

**Dear [Customer's Name],**

I hope this message finds you well. I am writing to sincerely apologize for the recent discrepancy in your service billing that you brought to our attention.

We strive to provide accurate billing, and I am truly sorry for any confusion or inconvenience this may have caused you. After reviewing your account, it appears that there was an error in our system that incorrectly calculated your charges.

We have corrected the mistake and issued a refund of the overcharged amount to your account. You should see this reflected in your next billing statement.

We appreciate your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to reach out to me directly.

Thank you for being a valued customer. We are committed to providing you with the best service possible.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]