

Dear Valued Customer,

We are writing to inform you about a recent service outage that may have caused inconvenience to you. We sincerely apologize for any disruption this may have caused in your experience with our services.

On [insert date], we experienced an unexpected outage that affected our ability to provide the high-quality service you expect from us. Our team has been working diligently to resolve the issue and ensure that it does not happen again in the future.

As a token of our appreciation for your understanding and patience during this time, we would like to offer you [insert compensation, e.g., a discount, credit, etc.], which can be applied to your next billing cycle.

If you have any questions or if there is anything further we can assist you with, please do not hesitate to reach out to our customer support team at [insert contact details].

Thank you for your continued support.

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