

Apology for Data Plan Oversubscription

Dear [Customer Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent oversubscription of our data plans that may have caused you inconvenience.

We understand how important reliable internet access is to our customers, and we take full responsibility for the service disruptions you may have experienced. Please be assured that we are actively working to rectify this issue and enhance our network capacity to better serve your needs.

As a gesture of goodwill and to make up for any inconvenience caused, we would like to offer you [specific compensation, e.g., a credit, additional data, etc.].

We value your loyalty and appreciate your understanding as we navigate through this situation. If you have any further concerns or questions, please do not hesitate to reach out to our customer service team.

Thank you for your patience and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]