

Natalie Ngan
1234 Hampton Drive
Coquitlam, BC, V3E0B2
November 8, 2016

Telus Mobility
123 W Georgia Street
Vancouver, BC, V7A0C1

Attention: Billing Department
Subject: Unauthorized Third-Party Subscription Charges on Bill

Recently, I noticed that I have been charged on my bill for a third-party monthly subscription service called "FunApps". I would like to have the all the charges waived and to cancel the subscription as I did not subscribe to this service.

The charges started occurring on the invoice of January 24th, 2016 for my phone number, 604-781-2000. It is a recurring monthly charge of \$7, simply labelled "FunApps" on the bill. There are no additional bill details regarding how this charge occurred and when FunApps was used.

I'm aware that your company is not responsible for charges occurring from your customers' own subscriptions to third-party services. However, I was not aware of having subscribed to FunApps and did not receive any text messages that confirmed the subscription. It should be standard procedure to alert customers of any phone activities that may cost them.

Please let me know how I can go about getting a refund on the monthly charges for the third-party subscription.

Yours truly,

Natalie Ngan

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Dear Ms. Ngan:

Thank you for taking the time to notify me of the third-party charges on your Telus account. I appreciate your business with us for the past five years, and I am sorry to hear that you were charged for the subscription service without your consent.

I understand your wish to have these recurring subscription charges waived and the subscription cancelled, especially since you did not personally subscribe to the FunApps service. Upon investigating, your number 604-781-2000 was subscribed to FunApps since January 10th, 2016. Although the charges are incurred through our billing system, they are actually processed by the FunApps company. In addition, any third-party subscriptions and cancellations of these subscriptions must be done by having the customers personally contact the subscription companies. Regrettably, for these reasons, we are unable to waive all the charges incurred for the subscription services and to cancel the subscription for you.

Although the subscription charges are beyond our control, we would like to gift you with a \$30 bill credit for the inconvenience this may have caused you, as we truly value your loyalty to our company. Please let us know if you would like to discuss this further. I would also love to help you get in touch with FunApps to solve the issue.

Sincerely,

J. Smith

John A. Smith