



Dear Rohn,

You may have noticed, we experienced a downtime of our indexing API today. For about {time period} starting at {day}, some write operations were refused by the API with a {error code}. {Feature} was not impacted, and {Feature} ran as usual.

It's the first time that an outage has happened since we launched the service, and we are deeply sorry for the inconvenience. We published a full explanation of the problem and its resolution on our blog: {blog link}

Should you want any details, feel free to contact us anytime.

Sincerely,  
{Your name}