# Service Interruption Notice

**Purpose:** This notice aims to inform customers about a scheduled or unscheduled interruption in our services. We value transparency and strive to minimize inconvenience to our customers by providing timely updates.

## Dear {customerName},

We would like to inform you of a service interruption that impacts your service account with us.

### Service Details

|  |  |  |
| --- | --- | --- |
| **Service Name** | **Service ID** | **Account Number** |
| {serviceName} | {serviceId} | {accountNumber} |

### Interruption Schedule

* **Start Time:** {startTime}
* **Expected End Time:** {endTime}

### Interruption Type

{#isPlanned}**Planned Maintenance:** Our team will conduct scheduled work to enhance service stability and performance.{/isPlanned}{^isPlanned}**Unplanned Outage:** We are currently experiencing an unexpected service disruption. Our technical team is actively working to resolve it as quickly as possible.{/isPlanned}

### Impacted Services

{#affectedServices}

* {service}

{/affectedServices}

### Additional Information

*{additionalInfo}*

### Customer Actions

Please consider the following steps to prepare or respond:

{#recommendedActions}

1. {action}

{/recommendedActions}

We sincerely apologize for any inconvenience caused and appreciate your understanding and patience.

### Contact Us

If you have any questions or require further assistance, please contact our support team:

* **Phone:** {supportPhone}
* **Email:** {supportEmail}
* **Website:**{supportWebsite}

Thank you for being a valued customer.

**Best regards,**  
{companyName} Customer Service Team