

# Follow-Up on Unmet Telecom Service Guarantees

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to follow up on my previous correspondence regarding the unmet service guarantees associated with my telecom account (Account Number: [Insert Account Number]). As you may recall, the service levels promised in our agreement have not been fully met, and I would like to address this matter.

As per our prior discussions, I have experienced issues with [briefly describe the specific service issues, e.g., frequent disconnections, slow internet speed]. These issues have significantly impacted my ability to [mention any specific impacts, e.g., work from home, connect with family].

Despite several communications and promises of resolution, I have not seen any substantial improvements to the service quality. I am kindly requesting a formal update on the status of these issues and any necessary actions being taken to rectify them.

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

Sincerely,

[Your Name]