**AVOID BILL SURPRISES**

At the FCC, we receive tens of thousands of consumer complaints about phone bills each year. Many consumers say they occasionally encounter a monthly bill that is substantially higher than they expected. To avoid surprises, we suggest getting a better understanding of your bill and following a few tips.

### PHONE COMPANY NAME

**ACCOUNT SUMMARY**
- Amount of Last Bill: $24.55
- Payment(s) Thank You: $24.55
- Balance: $0.00

**CURRENT CHARGES**
- Local Monthly Charges: $36.95
- Long Distance Service Charges: $9.93
- **TOTAL DUE BY 00/00/0000** $46.88

Call 1-888-555-5555 for customer service

**Recurring Charges**
- **Local Telephone Service**: $18.00
- **FCC Recovery Fee**: $0.50
- **Charge for Network Access**: $6.50
- **Voice Mail**: $4.00
- **Universal Connectivity Fee**: $0.50
- **Local Number Portability**: $0.30
- **Emergency 911**: $1.00
- **Federal Excise Tax**: $2.25
- **Utility User Tax, City**: $0.50
- **State & Local Taxes**: $2.50
- **Total Balance Due**: $36.05

**Your Long Distance Telephone Company**
- **Domestic Discount**: $0.46
- **Carrier Universal Service Charge**: $0.85
- **Single Bill Fee**: $1.50
- **Total Long Distance Monthly Charges**: $2.23

### CONSUMER TIPS

1. **Scan your bill line by line to better understand the charges.**
2. **Reach out to your provider with any questions you have.**
3. **Compare different service providers to get the most for your money.**
4. **Ask your provider for a sample itemized bill when starting or changing services.** Providers may also have online resources that explain a bill line by line.
5. **Visit the FCC Consumer Help Center to learn more about billing.**

The FCC is here to help. If you have addressed a billing issue with your provider and are not satisfied with the response, you can file a complaint with the FCC at consumercomplaints.fcc.gov.