

Letter of Complaint: Billing Charged Despite Internet Downtime

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

Customer Service Department
[Internet Service Provider Name]
[Provider's Address]
[City, State, ZIP Code]

Subject: Request for Billing Adjustment Due to Internet Downtime

Dear Sir/Madam,

I am writing to formally bring to your attention a concern regarding my recent internet service billing. Despite experiencing a prolonged disruption in my internet service, I have been charged the full amount for the billing cycle as if there were no interruptions.

Specifically, my internet service was unavailable from **March 10** to **March 15**, totalling six days without connectivity. This downtime caused significant inconvenience and hindered my ability to work and communicate effectively.

I kindly request that you review my account and issue an appropriate adjustment or credit for the period during which the service was not provided. Additionally, I urge your company to improve the reliability of your service to prevent similar issues in the future.

Please respond promptly regarding the steps that will be taken to resolve this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]
[Account Number, if applicable]