

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to express my dissatisfaction with the internet speed performance I have been experiencing as a customer of [Company Name]. Despite being subscribed to the [Plan Name] plan, I have consistently observed that the internet speed falls significantly below the advertised rates.

Over the past [duration of the issue], I have conducted multiple speed tests, and the results have consistently shown download speeds of [Actual Speed] Mbps, whereas I am supposed to receive speeds of up to [Advertised Speed] Mbps. This has greatly affected my ability to work from home, stream content, and engage in online activities smoothly.

I have already attempted to resolve these issues by [describe any steps you've taken, like calling support, etc.], but the problems persist. I believe it is essential for [Company Name] to uphold its service commitments and provide efficient internet service as promised.

I request that you investigate this matter urgently and provide a resolution to the ongoing issues. Additionally, I would appreciate information regarding any potential adjustments to my billing for the time that I have not received adequate service.

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

Sincerely,

[Your Name]