Subject: Request for Compensation - Critical Browser Tool Failure Impacting Manus Pro Service

Dear Manus Customer Support Team,

I am writing as a Manus Pro subscriber (Account: [Your Account Identifier/Email]) to report a critical issue and request compensation due to the failure of a key service feature.

I recently upgraded to the Manus Pro tier ($199/month) to ensure sufficient capacity for my agent to perform complex tasks, including those requiring web interaction.

However, for the past [mention duration, e.g., several hours/day], the agent’s browser tool functionality has been completely non-operational. The agent is unable to navigate to any websites, access web content, or perform any actions requiring browser interaction. This has been confirmed through multiple attempts and affects even basic web access.

**Impact on Service Value:** The ability for the agent to browse the web is a crucial feature for my intended use cases, which include: \* Verifying information and data points directly from source websites. \* Researching competitors and market trends. \* Accessing specific web pages for analysis. \* Discovering new opportunities and resources online.

Without this core functionality, the agent’s ability to perform these tasks is severely limited, significantly diminishing the value of the Manus Pro service I am paying for. It directly prevents the agent from fulfilling key requirements of the projects I need it for.

I understand that technical issues can occur, and I have requested the agent to draft a separate technical report for the engineering team regarding the specifics of the tool failure.

**Request for Compensation:** Given that a critical component of the paid Manus Pro service is currently unusable, directly impacting my ability to leverage the platform as intended, I request compensation for this loss of service. Specifically, I request **one month of Manus Pro service free of charge**.

I appreciate your understanding and prompt attention to this matter. Please let me know the status of the browser tool issue and confirm the requested service credit.

Sincerely,

[Your Name] [Your Account Identifier/Email]