

# Dear [Customer Name],

We hope this message finds you well. We are reaching out to inform you of a temporary issue regarding the in-flight WiFi service during your recent journey with us on [Flight Number] on [Date].

Unfortunately, due to unforeseen circumstances, the WiFi connection was not available during your flight. We understand how important internet connectivity is, especially when traveling, and we sincerely apologize for any inconvenience this may have caused.

We are currently investigating the cause of this disruption and are actively working to ensure that our WiFi service meets your expectations in the future.

As a token of our apology, we would like to offer you [Compensation Offer, e.g., a discount on your next flight, frequent flyer points, etc.].

Thank you for your understanding and patience in this matter. Should you have any further questions or require assistance, please feel free to reach out to our customer service team.

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