

# Dear Valued Subscriber,

We hope this message finds you well. We are writing to sincerely apologize for the recent interruption in your telecommunications service. As a premium subscriber, we recognize the importance of reliable service in your daily activities.

This interruption was due to unforeseen circumstances that were beyond our control. We understand the inconvenience this may have caused you, and we assure you that our team worked diligently to resolve the issue as quickly as possible.

To express our gratitude for your loyalty and patience during this time, we would like to offer you a **credit on your next billing statement**. We are committed to providing you with the highest level of service and strive to prevent such occurrences in the future.

Thank you for your understanding and support. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team.

Best regards,  
[Your Company Name]  
Customer Service Team