

**Dear [Recipient's Name],**

We hope this message finds you well. We are writing to inform you about a recent downtime incident that affected our system on [date].

Unfortunately, our system experienced unexpected issues due to [brief explanation of the cause, e.g., server overload, software malfunction]. This resulted in [describe the impact, e.g., interruption of service, downtime duration].

We understand the importance of our services to your operations, and we sincerely apologize for any inconvenience this may have caused. Our team has been actively working to resolve the issue and has implemented measures to prevent similar occurrences in the future.

We appreciate your understanding and support as we work to enhance our system's reliability.

If you have any questions or need further assistance, please do not hesitate to reach out.

Thank you for your patience.

**Sincerely,**

[Your Name]

[Your Position]

[Your Company]

[Contact Information]