

COMPLAINT ON UNFOUNDED BILLING FOR MOBILE CONTENT SERVICES

Company	Name of company	
	Address	
Cause of the complaint	Mobile content service	
	Amount billed without justification	€
	Operator's invoice number	
	The mobile phone number the service was delivered to	
	<input type="checkbox"/> The user of the number is a minor, _____ years old	
	Description	
Action demanded	<input type="checkbox"/> I demand to be informed of the justification for the amount I was billed for	
	<input type="checkbox"/> I demand that the operator supply me with a free-of-charge itemisation of the invoice in question	
	<input type="checkbox"/> I demand that the operator adjust my bill to remove the charges which I consider unjustified	
	<input type="checkbox"/> I demand that I receive refund of an amount of unjustified charges which I have already paid	
Reasons for the demand		
Request for compensation of costs incurred from handling the matter		
€ telephone costs		
€ other costs, specify:		
€ total		
Complaint filed by	Name	
	Address	Post code and town
	Telephone	E-mail
	Bank and account number (in international payments the beneficiary's bank account number shall be expressed in the IBAN format) to which compensation/refund is to be paid	
Date	Date and place	

I expect a response within a period of two weeks from the date on this letter.

After this period I will have the possibility to refer the matter to the Consumer Advisory Services or the Consumer Disputes Board.