

2323 Pivite Dr.  
Burnaby, BC V3N3A0

November 8, 2016

Apple Canada Customer Service Department

1 Infinite Loop

Cupertino, CA 95014 USA

Hello,

I am a current subscriber to your Apple Music service and could not be happier with the quality of the service. However, I have just received my bill for this month's service and there seems to be an error as there are two active subscriptions under my name. The following is my account information on the bill.


Apple ID: [whatid@apple.ca](mailto:whatid@apple.ca)  
Billing Date: November 8, 2016  
Billing Number: #PPAP1101101  
Amount: \$100.00  
Subscription Number: #1234 (\$50.00) & #4567 (\$50.00)

My current Apple Music subscription number being used is #1234. I have not applied nor used the account #4567. I would like the remove #4567 subscription off my account and not be charged for it.

I hope the information provided above is sufficient enough to help me resolve the billing issue. I am extremely happy with the subscription I currently use and would like to see the problem be resolved before I pay it online soon.

Thank you very much for your time and I hope to hear back from you.

Sincerely,



Steven Lee

Phone: 604 202 2202

Email: [syl24@live.com](mailto:syl24@live.com)