

# WEBSITE OR APP DOWN COMPLAINT

**Subject: *[Customer Name's]* Online Service Down**

Dear *[customer name]*,

Thank you for bringing this problem to our attention, we've had a few others report similar issues and have our development team on the case.

We apologize for any inconvenience this may have caused and expect to have the *[website, online service, or application]* up and running within *[time duration]*.

Feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address]*

*[Company web address]*