

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

Customer Service  
[Telecommunications Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear Customer Service,

I am writing to formally request a prompt response regarding the ongoing network outage affecting my services. My account number is [Account Number], and the outage has been persisting since [Start Date of Outage].

The lack of connectivity is significantly impacting my ability to [explain the impact, e.g., work from home, conduct business, etc.]. I kindly ask that you provide me with an update on the status of the outage and an estimated timeframe for resolution.

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

Sincerely,  
[Your Name]