

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

Customer Service Department  
Internet Service Provider Name  
Company Address  
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with the internet connection quality provided by your service at my residence. Over the past [duration], I have experienced frequent disruptions and significantly slow speeds that have greatly hindered my ability to work from home and access online resources.

Despite multiple troubleshooting attempts and contacting your support team on [mention dates], the issues have persisted. My internet speed consistently falls below the rate advertised in my service plan, and I believe this situation warrants immediate attention.

I kindly request that you investigate this matter and provide a resolution at the earliest possibility. Additionally, I would appreciate a prompt response outlining the steps that will be taken to address this issue.

Thank you for your attention to this matter.

Sincerely,  
Your Name