

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company/Organization Name]

[Company Address]

[City, State, ZIP Code]

Dear [Recipient's Name],

I am writing to inform you about the technical difficulties we experienced on [specific date or time]. Unfortunately, these issues have affected [briefly explain the impact, e.g., project timelines, system access], which is why I felt it necessary to provide an explanation.

The difficulties were due to [briefly describe the cause of the technical issues, e.g., server failure, software malfunction]. Our team has been actively working to resolve these problems and implemented the following steps: [list any measures taken to rectify the issue].

We appreciate your understanding and patience during this time. I assure you that we are committed to ensuring this does not happen again in the future.

If you have any questions or require further information, please feel free to reach out to me directly at [your phone number] or [your email address].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]