**3.4 Editing for Politeness**

**Please edit the following post for politeness. Change any phrases or sentences to make them more positive, personal and polite.**

Hello John,

Thank you for contacting Microsoft Forum Support. My name is Sam. My response is late. We are sorry for the displeasing experience. But really you could have contacted us earlier.

I have just talked with Raj about your case, and he described your case symptoms to me. He can’t work on your case now because he is too busy with other customers, but we have already been working on your case.

We need you to send us the following information:

* Log files from 3 new affected users
* Any error message or error message capture pictures from 3 new affected users
* MPS Report from 3 new affected users

If you have any questions or supplement information, you must let us know immediately, otherwise we cannot help you. We will resolve this issue through the course of the case when you finally send us the information. I will contact you again in two business day via e-mail if you don’t call us back.

Thank you for using Microsoft E-mail Technical Support Service.

Nicholas