

COMPLAINT LETTER

Lena Morris

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555-880-2145

January 14, 2025

Sender's Name and Address

Date

Customer Support Team

Brightline Internet Services

180 Station Road

Columbus, OH 43211

Recipient's Name and Address

Dear Customer Support Team,

Greeting

Opening Paragraph

I am reporting an ongoing service interruption that began on January 5. My internet connection has remained unstable, which affects my remote work schedule.

I would like a technician visit and a clear update on the status of the repair. Please confirm the next available appointment and any adjustments to my billing for the days without service.

Request/Resolution Paragraph

Sincerely,

Lena Morris

Lena Morris

Complimentary Close and Signature

