

[Date]

[Customer Name]

[Customer Address/Email]

Subject: Resolution Regarding Recent Virtual Waiting Room Technical Issues

Dear [Customer Name],

We are writing to sincerely apologize for the technical difficulties you experienced in our virtual waiting room on [Date of Incident] during the [Event/Product Name] launch.

Our technical team has identified and resolved the glitch that caused [specific issue, e.g., premature session expiration / incorrect queue positioning]. We understand how frustrating this experience was and appreciate your patience while we worked to fix the system.

To ensure you are still able to access what you were waiting for, we have taken the following steps:

- [Action 1: e.g., Extended your reservation period]
- [Action 2: e.g., Provided a unique access link below]
- [Action 3: e.g., Issued a discount code for your next purchase]

Your unique access link: [\[Link Text\]](#)

Your resolution code: [Code Number]

If you encounter any further issues or have additional questions, please contact our support team directly at [Phone Number] or [Email Address].

Thank you for your continued loyalty and understanding.

Best regards,

[Your Name/Signature]

[Your Title]

[Company Name]