

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Company/Service Provider Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to request assistance with a troubleshooting issue I am currently experiencing with my router.

Router Model: [Model Name]

Purchase Date: [Purchase Date]

Account Number: [Your Account Number]

Problem Description:

I have been experiencing [describe the issue briefly, e.g., intermittent disconnections, slow internet speeds, etc.]. This problem has persisted since [mention when it started, if applicable] and has affected my ability to [explain how it affects you, e.g., work, stream, game, etc.].

Steps Taken:

To resolve this issue, I have attempted the following troubleshooting steps:

1. [Step 1: e.g., Restarted the router]
2. [Step 2: e.g., Checked connections]
3. [Step 3: e.g., Updated firmware]

Despite these efforts, the issue continues. I would appreciate your guidance on further steps I might take or any support your team can provide.

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

Sincerely,
[Your Name]