

Letter of Complaint for Unreliable Broadband Service

A letter of complaint for unreliable broadband service is a formal communication addressed to an internet service provider expressing dissatisfaction due to frequent service interruptions, slow speeds, or inconsistent connectivity. The letter should clearly state the issues experienced, mention previous attempts to resolve the problem, and request prompt corrective action or compensation.

Example Format

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
Customer Service Department
[Internet Service Provider Name]
[Provider Address]
[City, State, ZIP Code]
Subject: Complaint Regarding Unreliable Broadband Service (Account Number: [Your Account Number])
Dear Sir/Madam,
I am writing to formally complain about the unreliable broadband service I have been experiencing with your company. Over the past [duration, e.g., three weeks], I have encountered, on the following dates, the service was either extremely slow or completely unavailable:
- [Date 1]
- [Date 2]
- [Date 3]
These ongoing issues have made it extremely difficult to work from home, attend virtual meetings, and stream essential content. I have already contacted your customer support team. I respectfully request that you investigate this matter urgently and take the necessary steps to restore reliable service. If you are unable to resolve the issue promptly, I would appreciate your assistance in finding a resolution.
Please contact me at [your phone number] or [your email address] to confirm receipt of this letter and let me know how you intend to address this matter.
Sincerely,
[Your Name]