

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of an unexpected interruption in our software services that occurred on [date]. We understand how crucial our services are to your operations and sincerely apologize for any inconvenience this may have caused.

Please be assured that our team is diligently working to resolve the issue and restore services as quickly as possible. We appreciate your patience and understanding during this time.

To ensure transparency, we will keep you updated on the progress and notify you once the service is fully restored. If you have any questions or require further assistance, please do not hesitate to reach out to our support team at [support email/phone number].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]