

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

Customer Service Department
Internet Service Provider Company Name
Company Address
City, State, Zip Code

Dear Customer Service Team,

I hope this message finds you well. I am writing to inquire about potential upgrades or better internet package options available through your services. I have been a customer since [Year] and have appreciated your service thus far, but I am currently seeking a plan that can better accommodate my needs.

Could you please provide information regarding any new packages, possible speed upgrades, or promotional offers that may be available? I would also appreciate details on pricing, contract terms, and any additional benefits that come with these packages.

Thank you for your assistance. I look forward to your prompt response.

Sincerely,
Your Name