

Date: [Insert Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Subject: Official Adjustment Letter – Explanation and Correction of Phone Bill Miscalculation

Dear [Recipient Name],

This letter serves as an **official adjustment letter** regarding the recent phone bill you received dated [Bill Date] for account number [Account Number]. We sincerely apologize for any inconvenience this may have caused and wish to provide you with clarification and a resolution to the issue.

Upon conducting a thorough review, we discovered an error in the calculation of your charges for the previous billing cycle. This miscalculation was due to [briefly explain cause, e.g., an incorrect tariff application, system glitch, etc.]. As a result, your bill reflected an amount of [Incorrect Amount], which is higher than the accurate charge.

We have corrected the error, and your revised total for the billing period is **[Corrected Amount]**. A detailed statement outlining the corrected charges is attached with this letter for your reference.

To ensure transparency and uphold our commitment to fair billing practices, please note the following actions taken:

- All excess charges have been reversed and will be reflected as a credit on your next statement.
- Any late fees or penalties resulting from this error have been waived.
- We are actively reviewing our processes to prevent similar occurrences in the future.

Please accept our apologies for this oversight and any inconvenience it may have caused. If you have already paid the original billed amount, the overcharged amount will be credited to your account or refunded upon request.

Should you have any questions, require further clarification, or wish to discuss your account, please contact our Customer Service team at [Customer Service Phone Number] or [Email Address].

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]