

## Letter to Request a Correction of a Billing Error

**[Your Name]**

[Address]

[Letter Date]

**[Recipient's Name]**

[Address]

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

Dear [Recipient's name]

Two days ago, I had called to complain regarding the incorrect billing of my wireless set and I was told to write to the company about the matter in detail. Since I don't keep a mobile phone, I use this wireless set when I am at home. I sometimes also take it outside the house where it could catch signals from the base set placed at home. I am telling you all these details to make clear that I am in a habit of using this phone only and the usage has never exceeded the limit to charge me a bill of more than \$50. Could you imagine that if I am always charged below \$50, my bill has suddenly crossed \$500? How could this even happen? For a moment I doubted myself for having talked too much with my friends on call being leisurely old women so I checked the calling details of the last month. Not a single call exceeded 15 minutes and a total of 50 calls were made in the whole month. According to this, the total becomes dollars 48 only. Let us assume it was dollar 100 maximum if I have been too talkative (which I was not though) but this \$500 is beyond my understanding. All I can understand is that this was probably a mistake and you need to correct it. Since I was asked to write the matter in detail, I have written all the details and have enclosed my estimated bill as well. Kindly check this error and rectify it. This bill has become a nightmare for me so I would encourage if work promptly in this regard. Thank you very much.

Sincerely,

**[Your Name]**

[Your Title] -Optional-