

# Customer Service Department

[Your Telecom Company]

[Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

## **Subject: Device Malfunction Issue**

Dear Customer Service Team,

I am writing to bring to your attention an issue with my device that I have been experiencing recently. My device, [Device Make and Model], has been malfunctioning since [Date of Issue]. The issues include [Briefly describe the issues, e.g., frequent disconnections, failure to connect, etc.].

As a loyal customer, I rely on your services for [mention any important uses of the service, such as work, communication, etc.], and this situation has caused significant inconvenience. I would greatly appreciate it if you could assist me in resolving this issue promptly.

Please let me know the necessary steps to troubleshoot or repair the device. I am looking forward to your prompt response to effect a resolution.

Thank you for your attention to this matter.

Sincerely,

[Your Name]