

Letter #1 Compliant Letter

Lisa Liang
2329 West Mall
Vancouver, B.C. V6T 1Z4

November 19, 2019

Telus Store
4500 Kingsway
Burnaby, B.C. V5H 2A9

Subject: Failure to Provide Technical Support

I have been using Telus home internet and TV services for five years now and I just renewed my contract with Telus last month. I've always been impressed with Telus' great customer service and have only had pleasant interactions with your live support agents in the past.

However, on November 10th, when I called in to speak with the technical support team at Telus, I was disappointed that the agent had refused to help me with my Xbox. I told the agent that my Xbox is no longer powering on, but the agent insist that he can only help me with Telus services. I only use the internet for my Xbox and the internet is a service that I am paying for so I am confused as to why Telus is refusing to help me with my Xbox.

I do want to maintain as a loyal customer with Telus and I understand that this is an unusual circumstance that tech support agents may encounter. I am writing to request a technician appointment as well as compensation for my poor experience with the tech support agent.

Sincerely,

Lisa Liang

Letter #2 Delivering Bad News

Telus Store
4500 Kingsway
Burnaby, B.C. V5H 2A9

November 19, 2019

Lisa Liang
2329 West Mall
Vancouver, B.C. V6T 1Z4

RE:Failure to Provide Technical Support

Dear Ms. Liang,

Thank you for your writing in regarding recent experience with the Telus live support team. We appreciate your loyalty as a Telus customer and would like to apologize for the unpleasant experience you've encountered on November 10th.

At Telus, we strive to provide excellent customer service and our tech support agents are extensively trained to provide technical support for Telus services. With that being said, our technicians have very limited knowledge on troubleshooting third party devices. Usually, if a device is not powering on, it indicates that there may be an issue with the hardware and this is why our tech support team was unable to provide further support for your Xbox.

As this is an unsupported issue, I will not be able to dispatch a service technician. However, I can offer a couple suggestions that may help with your issue. First, I would double check to see if the power outlet is broken as that may be the reason why your Xbox isn't power on. If it is confirmed that the power outlet is working, I would contact the manufacturer of your Xbox and seek further troubleshooting steps from the manufacturer.

I apologize that the agent did not explain why he was unable to help and he definitely should have suggested alternative solutions for your Xbox. Our team will review the recorded call and implement trainings to further improve effective communication between our live support agents and Telus customers. To compensate for your unpleasant experience with our tech support team, I will be crediting \$25 towards your next Telus bill. If you have any further questions or issues, please do not hesitate to contact me at tom.zom@telus.support.com.

Sincerely,

Tom Zom
Telus Manager