

Formal Apology Letter for System Downtime

Subject: Apology for System Downtime

Dear Valued Customer,

We sincerely apologize for the unexpected system downtime that occurred on [Date/Time]. We understand the inconvenience this has caused and deeply regret any disruption to your operations. Our technical team has identified the issue and implemented measures to prevent recurrence. We are committed to providing reliable services and appreciate your understanding.

Thank you for your patience and continued trust in [Company Name].

Sincerely,

[Your Name]

[Title]

[Company Name]

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