November 20, 2010

Mr. Alex Miller

Customer Service Representative

Smart Communications Inc.

Dear Mr. Miller:

This is to inform you that the modem I ordered from your company is defective. I purchased the item last week, and it was delivered to my office yesterday. I tried connecting to the Internet through the said modem, but to no avail. I have tried using it for several times, but my efforts seem futile.

I think the item you shipped is defective. I tried calling your customer care hotline, and told me to write a letter addressed to you so you can look on the matter. If you would not give a replacement modem within the week, I wish to just refund my money since I badly need a new modem as soon as possible.

You can call me at 390-876-2918 to discuss this issue.

Thank you and I am looking forward to an urgent action from your end.

Regards,

Ricky Nelson