

Serious Formal Apology for Extended Downtime

Subject: Extended Service Downtime Apology

Dear [Client Name],

We are writing to formally apologize for the extended downtime of [Service/Product] on [Date/Time].

We understand the critical nature of this disruption and regret any operational setbacks it caused.

Our engineering team has conducted a full review and implemented solutions to prevent future occurrences. We are committed to maintaining the highest standards of service reliability.

Thank you for your understanding and continued partnership.

Sincerely,

[Your Name]

[Title]

[Company Name]

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