

**Dear [Customer Name],**

Thank you for reaching out to us regarding your recent inquiry about our telecom services. We appreciate your patience and understanding during this time.

We regret to inform you that there has been a delay in processing your request. Our team is currently working diligently to address your inquiry, and we are committed to providing you with a comprehensive response as soon as possible.

We understand that this delay may be inconvenient for you, and we sincerely apologize for any disruption it may cause. Your satisfaction is our top priority, and we are making every effort to resolve your concerns swiftly.

If you have any questions or need immediate 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 and continued support.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]