

JSV International Assistant Service

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Apology Letter

Date:

15th November 2012

Full name and Company of Recipient :

Ms. Rebecca Winston
2595 Dewdrop Circle
Unit No. 29
Birmingham, AL

Dear Ms. Winston:

The purpose of this is to convey to you my sincere apologies for any inconvenience you may have experienced last month with respect to the installation of your Internet high speed service.

I just returned from vacation this week and found your file in my in-basket. As soon as I reviewed your case it was clear that somehow your May 20th request for a change in service had somehow slipped through the cracks. The only possible explanation I can give is that we have recently had a number of key staff changes which might have resulted in your letter being overlooked.

Consequently, I have directed our Installation Group to contact you by the end of this week to set up a time convenient to you when they could go to your house and install your new router and make the necessary adjustments to your software.

Because of this serious oversight, and as a testament to our appreciation of you as our customer, we are going to provide you with your first three months of high speed service free of charge. Therefore, your account will not be billed until October of this year.

Ms. Quinlan, let me assure you that what happened in your case is not typical of CableNet's level of customer service. We continue to be committed to providing you and all of our customers with the highest standards of service in the industry.

If you have any questions please don't hesitate to call me at 205-754-9785.

Yours in service,

Jana Svihlova
Executive Director