

[Your Name/Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Client Name]
[Client Company Name]
[Client Address]
[City, State, Zip Code]

Re: Response to Billing Dispute - Invoice #[Invoice Number]

Dear [Client Name],

Thank you for your message dated [Date] regarding the total billable hours on invoice #[Invoice Number]. I understand your concerns regarding the time recorded for [Project Name/Specific Task] and appreciate the opportunity to clarify the work performed.

Upon receiving your inquiry, I conducted a thorough review of the time logs and project milestones for the period of [Start Date] to [End Date]. The total of [Number] hours reflects the following essential activities:

- [Task 1 Description]: [Hours] hours - [Briefly explain necessity or complexity]
- [Task 2 Description]: [Hours] hours - [Briefly explain necessity or complexity]
- [Task 3 Description]: [Hours] hours - [Briefly explain necessity or complexity]

These hours were necessary to ensure the quality and requirements of the project were met, specifically regarding [mention any specific challenges or client-requested changes]. I have attached a detailed time-tracking report to this letter for your records.

I value our professional relationship and want to ensure you feel confident in the value provided. To resolve this matter, I would like to propose [Option: a brief call to discuss the logs / a one-time courtesy discount of X% / a credit toward future services].

Please let me know how you would like to proceed. I look forward to resolving this quickly so we can continue our work on [Project Name].

Sincerely,

[Your Signature]
[Your Printed Name]
[Your Title]