

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

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

Dear Customer Service Manager,

I am writing to formally lodge a complaint regarding a malfunction in the equipment provided by your company, specifically the [equipment name or model]. This issue has been ongoing since [date issue began] and has significantly affected my service quality.

Despite numerous attempts to resolve this matter through your customer support channels, I have not seen any effective solutions or timely responses. The issues include [briefly list the specific problems experienced, e.g., intermittent connectivity, hardware failure, etc.].

I kindly request that you investigate this matter urgently. I would appreciate a prompt response outlining the steps that will be taken to rectify this situation. If I do not receive a satisfactory reply within [number of days], I will have to consider further actions, including seeking assistance from a consumer protection agency.

Thank you for your immediate attention to this issue. I look forward to your prompt reply.

Sincerely,
[Your Name]