**Communication Log – Wi-Fi Outage**

**Incident ID:** INC-001  
**Incident Title:** Office Wi-Fi Outage  
**Date:** 06-Sep-2025

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| Time | Action / Communication | Responsible Team | Stakeholders Notified |
| 10:00 | Wi-Fi outage reported by employees | Service Desk | Incident Manager |
| 10:05 | Incident escalated to Network Team | Incident Manager | IT Operations Lead |
| 10:15 | Initial status update sent | Network Team | All employees |
| 10:30 | Progress update shared | Incident Manager | Senior Management, Employees |
| 11:00 | Resolution confirmed and communicated | Network Team | All employees, Management |