04 Customers StatusPage

Variables legend:  
[INCIDENT\_NAME], [SEVERITY], [START\_TIME], [CURRENT\_STATUS], [IMPACT\_SUMMARY], [AFFECTED\_SYSTEMS],  
[CUSTOMERS\_AFFECTED], [ROOT\_CAUSE\_STATUS], [ETA], [NEXT\_UPDATE\_TIME], [IC\_NAME], [CONTACT],  
[LEGAL\_NOTICE], [LINK\_STATUS\_PAGE], [JURISDICTION], [$IMPACT], [TICKET\_ID], [RUNBOOK\_LINK]

## Templates

### Status Page – Initial

Title: Degradation/Outage: [Product/Region]  
  
Identified: We’re investigating an issue causing [symptom]. Start: [START\_TIME]. Impact: [IMPACT\_SUMMARY]. Next update: [NEXT\_UPDATE\_TIME].

### Status Page – Identified

Identified: The issue is due to [ROOT\_CAUSE\_STATUS]. We’re implementing [workaround/fix]. Next update: [NEXT\_UPDATE\_TIME].

### Status Page – Resolved

Resolved: Service restored. Root cause: [brief]. We’re monitoring and will publish a full postmortem by [date] at [link].