

Dear Valued Passenger,

We would like to inform you that during your recent flight with us on **[Date]**, there was an unexpected malfunction with the in-flight wireless network.

We understand that having access to the internet is essential for your travel experience, and we sincerely apologize for any inconvenience this may have caused. Our team is currently investigating the issue to ensure that it is resolved promptly.

As a token of our apology, we are offering you **[Compensation Offer]**, which can be redeemed on your next flight with us.

Thank you for your understanding and patience during this time. Should you have any further questions or require assistance, please do not hesitate to contact our customer service team.

Sincerely,
[Your Name]
[Your Position]
[Airline Name]