inform you that, your (link name<Branch/Atm/Corporate>) has been restored at (Time & Date). We have checked from our side, it is smoothly working and active.

For your further confirmation please check your end and let us know if you need further any assistance.

We are sorry for this inconvenience.

Best regards-  
(Your name)

Dear Sir,

2. **Advance notification (Proactive) regarding link:**

Dear Sir

This is for your kind information that we are getting your (Branch/Link Name) down from (Time). The status of your link by this time is given below:

**Pinging status:** (With time)

Pinging 210.4.64.60 with 32 bytes of data:

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Ping statistics for 210.4.64.60:

Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

Please check your connectivity status your end & let us inform if you face any problem.

Best Regards,  
You're Name

3. **For service Interruption:**

Dear Sir,

This is to bring to your kind attention that For (Backbone/Problem's name)(Area/Location). During this intrusion your link may fluctuate. Do hope this problem will be resolve earlier.

Our team is available to assist you through the process and will share updates as and when available.

Please feel free to call us at **BDCOM 24/7 Helpdesk phone no 01713331400 & 09-666333650** or email us at "[helpdesk@bdc.com](mailto:helpdesk@bdc.com)" for any further assistance.

Thanks in advance for understanding.

BDCOM is always dedicated to provide the best (Internet/Data) connectivity experience possible.

Best Regards,  
You're Name

**B. Service interruption updates (1<sup>st</sup> Update)**

Dear Sir,

We are sorry to inform you that mentioned problem still exist. Our teams are trying their level best to restore the fiber/Radio/Inter district carrier problem as early as possible.

We are very sorry for the inconvenience and requesting your patience and co-operation during this time.

Best Regards,  
You're Name

Dear Sir,

We would like to inform you that you are having high latency issue at the branches of Sylhet region. It is very unfortunate that our both of primary and secondary links from Dhaka to Sylhet got down from the same time at 10:43 AM and now we kept your links up via our tertiary connectivity. For this you may face little high latency with these links during the restoration period. We will keep you updated regarding this.

We are extremely for the convenience.

### **C: Internet For Internet service interruption.**

Dear Valued User,

Thank you for being a part of BDCOM.

We would like to inform you that due to maintenance work of submarine cable system, you might experience of *slow browsing, download & upload* speed till ..... During this scheduled maintenance work, all the internet service providers in Bangladesh might face the interruption.

Please let us know for any of your queries as we are always with you to help.

Your cooperation is highly appreciated.

Best Regards,  
You're Name

#### **4. For New link: (Corporate)**

Dear Valued Subscriber:

**Welcome to BDCOM Online Ltd.**

(**Client's name**) Connectivity has been established successfully today (Date with Time).

Please find the IP Information below:

**IP Block:**

**Usable IP Range:**

**Subnet Mask:**

**Default Gateway:**

**DNS1 :**

**DNS2 :**

If you have any difficulties to establish logical connectivity please let us know, **BDCOM 24/7 Helpdesk Team** will assist you to configure. Please feel free to call us at **01713331400 & 09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for any further assistance.

Thanks for choosing BDCOM for Internet / Data connectivity service.

Best Regards,  
You're Name

B. Dear Valued Subscriber:

Dear Valued Subscriber:

**Welcome to BDCOM Online Limited.**

Transaction World Ltd(Amir Group) Internet Connectivity has been established successfully on 28th, March 2013, at 8.00 PM. If you feel any problem please call to us. Our **24/7 Helpdesk Team** is available to assist you .

Feel free to call us at **01713331400** & **09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for further any assistance.

Thanks in advance for being us. **BDCOM** is always dedicated to provide the best internet experience possible

Best regards-

(Your name)

5. **For planed maintenance job: (Corporate & others )**

Dear Valued Subscribers,

It is to inform you that the (Maintenance job's name) scheduled a maintenance work on (Date). Due to this maintenance work (internet/Data service) will be affected. Please find the details below:

**Issue:**

**Date and Time:**

**Maintenance Window:**

**Maintenance impact:**

Inconveniences are regretted. Our team will be available to assist you through the process. Please feel free to contact us directly at **BDCOM 24/7 Helpdesk** phone numbers **01713331400** & **09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for any further assistance.

Thanks in advance for understanding. BDCOM is always dedicated to provide the best internet experience possible.

Best Regards,

You're Name

B:

Dear Sir,

This is to bring to your kind attention that, today evening we will go to perform a maintenance job at BDCOM CTG end. During this that time period your link may fluctuate. Our team is available to assist you through the process and will share updates as and when available. Here we had given details below.

*Maintenance Dated: 12<sup>th</sup> September, 2011*

*Maintenance window: 8:00 PM to 10:00PM*

*Probable downtime: 15min (Including Maintenance window)*

Please feel free to call us at **BDCOM 24/7 Helpdesk** phone no **01713331400** & **09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for any further assistance.

Thanks in advance for understanding.

BDCOM is always dedicated to provide the best Internet connectivity experience possible.

Best Regards,

You're Name

6. **For Special Care...../ Year end closing (Bank).**

Dear Sir,

Thank you for your notification.

We would like to inform you that BDCOM is always committed to provide the best quality service to its honorable clients. We can feel your emergency and do ensure you to keep your network smooth and stable. We also keeping our technical team ready to take prompt action for any emergency.

Thank you once again for being with BDCOM online Limited.

Best Regards,  
You're Name

**B. Year ending Closing.**

Dear Sir

Greetings from BDCOM Online Limited.

Thank you so much for bringing such an issue to our notification.

Like every year, this year also we will perform close monitoring to identify and troubleshoot possible problem within the shortest span of time during this entire session. All our Zonal In charge and related departments are requested to take extra attention on all links.

BDCOM is always committed to provide best data service experience possible.

Best Regards,  
You're Name

**7. Regarding ICMP allow and IP purpose**

Dear Sir,

I would like to inform you that BDCOM always cares about its honorable client's betterment and satisfaction. For this reason helpdesk team monitors all the links of its honorable clients by 24/7.

To ensure prompt support please allow **IP: 210.4.77.138** for monitoring your all branches and ATM .

Please feel free to call us at **01713331400** & **09-666333650** or email us at "[helpdesk@bdc.com](mailto:helpdesk@bdc.com)" for any further assistance.

Thanks for being with BDCOM Online Ltd.

Best Regards,

You're Name

**8. Internet traffic problem:..... (Upstream problem )**

Dear Sir,

This is to inform you that, we just received a mail from our upstream provider **Fiber at Home** that, their upstream provider TATA COMMUNICATION will perform some maintenance work tomorrow (**BST (GMT+6) 00:00 Hour, Dated 27<sup>th</sup> December, 2012**). That is why this upstream will be down tomorrow. For this reason you may face sharp bandwidth fall/rise/congestion tomorrow. We will observe the whole time during the maintenance hour. We are extremely sorry for the inconvenience. We will share the update as soon as after receiving any from our upstream.

Inconveniences are regretted. Our team will be available to assist you through the process. Please feel free to contact us directly at **BDCOM 24/7 Helpdesk** phone numbers **01713331400 & 09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for any further any assistance.

Thanks in advance for understanding. BDCOM is always dedicated to provide the best internet experience possible.

Best Regards,

You're Name

**9. Emergency pop maintenance.....**

Dear Valued Subscribers,

It is to inform you that there will be a Emergency POP maintenance work will be held on Motijheel Area. Due to this maintenance work your Data service will be affected. Please find the details below:

**Issue:** Emergency POP Maintenance

**Location:** Motijheel

**Date and Time:** 03.01.13 at .... PM

**Maintenance Window:** ..... pm to ..... pm

**Maintenance impact:** Down

**Down Time:** .... hours /min

**Affected Links:**

1. ....
2. ....

Inconveniences are regretted. Our team will be available to assist you through the process. Please feel free to contact us directly at **BDCOM 24/7 Helpdesk** phone numbers **01713331400 & 09-666333650** or email us at "[helpdesk@bdcom.com](mailto:helpdesk@bdcom.com)" for any further assistance.

Thanks in advance for understanding. BDCOM is always dedicated to provide the best Data/Internet experience possible.

Best Regards,

You're Name

**10. For New connection query: (If contact number & Address none) Step-1**

Dear Sir

Thank you for your mail. Please provide your details address & contact number so that we can survey your location to provide your required service.

Please feel free to contact us directly at our 24/7 Helpdesk phone Number 01613331402, 01713331405 & 09-666333686 or email us at "[noc@smile.com.bd](mailto:noc@smile.com.bd)" for further any assistance.

With kind Regards,

You're Name

Designation

BDCOM 24/7 Helpdesk

**11. For New connection query: (If contact number & Address have) Step-2**

Dear Sir

Thank you for your mail. After survey your provided location we will ensure you again.

Please feel free to contact us directly at our 24/7 Helpdesk phone Number 01613331402, 01713331405 & 09-666333686 or email us at "[noc@smile.com.bd](mailto:noc@smile.com.bd)" for further any assistance.

Best Regards,

You're Name

**12. Bandwidth congestion/Speed issue**

Dear Sir

We apologize for the unwanted service interruption. Currently we are facing upstream bandwidth congestion problem from our upstream provider end. Already we have communicated with them on this issue and they commitment us within one or two days this problem will be resolved.

Please feel free to contact us directly at our 24/7 Helpdesk phone Number 01613331402, 01713331405 & 09-666333686 or email us at "[noc@smile.com.bd](mailto:noc@smile.com.bd)" for further any assistance.

Best Regards,

You're Name

**13. Intercity carrier problem (Like Dhaka—CTG link)**

Dear Sir

We would like to inform you that, for an unexpected fiber cut off nearby Cumilla Choddogram area our Dhaka to CTG all intercity carrier goes down from 08:56 PM dated, 21.03.2013, for this reason your links at CTG area got interrupted.

We are extremely sorry for the inconvenience being created for the disruption of the link. We already working on it and we'll come back to you shortly with the next update.

We appreciate your cordial support & patience during the outage.

Best Regards,

You're Name

Dear Sir,

We are sorry to inform you that our Dhaka to Chittagong link is down (both primary and secondary). Our link is running via tertiary . In this circumstance you may face high latency of your **City center to Nasirabad** link. We are always communicating with our upstream provider. We will keep updating you accordingly.

Your co-operation is highly requested.

With Best Regards,  
Manzurul Hoque

Dear Sir,

We would like to inform you that we are getting your **Rajshahi** ATM down. Please confirm power issue inside your ATM booth and inform us if there is any other issue.

Thank you in advance for your kind co operation.

Regards,  
Manzurul Hoque

Dear Concern,

We already informed this issue to our concern Dept.

We will back soon with update information about this issue.