

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

Customer Service

XNet

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

Dear XNet Customer Service,

Subject: Complaint Regarding [Issue]

I hope this message finds you well. I am writing to formally address a concern I have encountered with your services/products. My account number is [Your Account Number] and I have been a customer since [Year].

[Describe the issue clearly and concisely. Include relevant details such as dates, specifics of the problem, and any previous communication regarding the issue.]

Despite my attempts to resolve this matter by [mention any actions taken], I have been unsuccessful and am seeking your immediate attention to this complaint.

I kindly request [state the resolution you seek, e.g., a refund, replacement, etc.]. Please let me know how you plan to resolve this issue and how soon I can expect a response.

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

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]