| Customer Impact Analysis Notification |
|---------------------------------------|
| Date:                                 |
| To:                                   |
| From:                                 |
| Subject:                              |
| Overview                              |
| Details of Change / Incident          |
| Customer Impact                       |
| •                                     |
| Actions Taken / Next Steps            |
| •                                     |
| Contact Information                   |
| Thank you,                            |
|                                       |