

Subject: Update Request on Ongoing Technical Support Case

Dear [Support Team/Support Agent's Name],

I hope this message finds you well. I am writing to request an update on the current status of my ongoing technical support case (Case Number: [Insert Case Number]), submitted on [Insert Submission Date].

It has been [Insert Duration] since my last communication, and I would greatly appreciate any details regarding the progression of my case, as well as any estimated timelines for resolution.

Thank you for your assistance. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Company/Organization]

[Your Contact Information]