

Dear Valued Customer,

We sincerely apologize for the recent service outage that disrupted your telecommunications service.

At [Company Name], we understand how important a reliable connection is for your daily activities, and we are committed to providing the best possible service.

The outage occurred due to [brief explanation of cause, e.g., unforeseen maintenance, technical failure]. Our team worked diligently to resolve the issue, and services have been restored as of [date and time].

As a token of our appreciation for your understanding, we would like to offer you [compensation details, e.g., a discount on your next bill or a complimentary month of service].

If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [customer service phone number or email].

Thank you for your patience and understanding.

Sincerely,

[Your Name]
[Your Title]
[Company Name]