

Dear Valued Customer,

We hope this message finds you well.

We are writing to inform you about an unexpected delay in the installation of your telecom services, originally scheduled for **[insert original date]**. We understand how important these services are to you and sincerely apologize for any inconvenience this may cause.

The delay is due to **[insert reason for delay, e.g., unforeseen circumstances, shortage of equipment, etc.]**. We are actively working to resolve this issue and anticipate that your installation will be completed by **[insert new estimated date]**.

We appreciate your understanding and patience in this matter. Should you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at **[insert contact information]**.

Thank you for choosing us for your telecom needs.

Sincerely,

[Your Company Name]
Customer Service Team