

Letter #1: Complaint Letter

Amy Yung
6445 University Blvd
Vancouver, BC V6T 1Z2

November 27, 2019

CIK Telecom
#70 – 10551 Shellbridge Way
Richmond, BC V6X 2W8

Dear CIK Telecom Customer Service:

CIK Telecom is known for having the most affordable high-speed internet service plan. I have been a customer for three years and always received the best customer service when I needed technical support. However, I received disappointing customer service on November 14th. On November 14th, my internet was down for over an hour. I called technical support and one of your agents told me to restart my modem. When that failed, I was told to call them the next day if the internet was still down and then they ended the call. Frustrated, I called technical support again and was serviced by another agent, but I was met with the same solution.

Since I am a student, many of my assignments are submitted online. Being unable to have internet access for a long duration of time severely impacts me. I understand that internet connections are sometimes unstable, but I would like a long-term solution to having stable internet connections. Hence, I would like to exchange my modem for a new one. Furthermore, I would like a partial refund on my monthly bill to compensate for all the disruptions I have encountered this month.

I look forward to hearing from you about a resolution to this matter. Thank you for your time.

Regards,

A handwritten signature in black ink, appearing to read 'Amy Yung', written in a cursive style.

Amy Yung

Letter #2: Delivering Bad News

CIK Telecom
#70 – 10551 Shellbridge Way
Richmond, BC V6X 2W8

November 27, 2019

Amy Yung
6445 University Blvd
Vancouver, BC V6T 1Z2

Dear Ms. Yung:

Thank you for writing to us regarding your recent experience with our live CIK technical support team. I apologize for the unpleasant customer service experience and internet connection disruption you encountered on November 14th, 2019.

The agents from our team did not clearly explain why they could only provide troubleshooting support and suggested to wait for service to return to normal. Since our live technical support team cannot access your modem remotely, they can only provide troubleshooting support. Moreover, they provided a suggestion to wait because most often these issues resolve by themselves. I apologize on their behalf and I will ensure that our team will be briefed on giving clearer explanations when assisting customers.

Since this is a connection issue and not a hardware issue, replacing your current modem will require further investigation. A technician can be dispatched to test the modem's internet signal receiver. As compensation for this unpleasant experience, a credit of \$30 will be put towards your next bill with CIK.

Thank you for your patience and understanding on this matter. Customer satisfaction is of high importance to us and we appreciate this chance to demonstrate that. Please do not hesitate to contact me at ryan.kim@ciktel.com if you have any further questions or to set up the appointment with a technician.

Sincerely,



Ryan Kim

CIK Technical Support Team Manager