

Dear Clients,

We hope this message finds you well. We are writing to update you on the network outage currently impacting connectivity across multiple organizations. We understand how disruptive this has been to your operations, and we sincerely apologize for the inconvenience caused. Your experience and trust in our services are of utmost importance to us.

Our network engineering team has identified the root cause as an unexpected failure within the main data center infrastructure. They have been actively working on restoring full service and have already made significant progress toward a resolution.

At this time, we anticipate that all affected services will be fully restored within the next 24 hours as our engineers continue monitoring the network's stability to prevent further issues. We will keep you informed of any developments and will notify you promptly once the situation has been fully resolved.

Should you experience any further issues or have concerns, please do not hesitate to reach out. Our support team is available 24/7 and can be contacted at support@datacom.com

We appreciate your patience and understanding as we work to resolve this as quickly as possible. If you have any questions or require additional support in the meantime, please don't hesitate to reach out to our service desk.

We are committed to resolving this issue swiftly and to upholding the high standards of service you expect from us. Thank you for your patience and understanding during this time. Your cooperation and support are greatly appreciated.

Warm regards,
Forager Service Desk Agent,
Datacom Managed Services Team