

## Support Ticket ID: 791-GHI

Customer Name: Emily Chen

Subject: Subscription canceled without my consent!

### Initial Complaint (Email):

Dear Support Team,

My premium subscription to your streaming service was canceled and I have no idea why. I didn't request a cancellation, and now I can't access the shows I was watching.

This is really frustrating. I've been a loyal customer for over a year. Please restore my subscription and make sure I'm not charged again.

### Follow-up Chat Log:

#### Agent (Carlos):

Hi Emily, I'm really sorry for the confusion. I've reviewed your account and see the cancellation happened due to a system error during billing.

#### Emily Chen:

So it wasn't something I did?

#### Agent (Carlos):

Not at all - this was on our end. I've reinstated your premium subscription, and you'll get an extra month free as a goodwill gesture.

#### Emily Chen:

Thank you, Carlos. I appreciate the fast help. I really didn't want to switch services.

#### Agent (Carlos):

We're happy to have you stay with us, Emily. Let me know if anything else comes up.