

from : rozenn.lorez@gmail.com

to : techsupport@orange.fr

date : 10 November 2020

subject : constant internet disconnections

Dear Sir or Madam,

I'm writing today following a telephone complaint I made about the poor Internet connection your company has provided me with so far, hoping you may be able to help me solve the problem.

I am a student, and as you know the global lockdown forces us to attend online courses, which I can't since I keep being disconnected at all times.

I tried calling your customer service 5 days ago, and a tech support person told me I should see an improvement within the next 24 to 48 hours but I'm still waiting for it. (more polite : ... but I could not notice any changes though)

So I called back after two days, and my interlocutor assured me my request had been taken into account, but again, I do not see any change so far.

May I specify that I live in the city center of a big city, so that having access to a broadband connection shouldn't be such an issue !

I have to admit I am disappointed, this service costs me 30€ per month, for that price I would have expected a much better after-sales service !

Must I insist on how crucial having a stable internet connection is to me, knowing that my diploma and my future depend directly on it ?

I should be deeply grateful if you could take the necessary steps to have this disagreement solved as soon as possible.

I look forward to hearing from you soon.

Best regards.

Rozenn LOREZ