

# Formal Complaint about Underbilling

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email]

[Your Phone Number]

[Telecom Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Customer Service Manager's Name],

I am writing to formally lodge a complaint regarding my recent billing statement for my telecom services (Account Number: [Your Account Number]). Upon reviewing my latest bill, I have noticed discrepancies that indicate I have been underbilled for the services received.

As per my understanding of our agreement, the expected charges should reflect the following:

- [Service Description 1] - [Expected Charge]
- [Service Description 2] - [Expected Charge]

However, my bill reflects the following:

- [Service Description 1] - [Charged Amount]
- [Service Description 2] - [Charged Amount]

This underbilling of [Total Amount] is concerning and warrants immediate attention. I kindly request a detailed review of my account and an explanation of the discrepancies. Additionally, I ask that you rectify this matter at your earliest convenience to ensure proper billing moving forward.

Please feel free to contact me at [Your Phone Number] or [Your Email] to discuss this matter further. I look forward to your prompt response to resolve this issue.

Thank you for your attention to this matter.

Sincerely,

[Your Name]