[The Company]  
[Address, CITY, STATE, Zip]  
[Contact]  
[Email]

To

[Recipient Name]

I have been availing XYZ internet services for the past 5 years. My membership number is [X]. Despite being a loyal customer for half a decade, I failed to received quality service from your support team when an issue arose last week.

On 7th June, I filed a complaint regarding slow connection speed. Two days later, my internet connection was completely lost. I filed another complaint but to no avail. A week later, my issue has still not been resolved and your support team has been of no help. I am appalled at the incompetence of the technical staff at XYZ.

I demand an immediate solution to my issue. In case you failed to provide quality service, I am afraid I would have to cancel my membership.

Sincerely,

[Your Name]