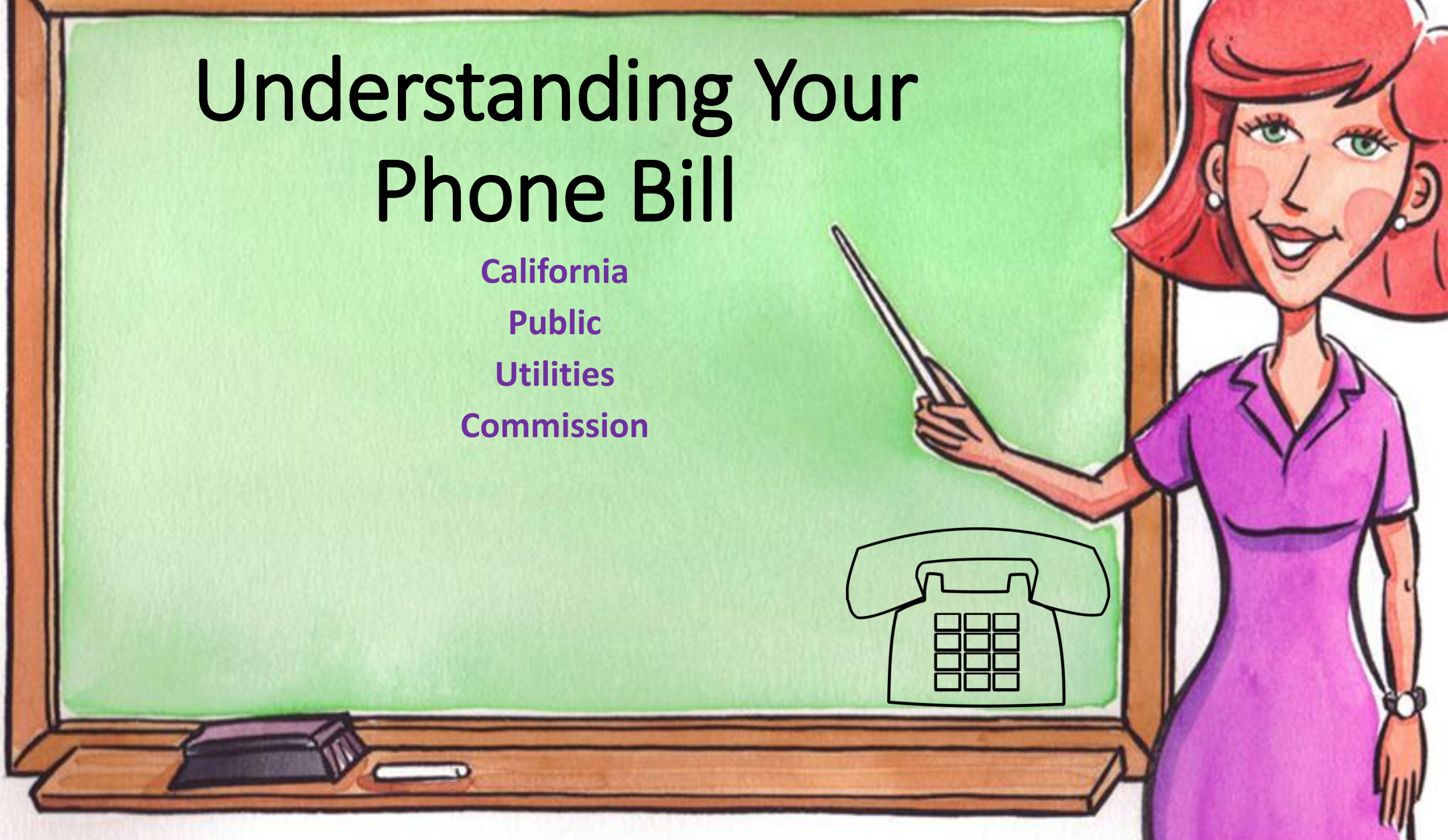


Understanding Your Phone Bill

California
Public
Utilities
Commission



What's on your phone bill?

Summary information	Last month's bill amount and payment, the amount currently owed, and when payment is due
Company information	How you can contact the phone company if you have questions
CPUC and FCC information	How to contact these agencies if you need help settling a dispute
Plans and Services	This describes phone services and their costs
Payment stub	Send this stub with your check if you are mailing your payment
Charges from other companies	If another company bills you for long distance calls or other services will appear in a separate section



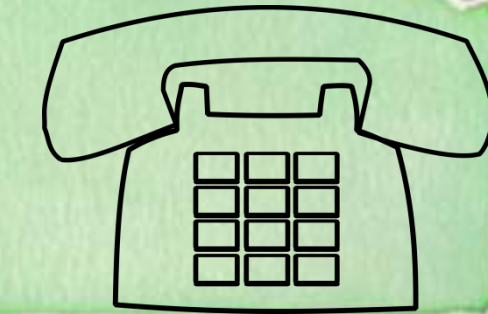
Pay your bill

- Pay your bill several days before it is due to avoid late fees
- If you cannot pay the bill by the due date you should call you phone company



Disputes

- If you are disputing charges, let the company know as soon as possible
- Keep records of when you called, who you spoke to and what was said



Pick Useful Services

Phone companies often make offers such as:

Packages: Some companies sell services such as phone, cable, and Internet as a package. It may be a good deal if you want all the services. If not, you may save more by buying fewer services at the regular price.



Pick Useful Services

Phone companies often make offers, such as:

Basic Service Options: Landline phone companies generally offer:

- 1) An unlimited number of free calls in a local area for one monthly rate
- 2) A limited amount of free local calls for a low price and you are billed extra if you go over the limit. This service saves money if you don't make many calls each month

***Wireless** companies may offer service that you pay for in advance and when you minutes are used up, you buy more



Extra Charges

Your bill will show extra charges, such as:

- **Setup charges:** These are one time charges for starting or changing service
- **Fees, taxes and supercharges:** All phone companies collect these charges. They are required by governments
- **Extra minute charges:** Phone companies usually charge fees for getting phone numbers from directory assistance – 411.



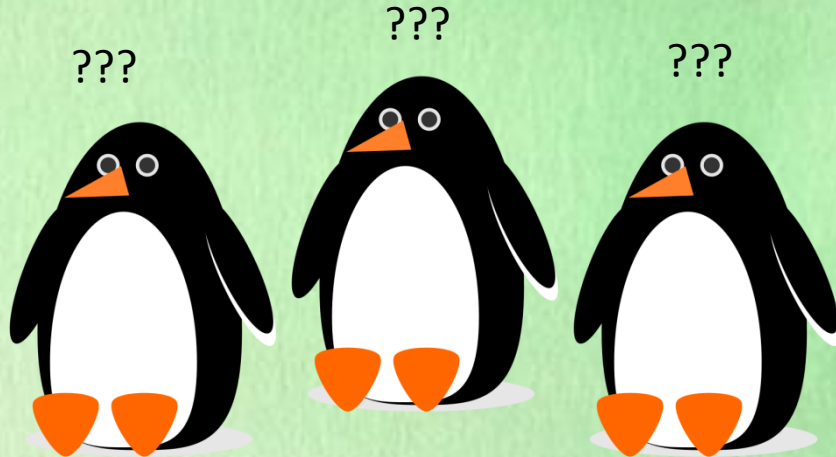
Extra Charges

Your bill will show extra charges, such as:

- **Calling-card charges:** These are charges for calls and billed by using the calling card the phone company issued you.
- **Extra minute charges:** If you have measured service, the bill will show any charges for going over your allowance



Questions?



If you need help with a dispute about your telecommunications service or bill, first contact your phone company. If your issue is not resolved, you can file a complaint online at:

www.calphoneinfo.com

Or call the **Consumer Affairs Branch and Utility Fraud Hotline** at:

1(800) 649-7570



**For any questions contact your local
TEAM organization for assistance:**

(714)481-9600

Thank you !

Created by: Intern Jonathan Lucas 2018

