

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up on my previous inquiry regarding the service interruption that occurred on [date of interruption]. I would appreciate any updates you might have on the situation and the steps being taken to resolve it.

Understanding the current status will help us plan accordingly. Thank you for your attention to this matter.

Looking forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Contact Information]