07 Vendors Partners

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

### Vendor – SLA Escalation

Subject: Urgent escalation: [Service] outage impacting [Company]  
  
We’re experiencing [impact] due to [vendor service] beginning [time]. Contract SLA: [cite]. Request: • L2/L3 bridge now • ETA to restore • RCA within [timeframe]. Our incident bridge: [link].

### Partner – Advisory

Subject: Advisory: Incident affecting [integration/service]  
  
Incident [INCIDENT\_NAME] may affect our integration. Impact: [IMPACT\_SUMMARY]. Workaround: [steps]. Next update [NEXT\_UPDATE\_TIME]. Technical contact: [name].