

 5mo ago Additional comments

Dear Mr. Akash Singh,

I fully understand your position and the difficulties you've encountered as a result of this situation. I'm sorry for the challenges you've faced, and I appreciate the time you've taken to provide detailed context and clarify your objectives. At OVHcloud, we deeply value our relationships with our customers and are committed to finding a fair and mutually agreeable outcome.

I want to reassure you that our Claims Department is the correct point of contact at this stage, and I am the designated representative to help bring this matter to a resolution. I'm committed to working with you to find a solution that acknowledges the impact of the incident on your project.

After careful consideration, we would like to present you with two proposal options. Our regular offer in this situation is 700 EUR excl. TAX in cash. However, considering our desire to maintain a good relationship with your business, we are willing to offer an alternative: 4,200 EUR excl. TAX of OVHcloud Money Pot. This amount represents nearly half of the startup program credit you received at the beginning of our relationship, and we believe it demonstrates our commitment to finding a fair and generous solution.

I'd like to invite you to consider these options, which we believe are reasonable given the situation and our contractual obligations. Should you be willing to agree to one of the presented offers, we will need to sign a settlement agreement to formalize the terms.

By accepting our proposal, you would be taking a significant step towards putting this matter to an end and allowing your business to move forward. I encourage you to consider the benefits of resolving this matter amicably and promptly, and I look forward to your response.

Kind regards,

Akash Singh

 5mo ago Additional comments

Hello Joanna,

I would like you to consider additional clarification of the context so there is no ambiguity about how this situation arose, how we have engaged throughout, and why we are now seeking concrete clarity, timelines, and confirmation of the correct communication channel.

From the outset, my objective was straightforward: to understand why the project was deleted and what could be done to move forward.