[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: AN APOLOGY FOR SYSTEM DOWNTIME/FOR IRREGULAR SERVICE**

Dear [CLIENT NAME],

Thank you for your patience this [WEEK/MONTH] while we finalised the release of our new interface/while we upgraded [SPECIFY]. However, the system upgrades [SPECIFY] was not as seamless as expected. Our development team has managed to restore the system to its ordinary functioning state.

We want to extend our sincere apologies for any inconvenience you may have encountered and thank you for your patience while we work to resolve any other outstanding issues

Our call and support lines escalated considerably over this time, and we sincerely apologise for any lengthy hold times or longer response times to your questions. We are working as quickly as possible to respond to all of them.

We have received many great suggestions for improving [SPECIFY]. We are working on implementing many of them as quickly as possible.

Your continued support is appreciated.

Kind regards,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]