

Letter of Complaint Regarding Frequent Internet Disconnection

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

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

Subject: Complaint Regarding Frequent Internet Disconnection

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding the persistent issue of frequent internet disconnections that I have been experiencing for the past month. As a long-time customer of [Internet Service Provider's Name], I am extremely disappointed with the recent quality of service.

The connection to the internet drops consistently every 10 to 15 minutes, despite my efforts to troubleshoot and restart the router multiple times. This ongoing problem has significantly disrupted my work and daily activities. For example, during an important client meeting via video call last week, my internet disconnected three separate times, which resulted in delays and loss of vital information. This not only impacted my professional reputation but also caused inconvenience to my clients.

I kindly request that you look into this matter urgently and send a technical expert to assess the issue at my premises. I expect a permanent solution to restore stable and reliable internet connectivity as soon as possible. Additionally, I request information regarding possible compensation for the inconvenience and disruption caused by this recurring issue.

I look forward to your prompt response and immediate action to resolve this matter.

Sincerely,
[Your Name]