

Wonderland City, 2023-11-13

Pete Hoolin
8 Park Avenue, Wonderland, NoWhere Street
Email: pete123@yourcompanyemail.com
Phone: +57300900000

Subject: Case X890321 - Incorrect Amount Charged for Internet Usage

Dear Mr. Hoolin,

We hope this letter finds you well. We are writing to you regarding the case X890321, which pertains to the incorrect amount charged for your internet usage.

We have thoroughly reviewed your case and we are pleased to inform you that the resolution has been made in your favor. We understand that this situation may have caused you inconvenience and we sincerely apologize for any trouble caused.

As a part of the resolution, we will be issuing a refund to your account. This will adjust the disputed amount and bring your total amount to zero. Please note that this action will be executed by the deadline of November 25, 2023.

We appreciate your patience and understanding throughout this process. We assure you that we are committed to providing you with the best possible service and we are taking steps to prevent such issues from happening in the future.

Since the resolution has been made and the necessary action has been taken, we are closing this case. If you have any further queries or concerns, please feel free to contact our Customer Care Team at Wonderland Telecommunications. You can reach us at +578908765432 or via email at support@wonderland.com.

Thank you for your understanding and cooperation.

Best Regards,

Customer Care Team
Wonderland Telecommunications

P.S. As per data protection laws, we are committed to protecting your personal information. This email is intended for the recipient (pete123@yourcompanyemail.com) only. If you are not the intended recipient, please delete this email and inform us immediately.