

# Telecom Inquiry Processing Delay Update

Dear [Customer Name],

We hope this message finds you well. We are reaching out to provide you with an update regarding your recent inquiry submitted on [Inquiry Date].

We would like to inform you that there has been a delay in processing your inquiry due to [reason for delay, e.g., high volume of inquiries, technical issues]. We are actively working to resolve this matter and ensure that your inquiry is addressed as soon as possible.

We understand the importance of your concern and appreciate your patience during this time. We expect to have your inquiry processed by [new estimated date], and we will keep you informed of any further updates.

If you have any additional questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Phone Number]

[Company Email]