*Para: Reception of Complaints, DINONET C.A.*

*De: Alí Monasterios*

*Asunto: Claim for chargeback of calls not made*

*Dear.*

*I am a customer under contract 858585858585, with telephone number 333-333-33-33-33 of fixed telephony, and I hereby make a formal claim for the undue charge for calls that I have not made, which has increased the amount of my monthly bill.*

*In the invoice attached to this email, you will see in underlined the total amount for the month, which is $500, however, in the call log this total amount differs, according to the hourly rate and distance, which does not justify this charge.*

*For this reason, I urge you to correct this billing immediately.*

*I look forward to your prompt response.*

*Alí Monasterios*

*DNI 11.111.111*