

# Sample Adjustment Letter for Unresolved Service Issue with Company

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient Name or Customer Service Department]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

## Subject: Request for Resolution of Unresolved Service Issue

Dear [Recipient Name/Customer Service Department],

I am writing to formally address an ongoing issue regarding [briefly describe the service or product, e.g., "the internet service activated on May 20, 2024"]. Despite my previous communication on [date of last contact], the problem remains unresolved, and I have yet to receive an adequate solution.

To reiterate, the issue I am experiencing is as follows:

[Clearly and concisely explain the issue, including specific details and any reference/order numbers].

I appreciate your initial response; however, the proposed resolution did not address the root cause, and the inconvenience has continued. This has not only disrupted my experience as a valued customer but has also caused significant inconvenience.

I kindly request that you review my case again and propose a prompt and effective solution. Specifically, I would appreciate [state your desired resolution, e.g., "a full service restoration and a credit on my account"].

I trust that your company values customer satisfaction and adheres to high service standards. I look forward to your prompt response and a satisfactory resolution within [reasonable timeframe, e.g., "seven business days"].

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]