

Sample Complaint Letter: Billing Error on Internet Service

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

[Customer Service Department]
[Internet Service Provider Name]
[Provider Address]
[City, State ZIP Code]

Subject: Complaint Regarding Billing Error on Internet Service Account #[Account Number]

Dear Sir/Madam,

I am writing to formally bring to your attention a billing error on my recent internet service invoice dated [Invoice Date], with account number [Account Number]. Upon reviewing the bill, I noticed a discrepancy in the charges that does not correspond to my signed service agreement or my usual monthly payments.

Specifically, my bill includes a charge of [Incorrect Amount] for [describe the service or reason stated on bill], whereas my regular monthly charge should be [Correct Amount]. There are no changes in usage or additional services requested that would justify this increase. I have attached a copy of my latest bill for your reference.

I kindly request that you investigate and correct this billing error at your earliest convenience. Please provide a revised invoice and ensure that any overcharged amount is credited or refunded to my account. Additionally, I would appreciate a detailed explanation regarding this discrepancy and assurances that my account will be monitored to prevent similar errors in the future.

I look forward to your prompt response. Please contact me at [phone number] or [email address] if you need further information from my end.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]

Enclosures: Copy of disputed bill