

# Customer Service Department

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

To Whom It May Concern,

I am writing to formally express my dissatisfaction with the ongoing telecom services I have been receiving from [Company Name]. Despite being a loyal customer for [duration], I have encountered several issues that have not been resolved despite my previous complaints.

Some of the primary concerns include:

- Frequent service outages in my area.
- Poor call quality during conversations.
- Delayed responses from customer service representatives.
- Billing discrepancies with my recent invoices.

These issues have significantly disrupted my daily communication needs, and I feel frustrated by the lack of resolution provided thus far. I kindly request immediate action on these matters and a formal response outlining the steps that will be taken to rectify these problems.

Thank you for your attention to this urgent issue. I hope to hear from you soon.

Sincerely,

[Your Name]