

Dear Valued Customer,

We sincerely apologize for the recent interruption to your subscription service. We understand how important our service is to you, and we are deeply sorry for any inconvenience this may have caused.

The interruption was due to [brief explanation of the cause, e.g., technical difficulties, maintenance, etc.], and we are actively working to resolve this issue as quickly as possible. Our team is committed to restoring your service and ensuring that this does not happen again in the future.

As a token of our appreciation for your understanding, we would like to offer you [mention any compensation, if applicable, e.g., a discount, free trial, etc.]. You will find more details about this in your account.

If you have any questions or need further assistance, please do not hesitate to reach out to our customer support team at [contact information].

Thank you for your patience and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]