

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced on [specific date or time period] due to the disruption in our services. At [Company Name], we strive to provide reliable and uninterrupted service to our valued customers, and it is with regret that we fell short of those standards during your recent experience.

We understand the frustration and inconvenience that service interruptions can cause, and we deeply apologize for any trouble this may have brought to your daily routine or business operations.

As a gesture of goodwill and to reinforce our commitment to your satisfaction, we are offering you a [percentage or dollar amount] discount on your next bill. This adjustment will be automatically reflected in your upcoming statement. In addition, our technical team has taken immediate steps to address the cause of the disruption and has implemented measures to prevent similar incidents in the future.

Your loyalty and satisfaction are extremely important to us. Should you have any further concerns, or if you would like more information about the preventative steps we have taken, please feel free to contact our Customer Care Team at [customer service phone number] or [customer service email address].

Thank you for your understanding and for giving us the opportunity to correct this issue. We value your business and look forward to providing you with excellent, uninterrupted service moving forward.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]