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Orange Mauritius

21 September 2015

To whom it may concern

Sir / Madam,

Slow internet connection

Over the few months, I have made numerous complaints about slowness for an ADSL 512K unlimited business. I have talked to several customer care agents. I have received the visits of several Orange Technicians. But at the end of the day, the service is still poor.

Whenever I make a complaint, the speed gets back to normal for a few days max and it is back to being slow. And mind you, I pay Rs. 1250 + Vat for a service that I can’t use most of the time. I have to use my mobile package to be able to check and reply mails. I have to pay for 2 services and I can’t use one of them as it should be. I don’t even use my business line for downloads. I use it mainly for checking, replying mails and checking Facebook.

Also, despite complaining so many times, I still have to pay my bill as it is! On Friday, 11 September 2015 the Customer Care upgraded my connection to 1MB. And during the course of one week, I have monitored the connection and it is still POOR and USELESS as before.

I have made several requests to Orange to cancel the ADSL service because I can’t keep accepting to pay Rs 1250+ Vat for such a poor service. But you are just turning around into circles telling me to reset my modem, to check for virus on my laptop, etc.

Also, I have just received another phone bill for the month of September 2015. I REFUSE to pay the totality of that bill. And to kindly CANCEL the ADSL service because you are unable to provide me with an adequate service and I can’t keep accepting to pay for it!

**Some of the screenshots:**

9 September 2015

11 September 2015 (After 1MB Upgrade)

12 September 2015 (At least a good connection)


14 September 2015

15 September 2015



16 September 2015 (Another day with a good connection)



19 September 2015



21 September 2015



Would you accept to pay such a heavy price if it was me who was providing you with such a poor service?

Kind Regards,

Mr Tushal Seewooruttun