Raevskii Grigorii. Writing. Ex 4a p.89. Unit 7.

Subject: Changes to Mobile Phone Contract

Dear Sir/Madam,

I am writing to express my dissatisfaction and concern regarding recent changes made to my mobile phone contact without my consent or prior notification. As a loyal customer of your company, I am disappointed with this lack of transparency and communication.

Upon reviewing my most recent bill, I noticed a significant increase in the monthly charges. Further investigation revealed that my original contract terms, which included calling minutes and text messages, had been changed. This change not only affects my monthly expenses but also disrupts my ability to effectively manage my communication needs.

I understand that companies may need to revise their service offerings periodically. However, it is essential to keep customers informed of any changes that may impact their contract terms. In this case, I was not provided with any information about the modifications, nor was I given the option to accept or decline the new terms. I believe this practice goes against the law.

I kindly request that you restore my original contract terms and provides an explanation for the changes. Additionally, I would appreciate it if you could ensure that future changes to my contract will be agreed

in advance so that I have the opportunity to review them and make informed decision.

If I do not receive a satisfactory response within two days, I will be forced to escalate the matter to relevant authorities and consider sharing my experience with the media to raise awareness among other customers who may face similar issues.

I look forward to your prompt reply and a satisfactory resolution of this matter.

Yours faithfully,  
Grigorii Raevskii