

Customer Service Feedback

Date: [Insert Date]

To: [Telecom Company Name]

Subject: Feedback on Customer Service Experience

Dear [Recipient's Name or Customer Service Team],

I am writing to provide feedback regarding my recent experience with your customer service team on [insert date of interaction].

Firstly, I would like to commend [insert name of the representative, if known] for their professionalism and helpfulness during our conversation. They were able to address my concerns about [describe the issue briefly], and I appreciated their detailed explanations and willingness to assist.

However, I would like to highlight some areas where I believe improvement is needed. [Mention any issues encountered, such as long waiting times, unclear communication, etc.]. These aspects made the experience less satisfactory than expected.

Overall, I appreciate the effort the team puts into assisting customers. I believe that with some adjustments, the service can be greatly enhanced.

Thank you for taking the time to consider my feedback.

Sincerely,

[Your Name]

[Your Contact Information]