

# Critical Service Downgrade Inquiry

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

**[Recipient's Name]**

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to express my concern regarding the recent downgrade in service that I have experienced with [Service/Account/Plan Name] that occurred on [insert date of downgrade]. This change has significantly impacted my experience and is critical to my [business/personal] needs.

Details of the issue include:

- [Detail 1]
- [Detail 2]
- [Detail 3]

I would appreciate it if you could provide an explanation for this downgrade and any options available to restore the previous level of service. My expectations for service quality were based on the commitments made in our agreement, and I hope to resolve this matter promptly.

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

Sincerely,

[Your Name]