

## Letter Template: Complaint for Double-Charged Phone Bill

This letter of complaint addresses a **double-charged phone bill** issue, where the customer notices being billed twice for the same service period. The letter clearly states the problem, provides relevant details such as the billing dates and amounts, and politely requests a prompt resolution and refund. Including a sample letter helps guide customers in effectively communicating their concerns to their phone service provider, ensuring clarity and facilitating a swift correction of the billing error.

### Sample Letter

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]  
Customer Service Department  
[Phone Service Provider's Name]  
[Provider's Address]  
[City, State, ZIP Code]  
Subject: Complaint Regarding Double-Charged Phone Bill  
Dear Sir/Madam,  
I am writing to formally bring to your attention an issue concerning my most recent phone bill for account number [Your Account Number]. I have noticed that I was billed twice for the same service period. Specifically, I was charged \$[Amount] on [Date 1] and again \$[Amount] on [Date 2]. Both charges are for the same billing cycle, which appears to be an error. I kindly request that you review my account and refund the duplicate charge as soon as possible. I have attached copies of the relevant statements for your reference. Please confirm when this issue has been resolved and let me know if you need any further information from me.  
Thank you for your prompt attention to this matter.  
Sincerely,  
[Your Name]