

Response to Your Complaint

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our telecom services. We genuinely appreciate your feedback as it helps us improve our services.

We have reviewed your complaint regarding [briefly describe the issue]. We understand how this situation may have caused inconvenience and we apologize for any frustration you may have experienced.

To resolve the matter, we have [describe the solution or steps taken]. We are committed to ensuring you receive the best service possible and will do our utmost to rectify this issue.

If you have any further questions or concerns, please do not hesitate to contact us at [contact information]. We value your business and appreciate your patience in this matter.

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]