

Dear [Customer's Name],

We sincerely apologize for the interruption in service that you experienced on [Date]. We understand that our service is crucial to your daily activities and we deeply regret any inconvenience this may have caused you.

The interruption was due to [brief explanation of the cause, e.g., "unexpected technical difficulties"], and we are actively working to resolve this issue to prevent similar occurrences in the future.

We value your business and appreciate your understanding as we work to improve our services. As a token of our appreciation, we would like to offer you [compensation, if applicable, e.g., "a discount on your next bill"].

Thank you for your patience and support. If you have any further questions or concerns, please do not hesitate to contact us at [contact information].

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