

How to advocate for yourself by email - Example 1

Hi there

I'm feeling pretty frustrated and hope you can help.

We've been trying for months but my satellite internet still isn't working, and I'd like to cancel the service.

The problem

- I ordered the internet connection early December
- The location, as you know, is very isolated on Great Barrier Island
- You sending a crew over is very expensive and you've done that twice now but they couldn't get it working
- I also spent hours on the phone with tech support one day, running my generator for 6 hours, while they tried to fix the problem
- It's now been 5 months and the problem hasn't been fixed

What I propose

- I needed the internet for my business over summer
- Given that the need has passed and we've all invested a lot of time and money, I think it's time to give up
- You've got equipment installed on my house which you could collect and use for someone else's installation in future - that would save you some expense
- I'll withdraw my order, and I won't pay the \$1500+gst bill, since I've never had internet connected

That seems like a win-win to me. I appreciate these things just happen in isolated areas sometimes, and I hope you can see the value in cutting our losses.

Talk soon,

Shelly