

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

[Date]

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

Dear [Service Provider's Customer Service Department],

I am writing to formally complain about the slow internet speed I have been experiencing with my service, account number [Your Account Number]. Despite my attempts to resolve this issue through your customer support, the problem persists, significantly affecting my ability to work and communicate effectively.

For the past [duration of the issue], I have consistently encountered internet speeds that are well below the speeds advertised in my plan. I have performed multiple speed tests, which support my claim, and the results indicate an average speed of [actual speed] Mbps instead of the promised [promised speed] Mbps.

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

Sincerely,
[Your Name]