

Letter Template for Unresolved Fixed-Line Service Problem

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Customer Service Department

Company Name

Company Address

City, State, Zip Code

Subject: Unresolved Fixed-Line Service Issue - Account Number [Your Account Number]

Dear Customer Service Team,

I am writing to formally address an ongoing issue with my fixed-line service that remains unresolved despite multiple communications with your support team. My account number is [Your Account Number].

The problem began on [Date] when [briefly describe the issue, e.g., "my phone line went dead"]. Since then, I have contacted your support center on [list dates of previous contacts], and have been assured that the issue would be resolved promptly. However, I am still facing the same problem.

This ongoing inconvenience has greatly affected my [mention any impact, e.g., "ability to work from home"], and I kindly request your immediate attention to resolve the matter. I would appreciate a prompt response detailing the steps your company will take to fix this issue and any compensation available for the inconvenience caused.

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

Sincerely,

[Your Name]