

## **Complaint Letter: Cut Off from Online Service**

**This package contains:**

1. Instructions & Checklist for Writing a Complaint Letter: Cut Off from Online Service
2. Complaint Letter: Cut Off from Online Service

## Instructions & Checklist for Complaint Letter: Cut Off from Online Service

- This package contains: (1) Instructions & Checklist for Complaint Letter: Cut Off from Online Service; and (2) Complaint Letter: Cut Off from Online Service
  
- This form is designed to assist you in drafting a letter to a company expressing your annoyance that you have been experiencing disruption of your online service and requesting that a customer service representative contact you.
  
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

August 25, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

I am writing you about trouble I have been having recently with my online service [Name of Account and Account No., if applicable].

[Here briefly describe what happened, i.e.: *Several times in the past few weeks I have been in the middle of an online session when the Internet connection just suddenly went down. I have contacted your regular customer service regarding these cut-offs and have received polite, but unsatisfactory replies. The cut-offs are still occurring and, although they are obviously an annoyance, what really concerns me is that occasionally I do some online trading, and I might actually lose money if a cut-off happened right in the middle of a trading session.*]

[Here tell what you want the online service company to do, i.e.: *I am requesting that you have a supervisor in the customer service department contact me directly (the representatives that have answered my emails up to now seem to be sending prepared, scripted replies that do not address my specific situation.) My contact information is at the top of this letter.*

*I have been with your company for [length of time], and it would be a hassle for me to change over to a different online service provider, but I will not hesitate to do so if you are unable to resolve this problem.*

I look forward to speaking with someone who can give me some answers.

Cordially,

[Your Name]