

## **Disagreement Letter Regarding a Mistaken Bill (of internet services)**

**[Your Name]**

[Address]

[Letter Date]

**[Recipient's Name]**

[Address]

**[Subject: Subject of Letter] -Optional-**

Dear [Recipient's name]

Since your company is an internet service provider (ISP), I have been taking your services from the last 5 years. The service has overall remained excellent and therefore I have no complaint to make regarding that. However, there is something that I have to take into your account about my last bill. I have received a bill of --\$ because the package mentioned on the bill is of [4 MB] while I am on a package of [2MB] and not [4 MB]. With this 4MB bill, I shall have to pay double than what I pay usually. I am uncertain why my package was changed without notifying me. Because the action was taken without taking my agreement, I disagree to pay this bill for 4MB and will only pay for 2MB. You are requested to change my package back to 2MB if it has been switched to 4MB and also fix the errors in the billing records. I shall be grateful to you for this. Thank you!

Sincerely,

**[Your Name]**

[Your Title] -Optional-