

Letter 5

(Letter of Complaint)

Write a letter to your cell phone company to complain about the poor service and extra charges. Use the correct block style business letter format. Use proper English and grammar—don't use “*you guys*” (use “**your company**”), don't use *i*, *im*, or *cuz*, etc.

1. HEADER and FOOTER—type your name and heading.
2. Follow the usual steps for a letter.
3. Use this address for the inside address:

Cingular Wireless
PO Box 60017
Los Angeles, CA 9060

4. SALUTATION—since you don't know the name of the person,
Use Dear Sir or Madam
5. PARAGRAPH ONE:
3 or 4 lines about the problem (why you are writing the letter)
6. PARAGRAPH TWO:
What do you want done about it?
(such as get a refund and/or cancel the service)
Include your phone number and/or email address so they can contact you.
7. CLOSING (Thank you or Sincerely)
8. WRITER'S NAME AND FULL ADDRESS
(**Your** name and home address, city, state, zip)