[COMPANY NAME]

[ADDRESS]

[CITY, STATE, ZIP CODE]

[DATE]

**Subject: Notification of Service Outage Affecting Customer Accounts**

Dear [Customer’s Name/Valued Customers],

We are writing to inform you of a temporary service outage that is currently affecting customer accounts. Our team has identified the issue and is working diligently to restore full functionality as quickly as possible.

**Details of the Outage**

* Issue Identified: [*Brief description of the problem, e.g., “inability to access account details,” “disrupted payment processing.”*]
* Date and Time of Outage: [START DATE AND TIME]
* Expected Resolution Time: [*Estimated time, if available, or state “updates to follow”*].

**Services Affected**

The following services are impacted:

* [*SERVICE 1*]
* [*SERVICE 2*]
* [*SERVICE 3*]

**Next Steps**

We are committed to resolving this issue promptly. Our technical team is actively working to restore services and will provide updates as new information becomes available.

**Support During the Outage**

If you have any questions or require immediate assistance, please contact our support team at [Email Address/Phone Number].

We sincerely apologize for any inconvenience this may cause and appreciate your patience as we resolve this matter. Thank you for your understanding.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE/POSITION]

[COMPANY NAME]