

**Reg : Airtel Home 649 DSL Complaint logging procedure**

In event of malfunctioning of company subscribed Airtel DSL connection/s during off-hours , complaint may please be logged at Airtel toll-free customer service centre as per below given procedure.

- 1) Keep 8 digit Airtel DSL Account ID (as per list below) handy.
- 2) Call Airtel customer service at 44441255.
- 3) Press 1 for English/ 2 for Hindi.
- 4) Press 1 for existing customer
- 5) Press 2 and key in DSL Account No.
- 6) Call will be transferred to customer care executive.
- 7) Inform Account ID and address/contact details to the customer care executive.
- 8) Mention complaint in detail.
- 9) Care to be taken to collect information about timeline for resolution and unique reference number from customer care executive.
- 10) For any clarification/co-ordination with Airtel regarding complaint before closure, please quote the assigned reference number.

<b>S.No</b>	<b>Account ID</b>	<b>Designation</b>	<b>Installation Address</b>
1	10675391	Managing Director	808 AVC,N. Delhi
2	15409734	Director/Finance	556 AVC,N Delhi
3	11448087	Director/Works	563 AVC,N Delhi
4	11146697	ED/E&S	629 AVC,N Delhi
5	10675395	GM/Electrical	559 AVC,N Delhi
6	10675396	GM/Mechanical	557 AVC,N Delhi
7	10675397	GM/ROB	566 AVC,N Delhi
8	10675369	GM/J&K	642 AVC,N Delhi
9	10743672	GM/IT	11/17,2 <sup>nd</sup> Fl, E.Patel Ngr,N.D
10	11908923	GM/PMG-1	Flat R1,571 AVC,N Delhi
11	13959924	GM/Fin-HQ	568 AVC,N Delhi
12	13171293	Company Secy	560 AVC,N Delhi
13	15373989	AGM/vigilance	638 AVC,N Delhi