

Letter of Concern Regarding Inflight Video Problems

Dear [Airline Customer Service],

I am writing to express my concern regarding the inflight video system during my recent flight on [Flight Number] from [Departure City] to [Destination City] on [Date].

Unfortunately, I experienced several issues with the video service, including [briefly outline the problems, e.g., video freezing, lack of available movies, poor sound quality]. These problems significantly affected my travel experience.

I appreciate the effort your airline puts into providing quality entertainment service, and I hope you can address these issues to improve the experience for future passengers.

Thank you for your attention to this matter. I look forward to your response.

Sincerely,

[Your Name]

[Your Contact Information]