

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the discrepancies found in your recent phone bill statement (Account Number: [Insert Account Number]). We value your feedback and sincerely apologize for any inconvenience this issue may have caused.

Upon a thorough review of your account and the corresponding billing records, we have identified an error in the amount charged for the billing period of [Insert Billing Period]. We understand how important accurate billing is to our customers and take such matters very seriously.

To resolve this issue, a correction has been made, and a credit of [Insert Amount] will be applied to your account immediately. This adjustment will be reflected in your upcoming statement. Please find the revised bill enclosed/attached for your reference.

We appreciate your patience and understanding while we addressed this matter. Should you have any questions or require further assistance, please do not hesitate to contact our customer service department at [Insert Phone Number] or [Insert Email Address].

Thank you for giving us the opportunity to correct this error and for your continued trust in our services.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]