

# Sample Complaint Letter for Incorrect Mobile Phone Bill

This letter serves as a **sample complaint letter for incorrect mobile phone bill**, providing a clear and concise template to address billing discrepancies with a mobile service provider. It outlines how to state the issue, reference the incorrect charges, request an investigation, and seek prompt correction or refund. Using this sample ensures effective communication while maintaining a professional tone to help resolve billing errors efficiently.

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

[Customer Service Department]  
[Mobile Service Provider Name]  
[Provider's Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Incorrect Mobile Phone Bill – Account No. [Your Account Number]

Dear Sir/Madam,

I am writing to formally bring to your attention an error I have noticed in my recent mobile phone bill dated [Bill Date], with reference number [Bill Reference Number]. Upon reviewing the bill, I observed discrepancies in the charges applied, specifically regarding [briefly state the incorrect charge, e.g., "extra data charges that I did not incur" or "services I did not subscribe to"].

I request a thorough investigation into this matter and urge you to provide clarification on the disputed charges. Enclosed with this letter are copies of the bill and any relevant usage records that support my claim.

Kindly correct the erroneous charges and issue a revised bill or process a refund at the earliest possible convenience. I would appreciate a prompt resolution to this issue, as these incorrect charges have caused unnecessary inconvenience.

Please acknowledge receipt of this complaint and inform me about the steps being taken to address the issue. You may contact me at [Your Phone Number] or [Your Email Address] should you require any further information.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]