

Your Bill Explained

The descriptions below will help you understand items on your bill.

Hotwire COMMUNICATIONS HOTWIRE COMMUNICATIONS
PO BOX 1187
BALA CYNWYD, PA 19004-5187

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RETURN SERVICE REQUESTED

***SINGLE-PIECE 1 SGL 90348AA24-A-1
4 1 SP 0.480

JOHN Q SAMPLE
123 MAIN STREET
ANYWHERE, US 12345-6789

How to reach us...

- P.O. Box 1187
Bala Cynwyd, PA 19004-5187
- Pay Online
www.gethotwired.com
- Customer Service
1-800-355-5668

IMPORTANT ACCOUNT INFORMATION

SIGN-UP FOR E-BILLING WITH AUTOMATIC DIRECT DEBIT BILL PAYMENT. Hotwire payment will be conveniently processed each month. Visit www.gethotwired.com/directdebit to sign-up!

PAYMENT COUPON - Please detach and return payment in the envelope supplied. Please do not send cash.

Account Information

Customer Number	9999999-9
Bill Date	12/22/19
Due Date	01/12/20

Payment Coupon For:

JOHN Q SAMPLE
123 MAIN STREET
ANYWHERE, US 12345-6789

Check here for changes to the billing address and please complete address corrections on back.

Monthly Invoice

Account Information

Customer Number & Statement Code	9999999-9
Bill Date	12/22/19
Due Date	01/12/20

Monthly Account Summary

Previous Balance	\$0.00
Payment(s) and Discount(s)	(\$0.00)
Balance Forward	\$0.00

Current Invoice Summary

Television Service	\$0.00
Internet Service	\$10.00
Voice Service	\$10.00
Miscellaneous Service	\$10.00
Taxes, Fees, and Surcharges	\$0.00
Current Amount Due	\$30.00
Balance Due By 01/12/20	\$30.00

Balance Due By 01/12/20

Amount Due \$30.00

AMOUNT ENCLOSED \$

HOTWIRE COMMUNICATIONS
PO BOX 57330
PHILADELPHIA PA 19111-7330

000999999990000009999

Here you will see your Customer Number (the number of digits will vary). The digit following the dash (-) is your Statement Code. Below this, you will see the date your bill was printed and the date payment is due.

This section lists the total amount due on the account and provides a summary of the previous balance, last payment, new charges, as well as the date payment is due.

Here are all the ways you can reach us.

Important messages regarding your account will be printed here.

Detach and include in envelope if you wish to mail us your payment. It has information to make sure your payment is recorded properly. Please do not mail cash and write your Hotwire account number on your check or money order.

Account Detail

Previous Monthly Balance

Date	Description	Amount
	Previous Balance	
	PAYMENT - THANK YOU.	
Total Previous Monthly Account Information		\$0.00

Monthly Service Details

Service Period	Description	Amount
Television Service		
11/22 TO 12/22	Digital Premium	0.00
11/22 TO 12/22	HD Service	1.00
11/22 TO 12/22	Fision HD Box	1.00
Total Television Service		\$2.00

Internet Service		
11/22 TO 12/22	Gigabit Internet 1000	0.00
Total Internet Service		\$0.00

Voice Service		
11/22 TO 12/22	Digital Voice (xxx) xxx-xxxx	1.00
11/22 TO 12/22	Voicemail (xxx) xxx-xxxx	21.00
Total Voice Service		\$22.00

One Time Activity		
11/22 TO 12/22	Service Visit Fee	0.00
11/22 TO 12/22	Non Canceled appointment fee	0.00
11/22 TO 12/22	Service Visit Fee	20.00
Total Service		\$20.00

Taxes, Fees and Surcharges		Amount
1.	Federal Excise Tax	0.00
2.	Gross Receipts Tax	0.00
3.	Local Communications Tax	0.00
4.	State Communications Tax	0.00
5.	State and Local Sales Tax	0.00
6.	Transit and Utility Tax	0.00
7.	Franchise Tax	0.00
8.	E-911 Tax	0.00
9.	FCC Regulatory fee	0.00
10.	Federal Sub Line Charge	0.00
11.	Federal USF	0.00
12.	Local Number Portability	0.00
13.	EVSF Surcharge	0.00
14.	Regulatory Cost Recovery Fee	0.00
15.	Public Utility Commission Fee	0.00
16.	Telecommunications Relay Surcharge	0.00
17.	Video Content Surcharge	0.00
18.	Paper Bill Fee	0.00
19.	Restore Fee	0.00
Total Taxes, Fees & Surcharges		\$0.00

New Billing Address?

Please print only new billing information below and check box on reverse side. Thank you.

Name _____

Address _____

City _____ State _____ Zip _____

Phone (home) _____ (Business) _____

(Cell) _____ Email Address _____

View each of your monthly service charges, including equipment rentals and premium upgrades, listed by service type.

Here is where miscellaneous charges appear if they apply.

A **Service Visit Fee** is charged when you request a technician service visit for a non-Hotwire service/equipment issue. A **Paper Bill Fee** is charged when you choose to receive a paper bill in the mail. E-Billing, a notification by email each month, when your bill is available, is FREE. **The Non-Canceled appointment fee** is charged when an appointment is not canceled prior to the technicians pre-call, arrival to the home, if there is no adult present, or if the customer prevents the job from being completed.

Here is a list of all taxes and fees that may be applicable to your services. Descriptions for these charges can be found on the next page.

Taxes, Fees and Surcharges

We understand that the variety of taxes, fees, and surcharges shown on your bill each month can be puzzling. We created this helpful guide to explain the common taxes, fees and surcharges that may be on your bill and why we collect them from you. The amounts will vary based upon what services you receive and where you live.

Taxes

- 1. Federal Excise Tax** – A federal tax levied on consumers for the use of certain taxable local telecom services.
- 2. Gross Receipts Tax** – A tax required by a various governmental entities based on gross sales.
- 3. GRRECIPTSNFRVIDEO** – A tax required by various governmental entities based on gross sales of video products and services.
- 4. Comm Serve Tax NFR** – A tax required by your state or local government for communications services.
- 5. Local Communications Tax** – A tax required by your local government for communications services.
- 6. State Communications Tax** – A tax required by your state government for communications services.
- 7. State and Local Sales Tax** – A tax required by state, county & local governments on the sale of services, such as cable television & telephone service.
- 8. Transit and Utility Tax** - A tax on public service businesses, including businesses that engage in providing communications services.
- 9. Franchise Tax** – A tax levied by the state or local government for the provision of communications and cable television services.
- 10. E-911 Tax** - A tax that provides funds for the communications systems that support emergency and quick response.

Fees and Surcharges

- 11. FCC Regulatory Fee** – A fee paid by video and telephone companies to fund the FCC. The FCC sets the rate for this fee.
- 12. Federal Sub Line Charge** - A charge regulated by the FCC that is permitted to recover costs associated with providing local connectivity between the customer's premises and the telecommunications equipment used to complete calls.
- 13. Federal USF** – A charge to recover the company's contribution to Federal and State Universal Service Funds, which provide affordable telecommunications services for low income households, schools, libraries and rural regions. The FCC determines the amount that the company may charge on a quarterly basis and your Hotwire bill will be adjusted accordingly.
- 14. Local Number Portability** – A fee to cover the costs incurred by the company to provide telephone number portability.
- 15. EVSF Surcharge** - This charge recovers the costs associated with regulatory advocacy and compliance, including administrative management costs. This fee is not a tax or a government imposed fee.
- 16. Regulatory Cost Recovery Fee** - An administrative fee designed to assist in covering the cost Hotwire incurs complying with local, state and federal regulatory requirements.
- 17. Public Utility Commission Fee** – A fee to recover the company's mandatory contribution to certain state regulatory bodies.
- 18. Telecommunications Relay Surcharge** - A surcharge to fund relay centers that assist hearing and speech-impaired individuals make and receive phone calls.
- 19. Video Content Surcharge** - A charge assessed to all Hotwire video service customers. This charge recovers the increased costs of video programming content provided by the video content providers in order to avoid implementing substantial changes that would affect the quality and content of your video services.
- 20. Paper Bill Fee** - Is charged when you choose to receive a paper bill in the mail. Ebilling, a notification by email each month, when your bill is available is FREE.
- 21. Restore Fee** - Charge to restore services after a temporary disconnect due to non payments.

Service Changes

The first bill you receive after changing your service (i.e., adding, removing or changing a service/feature) may include additional items such as one-time charges or credits that will not appear on subsequent bills.

Charges are billed in advance – All recurring monthly charges are billed one month in advance, such as telephone service charges, cable charges and Internet charges.

Charges that are post-billed - All usage charges such as video on demand purchases, telephone usage charges and international long-distance charges.

Discounts/Credits - You may receive a discount or credit as a result of a service change you've made or a promotional offer that you are receiving. Where this amount is found on the bill will vary depending on the change made. You may find these in the Monthly Service Details section of your bill.

Partial Charges – Partial month charges will occur if services are either added or removed during a billing cycle prior to the bill date. Services billed in advance are prorated, based on your due date, when they are added or removed during a billing cycle. The actual amount prorated is determined by the number of days the services were used during the current billing cycle. This amount could be a credit, a charge, or both depending on whether you added or removed a service and when you did so.