

Cancellation due to poor service quality

Subject: Service Cancellation Due to Ongoing Quality Issues

Dear [Provider Name] Management,

After numerous attempts to resolve persistent service issues, I am formally requesting cancellation of my broadband service, Account #[Number], effective [Date].

Despite multiple service calls and technical support interactions over the past [Time Period], I continue to experience [specific issues: slow speeds, frequent outages, connection drops, etc.]. These problems have significantly impacted my ability to work from home and maintain reliable internet access.

I have documented these issues in previous calls on [dates] and reference tickets [numbers if available]. Unfortunately, the promised resolution has not materialized, leaving me no choice but to seek alternative internet providers.

Please process my cancellation without early termination fees, as the service quality has not met the standards outlined in our service agreement. I will return all equipment promptly upon receiving return instructions.

I expect confirmation of this cancellation and a final billing statement showing any credits due for the period of inadequate service.

Sincerely,

[Your Name]

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