

Letter Template: Letter of Complaint for Poor Internet Service Quality

A **letter of complaint for poor internet service quality** is a formal communication addressed to an internet service provider to express dissatisfaction with the connectivity, speed, or reliability of the internet service. This letter typically details specific issues such as frequent disconnections, slow speeds, or unresponsive customer support, and requests prompt resolution or compensation. A well-structured template includes sections for the subscriber's contact information, a clear description of the problem, the duration of the issue, previous attempts to resolve it, and a polite but firm request for remedial action to improve service quality.

Letter of Complaint Template

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
To,
Customer Service Manager
[Internet Service Provider Name]
[Provider Address]
[City, State, ZIP Code]
Subject: Complaint Regarding Poor Internet Service Quality
Dear Sir/Madam,
I am writing to formally express my dissatisfaction with the quality of internet service provided by [Internet Service Provider Name] at my residence/business address ([Your Address]).
For the past [duration of the problem, e.g., several weeks], I have been experiencing consistent issues including [describe specific problems: frequent disconnections, extremely slow speeds, or unresponsive customer support].
I have made several attempts to resolve this problem through your customer support channels, including [list dates of calls/emails, ticket numbers, or any previous correspondence].
I request you to investigate and address these issues at the earliest possible opportunity. I expect either a substantial improvement in service quality or appropriate compensation for the inconvenience caused.
Please confirm receipt of this letter and update me on the steps that will be taken to resolve my complaint as soon as possible.
Thank you for your prompt attention to this matter.
Sincerely,
[Your Name]
[Customer Account Number, if applicable]

Usage Instructions

- Fill in your personal details and customize the description of the problem.
- List all previous attempts to resolve the issue, if any.
- Send the letter via email or postal mail to the provider's customer service department.
- Keep a copy for your records.