

Letter of Appeal for Resolution of Unmet Telecom Service Guarantees

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

To Whom It May Concern,

I am writing to formally appeal for a resolution regarding the unmet service guarantees outlined in my telecom service agreement with [Telecom Company Name]. My account number is [Account Number].

Since [start date of service], I have experienced several service interruptions and discrepancies in service quality that do not align with the commitments made in our agreement, including:

- Unreliable internet connectivity resulting in frequent outages.
- Inconsistent call quality and dropped calls.
- Failure to meet the promised data speeds.

These ongoing issues have caused significant inconvenience and frustration, impacting my daily communication and work. Despite multiple communications with your customer service team on [list dates], I have yet to see an adequate resolution.

In light of the circumstances, I kindly request that you review my case and provide a formal response explaining how [Telecom Company Name] intends to address these unmet guarantees. Furthermore, I would appreciate information on any compensatory measures available due to these service deficiencies.

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

Sincerely,

[Your Name]