

# Letter of Complaint for No Internet Connectivity at Home

**Sender's Address:**

42 Park Lane,  
Greenfield Heights,  
Springfield, IL 62704  
USA

**Date:** June 12, 2024

**Recipient's Address:**

Customer Service Department,  
XYZ Internet Services,  
789 Broad Street,  
Springfield, IL 62704  
USA

**Subject:** Complaint Regarding No Internet Connectivity at Home

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding the persistent lack of internet connectivity at my residence for the past two weeks. My internet connection (Account Number: 123456789) has been non-functional since May 28, 2024, despite numerous attempts to resolve the issue through your helpline.

This disruption has severely impacted my day-to-day activities. I am currently working from home, and this outage has hindered my ability to attend important virtual meetings and meet project deadlines. Furthermore, my daughter was unable to participate in her online classes, which has affected her academic progress.

I had previously reported this issue via your customer service (Ticket No.: 789654) on May 30, 2024. However, the only response I received was an automated acknowledgment, and no technician has visited my home or provided further updates.

I request urgent attention to restore our internet connectivity. Additionally, considering the extent of inconvenience and interruption caused, I also request compensation for the period without service.

Please confirm receipt of this letter and inform me of the steps you will take to address my complaint at the earliest.

Thank you for your prompt attention to this matter.

Yours sincerely,

**John Smith**