

Subject: Explanation for Unexpected Downtime

Dear [Recipient's Name],

I hope this message finds you well. I am writing to inform you about the unexpected downtime that occurred on [specific date] affecting [specific service or system]. We understand the inconvenience this may have caused and appreciate your patience during this time.

The outage was due to [brief explanation of the cause, e.g., unexpected technical issues, hardware failure, etc.]. Our team worked diligently to resolve the issue as quickly as possible, and I am pleased to report that the service was restored on [date and time of restoration].

We are currently taking steps to prevent similar occurrences in the future, including [mention any preventative measures being implemented]. Your satisfaction is our top priority, and we are committed to providing reliable service.

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

Thank you for your understanding.

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