

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Customer Service Department]
[Router Company Name]
[Company Address]
[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to follow up on my recent inquiry regarding my router, [Model/Serial Number], which I contacted you about on [Date of Initial Contact].

As mentioned in my previous communication, I have been experiencing issues with [briefly describe the issue]. I was advised that [mention any solutions or steps suggested], but unfortunately, the problem persists.

I would appreciate any further assistance or updates regarding this matter. I depend heavily on my router for [mention any important tasks], and resolving this issue is quite urgent for me.

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

Sincerely,

[Your Name]