

# Complaint Regarding Internet Service Outage

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

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

Dear Customer Service Team,

I am writing to formally express my dissatisfaction with the recent internet service outages I have experienced over the past [duration of the outage] and the inadequate customer service I received during this period.

On [specific dates], my internet service was interrupted for several hours/days, greatly affecting my ability to work from home and stay connected. Despite reaching out to your customer service team multiple times, I received vague responses and little to no assistance in resolving this issue.

As a loyal customer, I expect prompt communication and effective solutions to service-related issues. Unfortunately, the lack of responsiveness and support has left me frustrated and disappointed.

I kindly request a thorough investigation into this matter, along with an explanation as to why these outages occurred and what steps are being taken to prevent future incidents. Additionally, I believe an adjustment to my bill would be appropriate given the service disruptions.

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

Sincerely,

[Your Name]