Company Name or Letterhead
Address
City, State Zip

Date

Addressee
Address
City, State Zip

Dear Ms. White:

We are pleased to inform you that the proper credits have been made to your corporate telephone account. Due to a clerical error, you were billed for services rendered to a similar number. Your next bill will reflect a credit of $412.50.

We regret the inconvenience and thank you for promptly bringing the matter to our attention. If you have any additional billing questions, please call our accounts receivable office at (800) 555-5555 begin\_of\_the\_skype\_highlighting.

Sincerely,