

# Important Cloud Service Upgrade Notification

Dear [Customer Name],

We are writing to inform you about an important upgrade to our cloud services that will take place on [Date]. This upgrade is designed to enhance the performance, security, and reliability of our services.

Upgrade Details:

- **Upgrade Date:** [Insert Date]
- **Downtime Expectation:** [Insert Expected Downtime]
- **New Features:** [List New Features]

During this upgrade, you may experience temporary disruptions in service. We recommend that you plan accordingly and save your work frequently.

We appreciate your understanding and support as we work to improve our services. If you have any questions or concerns, please do not hesitate to reach out to our support team at [support email] or [support phone number].

Thank you for being a valued customer.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company]