

# Connectivity Issue Update

Dear [Partner's Name],

We hope this message finds you well. We are writing to provide you with an update regarding the recent connectivity issues that some of our partners have experienced.

As of [date], our technical team has identified the root cause of the issue and is actively working to resolve it. We understand the impact this may have on your operations, and we sincerely apologize for any inconvenience caused.

We expect the issues to be fully resolved by [expected resolution date]. In the meantime, we encourage you to reach out to our support team at [support email/phone number] for any urgent matters or assistance you may need.

Thank you for your understanding and patience as we work to rectify this situation. We appreciate your partnership and will keep you updated on further developments.

Best regards,  
[Your Name]  
[Your Position]  
[Your Company]  
[Your Contact Information]