Notification of Compensation

[Your Company Name]

[Your Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

Dear [Customer's Name],

We are contacting you regarding the recent service interruption that occurred on [date of the service failure]. We sincerely apologize for any inconvenience this may have caused you.

As a valued customer, we believe in providing reliable service and appreciate your understanding during this time. To compensate for the disruption, we are offering you [describe the compensation, e.g., a credit on your bill, a refund, free service for a duration]. This will be applied to your account by [insert date].

Thank you for your patience. If you have any questions, please do not hesitate to reach out to us at [customer service contact information].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]