

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

Customer Service

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

Dear Customer Service,

Subject: Formal Complaint Regarding XVPN Service

I am writing to formally express my dissatisfaction with the XVPN service that I have been using since [Start Date of Service]. Despite my initial expectations, I have encountered several issues that have significantly impacted my user experience.

Firstly, [describe the specific problem, e.g., frequent disconnections, slow speeds, inability to connect to certain servers]. This issue has persisted despite following the troubleshooting guidelines provided on your website.

Additionally, [describe any other problems or concerns, e.g., lack of customer support, billing issues]. I have attempted to resolve these matters by contacting your support team on [mention dates of contact], but unfortunately, I have not received a satisfactory resolution.

I believe that as a customer, I deserve reliable service and prompt support. Therefore, I kindly request that you address these issues at your earliest convenience. I would appreciate a response outlining how you plan to resolve this matter.

Thank you for your attention to this complaint. I look forward to your prompt reply.

Sincerely,

[Your Name]

[Your Account Number, if applicable]