

# Formal Complaint Regarding Misleading Promotional Offers

Date: [Insert Date]

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

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

Dear Customer Service Manager,

I am writing to formally complain about the misleading promotional offers I encountered while considering your phone services. On [specific date], I was presented with an advertisement for [specific offer, e.g., "unlimited data for \$50 per month"]. This promotion was a significant factor in my decision to choose your company over others.

However, upon signing up, I discovered that the actual terms and conditions differ greatly from what was advertised. [Explain the discrepancies, e.g., "The unlimited data plan has a data cap after which speeds are reduced significantly, which was not disclosed in the promotional material."]

This misleading information has caused me considerable frustration and inconvenience. I believe that clear and honest communication is essential in business practices, and I feel let down by the lack of transparency in your promotional offers.

I would appreciate it if you could address this matter promptly. I request a full explanation regarding this misleading promotion and would like to know what steps your company intends to take to rectify this situation.

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

Sincerely,  
[Your Name]