

Subject: Escalation of Unresolved Telecom Service Issue

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Department
[Telecom Company Name]
[Company Address]
[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally escalate an unresolved issue regarding my telecom service account (Account Number: [Account Number]). Despite multiple attempts to resolve this matter through your customer service, I have not received a satisfactory solution.

The issue, which began on [Date Issue Started], involves [briefly describe the issue]. I have contacted customer support on [list specific dates], and each time I was assured that the matter would be resolved within a certain timeframe, yet no resolution has occurred.

I kindly request your prompt attention to this matter as it is impacting my ability to [mention how it affects you -- work, communication, etc.]. I would appreciate it if you could provide me with an update, including the expected timeline for resolution, by [specific date].

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

Sincerely,

[Your Name]