

Service Failure Explanation

Date: [Insert Date]

Dear [Customer's Name],

We sincerely apologize for the recent failure of our service that you experienced on [insert date of issue]. We understand how important our service is to you and we regret any inconvenience this may have caused.

The reason for this failure was [briefly explain the reason, e.g., technical issues, high demand, etc.]. We take this matter seriously and are continuously working to ensure that this does not happen again in the future.

As a token of our commitment to serving you better, we would like to offer you [insert any compensation, if applicable].

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

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]