

Alessandro Pepe

Customer Email 1 for Comcast

“Dear [CUST_NAME],

We would like to extend our sincerest apologies for the service outages and interruptions you have been experiencing, and we understand your frustration. Because you have been a loyal customer, we would like to extend to you a \$25 dollar credit as our way of saying thank you for your continued loyalty and patience while we get to the bottom of these technical issues.

As a Comcast customer, we know you have come to expect our legendary customer service, and we thank you very much for your understanding in this matter. Rest assured, we are working on returning your service to normal as soon as possible.

Sincerely,
Comcast”