

Subject: Escalation of Complaint - [Your Account/Reference Number]

To,

Customer Service Team,
[Telecom Company Name]

Date: [Insert Date]

Dear Customer Service Team,

I am writing to formally escalate my complaint regarding the ongoing issues I have faced with my telecom service. My account number is [Your Account Number], and I have been a customer since [Start Date]. My initial complaint was submitted on [Date of Initial Complaint], and despite several attempts to resolve the matter, the issues remain unresolved.

Details of the Complaint:

- Type of Issue: [e.g., network failure, billing issue, poor customer service]
- Date of Occurrence: [Specify Dates]
- Previous Reference Number: [If applicable]

I have reached out to your customer service team multiple times, but I am yet to receive a satisfactory resolution. The continuous disruption has caused significant inconvenience, and I believe it is imperative to escalate this matter for immediate attention.

I kindly request that this complaint be investigated thoroughly and resolved at the earliest convenience. Please respond to this message with confirmation of escalation and an estimated timeline for resolution.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]
[Your Address]
[Your Phone Number]
[Your Email Address]