

Subject: IMMEDIATE COMPLAINT ? Unacceptable Fiber Service Performance ? Account 3668-QPYBK

To Whom It May Concern,

I am writing regarding account 3668-QPYBK. After only two months of paying \$53.85 monthly for supposed ?Fiber Optic? service, the performance is unacceptable and frankly, insulting.

The service is riddled with frequent, disruptive connection drops. Furthermore, the internet speed is demonstrably and consistently slower than the advertised rate. I am paying a premium for a service that fails to deliver its core functionality. This constitutes fraudulent misrepresentation.

I demand immediate escalation and a permanent resolution to these abysmal service failures. If this connectivity issue is not fully stabilized and rectified within 72 hours, I will be canceling my service outright and demanding a full prorated refund. Consider this my final warning.