

Letter Template: Internet Connection Drops During Peak Hours

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Customer Service Department

[Internet Service Provider Name]

[Company Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Frequent Internet Connection Drops During Peak Hours

Dear Sir/Madam,

I am writing to formally bring to your attention a persistent issue regarding my internet connection, which frequently drops during peak hours. For the past several weeks, I have experienced repeated disconnections, particularly every evening between 7 PM and 10 PM.

This problem has caused significant inconvenience and disruption to my daily activities. As someone who relies on a stable internet connection for remote work and online meetings, these outages have severely impacted my productivity and ability to communicate effectively. For example, I have been disconnected from important virtual conferences and faced interruptions during critical business communications.

I request that your technical team investigate this matter as a priority and provide a prompt solution. Additionally, I would appreciate it if you could inform me about any compensation available due to the unreliable service during these peak hours.

Kindly acknowledge receipt of this complaint and update me on the steps being taken to resolve the issue. I look forward to your swift response.

Sincerely,

[Your Name]

Example Excerpt

"I am writing to express my concern about the frequent internet disconnections occurring every evening between 7 PM and 10 PM, severely hindering my work and online meetings."