

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service

XNet

[Company Address]
[City, State, Zip Code]

Subject: Formal Complaint Regarding [Issue]

Dear XNet Customer Service,

1. ****Introduction****

- Briefly introduce yourself and state your relationship with XNet (e.g., customer, account holder).
- Mention the purpose of the letter.

2. ****Description of the Issue****

- Clearly describe the issue you are facing.
- Include relevant details such as account numbers, dates, and specific incidents.

3. ****Impact of the Issue****

- Explain how this issue has affected you or your services.
- Mention any inconvenience, financial loss, or distress caused.

4. ****Previous Communication****

- Detail any previous attempts to resolve the issue (e.g., phone calls, emails).
- Include dates and responses received, if applicable.

5. ****Resolution Sought****

- Clearly state what you would like XNet to do to address the issue.
- Mention any deadlines for a response or resolution, if applicable.

6. ****Conclusion****

- Thank them for their attention to this matter.
- Provide your contact information for further communication.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]