



Valued Customer,

This letter is regarding the outage which occurred on _____. The disruption was caused by inclement weather and impacted a large portion of our service area.

This outage resulted in loss of internet usage which caused major issues for customers working from home. We understand the challenges this created for business operations and we sincerely apologize.

TeleMedia constantly strives to enhance the reliability of our services and will be taking steps to prevent this from happening again. We value each customer and appreciate your understanding during this time.

If you have any questions or concerns, please feel free to reach out to us.

Warm regards,

TeleMedia Management Team