

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

[Service Provider's Name]
[Company's Address]
[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally complain about the slow internet speed I have been experiencing with my service since [specific date]. Despite my subscription to the [specific plan name], I consistently receive speeds that are significantly below what was promised.

According to my contract, I am entitled to download speeds of up to [advertised speed]. However, I have been measuring speeds of only [measured speed] during peak hours, which is unacceptably slow for my needs. This issue has negatively impacted my ability to [explain specific problems caused by slow internet].

I have attempted to resolve this issue through your technical support, but the solutions provided have not resolved the problem. I request that you investigate this matter and take corrective action as soon as possible.

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

Sincerely,
[Your Name]