<Your Address/letterhead>

<Address 2>

<Present Date>

**<Mr. Contact Person>**

<Position>

<The Slow Telecom Company>

<Address 1>

<Address 2>

Subject : Request for Bill Rebates/Bill Adjusment

Dear Sir:

I would like to request for "Bill Rebate" under our account mentioned below for we are not satisfied with your service since <October 29, 2018 upto November 9, 2018>, due to very slow internet connection, intermittent, and even no connection on the following dates:

* Oct. 29 - very slow internet - far below the acceptable level from our 10 Mbps plan;
* Oct. 30 & 31 - intermittent;
* Nov. 1 - 5 - very slow;
* Nov. 6 - unstable/intermittent;
* Nov. 7 & 8 - no internet total system down;
* Nov. 9 morning - no internet
* Internet restored at around 9:50AM - but still very slow.

Account Name:  <Name of Registered Telephone Subscriber>

Account Number:  <123456789> / Landline #<(area code)+ Tel#123-4567

Installation Address:  <Installation Address>

For other details on these, please refer to the attached file. <attach a proof – usually your monitoring logbook of internet speed>

Your preferential attention and kind consideration on this request would be highly appreciated.

Thank you very much.

Very truly yours,

<NAME & SIGNATURE OF SUBSCRIBER>

Subscriber