

Memo

To: FAKECO Employees
From: Communications Department
Date: 9/13/25
Subject: Billing Error – Decision and Next Steps

Since June of last year, a 13% arithmetic error caused all FAKECO clients to be over-billed every month. The error has now been fully corrected as of the current monthly billing cycle and will not affect future cycles. The total overage was approximately \$1.3M per fiscal quarter.

Decision:

FAKECO will repay all clients in installments. This decision will allow us to make clients whole while continuing operations and services. We will not be keeping the money or paying it immediately in full.

Key Points:

- We identified a 13% over-billing error affecting invoices since last June.
- The error has been corrected.
- FAKECO will repay the over-billed amounts in installments for all clients.

Employee Guidance:

- Be clear and factual, lead with accountability.
- Clarify that the error has been corrected and state the installment plan clearly.
- If you are asked a question you cannot answer, reiterate the key points and refer the question to Communications.
- Avoid any blaming or speculation

Next Steps:

Communications will issue a letter to all clients affected conveying the appropriate information. If you have any questions direct them at the Communications Department.