

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent billing errors you experienced with our service. We understand how frustrating this situation can be and we truly value your patience.

At [Company Name], we strive to provide the highest level of service, and it is clear we have fallen short in this instance. We have thoroughly reviewed your account and identified the errors. We are working diligently to rectify these issues and ensure they do not happen again in the future.

To make amends, we will be issuing a refund of [amount] to your account and will also apply a credit of [amount] towards your next billing cycle as a gesture of goodwill.

If there is anything further we can do to assist you, please do not hesitate to reach out to our customer service team at [contact information]. Your satisfaction is our top priority, and we appreciate your understanding in this matter.

Thank you for being a valued customer.

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