

## #14 Account Disruption

Submitted	Received via	Requester			
May 8, 2025 at 17:31	Web Form	Usman Khawaja <usman.khawaja@cello.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Incident	Low	Support	Aleeza Tabassum

### Topic

Other

**Aleeza Tabassum** May 8, 2025 at 17:31

Dear Customer Support Team,

I am writing to report a significant problem with the centralized account management portal, which currently appears to be offline. This outage is blocking access to account settings, leading to substantial inconvenience. I have attempted to log in multiple times using different browsers and devices, but the issue persists. \n\nCould you please provide an update on the outage status and an estimated time for resolution? Also, are there any alternative ways to access and manage my account during this downtime?

Thankyou

**Aleeza Tabassum** May 8, 2025 at 17:36

Subject: Re: Account Disruption - Centralized Account Management Portal

Dear Usman,

Thank you for reaching out to us regarding the issue with the centralized account management portal. We apologize for the inconvenience this has caused and appreciate your patience.

#### Investigation and Resolution:

Our technical team is actively investigating the issue and working towards resolving it as soon as possible. We understand the importance of accessing account settings and are committed to restoring functionality promptly.

#### Current Status:

We are currently experiencing a technical outage affecting the portal's availability. Our team is working diligently to resolve the issue and provide a fix.

#### Estimated Time for Resolution:

We estimate that the issue will be resolved within the next [insert timeframe, e.g., 2-4 hours]. We will provide you with an update once the portal is back online.

#### Alternative Access:

In the meantime, if you need urgent assistance or have critical account-related matters, please reach out to us directly at [insert contact email/phone number]. We will do our best to address your concerns.

#### Next Steps:

We will keep you informed about the progress and notify you as soon as the portal is restored. You can also check our status page [insert link, if available] for updates on the outage.

Thank you for your understanding, and we appreciate your patience during this time. If you have any further questions or concerns, please don't hesitate to contact us.

Best regards,  
Aleeza  
Roco IT Support Team

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