

Wonderland City, 2023-11-13

Catherine Torres
6 North, North Square, Yellow Street
Phone: +575009098766
Email: cathe@freedommail.com

Subject: Case X890789 - Unstable Service

Dear Ms. Torres,

We are writing to you regarding your recent complaint about unstable service under contract A90190023. We sincerely apologize for any inconvenience this may have caused you. We understand your frustration and appreciate your patience in this matter.

We are pleased to inform you that your case has been reviewed and the resolution is in your favor. Our technical staff will be visiting your location to fix the issue. The service order number for your reference is TS90887A. Please note that the deadline for this action is 2023-11-25.

For your security, we would like to inform you that the technician visiting your location will be Mr. Luke Black, ID 987654543. We kindly ask you to verify these details before allowing anyone to access your premises.

Please be assured that we are doing our best to resolve this issue as soon as possible. Your case, X890789, is still open and we will keep you updated on any new developments.

If you have any further questions or concerns, please do not hesitate to contact our Customer Care Team at Wonderland Telecommunications. You can reach us at +578908765432 or via email at support@wonderland.com.

Thank you for your understanding and cooperation.

Best Regards,

Customer Care Team
Wonderland Telecommunications

P.S. In accordance with data protection laws, we are committed to protecting your personal information. This email is intended solely for the recipient, Catherine Torres at cathe@freedommail.com. If you are not the intended recipient, please notify us immediately.