Date: [day/month/year]

From:

Your name (XYZ)  
Address  
City/State and Zipcode.

To:

Creditor’s name (XYZ)  
Bill Number [X]

Address  
City/State and Zipcode.

**Subject:** Rectification of a billing error

Dear Customer Service Department,

I am writing to dispute a billing error of amount $[X] that I would like to help fix with my October bill.

The amount is inaccurate because about three months ago, I purchased my Internet device at a price of $45. I bought the unlimited broadband with no data limit. I neither purchased any wireless router nor lease any monthly cost modems, my actual and only fee is $45. However, the bill this month is $90, which is almost twice the price of what I was told it would cost.

How could this be possible? Because the price rise is not expected to increase for a year at least. I want this bill to be fixed or please ask someone to explain this to me. I insist that the mistake to be corrected, all financial and other costs relating to the contested sum to be credited as well.

Enclosed documents are recent and previous bills supporting my position. Kindly resolve the error as soon as possible. Waiting for your reply.

Sincerely yours,  
[XYZ]