

Dear Valued Customer,

We would like to take a moment to acknowledge the recent telecom outage that affected your service. We understand how important it is to stay connected and we sincerely apologize for any inconvenience this may have caused.

We appreciate your loyalty and patience during this challenging time. Our team has been working diligently to resolve the issue and restore your service as quickly as possible.

To show our appreciation for your understanding, we will be providing a discount on your next bill. Thank you for being a loyal customer and for your understanding as we work to improve our services.

If you have any questions or need further assistance, please do not hesitate to reach out to our customer service team.

Sincerely,

The [Company Name] Team