

# Letter of Acknowledgment

Date: [Insert Date]

To,  
[Customer's Name]  
[Customer's Address]  
[City, State, Zip Code]

Dear [Customer's Name],

We would like to formally acknowledge your recent communication regarding the discrepancy you experienced with our telecom services. We take such matters seriously and appreciate you bringing this to our attention.

Your concern about [brief description of the issue] has been noted, and we are currently reviewing the details of your account and the services provided to address this matter promptly.

Our customer service team will reach out to you within [insert time frame] to discuss the findings and any necessary resolutions. We appreciate your patience as we work towards resolving this issue.

Thank you for your understanding and for being a valued customer.

Sincerely,  
[Your Name]  
[Your Title]  
[Company Name]  
[Company Contact Information]