SERVICE ALERT

Prepared Nov 13, 2026, 1:29 PM PST

Microsoft Office 365 Outage

Status: Ongoing

Started Nov 12, 2026, 1:17 PM PST · Ongoing for 24 hours 12 minutes · No restoration time given by Microsoft yet

MICROSOFT REFERENCE NUMBERS

EX1550543 MO1550821 TM1550488 CR1550885 PP1550869

Quote these to Microsoft or to BIS support.

SUMMARY

Microsoft says the Outlook, Teams and Microsoft 365 outage is being fixed and most services are recovering, though some users may still see intermittent problems. Delayed email is being held for up to 48 hours, so you do not need to take any action. We will confirm once Microsoft declares the service fully restored.

Affected: Exchange Online, Microsoft Teams, SharePoint Online, Microsoft 365 Copilot, Microsoft Defender XDR, Microsoft Defender for Office 365 (including Safe Links), Microsoft Planner, Microsoft To Do, Microsoft Intune, Microsoft Purview (some services)

LATEST NEWS

Microsoft says it has addressed the underlying issue and is still restoring service to remaining customers and regions. Incidents EX1550543 and MO1550821 are open, and the next status update is shown as around 5 PM on November 14 (unconfirmed).

Microsoft says (Nov 13, 2026, 9:34 AM PST): “We have addressed the underlying issue and continue to restore service to remaining customers and regions. Microsoft also apologized and said there is no indication the outage was malicious or cyber activity.”

Source: https://abcnews.com/US/outlook-down-microsoft-outage-reported-mail/story?id=138088203

IS THIS A HACK?

No — this is not a hack or cyberattack.

Microsoft says it has no evidence of malicious activity and has said the issue was not cyber or AI-agent related.

ROOT CAUSE

Microsoft says the incident was introduced by an issue during an earlier network capacity upgrade that surfaced after a recent network change. Microsoft also says a core process on affected servers became overwhelmed, causing capacity loss; the exact trigger is not yet confirmed.

WHAT THE IT COMMUNITY IS SAYING

Admins and users report Outlook, email and Teams still failing into the early hours of November 13 UTC, with several saying the outage has run for 12 hours or more. Q&A threads show people asking when service returns and noting that Microsoft's latest update says Outlook is operational while their own access has not come back.

From public posts by IT administrators; not confirmed by the vendor.

LAST 4 UPDATES

Nov 13, 2026, 1:21 PM PST

New items: Microsoft's status posts now point admins to MO1550821 as well as EX1550543, a post names an overwhelmed core process as the capacity problem, and a mirror of Microsoft's status shows the next update due around 5 PM on November 14.

Nov 13, 2026, 12:20 PM PST

Microsoft has publicly apologized and said there is no indication of a cyberattack, and a CNN-cited estimate puts the outage's cost above $7 billion; no fix is declared and no second MO1550821 advisory has appeared.

Questions? Contact BIS Computer Solutions, Inc.

Phone: +1-818-248-5023 · Fax: +1-818-249-1169 · Email: support@biscomputer.com · Web: www.biscomputer.com

Nov 13, 2026, 11:19 AM PST

Microsoft has attributed the incident to an earlier network capacity upgrade and says broad recovery is under way, but no fix is declared and no second MO1550821 advisory has appeared.

Nov 13, 2026, 10:17 AM PST

New since the last check: independent Kentik data shows Exchange Online traffic recovering and CNN reports Microsoft saying the underlying cause has been addressed; no fix is declared and no second MO1550821 advisory has appeared.