

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 speed I have been experiencing at my residence. My account number is [Your Account Number]. I have been facing consistent issues with my internet connection, which adversely affects both my work and personal activities online.

Despite following all troubleshooting recommendations provided by your technical support team, the internet speed remains significantly below the level I am paying for. My plan promises a download speed of [Expected Speed] Mbps, but I am only receiving around [Actual Speed] Mbps on average.

I would appreciate your prompt attention to this matter and hope for a resolution at your earliest convenience. Please let me know what further information you require from my side to expedite a solution.

Thank you for your attention to this matter.

Sincerely,

[Your Name]