

Che Ernest Neba,

520594444 Douala Bonaberi en face Dubai,

652059444,

11 August 2025.

The Head of Agency,

CAMTEL Bonaberi.

Urgent Complaint Regarding Fiber Optic Service Interruption and Request for Adjusted Billing

Dear Sir/Madam,

This letter serves as a follow-up to our formal complaint lodged on July 28, 2025, concerning a complete outage of our fiber optic internet service at the office. The service interruption began on July 25, 2025, and as of today, August 11, 2025, the connection remains unresolved.

According to your company's policy, clients are eligible to pay only for the days of service used if they experience more than 10 consecutive days without connection. Given that our service has been down for 18 days (from July 25 to August 11), we respectfully request that our bill for the current period be adjusted to reflect only the days during which we received active internet service.

We urge your team to address this matter with the utmost urgency and restore our internet connection as soon as possible. We also look forward to your prompt response regarding the requested billing adjustment.

Thank you for your immediate attention to this critical issue.

Sincerely,