

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the installation of your [specific service] under your selected tiered service package.

We understand how important this service is to you and we are truly sorry for any inconvenience this may have caused. The delay was due to [briefly explain reason], and we are working diligently to resolve the issue as swiftly as possible.

As a gesture of our appreciation for your patience and understanding, we would like to offer you [mention any compensation or gesture, if applicable].

We are committed to providing you with the best service and will keep you updated on the installation timeline. If you have any questions or further concerns, please do not hesitate to reach out to our customer service team.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]