

Dear Valued Customer,

We are writing to inform you about a recent network outage that occurred on **[Date]**. We understand that this may have caused inconvenience, and we sincerely apologize for any disruption to your service.

The outage was due to **[Brief Explanation of the Cause]**. Our team worked diligently to resolve the issue, and we are pleased to inform you that the network is now fully operational.

We appreciate your patience and understanding during this time. Please rest assured that we are taking all necessary measures to prevent similar occurrences in the future. Your satisfaction is our top priority.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team.

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Title]
[Company Name]