

# Dear Valued Customer,

We hope this message finds you well. We are writing to sincerely apologize for the recent service outage that you experienced on [Insert Date].

At [Company Name], we take our commitment to our customers very seriously, and we understand the impact that this interruption may have had on your experience with us. The outage was caused by [brief explanation of the cause of the outage], and we are actively working to ensure that this does not happen again in the future.

We appreciate your understanding and patience during this time, and as a token of our appreciation, we would like to offer you [details of compensation, if applicable].

Thank you for your continued trust in us. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Contact Information].

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