

# Formal Complaint Regarding Unresponsive Technical Support

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Cable Provider Name]

[Provider Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the technical support I have received from [Cable Provider Name] regarding ongoing issues with my cable service. Despite my multiple attempts to resolve these issues, I have found your technical support team to be unresponsive and unhelpful.

On [First Contact Date], I contacted your support team regarding [brief description of the issue]. I was assured that the matter would be addressed promptly; however, after several follow-ups on [subsequent contact dates], there has been no resolution or substantial response.

This level of service is unacceptable, and it has caused significant inconvenience. I kindly urge you to address this matter promptly and provide the necessary support to resolve my issue. I expect a response detailing the steps you will take to rectify the situation no later than [Response Deadline Date].

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

Sincerely,

[Your Name]