

Formal Complaint Regarding Unauthorized Charges

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Internet Service Provider's Name]

[Provider's Address]

[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally complain about unauthorized charges that have appeared on my most recent internet bill. My account number is [Your Account Number]. Upon reviewing my billing statement dated [Billing Date], I noticed a charge of [Unauthorized Charge Amount] that I did not authorize or agree to.

I request that you investigate this matter promptly and provide me with an explanation regarding the unauthorized charges. I believe this may have been an error or a potential case of billing fraud. I would appreciate a prompt resolution to this issue, including a refund of the unauthorized amount.

Please contact me at your earliest convenience to resolve this matter. I can be reached at [Your Phone Number] or [Your Email Address]. Thank you for your attention to this important issue.

Sincerely,

[Your Name]