

# Complaint Resolution Summary

**Date:** [Date]

**Customer Name:** [Customer Name]

**Account Number:** [Account Number]

## Summary of Service Disruption

On [Date of Disruption], our records indicate that you experienced a service disruption due to [reason for disruption]. This affected your ability to [describe the impact on service].

## Resolution Steps Taken

Upon receiving your complaint on [Complaint Date], we took the following steps to resolve the issue:

- Investigated the cause of the service disruption
- Communicated with our technical team to implement a solution
- Issued a credit to your account for the inconvenience

## Final Resolution

We are pleased to inform you that the service has been restored as of [Resolution Date]. We apologize for any inconvenience this may have caused and appreciate your understanding.

## Contact Information

If you have any further questions or concerns, please do not hesitate to reach out to our customer service at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]