

To: **Consumer & Competition Division**

Date: _____

Subject: **Complaint against Melita Mobile's contract for customers**

My name is _____ and I signed up by contract to Melita's mobile service on _____

I made several complaints with their customer care service/retail outlet about lack of coverage/bad service but nothing happened. So I went to try and cancel my contract but was told that in order to cancel I needed to pay for the phone that they first gave me for free and also for the monthly fee of all the months which I still haven't used out of my contract.

I think this is unfair under consumer law especially since this was not explained to me when I signed the contract originally.

Could you please investigate my case and tell me if what Melita are doing is unfair because I want to change my mobile services provider.

Thanks,

(Name and Surname)

Contact Details:

Address: _____

Email address: _____

Tel: _____