

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you about the ongoing issues regarding your internet service performance. We have received multiple reports indicating that your internet connection has been slower than expected and has not met the quality standards we strive to maintain.

As part of our commitment to customer satisfaction, we are currently investigating this matter. In the meantime, we encourage you to check for any potential issues that could be affecting your service, such as equipment malfunctions or network congestion.

We appreciate your patience and understanding while we work to resolve this issue. If you have any additional information or concerns, please do not hesitate to reach out to our customer support team at [Customer Support Phone Number] or [Customer Support Email].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email]