Certainly! Here's a simple example of a speech for clarifying billing issues:

Good afternoon, everyone,

Thank you for taking the time to join us today. I understand that there have been some concerns regarding recent billing statements, and I want to address these issues to ensure we all have a clear understanding moving forward.

First, I want to apologize for any confusion or inconvenience this may have caused. Our goal is always to provide transparent and accurate billing, and we're here to help resolve any discrepancies you may have noticed.

To clarify, the latest billing cycle included adjustments due to [specific reason, e.g., "recent changes in service rates" or "updated billing software"]. These adjustments might have caused unexpected changes in the amounts reflected on your statements.

If you notice any errors or if something seems off, please feel free to reach out to our billing department. Our team is ready to assist you and can be reached by phone at [insert phone number] or via email at [insert email address].

Please also note that we have extended our customer support hours this month to accommodate any additional inquiries, so don't hesitate to get in touch.

Again, we apologize for any inconvenience, and we appreciate your patience and understanding as we work through these adjustments together. Thank you for your attention.

If you have any immediate questions, I am happy to address them now.

I hope this example helps!