

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service Department
Entertainment Service Provider Name
Company Address
City, State, Zip Code

Dear Customer Service Team,

I am writing to express my dissatisfaction regarding a billing error in my recent entertainment service package statement dated [insert date]. I have been a loyal customer for [insert duration], and this is the first time I have encountered such an issue.

Upon reviewing my bill, I noticed an incorrect charge for [insert specific error, e.g., additional services that I did not subscribe to or an inflated fee]. This overcharge amounts to [insert amount], which is unacceptable as it challenges the integrity of your billing process.

I kindly request that you investigate this matter promptly and provide me with a corrected bill reflecting the accurate charges. Additionally, I would appreciate any information regarding how this billing error occurred to ensure it does not happen again in the future.

Thank you for your attention to this matter. I look forward to your prompt response and resolution of my concern.

Sincerely,
Your Name