



SYSTEM OUTAGE UPDATE

Dear Customer,

We are continuing to experience an unplanned email service outage.

Our Network Operating Team and its cybersecurity and other third-party IT partners have made major progress in our efforts to resolve the incident's root cause in our effort to restore end-user access to the email service sooner than later. However, due to the nature of the incident, some of the delays were out of our teams' control.

Given the progress made thus far, our team and its partners are becoming more confident in their ability to restore email service access to all of your users. We'll provide another update as our non-stop efforts progress further.

Once the service has been fully restored, we will also provide a detailed update on the remediation measures we plan to take to highly reduce the possibility of a similar situation based on recommendations from our IT support and cybersecurity experts. We'll discuss such measures with your IT teams.

We truly appreciate your understanding of the situation.

Best regards,

Mail2World, Inc.