

The Manager

Customer Care

(Name of Operator Company)

Address

City, state, zip code

Sub: Complaint About Poor Network Connection.

Dear Sir/Madam,

It is with great sorrow that I am writing this to make a formal complaint against (Mention network provider name). I am an existing customer of (Mention network provider), customer id – (Write customer Id), and recently I have experienced severe problems while paying my bill for the month of (Mention month). After making the payment, it is still displaying as pending in the portal.

I have also reached your customer care executive, and they said that it shows the payment is still pending. I have also sent the screenshot of the bill payment screen but you turned deaf to our requests.

The problem continued throughout (Mention month) and into (Mention Month). I think my network would cease to exist.

If you cannot ensure customer service, I will have to move to a different provider. Since I cannot assure that I will be able to access my email with your given service, please call me at (Write your phone number).

Thank you very much for your assistance.

Yours faithfully,

[Your Name]