

[Your Company Name]
[Customer Service Department]
[Street Address]
[City, State, Zip Code]

[Date]

[Customer Name]
[Customer Street Address]
[City, State, Zip Code]

Subject: Notification of Unplanned Service Interruption

Dear [Customer Name],

We are writing to sincerely apologize for the recent unplanned outage affecting your internet and cable services. We understand how important these services are to your daily life and work, and we regret any inconvenience this disruption may have caused.

The outage occurred on [Date] at approximately [Time] and was caused by [Briefly state cause, e.g., severe weather / equipment failure / fiber optic cut]. Our technical teams worked to resolve the issue as quickly as possible, and service was fully restored by [Restoration Time].

To compensate you for this downtime, we will be applying a credit to your next billing statement. You do not need to take any action to receive this credit; it will appear automatically.

We are committed to providing reliable service and are taking steps to prevent similar occurrences in the future. If you are still experiencing any issues with your connection, please restart your equipment or contact our technical support team at [Phone Number].

Thank you for your patience and for being a valued customer.

Sincerely,

[Your Name/Department]
[Company Name]