

# Your New Bill Format



YOUR LOCAL TELEPHONE COMPANY  
999 MAIN STREET  
HOME TOWN XX 99999

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## Identification

The information in this section appears on every page of your bill. In addition to your name, account number, billing date, and payment due date, it includes the name and address of our telephone company and a number you can call for inquiries.

CUSTOMER NAME	ACCOUNT NO.	BILL DATE	DUE DATE	BILLING INQUIRIES
CUSTOMER NAME	000000054	11/01/2001	UPON RECEIPT	9999999999

COMPANY BILLING MESSAGE WOULD APPEAR HERE

### PAYMENT HISTORY

10/01/2001 INVOICE..... 67.10  
10/11/2001 PAYMENT RECEIVED 67.10  
THANK YOU BALANCE 0.00

### CURRENT BILLING SUMMARY

DESCRIPTION	AMOUNT
MONTHLY CHARGES.....	50.56
OTHER CHRGS & CRDTS.....	10.00
LOCAL CARRIER 1.....	13.86
AT&T TOLL.....	42.80
FEDERAL TAX.....	2.39
STATE TAX.....	4.40
LOCAL 1 TAX.....	.16
<b>* CURRENT CHARGES:</b>	<b>124.17</b>
<b>TOTAL AMOUNT DUE:</b>	<b>124.17</b>

## Current Billing Summary

The Current Billing Summary lists your current charges by type and the total amount due. **Monthly Charges:** the total of basic monthly charges for all subscribed services **Other Charges/Credits:** the total of all charges and credits not associated with regular monthly charges **Toll:** subtotals by carrier **(Taxes):** Taxes are totaled for all services and listed by tax type (State, Local, etc.)

## Payment History

The Payment History section contains charges from your previous bill and any payments received against those charges since the last billing date.

\*\*\* DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT \*\*\*

0999-375



YOUR LOCAL TELEPHONE COMPANY  
PO BOX 99  
HOME TOWN XX 99999

November 2001

ADDRESS SERVICE REQUESTED

ACCOUNT NUMBER: 000000054  
BILL DATE: 11/01/2001  
DUE DATE: UPON RECEIPT  
MAIN NUMBER: 888-888-8888

CUSTOMER NAME NA-2  
PO BOX 888  
YOUR TOWN XX 88888-8888

|||||

YOUR LOCAL TELEPHONE COMPANY  
PO BOX 99  
HOME TOWN XX 99999-9999  
|||||

AMOUNT DUE: \$124.17

AMOUNT ENCLOSED: \$ \_\_\_\_\_

## Return Stub

Detach this section at the perforation and return it to our office with your payment. This stub displays information we need to post the payment to your account properly. This includes your name and address, account number, and the amount you owe. There is also space for you to write in the actual amount of your payment (unless the bill will be paid automatically by your bank). Our address also appears on this page so that it will show through the window in your return envelope.

# Your New Bill Format



YOUR LOCAL TELEPHONE COMPANY  
999 MAIN STREET  
HOME TOWN XX 99999

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CUSTOMER NAME	ACCOUNT NO.	BILL DATE	DUE DATE	BILLING INQUIRIES
CUSTOMER NAME	000000054	11/01/2001	UPON RECEIPT	9999999999

## Monthly Charges/OCCs

This area lists each recurring monthly charge posted to your account for a subscribed service network such as telephone service. This section identifies each charge and shows the effective dates, number of units charged for, the cost per unit, and the total cost. This area may be followed by a section for Other Charges and Credits, which displays any unusual, non-recurring charges and credits posted to your account during this billing cycle. It includes a description of each charge or credit and the amount.



CUSTOMER NAME  
CUSTOMER NAME

YOUR INTERLATA CARRIER CHANGED FROM CARRIER XYZ  
TO CARRIER ABC ON 10/19/2001

YOUR INTRALATA CARRIER CHANGED FROM CARRIER XXX  
TO CARRIER AAA ON 10/19/2001

Service	From Date - To Date	Dur	Qty	Cost Each	Amount
* RESIDENT LINE CHARGE	11/01/2001-11/30/2001	1 MNTH	1	12.15	12.15
PHONE RENTAL	11/01/2001-11/30/2001	1 MNTH	1	1.50	1.50
RES CALL WAITING	11/01/2001-11/30/2001	1 MNTH	1	2.00	2.00
VOICE MAIL-RESIDENCE	11/01/2001-11/30/2001	1 MNTH	1	4.95	4.95
* FCC SINGLE A ACCESS CHG	11/01/2001-11/30/2001	1 MNTH	1	3.50	3.50
TOLL BILLING - SPECIAL	11/01/2001-11/30/2001	1 MNTH	1	0.00	0.00
* CALL FORWARD	11/01/2001-11/30/2001	1 MNTH	1	2.00	2.00
5 WAY CALLING	10/18/2001-10/31/2001	13 DAYS	1	0.0000	0.00
* E911 SURCHARGE	11/01/2001-11/30/2001	1 MNTH	1	(a) .00/MNTH	0.25
* E911 SPECIAL CHARGE	11/01/2001-11/30/2001	1 MNTH	1	.25	0.26
RES CALLING CARD	11/01/2001-11/30/2001	1 MNTH	2	.00	0.00
Subtotal Monthly Charges					26.61
FEDERAL TAX					0.69
STATE TAX					1.48
LOCAL 1 TAX					0.08

\* Non-Payment of these charges may result in disconnection of your local telephone service

## Carrier Selection

This area is reserved for display of information on your chosen interstate (Interlata) long distance carrier and local (Intralata) long distance carrier.

## Service Summary

For each service subscribed to, a billing summary will be presented listing all charges associated with the service. This sample features two subscribed services, telephone and Internet. For telephone service, basic charges, toll and taxes are combined into the service summary subtotal following the toll section. For Internet service, monthly charges and taxes are combined into the service summary subtotal. Your bill might feature more services and service summaries, such as cable television or paging service. If your account features multiple subscribers, a *customer summary* for each subscriber may also be presented. The customer summary lists the charges for each service subscribed to and the total charges for the month for the subscriber.

## Toll Section

This section shows all the toll calls placed during the current billing cycle. In addition to details for each toll call, it identifies calls that qualified for discount plans by marking them with a special symbol which varies depending on the plan and carrier. It also shows the total amount of any discount. You may have separate sections or pages of toll calls for calls handled by different long distance carriers. Subtotals are provided for each category of toll calls.

Seq#	Date To	City/State	To Number	Time	Min	Call Type	Rate Period	Charge From City
LOCAL CARRIER 1								
1.	9-17	SOME TOWN XX	555 555-5555	143PM	2	DDD	DAY	.54
2.	9-17	SOME TOWN XX	555 555-5555	747PM	1	DDD	DAY	.52
5.	9-18	SOME TOWN XX	555 555-5555	815PM	1	DDD	EVE	.27
4.	9-18	SOME TOWN XX	555 555-5555	828PM	1	DDD	EVE	.27
5.	9-18	SOME TOWN XX	555 555-5555	829PM	1	DDD	EVE	.27
6.	9-21	SOME TOWN XX	555 555-5555	754AM	1	DDD	NGT	.12
7.	9-23	SOME TOWN XX	555 555-5555	317PM	1	DDD	NGT	.12
8.	9-23	SOME TOWN XX	555 555-5555	425PM	2	DDD	NGT	.21
9.	9-26	SOME TOWN XX	555 555-5555	652AM	2	DDD	DAY	.98
10.	9-26	SOME TOWN XX	555 555-5555	916AM	4	DDD	DAY	1.42
11.	9-26	SOME TOWN XX	555 555-5555	920AM	6	DDD	DAY	1.42
12.	9-28	SOME TOWN XX	555 555-5555	416PM	1	DDD	DAY	.43
13.	9-28	SOME TOWN XX	555 555-5555	713PM	1	DDD	EVE	.20
14.	10-01	SOME TOWN XX	555 555-5555	442PM	1	DDD	DAY	.43
15.	10-02	SOME TOWN XX	555 555-5555	850PM	1	DDD	EVE	.27
16.	10-03	SOME TOWN XX	555 555-5555	814AM	1	DDD	DAY	.43
17.	10-03	SOME TOWN XX	555 555-5555	947AM	1	DDD	DAY	.43
18.	10-04	SOME TOWN XX	555 555-5555	737PM	1	DDD	EVE	.27
19.	10-05	SOME TOWN XX	555 555-5555	857AM	2	DDD	DAY	.76
20.	10-07	SOME TOWN XX	555 555-5555	645PM	1	DDD	EVE	.27
21.	10-10	SOME TOWN XX	555 555-5555	143PM	1	DDD	DAY	.43
22.	10-11	SOME TOWN XX	555 555-5555	203PM	1	DDD	DAY	.32
23.	10-11	SOME TOWN XX	555 555-5555	533PM	5	DDD	EVE	1.15
24.	10-11	SOME TOWN XX	555 555-5555	652PM	5	DDD	EVE	1.78

  

Service	From Date - To Date	Dur	Qty	Cost Each	Amount
INTERNET 900 HR PLAN	11/01/2001-11/30/2001	1 MNTH	1	23.95	23.95
INTERNET SPECIAL ITEM	11/01/2001-11/30/2001	1 MNTH	1	.00	0.00
Subtotal Monthly Charges					23.95
STATE TAX					1.48

  

Service	From Date - To Date	Dur	Qty	Cost Each	Amount
INTERNET 900 HR PLAN	11/01/2001-11/30/2001	1 MNTH	1	23.95	23.95
STATE TAX					1.48