

[Date]

[Customer Name]  
[Customer Address]  
[City, State, Zip Code]

Subject: Urgent: Outstanding Balance and Unreturned Equipment

Dear [Customer Name],

According to our records, your account [Account Number] remains active with an outstanding balance of \$[Amount]. Additionally, we have not yet received the following telecommunications equipment associated with your disconnected service:

- [Equipment Type/Model] - Serial Number: [Serial Number]
- [Equipment Type/Model] - Serial Number: [Serial Number]

To avoid additional non-return fees totaling \$[Fee Amount], please return the equipment using one of the following methods:

1. Prepaid Shipping: Use the return label provided in this letter.
2. Drop-off: Bring the equipment to any authorized [Company Name] retail location.

Please remit the total balance of \$[Total Amount Due] by [Due Date] to ensure your account is cleared and to prevent further collection actions.

If you have already returned this equipment or made a payment, please disregard this notice.

Sincerely,

[Sender Name]  
[Company Name]  
[Phone Number]  
[Website]