Dear [Name],

I'm sorry that yesterday's maintenance took so long. Our SLAs require us to maintain a daily uptime of 99%, and this was one of the few times we fell short of that goal. Sorry for the disruption to your operations that we've caused.

The most likely explanation for this is [giving the reason].

We'll make every effort to avoid a repeat performance of this error. To further express our regret, we are providing [details of your offering].

We appreciate your tolerance and cooperation. Please don't hesitate to contact us at any time if you have any concerns or questions.

Sincerely,

([YOUR SIGNATURE HERE])