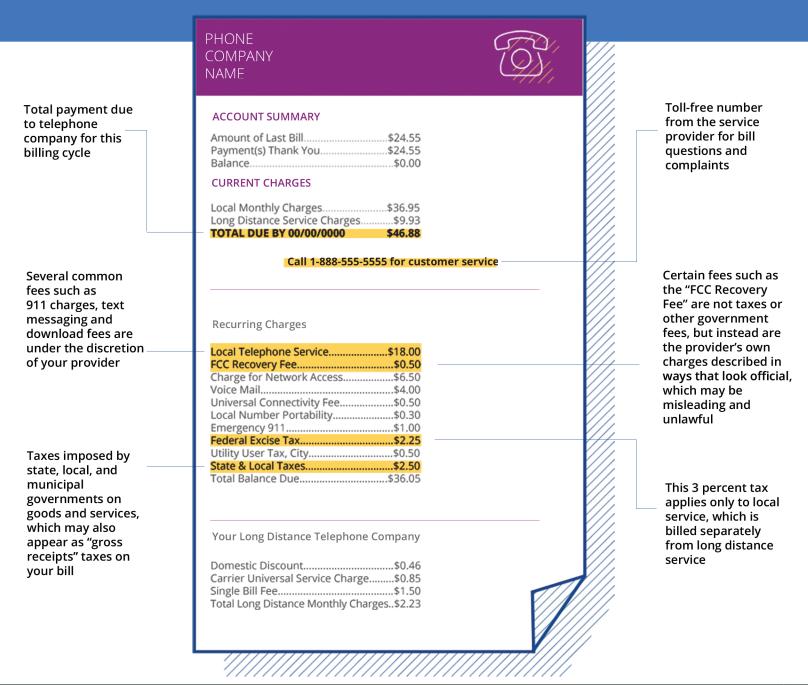


AVOID BILL SURPRISES

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.



CONSUMER TIPS



Scan your bill line by line to better understand the charges.



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.



Reach out to your provider with any questions you have.



Visit the FCC Consumer Help Center to learn more about billing fcc.gov/consumers

Compare different service providers to get the most for your money.