

Dear [Customer's Name],

We sincerely apologize for the delayed response to your inquiry regarding our subscription service. We value your time and understand how important timely support is to you.

Due to an unexpected surge in customer queries, our response times have not met our usual standards. We are actively working to resolve this issue and improve our service.

To make it right, we would like to offer you [Insert any compensation, if applicable, e.g., a discount, extra month of service, etc.]. We appreciate your understanding and patience during this time.

If you have any further questions or concerns, please do not hesitate to reach out to us at [Contact Information].

Thank you for being a valued subscriber.

Sincerely,
[Your Name]
[Your Position]
[Company Name]