

They replaced the guaranteed modem and did not charge for shipment.

AirTies Support to be applauded

As you know I usually talk about consumer complaint on this page and I try many alternatives sometimes for finding solution to the problems. I should admit that although these efforts mostly lead to positive results we also encounter firms, which insist despite being wrong.

Today the situation is different. After a long time, the approach of a firm to a consumer problem is really honourable. For this reason what Ms. Hulya residing at Buca lived is very important for the consumers in the future. I would like to deliver the situation exactly how it happened..

I have subscribed to TT Net one and a half year ago. An AirTies modem has been given to me free of charge together with the subscription. I received problem free internet service for one and a half year. But a while ago I have been unable to access the internet although all modem lights were on. I immediately referred to an expert. The person whom I told about the situation said that my modem had failed. Then I went to a Turk Telekom dealer. The authorized person to whom I explained the situation, was very concerned. After he made some conversations on the phone, he said that I could send the modem to the company free of cargo charge and they would definitely take care of it.

I called AirTies call center and asked what I should be doing. The person on the phone first asked me some questions to determine whether the modem had actually failed.. As a result of the answers I have given to these questions, he said that my modem had actually failed. He also said that he would be giving a failure registration number and that with this number I could deliver them the modem via the shipping company they work with.

To be honest, such an concern and positive approach like free shipment service made me somehow hesitant. Such approaches and practices could only occur in European countries. Nevertheless, I was determined to go till the end.

With the failure number I got, I called the shipment company, told them about the situation and gave them my address. The company came to my door and took over the modem. After the modem was delivered to the firm, informative messages were sent to my phone at each stage. “Your modem reached our maintenance service”, “It is under maintenance.” And in conclusion within a short period such as two days, I was informed that the failure was fixed and the modem was shipped by cargo. I was very surprised, I could not believe what was happening.

I said to myself “wait, don’t rush until you got to the end”. Actually, the modem came to my address after two days. Amazingly I noticed that the old one was replaced by the new one. I don’t want to be misunderstood: “It was not repaired, it was replaced”. In such a short time, such a big concern and pace and the perfect work flow of the customer services surprised me a lot.

As a person who knows that many Turkish so called big companies’ customer services fail, I was even more surprised. I am very grateful to AirTies for its concern, support and flawless customer service. Hope other companies do the same too...

Ms. Hulya is right to be surprised. After all, we are not quite familiar with civilized and European kind of approaches. It is nice that hopes for the future are growing. Thanks to AirTies once again.