

Dear \_\_\_\_\_,

It is with great sorrow that I write to you today regarding my high-speed Internet service. While your service has never had problems before, recently I have experienced severe interruptions to my Internet as well as slow speeds. I believe that because I have not received the service I am paying for (namely, Internet) I should be refunded at least a month's worth of service.

The problem began on June 12th, when my Internet went down for several days. I established that the problem was not my computer or the wireless connection, and then contacted you about the service interruption. You claimed you would send a repairman right away. No repairman was sent for another two days.

The problem continued throughout June and into July. My Internet would cease working for several hours at a time, and then restart spontaneously. You claimed that the problem was on my end, but I checked this possibility at every occurrence by plugging my computer directly into the modem instead of using wireless. I also tried using the Internet from different computers, to no avail.

I have established to my satisfaction that the problem is beyond my control, and that you are not providing the service I am paying for. I work online, so it is essential that I have Internet that is functional. If you cannot guarantee service, I will have to move to another provider. Please call me at 555-555-5555 to explain to me what you intend to do about this situation. I would normally ask that you email me at the address listed below, but since I cannot guarantee that I will be able to access my email with your service, I would prefer that you call.

Thank you very much for your assistance.

Sincerely,