

# Internet Outage Notification

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you about an unexpected internet outage that is currently affecting your service.

The outage began on [insert date] at [insert time] and is due to [provide brief explanation of the cause, if known]. Our technical team is actively working to resolve the issue and restore service as quickly as possible.

We estimate that services will be restored by [insert estimated time of restoration]. We appreciate your patience and understanding during this time.

If you have any questions or concerns, please do not hesitate to contact our customer support team at [insert contact information].

Thank you for your understanding.

Sincerely,

[Your Company Name]  
[Your Company Contact Information]