

[Your Name]
[Your Title]
[Your Company]
[Your Address]
[City, State, Zip]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Recipient Title]
[Recipient Company]
[Recipient Address]
[City, State, Zip]

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in IT services experienced on [specific date or time period]. We understand how critical timely support is for your operations, and we deeply regret any inconvenience this may have caused. The delay was due to [brief explanation of the cause, e.g., unforeseen technical issues, staffing shortages]. Please be assured that we are taking immediate steps to prevent such occurrences in the future, including [mention any measures being implemented].

We value your partnership and are committed to providing you with the level of service you expect from us. As a gesture of our appreciation for your patience, we would like to offer you [mention any compensation or gesture, if applicable].

Thank you for your understanding and support. Should you have any further questions or concerns, please do not hesitate to reach out to me directly at [your phone number] or [your email address].

Sincerely,

[Your Name]
[Your Title]
[Your Company]