Dear Mrs. Green:

This is in response to your complain letter sent last August 19, 2010 about the conduct of one of our customer care representatives. We would like to apologize for any inconvenience that our staff has brought to you. We assure you that we will do the necessary steps to reprimand that staff.

Meanwhile, as for your complaint about our slow mobile Internet service, we had unannounced system maintenance last week. By this time, your Internet connection should be back to its normal speed.

Again, we apologize for any convenience that we have brought to your part. We will contact you soon to update you on our investigation on the conduct of our customer care representative.

Sincerely yours,

Alex Hall

Head

Customer Care Division