

Telecom Service Termination Survey

Dear [Customer Name],

Thank you for being a valued customer of [Company Name]. We are sorry to hear that you have decided to terminate your telecom service with us. To improve our services, we would appreciate your feedback by completing this brief survey.

Survey Questions:

1. What was the primary reason for terminating your service?
2. How satisfied were you with our customer service? (1-5 scale)
3. Were there any specific issues that influenced your decision? Please specify.
4. What, if anything, could we have done to retain your business?
5. Would you consider using our services again in the future? (Yes/No)

Please reply to this email with your responses or click the following link to complete the survey online: [Survey Link]

Thank you for your time and feedback. We wish you all the best.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]