

## Complaint letter

Timothy Goh  
24-11511 Williams Road  
Richmond, BC V7A 1N8  
February 27, 2016

Fido Customer Service  
815 West Hastings Street, Suite 540  
Vancouver, BC V6C 1B4

Attention: Customer Service Department  
Subject: Billing Issues

After reviewing my bill for the month of January, I noticed that there was an extra CAD30 charge under my cellular data section. According to the billing statement, I went pass my allocated 2 gigabyte data.

Based on the contract that I signed, it was agreed that your company was suppose to send me an email and a text message if I was approaching the limit. I did not receive any emails or text messages and therefore assume that I was still well under my 2 gigabyte limit.

I understand that I should pay for services that I used but this was an honest mistake on both our parts. As a student, I do not have a lot of disposable income and would appreciate if your company could remove the extra CAD30 from my bill.

I have been a loyal customer with your company for a number of years and have always appreciated the extraordinary services that I get. I hope that you would take the time to look into this matter and my past record as an excellent customer. I trust that we will be able to workout a mutually agreed solution.

Yours truly,

A handwritten signature in black ink, appearing to read 'Timothy', with a stylized flourish extending from the end.

Timothy E. Goh

**Bad News Letter**

**Fido Customer Service**  
815 West Hastings Street, Suite 540  
Vancouver, BC V6C 1B4

February 28, 2016  
Mr. Timothy Goh  
24-11511 Williams Road  
Richmond, BC V7A 1N8

Dear Mr. Goh:

Thank you for your letter. I am sorry that you had some issues with last month's (January) billing.

Unfortunately, it is clearly written in the agreement that should you exceed the monthly allocation, customers are required to pay for all the extra charges. It is a common courtesy but not a requirement for us to inform our customers that they have exceeded their monthly limit. The easiest way to track your data usage is by downloading the Fido application onto your phone. The app will keep you up-to-date with your data usage.

However, because you have been our loyal customer for many years, we have decided to credit CAD 20 back into your account. Changes will be reflected in your next billing cycle. We hope that this will help ease some of your financial burden.

It is our responsibility at Fido to deliver the highest quality of service to our valued customer. Thank you for choosing Fido.

Sincerely,

A handwritten signature in black ink, appearing to read 'Darren', with a stylized flourish at the end.

Darren Petersen