

Dear [Freelancer's Name],

Thank you for bringing your connectivity issues to our attention. We understand how important a stable internet connection is for the successful completion of your projects.

We acknowledge your concerns regarding the disruptions you have experienced on [specific date(s)]. Our team is currently looking into the matter to find an appropriate solution.

Please know that we appreciate your patience and dedication during this time. We will keep you updated on the progress and work toward resolving this issue as quickly as possible.

Thank you for your understanding.

Best regards,  
[Your Name]  
[Your Position]  
[Your Company]