

Formal Complaint Regarding Billing Errors

Date: [Insert Date]

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Email]
[Your Phone Number]

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally complain about a billing error concerning my internet service account ([Your Account Number]).

For the billing period of [Insert Dates], I was charged [Insert Amount], which does not correspond with the agreed-upon rate of [Insert Expected Amount]. Additionally, there are inconsistencies in the payment history reflected on my account.

Despite previously raising this issue with your customer service representatives, it remains unresolved. I requested a detailed explanation of these charges, but I have yet to receive a satisfactory response.

I request that this matter be investigated thoroughly and a corrected bill be issued at your earliest convenience. If necessary, please contact me at [Your Phone Number] or [Your Email].

Thank you for your prompt attention to this issue. I look forward to your swift response.

Sincerely,

[Your Name]