

Understanding Your Phone Bill

THE FACTS



Consumers often find the charges on their phone bill confusing. It is important to know what those charges mean.

The FCC's Truth-in-Billing rules make it easier for all consumers to read and understand their phone bills. To learn more about some of the charges you will see on both your wireline and wireless telephone bills, go to [fcc.gov/consumers/guides/understanding-your-telephone-bill](https://www.fcc.gov/consumers/guides/understanding-your-telephone-bill).

FCC ACTION



Truth-in-Billing rules require service providers to:

- Provide clear, factual, plain language descriptions of services for which you are being billed.
- Identify the service provider associated with each charge.
- Specify which charges could result in disconnection of basic local service if they are not paid on time, and which ones would not.
- Display on each bill one or more toll-free numbers that you can call to ask about or dispute any charge.

WHAT YOU CAN DO



TRY TO RESOLVE BILLING ISSUES WITH YOUR SERVICE PROVIDER

First, contact the billing company or your service provider about any charges on your phone bill you believe are incorrect. If you are not satisfied with their response, follow up with the appropriate authority:

THE FCC: INTERSTATE AND INTERNATIONAL CHARGES

File a complaint with the FCC at consumercomplaints.fcc.gov regarding interstate or international phone services.

YOUR STATE PUC: IN-STATE SERVICES

Contact your state public utility commission. Find info at [naruc.org](https://www.naruc.org) or in the blue/government pages of your phone book.

THE FTC: NON-TELEPHONE CHARGES ON YOUR BILL

For non-telephone services on your phone bill, file a complaint with the Federal Trade Commission at [ftccomplaintassistant.gov](https://www.ftccomplaintassistant.gov).