

Write a formal email of apology for a delay in providing IT services to a customer in 150–180 words including a salutation and sign-off.

- Describe the reason for writing and what type of service is being discussed.
- Explain the situation, provide details of the problem, and reason for the delay.
- Suggest a specific course of action to be taken, and give details describing when and how the problem will be resolved.
- Refer to an attachment with an offer of additional services at a discount for the customer.