

# Formal Complaint Regarding Misleading Advertising

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 Team,

I am writing to formally express my complaint regarding the misleading advertising associated with your services. On [insert date], I was drawn to your advertisement claiming [insert specific claim], which prompted my decision to choose your service over competitors.

However, upon subscribing to your plan, I found that the actual service provided did not align with the promises made in your advertisements. Specifically, [insert details of the misleading information and how it affected your experience].

As a consumer, I believe it is crucial to have clear and accurate information when making service decisions. The discrepancy between your advertisement and the actual service not only caused inconvenience but also led to [insert any financial implications or other issues faced].

I request a resolution to this matter, which may include [insert your desired resolution, e.g., a refund, cancellation of contract without penalty, etc.]. I hope to hear back from you within [insert timeframe] so we can resolve this issue promptly.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]