

Subject: Urgent Alert: Frequent Internet Speed Drops

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you that we have been noticing frequent drops in internet speed on your account, particularly during the following times:

- [Time and Date 1]
- [Time and Date 2]
- [Time and Date 3]

To ensure that you enjoy a seamless online experience, we recommend the following troubleshooting steps:

1. Reset your modem and router.
2. Check for any software updates.
3. Limit background applications using bandwidth.

If the issue persists, please do not hesitate to contact our customer support team at [Customer Support Contact Information]. We are here to assist you.

Thank you for your attention to this matter. We appreciate your understanding as we work to improve your internet experience.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]