

# Letter of Explanation for Network Failure

Date: [Insert Date]

To Whom It May Concern,

We are writing to inform you about the recent network failure that occurred on [insert date/time]. We understand the inconvenience this caused and would like to explain the situation.

The network failure was due to [insert reason, e.g., unexpected hardware malfunction, software update issues, etc.]. Our technical team identified the problem swiftly and worked diligently to resolve it.

Please be assured that we have taken the necessary steps to prevent a recurrence, including [insert measures taken, e.g., upgrades, system checks, etc.]. We appreciate your understanding and patience during this time.

If you have any questions or require further information, please do not hesitate to contact us at [insert contact information].

Thank you for your understanding.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Company]