13 November 2026

Subject: Microsoft 365 Service Disruption and Status Update

Dear Valued Customers,

Bangkok MSP Co., Ltd. (BMSP) would like to inform you of a reported Microsoft 365 service disruption affecting multiple regions. Some customers may be unable to access certain services or use specific features as usual. The impact may vary by service, region, and customer tenant.

Incident details and potential impact

The incident, referenced as MO1550821, reportedly began on 13 November 2026 at 01:26 ICT (Thailand time, UTC+7). Reported impacts include difficulty accessing Exchange Online mailboxes through Outlook and delays in email delivery. Teams calendars and meeting scheduling, together with certain features in other services that depend on Exchange Online, may also be affected. This does not indicate a complete outage of all Microsoft services.

Response and status

According to the incident update issued on 13 November 2026 at 08:12 ICT, Microsoft was addressing an overloaded connection-handling process on affected servers, testing configuration changes, and taking steps to restore its infrastructure. The confirmed root cause and the time for full-service restoration remained subject to further confirmation from Microsoft.

Guidance for customers

If email or related services are unavailable, please use your organization's approved alternative communication channels for urgent matters. Avoid sending sensitive information through personal accounts.

Customers may follow Microsoft's public announcements at https://status.cloud.microsoft/. Tenant administrators should also review Health > Service health in the Microsoft 365 admin center to confirm the status relevant to their organization.

BMSP apologizes for the inconvenience experienced by our customers. We are providing this notice to support your operational planning and communication during the disruption.

บริษัท แบงคอค เอ็มเอสพี จำกัด (สำนักงานใหญ่)

555/2 อาคาร เอส เอส พี ทาวเวอร์ ชั้นบี ซอยสุขุมวิท 63 (เอกมัย) แขวงคลองตันเหนือ เขตวัฒนา กรุงเทพมหานคร 10110

Yours sincerely,

Bangkok MSP Co., Ltd. (BMSP)

Information reference: 13 November 2026, 08:12 ICT. Based on Microsoft incident MO1550821 as reproduced by the University of Pennsylvania, and Reuters reporting dated 12 November 2026. Service status may change after the stated update time.

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