

Ladies and gentlemen,

Thank you for being here today. I want to address a recent issue with our billing system that may have affected some of your accounts. We discovered an error in our billing calculations for this past month, which resulted in incorrect charges for some customers.

First, I want to assure you that we take this matter very seriously and are committed to resolving it as quickly as possible. Our team has already identified the cause of the error and is working diligently to correct the affected accounts.

If you were overcharged, we will automatically refund the difference to your account within the next few business days. You will also receive a detailed statement outlining the corrections made. If you were undercharged, there will be no additional charges applied to your account.

We understand how important accurate billing is and apologize for any inconvenience this may have caused. We are implementing additional safeguards to prevent similar issues from occurring in the future.

If you have any questions or need further assistance, please don't hesitate to contact our customer service team. They are ready to help and provide you with any information you need.

Thank you for your understanding and patience as we work through this issue. We value your trust and are committed to maintaining the high standards of service you expect from us.

Thank you.