

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Internet Service Provider Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service,

I am writing to formally complain about the slow internet connection I have been experiencing with my service, which has been ongoing for the past [duration]. Despite having subscribed to a [speed plan] plan, the speeds I am receiving are significantly below what was promised.

I have conducted several speed tests and documented my findings, which consistently show that my internet speed is [actual speed] instead of [expected speed]. This slowdown has affected my ability to [explain impact, e.g., work from home, stream movies, etc.].

I kindly request that you look into this matter and provide me with a resolution as soon as possible. If there are any steps that I need to follow or any additional information you require, please let me know. I appreciate your prompt attention to this issue.

Thank you for your understanding.

Sincerely,

[Your Name]