## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type             | Electricity Suppliers  |
|-----------------------------|--|
| Inquiry<br>Category         | Energy consumption analysis and advice   |
| Inquiry<br>Sub-<br>Category | Billing discrepancies  |
| Description                 | Customers have questions or concerns regarding their electricity bills, including discrepancies in charges and unexpected fluctuations in costs. They seek clarification and assistance in resolving billing errors or disputes. |
| Data Size                   | 5,186 paraphrases  |
| Want to<br>buy data?        | Please contact nlp-data@qross.me via your business email address.  |

Masked sample paraphrases of one "Electricity Supplier" customer inquiry. (Purchased data will not be masked.)

| Why   | being charged that were provided during period?       |
|-------|---|
| Ι     | for services rendered month.                          |
| Why   | are expenses for this bill?                           |
|       | am I being billed services in the period?             |
|       | come I have pay for not in ?                          |
|       | is period of for something not?                       |
|       | a charges for that weren't?                           |
|       | billed stuff that happen.                             |
|       | am wondering why am for weren't provided.             |
|       | you explain of the bill for services rendered in ?    |
| I am  | services rendered during the present                  |
| Why   | I have to for not billing?                            |
|       | services that not rendered the billing                |
| Pleas | se tell me why weren't rendered.                      |
|       | billed for didn't do.                                 |
|       | is it that charged undelivered during billing period? |
| Why   | that I was not rendered this?                         |
| Are t | there reasons the for services cycle?                 |
|       | peing billed services aren't in                       |
| Why   | I services not a particular period?                   |
| Why   | are being for rendered?                               |
| Why   | am I being charged that billing period?               |
|       | is billing period undelivered are?                    |
| I am  | charged things done during                            |
| I was | s for services in this                                |
|       | don't know why am paying that do                      |
| Ι     | for things weren't during period.                     |
|       | mo I'm haing for convices that randored               |

| billed for didn't do?                                      |
|--|
| Is a the charges services notexistent?                     |
| Why billed when they don't happen?                         |
| am I for unserved  |
| for things not happen.                                     |
| I like to circumstances bill for weren't in the cycle.     |
| Why charge me services that this ?                         |
| What's the I'm services this billing cycle?                |
| services I don't get?                                      |
| Why do you services ?                                      |
| Why was bill wasn't ?                                      |
| it I am paying for don't?                                  |
| Why am services that in billing period?                    |
| Why being charged undelivered the billing?                 |
| I charged for services that weren't during time?           |
| being for that were during the billing                     |
| am I charged for did not ?                                 |
| Do I being services not in this month?                     |
| I'm billed services not this billing                       |
| No provided fee paid?                                      |
| Why something that wasn't?                                 |
| I'm charged for done during period.                        |
| Can me why billed services that weren't?                   |
| I why I pay for not exist.                                 |
| Why are I for weren't provided specific?                   |
| Why am being for a I ?                                     |
| wonder billed for services.                                |
| I want know circumstances for that rendered billing cycle. |
| services still charges?                                    |
| I to know being billed for services                        |
| Why billed unserved services?                              |
| Why that not done.   |
| Is it possible to the my bill not?                         |
| having to pay for services cycle.                          |
| I pay for services?  |
| Didn't services, but?                                      |
| I I'm charged services.                                    |
| I something didn't happen?                                 |
| being billed not rendered during current period.           |
| Can you explain nature services that weren't rendered ?    |
| Is it still charge on bill ?                               |
| Do you explanation charges for services during this ?      |
| getting a services that                                    |
| Why billing the when am being that doesn't happen?         |
| Please shed on includes fees unrendered                    |
| Why is things never?                                       |
|  |
| The extra for are  |
| The extra for are  I'm billed in this billing cycle.       |
|  |

| was charged were not the billing period                     |
|---|
| I pay for services don't exist?                             |
| is it that for that exist?                                  |
| I to why I'm for that weren't                               |
| to services not rendered billing month.                     |
| Why mot yet been?   |
| I being charged services that didn't the?                   |
| being charged for services that take?                       |
| I I'm paying aren't there.                                  |
| for something that wasn't?                                  |
| I'm for rendered in current period.                         |
| Why does for services?                                      |
| bill that wasn't offered?                                   |
|   |
| I want why I'm billed for the billing cycle.                |
| bill the things offered?                                    |
| being while no are?   |
| Being despite no ?  |
| Why do have to for wasn't ?                                 |
| Not given and?  |
| Do have any for that notexistent during billing cycle?      |
| Why charge more services?                                   |
| it that I get that didn't?                                  |
| for service now?  |
| services was for were not billing period.                   |
| am I for services I use?                                    |
| Why something that I ?                                      |
| nothin' happened, you for stuff?                            |
| are there unused services?                                  |
| I billed that I did the billing period.                     |
| How am charged for ?  |
| The billing period when being charged ?                     |
| I am billed for weren't the period.                         |
| Why is billing period am that didn't happen?                |
| Why am for that haven't received?                           |
| tell why being services weren't rendered this cycle?        |
| Why am for I'm not ?  |
| Why period I'm charged something that isn't?                |
| I have for things I didn't during period?                   |
| I why I've services.  |
| Why being services was provided with?                       |
| Is it possible circumstances of for weren't in the billing? |
| charged for services weren't provided during a ?            |
| asked about the circumstances bill that weren't rendered in |
| get billed for services not use?                            |
| I'm for things that   |
| I am things that not provided billing                       |
| you an of bill that weren't rendered in cycle?              |
| Why the when services are charged.                          |
|   |
| why being charged for I didn't get.                         |
| am I for services that didn't billing period?               |

| Why am paying services ?                               |       |
|--|-------|
| provided, but?   |       |
| am billed things need?                                 |       |
| I being I not provided with?                           |       |
| Why am I that weren't billing period?                  |       |
| like to rationale charges for services that didn't     |       |
| Can you explain behind the charges ?                   |       |
| should I pay ?   |       |
| I for rendered in the current billing                  |       |
| you give explanation charges for that exist?           |       |
| are shelling money services that exist?                |       |
|  | 1-7   |
| you tell me the situation weren't rendered this o      | cycle |
| Why do have for were not during period?                |       |
| no services rendered is correct.                       |       |
| When nothin' happened, why I?                          |       |
| explain to why the unrendered included invoice.        |       |
| the I am charged something that didn't?                |       |
| tell me I'm being billed services weren't rendered cyc | cle?  |
| Not but charged?                                       |       |
| Why is the time get something that?                    |       |
| The that not provided during charged.                  |       |
| paying unreceived services?                            |       |
| someone explain why I'm not anything?                  |       |
| explain why being billed for that rendered billing     |       |
| I don't get billed for stuff                           |       |
| Can you services that weren't rendered?                |       |
| Please I being for have not yet been                   |       |
| Is a for the non-existent for billing?                 |       |
| are people paying for ?                                |       |
| I being billed services were included billing          |       |
| Is reason the for services that weren't billing?       |       |
| I'm getting people didn't this time.                   |       |
| were I billed what ?                                   |       |
| don't understand why pay for that .                    |       |
| Why are I charged not in ?                             |       |
| me why my invoice attributable services.               |       |
|  |       |
| Why am paying for exist?                               |       |
| being charged for provided.                            |       |
| bill for wasn't offered?                               |       |
| How still a charge on for services?                    |       |
| Why charged I didn't receive?                          |       |
| Why did get billed happen?                             |       |
| Why are services?                                      |       |
| am charged for services didn't take place specific     |       |
|  |       |
| had services weren't rendered this billing             |       |
| bill something wasn't?                                 |       |
| bill something wasn't? do for services I need?         |       |
| bill something wasn't?                                 |       |
| bill something wasn't? do for services I need?         |       |

| I    | understand           | to pay services not exist.                   |
|------|----------------------|--|
| I    | charged              | _ things were not done this                  |
| Do _ |                      | includes fees for unrendered services?       |
| I wa | nted why             | I had in this billing month.                 |
|      | a bill a _           | that wasn't rendered cycle.                  |
|      | more ch              | arges unused services?                       |
|      | there a reason for t | he charges ?                                 |
|      | _ yet being          | _?   |
| I    | understand why I     | m un   |
| Is   | a ther               | re for services that there?                  |
| I    | billed for           | that   |
|      | am charged for ser   | vices were during time                       |
| I wa | nt why I'r           | n services that in billing                   |
|      |                      | vices are not actually?                      |
|      | se                   | rvices rendered in the current period.       |
|      |                      | for services rendered in this billing month? |
|      |                      | I didn't?                                    |
|      |                      | fees unrendered during the scope.            |
|      |                      | d charges for weren't during the cycle?      |
|      |                      | bill still there ?                           |
|      |                      | something that offered?                      |
|      |                      | invoice unrendered services                  |
|      |                      | _ didn't time.                               |
|      |                      | services weren't billing explained?          |
|      |                      | was offered?                                 |
|      | wa                   |  |
|      | pay for              |  |
|      |                      | that ? for things I didn't get?              |
|      | for nave             |  |
|      |                      | that in cycle.                               |
|      |                      | for I with?                                  |
|      |                      | unused services?                             |
|      |                      | hy I am things were done.                    |
|      |                      | bill services that weren't cycle?            |
|      |                      | unused services?                             |
|      | is it pay            |  |
|      |                      | <br>f didn't                                 |
|      |                      | my invoice includes fees unrendered          |
|      |                      | rcumstances my bill services in the cycle?   |
|      | for something        | I didn't?                                    |
|      | are charging         | more services?                               |
|      | do keep payin        | g unreceived?                                |
| Why  | is time              | am for that didn't?                          |
| I    | to pay service       | res that not during                          |
| I wa | s                    | of for that rendered in this billing         |
| Why  | that                 | for unserved?                                |
| Why  | am billed for _      | ?  |
| Why  | for                  | wasn't offered?                              |
|      | provided but         | still ?                                      |

| Why for don't happen?  |
|--|
| want shed on why my includes                                       |
| Why things that not?   |
| am for services not in current period.                             |
| is the period the time I for that not?                             |
| Why what I?  |
| Can you explain the my bill mrendered?                             |
| being whilst rendered correct?                                     |
| billed services that not   |
| me what isn't?   |
| The extra charges are  |
| have for unserved  |
| I services not provide.  |
| Is a reason non-existent charges ?                                 |
| am billed for I?   |
| I was services not provided the billing                            |
| Can me the of my bill services didn't happen ?                     |
| tell us my invoice includes  |
| was billed services.   |
| Why am charged for weren't provided during ?                       |
| Can the circumstances of my services that didn't come ?            |
| is there charge my no services?                                    |
| do have to pay wasn't given?                                       |
| is the time when I am something ?                                  |
| rationale behind the charges for services?                         |
| Why I to services that don't?                                      |
| There when for something that didn't happen.                       |
| I wonder explain circumstances my bill that weren't billing cycle. |
| Not but?   |
| the charge on bill despite services?                               |
| Why is that I unserved?  |
| being for not rendered the billing period                          |
| I have charged which provided.                                     |
| I'm being charged services that                                    |
| being charged services not the billing                             |
| Why services that ?  |
| How I pay for ?  |
| do I have to for that ?  |
| I pay for that provided billing period.                            |
| Being when there services?   |
| am charged for services month?                                     |
| about of my services rendered this billing cycle.                  |
| Why bill when didn't ?   |
| Why do I have to that did a period?                                |
| to know billed for unused  |
| been for un served   |
| do I have pay for that I ?   |
| Can my bill services that weren't rendered this ?                  |
| time when I am being undelivered explained.                        |
| hilled for stuff never happened?                                   |

| about the my for weren't rendered this cycle.         |     |
|---|-----|
| charged for services weren't provided the time?       |     |
| Can me the circumstances bill for services that ?     |     |
| Why was it charged there service ?                    |     |
| I paying services that I ?                            |     |
| I have for services?                                  |     |
| I have for things I didn't period?                    |     |
| Why I services I did not?                             |     |
| for that weren't provided the period.                 |     |
| charged no are rendered?                              |     |
| am billed for not done in                             |     |
| people paying for not done?                           |     |
| During the I services that provided.                  |     |
| Can explain the bill services rendered billing cycle? |     |
| for services were not the billing                     |     |
| Why to pay what is offered?                           |     |
| I pay a service that didn't get?                      |     |
| do I have to for are actually?                        |     |
| you tell what for services weren't rendered cycle?    |     |
| want to the reasons for services weren't rendered     | _ C |
| 'm being for rendered the billing period.             |     |
| Why something isn't?                                  |     |
| I pay services that are present?                      |     |
| yet a charge bill?                                    |     |
| I billed for offered?                                 |     |
| nothin' is I things?                                  |     |
| Why there a time when for services?                   |     |
| the time I am being I I do?                           |     |
| Please explain why my includes                        |     |
| Why I charged for things that period?                 |     |
| Why do charged for services provided specific time?   |     |
| Why is time when I that isn't?                        |     |
| 'm billed for services the cycle.                     |     |
| am being charged did not happen during a ?            |     |
| need know being for that rendered cycle.              |     |
| Why am being services which during a period?          |     |
| not provided.   |     |
| charged services during the period.                   |     |
| don't why I'm being services get.                     |     |
| for services no has?                                  |     |
| provided that are ?                                   |     |
| Can you explain rationale behind services that exist? |     |
| bill me if receive?                                   |     |
|   |     |
| you an the non-existent for services the billing?     |     |
| Why billed I not use?                                 |     |
| is the undelivered services are charged?              |     |
| Why is a on bill, despite services ?                  |     |
| How am charged services I ?                           |     |
| s charges for a?                                      |     |

| Why getting charged services I didn't?                               |
|--|
| Why is it that I pay I ?   |
| I being charged services during period.                              |
| am being billed for that rendered?                                   |
| I am services that were the cycle.                                   |
| Why do for I didn't receive?   |
| being services not rendered in period.                               |
| I was that in billing period.  |
| why being billed for services happen.                                |
| I was charged not rendered in billing month.                         |
| do have to pay for get?  |
| being for services weren't in cycle.                                 |
| for not during the period.  Why are I charged that didn't during a ? |
| am charged services I receive.                                       |
| services then charged?   |
| understand why am charged for I .                                    |
| why am billed stuff?   |
| is period the when am for something didn't ?                         |
| is the when I am for that ?  |
| am for services were   |
| need to know what happened that weren't rendered billing             |
| to know the my bill for services                                     |
| Why do I to pay services ?   |
| Why it I am being for that ?   |
| have for for that were not there?                                    |
| billed for things don't?   |
| why my unrendered services fees.                                     |
| apologize, but whatyou pay no service?                               |
| I'm why being for services rendered.                                 |
| I a for that in this cycle.  |
| Please light why unrendered services my         Why bill offered?    |
| Why am I being for ?   |
| I don't why charged for didn't receive.                              |
| Can tell my bill services that in this cycle?                        |
| Is there there non-existent for services?                            |
| you explain circumstances of bill services that in billing?          |
| Why billed stuff when didn't anything?                               |
| Why do pay things not received?                                      |
| are there extra fees ?   |
| is I charged for services ?  |
| Why still charged despite no ?                                       |
| Why there still my bill services being?                              |
| Why am being billed in the billing?                                  |
| Why to for undelivered services a time?                              |
| Why I charged for services that specific ?                           |
| understand why I pay for don't                                       |
| are I for services have received?                                    |
| would like of my bill for that weren't rendered                      |

| I why pay services.  |
|--|
| I don't understand why billed weren't rendered.                            |
| would you no done?   |
| you me explanation of circumstances my for services mrendered this billing |
| billed for unserved services?  |
| being for things weren't this period.                                      |
| am for services that didn't happen a?                                      |
| I being charged something that didn't occur?                               |
| are I being for ?  |
| I being charged for things during the?                                     |
| Why pay for I not provided with?   |
| for unused services?   |
| I being charged services not provided certain?                             |
| I'm billed for services that rendered billing                              |
| How still has a despite provided?  |
| services but?  |
| billed for services rendered cycle.  |
| Why pay for done?  |
| I getting charged for were not?  |
| Can why fleeced but not ?  |
| Why do I for ?   |
| Why am charged for services have?  |
| Why is a on bill when no ?   |
| What the reason I for ?  |
| Why I for services not present period?                                     |
| charged for that rendered month.   |
| there charges for services that were there?                                |
| billed that rendered in present billing period.                            |
| Why charged didn't get?  |
| wily charged dutil t get: would know I billed unused services.             |
| Why did charge rendered this billing month?                                |
| Why charged for that didn't happen period?                                 |
| services but?  |
| Why I charged services weren't specific time period?                       |
|  |
| arecharged forI?   |
| why am I being something?  |
| am charged for services that for a period?                                 |
| tell me why being services that rendered?                                  |
| bill me what wasn't?   |
| I am charged for that  |
| I paying for services ?  |
| Is there charge bill services provided?                                    |
| Please tell invoice contains unrendered                                    |
| bill stuff isn't?  |
| Why I being for didn't?  |
| I want why being billed services the billing                               |
| being billed for stuff   |
| know why pay services.   |
| bill me something that ?   |
| I want to why getting charged for  |

| being billed services not in present period?         |
|--|
| No done, are them?                                   |
| I'm why I'm being for services rendered this         |
| I charged were not done during period.               |
| Do you I being not rendered this?                    |
| Can tell the situation of my services billing cycle? |
| I paying services were not?                          |
| am being for things weren't billing period?          |
| I for undelivered is it during the ?                 |
| services I was for weren't the billing               |
| I being charged services I receive during specific ? |
| being charged for I didn't receive?                  |
| I for that did not billing cycle.                    |
| the of my bill services that weren't this cycle      |
| I'm as to being for services billing cycle.          |
| charged while is no                                  |
| I'm services wasn't given.                           |
| is charge still my after no?                         |
| pay services not?                                    |
| charged for I do during time.                        |
| was for services that provided the                   |
| Why pay receive now?                                 |
| getting stuff done this time.                        |
| Why am billed that not ?                             |
| getting charged for services that were provided a?   |
| for that I   |
| gettin' stuff that I didn't this                     |
| Why there extra unused?                              |
| Why have pay things never happened?                  |
| Can you explanation for for services there?          |
| Why bill something wasn't?                           |
| me the bill for services that weren't rendered ?     |
| Please me know my includes services                  |
| Can me why for not in billing month?                 |
| I'm billed of?                                       |
|  |
| being charged for did not happen?                    |
| charged things that done.                            |
| I was the services that am charged                   |
| why I for services.                                  |
| am charged for services didn't happen time?          |
| am being are not in this cycle.                      |
| No services, still my?                               |
| charges for unused ?                                 |
| you an of I'm billed for services rendered?          |
| am billed for services weren't during billing        |
| are I charged that did not?                          |
| I charged things that weren't done.                  |
| I services that were not in the current ?            |
| Why services receive?                                |
| Why I for services I did ?                           |

| I'm charged services didn't happen the  |
|---|
| billed for services didn't this billing   |
| I charged services weren't provided the   |
| Can you an explanation the of my bill services weren't cycle?   |
| There time when I charged undelivered   |
| Why are for services aren't ?   |
| Why are charged for things done in?   |
| do I for services weren't during this period?   |
| Why undelivered at a certain time?  |
| am not why my invoice fees.   |
| Why do pay services that ?  |
| Why are something is not?   |
| I'm having $\_$ that weren't $\_$ in the billing $\_$ .   |
| bill when not ?   |
| billed that were not during the cycle.  |
| Why charge that aren't rendered this?   |
| $\_$ why I $\_$ charged for things I didn't $\_$ .  |
| want to I am being for rendered in this   |
| How come charged didn't receive?  |
| Can why I'm for services weren't rendered?  |
| pay for don't?  |
| Why am I that weren't rendered during billing?  |
| $\_$ am being $\_$ services that didn't $\_$ place $\_$ the $\_$ billing $\_$ .   |
| I am charged services weren't provided?   |
| $I'm \underline{\hspace{1cm}} about \underline{\hspace{1cm}} circumstances \ of \ my \underline{\hspace{1cm}} for \underline{\hspace{1cm}} that \ weren't \underline{\hspace{1cm}} \underline{\hspace{1cm}}.$ |
| Why do get for stuff ?  |
| did not services that I being charged   |
| Not but charged?  |
| Why billing period am for undelivered   |
| Why the now?  |
| I am charged for I provided   |
| I for that aren't the billing   |
| services that happen?   |
| Can me I'm for services that didn't?  |
| am charged services that weren't me.  |
| Why for something presented?  |
| come have the services didn't receive?  |
| Why pay service that?   |
| I wondering could of bill for services were not this cycle.   |
| I am for services that did current period.  |
| getting billed for I this time.   |
| Are able to explain the of for that ?   |
| for things on offer?  |
| do charged something doesn't the billing period?  |
| charged for services which  |
| Is there reason the for services weren'texistent cycle?   |
| reason for bill when nothing being?   |
| guys me for something that I ?  |
| Why pay for services that?  |
| charged services during the time period.  |

| I have to pay for that specific period?  |
|--|
| I need to know the of my bill in in  |
| I would know why for unreceived  |
| I am billed services rendered present  |
| wondering bill services weren't rendered this billing                                      |
| am being billed when nothin'?  |
| don't why I am services I  |
| Why do I have to that provided period?   |
| I wanted to bill services that rendered.   |
| I getting services that not provided?  |
| am charged for didn't during a period?   |
| don't why pay services do exist.   |
| Why do I have to pay ?   |
| I am being for   |
| you the bill for that rendered in billing cycle?   |
| you the bin for that rendered in bining cycle: charged for services that wasn't provided ? |
| am being charged not certain time period?  |
|  |
| do for unserved services?  |
| Can you give circumstances my bill services that weren't in this?                          |
| Why I for services?  |
| Why bill what did?   |
| if you can the circumstances of my weren't this billing cycle.                             |
| billed for services rendered past.   |
| I was charged services rendered in this billing  |
| me know why includes for unrendered  |
| was for not during this billing  |
| I need why my includes services  |
| have any explanation for that weren'texistent?   |
| I to know invoice associated unrendered services.  |
| I'm wondering why getting for weren't  |
| Why I charged services weren't provided period?  |
| supplied charged?  |
| you me the circumstances for that were not this?   |
| know the reasons for my bill for rendered this   |
| Is a for the for services that weren't ?   |
| am for rendered the current billing period?  |
| pays services now?   |
| nothin' are billed for?  |
| explain circumstances of bill for that not in cycle?                                       |
| Why am charged provided during a period?   |
| When why am billed?  |
| is my bill still charging though are ?   |
| Please why unrendered service  |
| I don't for services aren't there.   |
| pay for unreceived?  |
| Is a behind charges for non-existent services ?  |
| billed for things that   |
| I billed that weren't rendered the cycle.  |
| me why services included in invoice.   |
| to charge me services not rendered this month?   |

| Did really bill me stuff didn't?                                       |
|--|
| I'm gettin' billed for things  |
| Why is the period when undelivered ?                                   |
| are paying for that were ?   |
| Why were charged for services that not ?                               |
| Why my for what ?  |
| Can describe the my bill for rendered in cycle?                        |
| services that charged provided the billing period.                     |
| you know I charged not in this?  |
| bill for services that during this cycle.                              |
| is time I am being for that not?                                       |
| There I have to pay not this month.                                    |
| Cantell mecircumstancesbillthat wererenderedthe billing?               |
| Did really bill stuff happen?  |
| I am billed for services take in current                               |
| are charged for at certain time?                                       |
| What of charging services I not receive?                               |
| pay for received ?   |
| Why I being charged for that happen ?                                  |
| I am charged not receive during billing                                |
| being billed services rendered in the                                  |
| are there more for ?   |
| I being for services provided during a period.                         |
| do have pay for unserved ?   |
| would like why being billed services that rendered cycle.              |
| am I charged services happen in a particular ?                         |
| I'm having bill services this billing cycle.                           |
| Why being charged for that provided?                                   |
| Why to that weren't provided during this ?                             |
| Why for service not?   |
| Do you to pay services not rendered billing ?                          |
| would like circumstances my that were rendered in this billing cycle.  |
|  |
| Please me I am billed the present billing period.                      |
| you explanation the circumstances of my that weren't in billing cycle? |
| being charged services aren't in this                                  |
| wondering being billed for services that weren't in                    |
| What is the reason am services?  |
| why I'm being billed I haven't   |
| I am charged for the billing period?                                   |
| why pay for un services.   |
| I'm charged that even this period.                                     |
| Why for that received?   |
| there a reason the non-existent charges ?                              |
| am being for services have not ?                                       |
| Why did have to pay for did?   |
| is time when I am something that ?                                     |
| I billed not happen.   |
| I don't understand for that done.                                      |
| Why bill was not?  |
| No but fee?  |

| Can you of my for that rendered cycle?   |
|--|
| I charged services not during billing  |
| Why I served services?   |
| understand billed for services that weren't during billing   |
| Why I being for were the current period?   |
| I didn't receive the billing cycle.  |
| Why I that not in this month?  |
| Please why my for unrendered services  |
| I my unrendered services.  |
| I understand I'm billed that happen.   |
| Why do I have don't receive?   |
| don't why I'm for when nothin'   |
| am for services that didn't happen same period?  |
| Why I have to pay for things?  |
| I to why invoice unrendered services   |
| Please explain why services included invoice.  |
| pay that didn't?   |
| rationale behind charges for explained?  |
| Why paying for I not?  |
| Why should have to I get?  |
| for services not rendered in the present period?   |
| Why bill things were ?   |
| Why am billed that aren't?   |
| Why for that were not to?  |
| Why I that were not in certain period?   |
| for services that in the billing   |
| I being for services   |
| Why I being charged things didn't?   |
| Why are charges services?  |
| Why do things received?  |
| bill for offered?  |
| Do you was for services not rendered ?   |
| billed services didn't perform in current billing  |
| Why do mot not during a period?  |
| Is pay for services?   |
| they really for stuff do?  |
| $I'm \underline{\hspace{1cm}} charged \ for \underline{\hspace{1cm}} not \ done \underline{\hspace{1cm}}.$ |
| There was reason I for not in this   |
| charges services been questioned.  |
| for unreceived now?  |
| are charged for that didn't?   |
| billed for I don't?  |
| Why do I have to pay during?   |
| was services not in the billing  |
| I don't pay for services aren't  |
| Not but still?   |
| tell me my invoice includes unrendered   |
| Not provided services,?  |
| Why for that offered?  |
| it to bill me what offered?  |

| I to for was not offered?                                    |
|--|
| Why there charges ?  |
| explain the reasons for non-existent for?                    |
| Why am charged for didn't during a time?                     |
| Being charged while service?                                 |
| are I for aren't?  |
| am I being charged for receive a particular ?                |
| Why paying that are ?  |
| How have been unserved?                                      |
| I that aren't needed?  |
| charges forservices?   |
| Why I charged for weren't provided?                          |
| did I have something not?                                    |
| Being services are?  |
| I charged some were provided.                                |
| Is it for you explain bill services that weren't?            |
| Please light why invoice unrendered services.                |
| Can explanation the charges services were notexistent?       |
| for the I didn't?  |
| being billed for services that rendered                      |
| shed on the invoice includes services.                       |
| Why I being things that the time?                            |
| Why is still charging there no services?                     |
| you me about the circumstances of my bill rendered the ?     |
| is it that I am being not receive?                           |
| when things aren't?  |
| for services haven't received?                               |
| additional unused services?                                  |
| Why I charged services provided in a ?                       |
| Is there for services that weren'texistent?                  |
| Why is charging despite services?                            |
| I being services were not this billing                       |
| I'm being services I get?                                    |
| Do you the of my that billing cycle?                         |
| Not services still?  |
| Can you me on my bill?                                       |
| know why I am services that exist.                           |
| can't understand why I'm paying services                     |
| is time I am being services?                                 |
| it possible to explain the for services rendered in billing? |
| I'm charged that weren't during specific period.             |
| any services still?  |
| How I have pay for services ?                                |
| Do have the non-existent charges services?                   |
| I wondering if I unused                                      |
| you know includes unrendered fees?                           |
| Why I for services performed current period?                 |
| Why I for ?  |
| Why am being services I not?                                 |
| have pay for don't actually exist?                           |

| Why am being billed that in the current?                   |
|--|
| is bill still charge no?                                   |
| you explain happened to the services weren't rendered this |
| don't being charged for that weren't                       |
| is it I services during billing period?                    |
| am I services that specific time period?                   |
| for services take during the billing                       |
| 'm bein' for I   |
| am for didn't do?  |
| the when I a bill something happen?                        |
| Why pay for received?                                      |
| wonder I un received                                       |
| Serviceless billed?  |
| explain reason non-existent charges?                       |
| I being for did a specific time period?                    |
| Why do I things that?                                      |
| Why I pay I wasn't offered?                                |
| wondered I was for services not billing                    |
| charged not providing services the billing                 |
| Why am being charged not given certain period?             |
| want to I'm getting charged for that                       |
| The time I being billed for that didn't                    |
| I be services that aren't?                                 |
| Why bill I?  |
| I am services rendered month.                              |
| Can explain the expenses ?                                 |
| want why am billed for unserved                            |
| Why you me for services are rendered ?                     |
| have for what I didn't get?                                |
| Why exist.   |
| nothin' I being for things?                                |
| why have been billed services.                             |
| circumstancesfor services weren't rendered billing cycle.  |
| Why I for stuff when I ?                                   |
| charged for services were during billing                   |
| I billed something wasn't?                                 |
| Why am billed I rendered?                                  |
| I was of for services that weren't this cycle.             |
| I'm wondering for that don't                               |
| am I being I receive?                                      |
| being charged for were not provided billing                |
| is there a my services were provided?                      |
| Is there for my for weren't rendered the?                  |
| bein' that didn't happen.                                  |
| I know being billed services weren't the billing           |
| why charged for that I get.                                |
|  |
| No are but still a my?                                     |
|  |

| tell me the for                     | that weren't         | this billing cycle?               |
|-------------------------------------|----------------------|-----------------------------------|
| I am why I services                 |                      |                                   |
| Why do charged undelivered          | a certain            | ?                                 |
| Did you guys really things that     | do?                  |                                   |
| How come charged for                | receive?             |                                   |
| am services that were not           | ?                    |                                   |
| Why do we pay?                      |                      |                                   |
| Why must for?                       |                      |                                   |
| Why you services not in             | n this billing?      |                                   |
| have a bill for services not render | ed                   |                                   |
| to pay services w                   | ere not given during | a time?                           |
| Why am I weren't provided of        | luring a?            |                                   |
| is the for non-existent s           | services?            |                                   |
| Why I being a I didn't?             |                      |                                   |
| you tell the circumstances of the _ | services             | weren't this ?                    |
| Can explain the expenses on         | my?                  |                                   |
| I'm being services that rendered _  | ·                    |                                   |
| explain to me what happened to my   | for                  | in billing?                       |
| Why I charged for weren't rendered  | ed the               | _?                                |
| you give a reason charges se        | ervices that         | _?                                |
| I did                               | receive?             |                                   |
| Why I charged services              | month?               |                                   |
| Can you tell circumstances of bill  | were                 | en't?                             |
| I being charged that not            | _ place the billi    | ng                                |
| charges unused why?                 |                      |                                   |
| Why am being charged for I          | ?                    |                                   |
| Do you explanation for charges for  | r non-existent d     | uring?                            |
| Can me I'm billed servi             | ices weren't ren     | dered?                            |
| give me explanation of              | services that _      | rendered this?                    |
| for services that aren't            | the period.          |                                   |
| me about why invoice includes       | services             |                                   |
| billed weren't rendered             |                      |                                   |
| was wondering if could              | bill                 | services that weren't this cycle. |
| tell the my invoice includes _      |                      |                                   |
| does still a despite no _           |                      |                                   |
| Why period when I charged           | something            | did not?                          |
| I'm services that take place i      | in billing _         | ·                                 |
| I wonder I pay that                 |                      |                                   |
| I being for get du                  |                      |                                   |
| Please explain I'm being that       |                      |                                   |
| come I billed unserved              |                      |                                   |
| Why were charges services?          |                      |                                   |
| Why stuff done?                     |                      |                                   |
| explain the of for service          |                      | ?                                 |
| you tell why my was for             |                      |                                   |
| Please explain of for th            |                      |                                   |
| I want to being charged for         |                      |                                   |
| Why time I am charged for _         |                      |                                   |
| Why me services aren't              |                      | month?                            |
| are I for did not receive           | e.7                  |                                   |

| Did _ | really for _                     | I do            | ?                  |             |                  |
|-------|----------------------------------|-----------------|--------------------|-------------|------------------|
|       | I se                             | rvices I didn't | get?               |             |                  |
| Why   | getting                          | things          | _ weren't done?    |             |                  |
| Why   | I pay for                        | then            | re?                |             |                  |
| I     | makes you th                     | ink I pay       | when there         | ?           |                  |
|       | you give                         | of my           | services that were | en't in     | billing?         |
| Why   | I                                | I didn't do _   | the current        | _ period?   |                  |
|       | am I being billed                |                 | the billing perio  | od?         |                  |
|       | you guys bill me for             | stuff that      | ?                  |             |                  |
| I     | being charged serv               | ices which      | provided           | billing     |                  |
|       | am charged se                    | rvices that     | don't              |             |                  |
| How   | come am charged                  | services        | ?                  |             |                  |
| I hav | re services                      | weren't         | in billing         | cycle.      |                  |
| Why   | pay                              | I don't?        |                    |             |                  |
|       | charges service                  |                 |                    |             |                  |
|       | still                            |                 | es provided.       |             |                  |
|       | services,                        | charged?        |                    |             |                  |
|       | provided,?                       |                 |                    |             |                  |
|       | for we didn                      |                 | ime.               |             |                  |
|       | bill didn't                      |                 |                    |             |                  |
|       | I                                |                 |                    |             |                  |
|       | it that charged                  |                 |                    |             |                  |
|       | bill still a charg               |                 |                    |             |                  |
|       | don't why I am                   |                 |                    |             |                  |
|       | the when I                       |                 |                    | ma a math O |                  |
|       | you to now                       |                 |                    | month?      |                  |
|       | you to pay<br>a reason for extra |                 |                    |             |                  |
|       | you what to my                   |                 |                    | hillin      | α 2              |
|       | being charged                    |                 |                    |             | .9               |
|       | that                             |                 |                    |             |                  |
|       | reason                           |                 |                    |             |                  |
|       | I charged for service            |                 |                    |             |                  |
|       | there reason th                  |                 |                    | t thi       | s billing cycle? |
|       | being for                        |                 |                    |             |                  |
|       | is bill des                      |                 |                    | •           |                  |
|       | services are in                  | cluded          | invoice is m       | nystery.    |                  |
| Do y  | ou have a reason for1            | non-existent _  | ·                  | this        | ?                |
|       | pay for I?                       |                 |                    |             |                  |
|       | had a for services th            | at were not _   | ·                  |             |                  |
|       | have to pay                      | what            | offered?           |             |                  |
| I     | for that were                    | n't in          | billing            |             |                  |
| Why   | being for                        | that            | during a           | period?     |                  |
|       | do have to for s                 | services        | don't?             |             |                  |
|       | charging me se                   | ervices         | didn't get?        |             |                  |
|       | understand                       |                 |                    |             |                  |
|       | am being charged for             |                 |                    |             |                  |
|       | give a                           |                 |                    | en't there? |                  |
|       | for things                       |                 |                    |             | _                |
| is th | ere a behind                     | tor             | during             | the billing | ?                |

| Why a charge bill for services?  |
|--|
| are for that not done?   |
| am I having pay for with?  |
| Why extra for unused?  |
| I know why am for that   |
| was charged services not during the  |
| I billed that aren't rendered in the   |
| is I when happened?  |
| do I have pay that during the billing?   |
| Why I for I did receive specific time period?  |
| why I charged things that weren't done.  |
| Not but charged?   |
| getting charged for that happen this this  |
| I'm charged aren't rendered this month.  |
| to know the circumstances my bill for weren't rendered   |
| Why that was never?  |
| Why time I charged for undelivered services?  I have about I pay services that   |
| for services didn't happen billing cycle.  |
| Why for services?  |
| my bill even though services provided?   |
| Why the when I undelivered service?  |
| am I charged for not receive?  |
| deal being charged services I did receive?   |
|  |
|  |
| Why it I was for offered?  Please tell me the includes unrendered  |
| Why it I was for offered?  |
| Why it I was for offered?         Please tell me the includes unrendered   |
| Why it I was for offered?         Please tell me the includes unrendered         you why I'm for were not rendered this billing?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing ?  there behind charges for that weren't ?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing ?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't ?  it possible to explain the for services?  do for not rendered in the month?  |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't ?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing ?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't ?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  I'm getting charged that not during   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  I'm getting charged that not during  Why the billing are billed?   |
| Why it I was for offered?  Please tell me the includes unrendered you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  I'm getting charged that not during  Why the billing are billed?  The which were not charged to me.  |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  I'm getting charged that not during  Why the billing are billed?  The which were not charged to me.  I am that weren't during billing   |
| Why it I was for offered?         Please tell me the the why I'm for were not rendered this billing?         there behind charges for that weren't?         Can explain the circumstances of for this billing cycle?         Can you the bill for that during the billing?         Please tell includes unrendered services.         What is the reason ?         Is charges for services that didn't?         it possible to explain the for services?         do for not rendered in the month?         Why pay for I ?         Why that I to pay services?         Why did have to for offered?         I'm getting charged that not during         Why the billing are billed?         The which were not charged to me.         I am that weren't during billing         I am that weren't during billing   |
| Why it I was for offered?  Please tell me the includes unrendered  you why I'm for were not rendered this billing?  there behind charges for that weren't?  Can explain the circumstances of for this billing cycle?  Can you the bill for that during the billing?  Please tell includes unrendered services.  What is the reason ?  Is charges for services that didn't?  it possible to explain the for services?  do for not rendered in the month?  Why pay for I ?  Why that I to pay services?  Why did have to for offered?  I'm getting charged that not during  Why the billing are billed?  The which were not charged to me.  I am that weren't during billing  I am that weren't during billing  I there a reason the charges services not ?  |
| Why it I was for offered?           Please tell me the includes unrendered           you why I'm for were not rendered this billing?           there behind charges for that weren't?           Can explain the circumstances of for this billing cycle?           Can you the bill for that during the billing?           Please tell includes unrendered services.           What is the reason?           Is charges for services that didn't?           it possible to explain the for services?           do for not rendered in the month?           Why pay for I ?           Why did have to for offered?           I'm getting charged that not during           Why the billing are billed?           The which were not charged to me.           I am that weren't during billing           I am that weren't during billing           I am the charges services not?           Why I to for happen this period?  |
| Why it I was for offered?           Please tell me the includes unrendered           you why I'm for were not rendered this billing?           there behind charges for that weren't?           Can explain the circumstances of for this billing cycle?           Can you the bill for that during the billing?           Please tell includes unrendered services.           What is the reason ?           Is charges for services that didn't?           it possible to explain the for services?           do for not rendered in the month?           Why pay for I?           Why that I to pay services?           Why did have to for offered?           I'm getting charged that not during           Why the billing are billed?           The which were not charged to me.           I am I to for unserved           there a reason the charges services not?           Why I to for happen this period?           am I charged services are ?   |
| Why it I was for offered?           Please tell me the includes unrendered           you why I'm for were not rendered this billing?           there behind charges for that weren't?           Can explain the circumstances of for this billing cycle?           Can you the bill for that during the billing?           Please tell includes unrendered services.           What is the reason?           Is charges for services that didn't?           it possible to explain the for services?           do for not rendered in the month?           Why pay for I?           Why that I to pay services?           Why did have to for offered?           I'm getting charged that not during           Why the billing are billed?           The which were not charged to me.           I am I to for unserved           there a reason the charges services not?           Why I to for happen this period?           am I charged services are ?           I for that weren't provided during billing |
| Why it I was for offered?           Please tell me the includes unrendered           you why I'm for were not rendered this billing?           there behind charges for that weren't?           Can explain the circumstances of for this billing cycle?           Can you the bill for that during the billing?           Please tell includes unrendered services.           What is the reason ?           Is charges for services that didn't?           it possible to explain the for services?           do for not rendered in the month?           Why pay for I?           Why that I to pay services?           Why did have to for offered?           I'm getting charged that not during           Why the billing are billed?           The which were not charged to me.           I am I to for unserved           there a reason the charges services not?           Why I to for happen this period?           am I charged services are ?   |

| Can y  | ou me circumsta                    | nces my bill      | services                   | weren't                   | _cycle? |
|--------|------------------------------------|-------------------|----------------------------|---------------------------|---------|
| Can _  | an explanation                     | for services      |                            | during the billing cycle? | •       |
| :      | provided the still                 | ?                 |                            |                           |         |
|        | e why my invoice                   |                   | fees.                      |                           |         |
| I'm be | eing didn't l                      | nappen during l   | oilling                    |                           |         |
|        | like to why                        |                   |                            | in the .                  |         |
|        | iving pay for wer                  |                   |                            |                           |         |
|        | y unused this                      |                   |                            |                           |         |
|        | circumstancesbill                  |                   |                            | this cycle explained      | ?       |
|        | being for I _                      |                   |                            |                           |         |
|        | hould you now                      |                   |                            |                           |         |
|        | paying that                        |                   |                            |                           |         |
|        | being charged se                   |                   | ur?                        |                           |         |
|        | to know my invoice                 |                   |                            |                           |         |
|        | the on my bill still               |                   |                            |                           |         |
|        | m charged for I                    |                   |                            |                           |         |
|        | would like there                   |                   |                            | vice in this bill         |         |
|        | are these unused                   |                   | 501                        | 1100 III UIII0 DIII.      |         |
|        | tell me the reason for             |                   | nat                        | ?                         |         |
|        | I for services tha                 |                   | Idt                        | •                         |         |
|        | I services d                       |                   |                            |                           |         |
|        | I services u                       |                   |                            |                           |         |
|        | getting for things were            |                   | ,                          |                           |         |
|        | re the                             |                   |                            | this hilling 2            |         |
|        |                                    | of my bin serv    | ices mat                   | this binning:             |         |
|        | bill me wasn't? tell me the of my  | that ware         | n't nondonod               | this 2                    |         |
|        |                                    |                   | en t rendered <sub>-</sub> | tills:                    |         |
|        | bill for something that's          |                   |                            |                           |         |
|        | I be paying services               |                   |                            |                           |         |
|        | a bill that weren't                |                   |                            |                           |         |
|        | am being charged                   |                   |                            | . 10                      |         |
|        | are charged serv                   |                   |                            |                           |         |
|        | of my f                            |                   | happen                     | this cycle?               |         |
|        | there extra fee                    |                   |                            |                           |         |
|        | when I am t                        |                   | oesn't?                    |                           |         |
|        | I billed services that _           |                   |                            |                           |         |
|        | you charge me for not              | month?            |                            |                           |         |
|        | pay for happen?                    |                   |                            |                           |         |
|        | guys me                            |                   |                            |                           |         |
|        | I being serv                       |                   | ive?                       |                           |         |
|        | am charged for I                   |                   |                            |                           |         |
|        | being charged that                 |                   |                            |                           |         |
|        | curious about the circumstances of |                   | r                          | endered in cycle          | €.      |
|        | unreceived                         |                   |                            |                           |         |
|        | a for for tha                      |                   |                            |                           |         |
|        | it I have to pay se                | ervices that      | ?                          |                           |         |
|        | those for unused                   |                   |                            |                           |         |
| When   | nothin' happened, I                | that?             |                            |                           |         |
|        | being for I                        | haven't received? |                            |                           |         |
|        | my bill for _                      | that weren't rer  | idered?                    |                           |         |
|        | was for services                   | not this m        | onth.                      |                           |         |

|     | there extra charges for ?                                      |
|-----|--|
|     | services.  |
|     | you explain nature of services that in this billing?           |
|     | are the charges extra?   |
| Why | I for services a specific period?                              |
|     | services that weren't in the cycle.                            |
|     | explain the of my happen in the billing?                       |
|     | understand circumstances of bill for services that rendered in |
|     | is it have to pay for something ?                              |
|     | like to know I am being charged in billing                     |
|     | do I to pay did receive?                                       |
|     | explanation of the circumstances bill for that rendered?       |
| Why | I being billed not rendered billing?                           |
|     | am being charged services that provided during period.         |
| How | come charged I get?  |
|     | you explanation for for that exist?                            |
|     | charged services I provided                                    |
| I   | getting for things do during                                   |
| I'm | billed services rendered in the period.                        |
|     | are I billed for services rendered period?                     |
|     | I am billed for this cycle.                                    |
|     | am being for services provided period?                         |