

Dear [Customer's Name],

Thank you for reaching out to us regarding the installation of your telecom services. We sincerely apologize for the delay you are experiencing.

We understand how important it is for you to have your services installed promptly, and we are currently working diligently to resolve this issue. The delay is due to [brief explanation of the reason for the delay, e.g., high demand, equipment issues, etc.], and we are taking all necessary steps to expedite the process.

We anticipate that your installation will be completed by [provide a revised timeframe, if possible]. We appreciate your patience and understanding during this time.

If you have any further questions or need assistance, please do not hesitate to contact us at [support phone number] or [support email].

Thank you for choosing [Your Company Name]. We value your business and look forward to providing you with excellent service.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Contact Information]