

# Letter Template: Complaint for Repeated Internet Outage During Work Hours

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Internet Service Provider Name]  
[Customer Service Department]  
[Provider Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Repeated Internet Outages During Work Hours

Dear Sir/Madam,

I am writing to formally express my concern and dissatisfaction regarding the repeated internet outages experienced at my residence (**account number: [Your Account Number]**) during critical work hours.

As a remote professional, reliable internet connectivity is essential for carrying out my daily work responsibilities. Unfortunately, over the past few weeks, I have encountered internet interruptions on several occasions between **9:00 AM and 5:00 PM**. These service outages have disrupted important video conferences, hampered access to work files, and severely affected my productivity. The inconsistent connectivity has also affected communications with colleagues and clients, putting project deadlines at risk.

For example, on **[date of a specific incident]**, the internet was down for over **[duration]** during a scheduled meeting, resulting in missed opportunities and delays. Despite previous calls to your customer support team, the issue remains unresolved and continues to interfere with my professional obligations.

I urge you to investigate these persistent outages as a matter of urgency and take the necessary steps to provide a stable and reliable internet connection, especially during standard business hours. Please inform me of any measures being undertaken to resolve this issue.

I look forward to your prompt response and a satisfactory resolution so that such disruptions do not continue to impact my work.

Sincerely,  
[Your Name]