

Letter Template: Complaint to Internet Provider for Unstable Connection

A letter of complaint to an internet provider for unstable connection is a formal communication addressing persistent issues with internet service quality, such as frequent disconnections, slow speeds, or inconsistent connectivity. The letter should clearly state the problem, mention previous attempts to resolve the matter, and request prompt action or compensation.

Template

[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 Unstable Internet Connection
Dear Sir/Madam,
I am writing to formally lodge a complaint regarding the persistent instability of my internet connection associated with account number [Your Account Number]. For the past [duration], I have reported this issue multiple times via your customer support helpline (case numbers: [list case/ticket numbers if available]), but the problem remains unresolved. Despite this ongoing issue has caused considerable inconvenience and has also affected my ability to work from home and attend important online meetings. I kindly urge you to investigate and rectify the problem at the earliest. Additionally, I request that you consider providing appropriate compensation for the disruption in service. Please respond to this letter within [reasonable timeframe, e.g., 7 days] with an update on the actions you will be taking to resolve this matter.
Thank you for your urgent attention.
Yours faithfully,
[Your Name]

Example

Jane Doe
123 Main Street
Springfield, MA 01101
jane.doe@email.com
(555) 123-4567
June 22, 2024
Customer Service Department
FastNet Internet Services
456 Provider Road
Springfield, MA 01102
Subject: Complaint Regarding Unstable Internet Connection
Dear Sir/Madam,
I am writing to express my dissatisfaction with the unstable internet connection I have experienced over the past month, which has significantly disrupted my work and online activities. Your support team has visited my premises and reset my router, but the problem of frequent disconnections and slow speeds persists. This has caused major inconvenience especially I kindly urge you to investigate and rectify this matter at the earliest. I also request that you consider a refund or discount for the affected period as compensation. Please respond within 7 working days with your plan for resolving this issue.
Thank you for your prompt attention.
Yours faithfully,
Jane Doe