

Complaint Regarding In-Flight WiFi Connectivity

Date: [Insert Date]

To: [Airline Customer Service]

Subject: In-Flight WiFi Connectivity Issue on Flight [Flight Number]

Dear [Customer Service Team/Specific Contact Name],

I am writing to formally express my dissatisfaction regarding the in-flight WiFi connectivity on my recent flight [Flight Number] on [Date of Flight]. I was looking forward to utilizing the WiFi service to stay connected and complete some urgent tasks, but unfortunately, I encountered several issues that rendered the service unusable.

During the flight, the WiFi connection was extremely slow and frequently disconnected, making it impossible to send emails or browse the internet. Despite multiple attempts to reconnect and follow the troubleshooting steps provided, the quality of the service did not improve.

This experience was frustrating and did not meet the standards I expect from [Airline Name]. I would appreciate it if you could look into this matter and provide a solution, whether it be a refund for the WiFi charge or an assurance that this issue will be resolved for future flights.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Flight Details]