

# Important Communication: Network Failure Notification

Dear [Customer Name],

We are writing to inform you that we have encountered an unexpected network failure affecting our services in your area. Our team is actively working to resolve the issue and restore your connectivity as soon as possible.

Details of the Incident:

- **Date & Time:** [Date and Time]
- **Service Affected:** [E.g., Mobile, Internet, etc.]
- **Estimated Resolution Time:** [Estimated Time]

We understand how important our services are to you and sincerely apologize for any inconvenience this may cause. We appreciate your patience and understanding during this time.

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding.

Best regards,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]