

Subject: Concern Regarding In-Flight Internet Service

Dear [Airline Name] Customer Service,

I hope this message finds you well. I am writing to express my concerns regarding the in-flight internet service I experienced on my recent flight [Flight Number] on [Date].

While I appreciate the offer of connectivity during the journey, I found that the internet service was [describe the issue, e.g., "extremely slow and frequently disconnected"]. This made it challenging to [explain the impact, e.g., "complete important work tasks"].

As a frequent flyer, having reliable internet is crucial for my productivity. I would appreciate any information on how such issues can be addressed in the future.

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

Sincerely,

[Your Name]

[Your Contact Information]

[Your Frequent Flyer Number, if applicable]