

Dear [Recipient's Name],

We hope this message finds you well. We are reaching out to inform you about a recent IT service disruption that occurred on [Date of Outage]. This incident affected multiple systems, leading to unexpected downtime.

We understand that this disruption may have impacted your operations, and we sincerely apologize for any inconvenience it may have caused. As a token of our commitment to providing excellent service, we would like to offer you compensation for the disruption.

Details of Compensation:

- Compensation Amount: [Specify Amount]
- Applicable Services: [Specify Services]
- Claim Valid Until: [Expiration Date]

To claim your compensation, please contact our support team at [Support Contact Information]. We appreciate your understanding and patience during this period.

Thank you for being a valued customer.

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