

# Complaint Letter for Unmet Telecom Service Guarantees

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager/Specific Contact Name],

I am writing to formally complain about the unmet service guarantees associated with my account, [Your Account Number]. Despite several assurances regarding service availability and performance, I have experienced ongoing issues that have not been resolved satisfactorily.

Specifically, I have encountered [describe the specific issues you have faced, e.g., frequent outages, slow internet speeds]. These issues have persisted since [insert date], and despite multiple service calls and promises for improvement, there has been little to no change.

I expect the service standards outlined in your service agreement to be upheld. I kindly request a prompt resolution to these issues, along with a written response detailing how you plan to rectify the situation. Furthermore, I would appreciate a review of my account for possible compensation due to the inconvenience caused.

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

Sincerely,

[Your Name]