[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Our Apologies for the Recent Service Disruption**

Dear [Customer’s Name],

We are reaching out to apologize for the recent technical issues affecting [*specific service/product*] on [Date/Timeframe]. We understand how important uninterrupted service is to you, and we regret the inconvenience this has caused.

The disruption occurred due to [*brief explanation of the issue, e.g., “unexpected server downtime” or “a system upgrade that took longer than anticipated”*]. We are pleased to inform you that the issue has now been resolved, and [specific service/product] is fully operational.

**What We’re Doing to Prevent This in the Future**:

To ensure such issues do not happen again, we have:

* [A*ction 1, e.g., “Enhanced our system monitoring tools.”*]
* [*Action 2, e.g., “Added redundancy to critical systems.”*]
* [*Action 3, e.g., “Conducted additional team training on incident response.”*]

**Service Recovery Details**:

As a token of our commitment to you, we are providing:

* [C*ompensation, e.g., “a credit of $[Amount] to your account,” “an extension of your subscription by [Number] days,” or “a complimentary service upgrade for [Duration]”*].

We value your trust in [COMPANY NAME] and are committed to ensuring that your experience with us remains exceptional. If you have any questions or concerns, or if there’s anything further we can do to assist you, please don’t hesitate to reach out to us at [Email Address/Phone Number].

Thank you for your patience and understanding. We sincerely appreciate your loyalty and look forward to continuing to serve you.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]