



Prateek Pathak <prateek.pathak@gmail.com>

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## Gentle Reminder for Your Vodafone Bill Payment

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Prateek Pathak <prateek.pathak@gmail.com>

Sat, Sep 23, 2017 at 11:34 PM

To: nodal.mum@vodafone.com, appellate.ap@vodafone.com, appellate.mum@vodafone.com, nodal.ap@vodafone.com, vodafonecare.ap@vodafone.com, vodafonecare.mum@vodafone.com

Bcc: Itee Mehta Pathak <iteemehta@gmail.com>, Prateek Pathak <prateekpathak@gmail.com>

Hi Vodafone Care,

Dear Vodafone Care,

I m receiving one bill payment mail from past 4 - 5 months for the number **7506138733** which I never applied for and had no idea who is / was using this number. But I am receiving mails saying payment due.

Previously I was ignoring this mails with **7506138733** number as that number does not belong to me but when I got the last mail i thought of getting this clarified with Vodafone why I m getting these mails. Then I visited my nearest Vodafone gallery (Telangana , Hyderabad, Madhapur) in month of July. there I explained all about the same issue and showed them the mail also. They said that it might be by mistake you are getting these mails. They registered about this complaint and suggested me to mail to Mumbai Vodafone care about this issue.

I mailed Mumbai Vodafone explaining the same. (contents of that mail below)

I got their reply back on 17th July 2017 which I m copying here the exact content.

*"Hello Prateek,*

*Thank you for contacting us. My name is Nikhita, and I will be assisting you today for your mobile number **7506138733**.*

*I would like to you that we are investigating the issue and rectification of the email addresses will be done on respective accounts shortly.*

*We request you to kindly ignore the email which are getting delivered on email id:*

[prateek.pathak@gmail.com](mailto:prateek.pathak@gmail.com)

*This is not Vodafone issue its Gmail issue, hence you are receiving bill due to similar of one character, and our team is working on this.*

*Prateek, hope I was able to assist you today with E bills query. If there are any other questions you may have, please let me know and I will do my best to assist you"*

Your service request number is 193608568.

Thank you!

Nikhita Naik

<http://www.vodafone.in/>

"

After that I didn't receive any mail regarding this issue. But today evening I got a call from number **8879018370** (Vodafone number) Don't know his name but he was saying he is calling from Vodafone and told about the same payment due for number **7506138733** is **2565Rs** and pay the dues immediately otherwise your name will be blacklisted. Then I explained him the same but he was not at all understanding and said that a legal notice will sent to your permanent address . He told that currently this number is deactivated because of not paying the dues.

Surprisingly he told all my details like permanent address , my current residential address , my qualification details which was correct and I was in shock that how he knows all my details.It seems that somebody is cheating and doing some fraud things with my documents and used them to activate the number **7506138733** as well.

I got one mail with bill attached in it on 14th April 2016 (**password for opening pdf is prat8733 : You can check attaching the same in the mail** ). In that bill there is an alternate contact number (**7045535006 - Vodafone Number**) and I called that number and surprisingly the person picked the phone is with the same Name (Prateek Pathak) . The address in that bill was (**A 3 Bharat Mahal BHD , Thane East , Anand Theatre , Kopri colony , Thane Maharashtra**) , which is unknown to me. When I asked him about number **7506138733** he cut the phone. I don't know who is that person. But there is something fishy.

Then I again visited the Vodafone gallery and explained about the conversation happened with the person called from this number **8879018370**. Customer care told that number **7506138733** is registered with some other name "Khan" and this number is active now.

Then he took my complaint and e-mailed to his Vodafone team with summary of the issue about fraud number. Apart from this he gave me two mail ids "[nodal.mum@vodafone.com](mailto:nodal.mum@vodafone.com)" and "[appellate.mum@vodafone.com](mailto:appellate.mum@vodafone.com)" and said to write a detailed mail about what happened thill now and sent to these two mail ids. They will investigate and look into this issue.

After reaching home I called to the number **7506138733** . The person who picked the phone is "Khan" and he was saying that he got this number 2 days back.

**Please rectify this issue as this is something serious and getting worse and worse.**

**Please let me know what all other numbers are register with the my mail ID [prateek.pathak@gmail.com](mailto:prateek.pathak@gmail.com)**

**This is a big concern for me as it can be anyone who is misusing my document for might be some other reasons also.**

**Please get the details of the number 7045535006 (whose name is also Prateek Pathak ) as this is the alternate number of the register number with 7506138733 .**

**Can I get itemized bill of any month between April 2016 to march 2017 of the number 7506138733 .**

**Please let me know if you need any thing from my side.**

regards,

Prateek Pathak.

[Quoted text hidden]

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