

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

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

Subject: Router Connection Issue Report

Dear [Provider's Customer Service Team/Specific Contact Name],  
I hope this message finds you well. I am writing to report an ongoing issue with my internet connection associated with my router.

**\*\*Account Information:\*\***

- Account Name: [Your Name]  
- Account Number: [Your Account Number]  
- Router Model: [Router Model]

**\*\*Description of the Issue:\*\***

I have been experiencing intermittent connectivity issues with my router since [date you first noticed the issue]. The connection drops frequently, and I am unable to maintain a stable internet connection for the following activities:

- [List specific activities affected, e.g., streaming, video calls, gaming]

**\*\*Troubleshooting Steps Taken:\*\***

I have attempted the following troubleshooting steps:

1. Restarted the router multiple times.
2. Checked all cable connections to ensure they are secure.
3. Updated the router firmware to the latest version.
4. [Any other steps you've taken]

Despite these efforts, the issue persists. I would appreciate your assistance in resolving this matter as soon as possible. Please let me know if you require any further information or if there are specific steps you recommend I take.

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

Sincerely,  
[Your Name]