

A)

Dear Mr. Smith or Mrs. Smith

I write you to let you know about problem in your latest Microsoft Word and require for help.

Let me explain the problem with installation of your software. I have installed it on both my laptops yesterday after dinner. First installation failed and the second one was successful. In spite of second installation was unsuccessful it counts like my first device.

It would be great of you let know about it to people who are responsible for this installation package and they try fix it.

I would to ask you for a little advice, how I can solve my problem and install it on my second laptop too.

I would appreciate it if you will reply as soon as possible and thanks for your time.

Faithfully Yours

Petr Macek

B)

Dear Customer Support,

I have problem with installation Word. I was install Word on my two laptops. First laptop is OK, it was successful, but on my second laptop is bad. When I install Word on my first laptop, I must install on second installation, because first was failed. And now I have problem with installation on my second laptop.

What I to do when I must have two laptops with two Microsoft Words? Please give me next installation for my second laptop.

How you think? Two installation is too much! You must give me another chance to install your great programme.

Thank you, for your time, because I don't have time on this. Lottery. Yes it is lottery. I have bigger chance to win Sportka, than install your program.

Yours Dear Customer

Jan Navrátil