

Complaint Letter

Wesley Berry
2366 Main Mall
Vancouver, BC V6T 1Z4
March 2, 2016

WeNet Internet Services
1067 W Cordova St
Vancouver, BC V6C 3T5

ATTN: WeNet Customer Service Department
SUBJECT: Connectivity issues.

WeNet's reliable internet services drew me to switch from another internet provider earlier this year. As a student, reliable connection is vitally important to me and I've been generally satisfied with the service. As a result, I have written multiple positive reviews across various websites to recognize the company for a job well done.

Last month, however, internet connection frequently cut out during periods of rain and wind and connectivity failed to extend to my apartment office where the majority of my work occurs. Such connection issues made it difficult to access my internet services, leading me to abandon my home internet in search of more reliable (and costly) café internet connections. In order to offset the lack of connectivity and the additional cost of internet accrued through café usage, I hope for a refund of last month's bill.

By and large, my experiences with WeNet include consistent service and fast connections. However, reliability is the ultimate delineator in selecting a service provider and in order to trumpet WeNet's service and dependability, I hope to rectify the connectivity issues and my experiences last month.

I look forward to hearing back from you and finding a solution to this situation.

Sincerely,

Wesley Berry
UBC Student

Bad News Letter

WeNet Internet Services
1067 W Cordova St
Vancouver, BC V6C 3T5
March 2, 2016

Wesley Berry
2366 Main Mall
Vancouver, BC V6T 1Z4

Dear Mr. Berry,

Thank you for bringing this issue to our attention and we apologize for any inconvenience accrued through connectivity issues. We appreciate and value your ongoing patronage and are thrilled you shared your past experiences with others. In providing the best and most reliable services possible, we appreciate hearing the success stories, as well as comments on potential improvements.

In order to provide high-quality, dependable service, WeNet considers, tests, and mitigates various factors that relate to connectivity. New scenarios do arise in the field, so we greatly appreciate your bringing this issue to our attention and our engineers have already begun investigating and rectifying this scenario.

Due to the various potential causes of connectivity issues and legal billing requirements, we are not able to waive last month's bill at this time. However, to secure your ongoing patronage and demonstrate our commitment to reliable service, we would like to increase your bandwidth for next month's internet services at no extra cost. This next level provides rapid high-speed downloads and video streaming in a fraction of the time.

To continue improving our services, WeNet always appreciates opportunities to work with articulate customers like you in identifying specific cases of service interruptions. To participate in this voluntary program, please call customer service toll-free at 1-800-WeR-NETT.

Thank you again for your clear and constructive correspondence and we apologize for any inconvenience and costs accrued. WeNet highly values your feedback as we strive to best serve our customers' needs and we look forward to working with you in a continued effort to provide high quality internet services.

Sincerely,

Dexter G. Alvin
WeNet Customer Service Supervisor