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To whom it may concern,

I am writing to express my dissatisfaction with the customer service of your company.

On February 10th, I phoned your customer helpline to check some information about my mobile phone account but I did not receive any real help.

The phone lines were busy and I waited for ten minutes before I was able to speak with one of your advisors. He could not answer any of my questions, so he had to transfer my call to another department and I had to wait longer than five minutes.

The worse came when I finally received my monthly phone bill and I saw that my phone call to your customer service department cost over 100£. I could not believe it; I was paying an absurd price because of the incompetence of your advisors.

 Since before contacting your customer helpline I was not told about the costs of your service, I feel that in future you should advertise the price of your services more clearly.

This is the reason why I think you should give me a refund for the cost of the phone call.

I hope you will take my comments into consideration and I look forward to reading your reply.

     Yours faithfully,

     Janet Fonda.