

Service Outage Explanation

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you of a recent service outage that occurred on [insert specific date]. We understand that this may have caused inconvenience, and we sincerely apologize for any disruptions to your services.

The outage was due to [briefly explain reason, e.g., a technical failure, maintenance work, etc.]. Our team acted swiftly to identify and resolve the issue. We are pleased to inform you that services have now been restored and are functioning normally.

At [Company Name], we value your business and are committed to providing reliable service. We are implementing measures to prevent similar outages in the future and appreciate your understanding during this time.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [insert contact information].

Thank you for your continued support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]