TO

**[Receiver Name]**

[Receiver Title]

**ADDRESS:** [Receiver Address]

**EMAIL:** [Email Address]

**PHONE:** [Home Phone]

FROM

**[Sender Name]**

[Sender Title]

**Sub:** Addressing Technical Complaints

Dear **[Name]**,

I sincerely apologize for the inconvenience these issues may have caused you. I have taken the liberty of refunding your subscription fee for this month. You will continue to have full access to all features of our software.

It appears that the connectivity issues you experienced were caused by a malfunction on our server. Poor connectivity is also the most likely cause of your inability to save your updates. Our team has identified the source of the issue and is working actively to implement a fix. We estimate that the problem will be fully resolved within the next hour. I'll reach out directly to let you know as soon as your access is restored.

Further, we'll be migrating to new servers within the next two months, which will provide further stability to our service.

Please don't hesitate to contact us if you need further assistance. Thank you for taking the time to provide us with valuable feedback.

Sincerely,

Jane Smith

Customer Service Representative