

Formal Complaint Regarding Billing Discrepancies

October 30, 2023

Customer Service Department
[Cable Provider's Name]
[Provider's Address]
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally express my concerns regarding discrepancies in my recent billing statements dated [insert date range]. My account number is [insert account number]. Upon reviewing my bill, I noticed several charges that do not align with my service agreement.

Specifically, I would like to address the following issues:

- Charge for [describe charge] which I was informed would not be applied.
- Increased fees for [describe service] without prior notification.
- Duplicate charges for [describe service or product].

These discrepancies have caused significant inconvenience and distress, and I respectfully request a thorough review of my account and a prompt resolution to these issues. Additionally, I would appreciate a detailed explanation of the charges applied to my account.

Thank you for your immediate attention to this matter. I look forward to your prompt response to resolve this issue. Should I not receive a satisfactory response within [insert timeframe], I may consider escalating this matter further.

Sincerely,

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