

# Subject: Response to Internet Service Support Inquiry

Dear [Customer Name],

Thank you for reaching out to us regarding your internet service issues. We apologize for any inconvenience you have experienced.

Upon reviewing your case, we understand that you are facing [specific issue] which has not been resolved. We strive to provide the best service possible and regret that we have not met your expectations in this instance.

Please be assured that we are currently looking into your situation and aim to implement a solution promptly. We appreciate your patience as we navigate this process.

If you have any further questions or require additional support, please do not hesitate to contact us at [support email/phone number].

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]