

Wonderland City, 2023-11-13

Mark Sullivan  
20 South, Financial District, Plymouth Street  
Phone: +573002000909  
Email: mark.sull@noexists.com

Subject: Case X890500 - Incorrect amount charged for internet usage

Dear Mr. Sullivan,

We are writing to you regarding the case X890500 about the incorrect amount charged for your internet usage. We understand that this situation has caused you some inconvenience and we sincerely apologize for any distress this may have caused.

After a thorough investigation, we regret to inform you that the resolution of the case is in favor of the company. The charges applied to your account are accurate according to our records and the terms of your contract A63280912.

As a result, we will proceed with the suspension of your internet service if the total amount is not received before the deadline of 2023-11-25. We kindly request you to settle the outstanding amount to avoid any disruption in your service.

We understand that this may not be the outcome you were hoping for and we apologize for any inconvenience this may cause. We value you as a customer and our aim is to provide you with the best possible service.

This is the final communication regarding this case. If you have any further questions or concerns, please do not hesitate 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.

Best Regards,

Customer Care Team  
Wonderland Telecommunications

P.S. In accordance with data protection laws, we are committed to protecting your personal information. This email is intended solely for the recipient, Mark Sullivan at mark.sull@noexists.com. If you are not the intended recipient, please notify us immediately.