

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

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

Dear Customer Service Team,

I am writing to formally complain about billing errors I have encountered in my recent internet charges. My account number is [Your Account Number].

Upon reviewing my monthly statements, I noticed discrepancies in the charges applied to my account for the month of [Month/Year]. Specifically, I was charged [Amount], which is inconsistent with our agreed-upon amount of [Agreed Amount]. Additionally, I have been overcharged for services that I did not subscribe to.

I kindly request a detailed explanation of these charges, along with a correction to my account. I believe that rectifying this error promptly will reinforce my trust as a valued customer.

Please contact me at your earliest convenience to discuss this matter further. I appreciate your attention to this issue and look forward to your swift response.

Sincerely,

[Your Name]