

Dear [Customer's Name],

We sincerely apologize for the recent interruption in service that occurred on [Date]. We understand the inconvenience this has caused and appreciate your patience as we worked to resolve the issue.

Unfortunately, the restoration of service took longer than anticipated due to [brief explanation of the cause, if applicable]. We strive to maintain high standards of service and regret that we fell short in this instance.

Please rest assured that we have taken steps to ensure improvements in our processes to prevent such delays in the future. Your business is very important to us, and we value your understanding during this time.

As a token of our appreciation for your patience, we would like to offer you [mention any compensation, if applicable].

If you have any further questions or concerns, please do not hesitate to contact us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]