

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

Subject: Notification of PBX Outage

We are writing to inform you of a recent outage in our Private Branch Exchange (PBX) system that occurred on [Outage Date]. This disruption may have affected your ability to reach us through our standard phone lines. We recognize the importance of reliable communication and sincerely apologize for any inconvenience this may have caused. Our technical team has been actively working to resolve the issue and the system has since been restored as of [Resolution Date].

If you continue to experience difficulties or have any concerns, please do not hesitate to reach out to us via alternative communication methods such as [Email Address] or [Alternative Phone Number].

Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Contact Information]