

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

Customer Service Department  
Cable Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally complain about the installation issues I have experienced with your cable service at my residence. My installation was scheduled for [insert installation date], but it was not completed as promised.

Despite repeated assurances from your team, the technician arrived late and was unable to complete the setup due to [mention specific issues encountered, e.g., lack of necessary equipment, technical difficulties]. This has resulted in a prolonged period without service, significantly affecting my ability to access the programs I rely on.

I have contacted your customer service department multiple times regarding this issue, but there has been no follow-up or resolution. I expect a prompt response to this matter and a plan to rectify the installation problems at the earliest convenience.

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

Sincerely,  
Your Name