

Dear [Supplier's Name],

I hope this message finds you well. I am writing to follow up on the technical support inquiry submitted on [date of initial inquiry]. We have not yet received a response, and we would like to ensure that our issue is being addressed.

The specifics of our inquiry include:

- Issue description: [Brief description of the issue]
- Product/Service involved: [Product/Service name]
- Urgency: [Explain urgency, if any]

We appreciate your assistance in resolving this matter promptly. Please let us know if you need any additional information from our side.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]