

# Service Problem Resolution Update

Dear [Customer's Name],

We are writing to provide you with an update regarding the service issue you reported on [date of report]. We appreciate your patience as we address this matter.

Our team has identified the root cause of the problem, which was [brief description of the issue]. We have taken the following steps to resolve it:

- [Step 1]
- [Step 2]
- [Step 3]

The resolution is expected to be completed by [expected completion date]. We will keep you informed of any further developments and notify you once the service has been fully restored.

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [contact information].

Thank you for your continued support.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]