

16 June 2023

RE. ACCOUNT ISSUES AND INCORRECT DEBIT AMOUNTS

To whom it may concern.

I am writing to address a matter of concern regarding our account with your company. Our company received a complimentary LTE solution while our fibre connection was being attended, as our fibre connection was only up and going in **Feb 2023**. However, it has come to our attention that the LTE service was never automatically cancelled, resulting in incorrect amounts being debited from our account.

Our most recent debit order, which was processed on **June 1, 2023**, amounted to **R 3487.97**. Upon reviewing our signed agreement, we have also noticed that the **upcoming debit for July does not align** with the terms outlined in the agreement.

We have been in contact with one of your agents throughout this process and have provided our invoice amounts for review. We kindly request that the incorrect debit amounts be credited back to our account. It is imperative that we rectify this situation as soon as possible to maintain a satisfactory business relationship.

To facilitate your investigation and resolution, we would like to provide you with our **solution number: S230117768107**. We trust that you will address this matter with the utmost urgency and ensure that the necessary adjustments are made to our account promptly.

We appreciate your attention to this matter and look forward to receiving a prompt response from you. Thank you for your understanding and cooperation.

Kind regards,



Dewald Potgieter
Director