

# Complaint Regarding Internet Service Outage

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email Address]

[Your Phone Number]

Customer Service Department  
[Internet Service Provider Name]  
[Provider Address]  
[City, State, ZIP Code]

Dear Customer Service Team,

I am writing to formally address a recurring issue with my internet service as part of the [Service Plan Name] I am currently subscribed to. Over the past [specific duration], I have experienced multiple service outages that have significantly disrupted my ability to work and perform daily tasks that require a stable internet connection.

On [specific dates], I encountered service disruptions that lasted for [duration]. Despite following the troubleshooting steps provided on your website and contacting your support team, the issues persist. As a loyal customer, I am concerned about the reliability of the service and would like to request a formal review of my current service plan.

I kindly ask that you provide a response detailing what steps will be taken to resolve these ongoing issues and whether any adjustments can be made to my service plan in light of these outages.

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

Sincerely,

[Your Name]