

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about a delay concerning the installation of your service that was originally scheduled for [original installation date]. We sincerely apologize for any inconvenience this may have caused you.

Due to [brief reason for delay], we have been unable to meet our commitment to you. We understand how important this service is to you, and we are actively working to resolve the issue as quickly as possible.

As a gesture of our goodwill and to apologize for the delay, we would like to offer you [compensation offer details, e.g., a discount, free service for a month, etc.]. We appreciate your understanding and patience during this time.

We assure you that we are doing everything we can to expedite your installation. We will keep you updated with any progress and inform you of the new installation date once it has been scheduled.

Thank you for your understanding and support. If you have any questions or need further assistance, please do not hesitate to contact us at [contact information].

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