

Important Service Interruption Update

Dear [Customer's Name],

We are writing to inform you of an unplanned service interruption that has affected our [specific service or product] on [date and time]. We understand how important our services are to you, and we sincerely apologize for any inconvenience this may have caused.

Our team is currently working diligently to resolve the issue and restore services as quickly as possible. We are committed to keeping you updated on our progress and will provide an estimated time for service restoration as soon as we have more information.

For any immediate assistance or questions, please feel free to reach out to our customer service team at [contact information] or reply to this email.

Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]