

## Billing & Payment

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### Paying by mail

We appreciate your payment by mail. A return envelope is included with each monthly bill. Please include the return payment page of the bill with your payment, or note your telephone number on your check. If the return envelope is not available, address payments to:

Pacific Bell  
Sacramento, California 95887



### Paying by phone

Paying your telephone bill using the convenience of your telephone is a service available through some financial institutions. The payment is deducted from your account and forwarded to Pacific Bell. A touch-tone or push-button telephone is normally necessary to access this service. Your financial institution can tell you if this service is available.

When payment is made in person, please present the complete bill. You can pay your bill at the following Pacific Bell or Authorized Payment Locations.

**Pacific Bell Location:**  
Sacramento, 4111 Marconi Avenue  
(A deposit box is available for making payments after office hours.)

#### Authorized Payment Locations:

**Folsom**  
Model Rexall Pharmacy  
313 E. Bidwell Street

**North Sacramento**  
Roscoe D. Cook Inc.  
2125 Del Paso Blvd.

**Rancho Cordova**  
Basketbarn  
2256A Sunrise Boulevard  
Tahoe Savings and Loan  
10641 Folsom Blvd.

**Rio Linda**  
McMillen's Hardware  
7th & M Streets

**Sacramento**  
Broadway Pharmacy  
3330 Broadway  
Ouye's Pharmacy  
2130 10th Street  
Pucci's Pharmacy  
2530 I Street

**South Sacramento**  
Bel Air Market  
1301 Florin Road  
South Sacramento Pharmacy  
4720 Franklin Boulevard  
Yankee Hardware  
5651 Stockton Blvd.

**West Sacramento**  
Low Cost Liquor & Deli  
1635 Merkle Avenue

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Payments made at an Authorized Payment Location may take up to five business days to reach us. If your bill is overdue and you pay at one of our Authorized Payment Locations, there is a risk of your service being disconnected for nonpayment.



#### How am I billed?

The billing date is shown at the top of your bill and is determined by the first three digits of your telephone number. Bills are prepared on different dates throughout the month and are usually mailed seven days after your bill date.

**Effective January 1, 1984,** Pacific Bell provides a billing service for certain other long distance carriers. Pacific Bell still sends you your monthly bill, but it may look different. Charges for the following items will be shown separately:

1. Access line to the telephone network provided by Pacific Bell.
2. Long distance calls made within your "Pacific Bell Service Area" provided by Pacific Bell.
3. Long distance calls made outside your "Pacific Bell Service Area" provided by other long distance carriers.

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#### When is my residence bill due?

Your bill is due on the Due-By Date printed on the bill and becomes delinquent thereafter. A delinquent bill makes your service subject to temporary disconnection. When your residence bill remains unpaid, a collection notice will be mailed to you giving you seven calendar days to make your payment and avoid temporary disconnection of service under the following conditions:

1. If you have had service for one year or less, a temporary disconnect notice will be mailed to you one day after the Due-By Date when the amount owing equals or exceeds one-half of your average monthly bill.
2. If you have had service for more than one year but less than two years, a temporary disconnect notice will be mailed to you with your next regular bill when the amount owing equals or exceeds your average monthly bill.
3. If you have had service over two years, a temporary disconnect notice will be mailed to you with your next regular bill when the amount owing equals or exceeds twice your average monthly bill.
4. If you have had a disconnection of service for nonpayment within the last 12 months, or any unpaid residence final bill over 45 days old, a temporary disconnect notice will be mailed to you one day after the Due-By Date when the amount owing equals or exceeds one-half of your average monthly bill.

#### Late payment charge

If your bill becomes delinquent in an amount of \$10.00 or more, a late payment penalty of 1.5% is applicable to the total unpaid live balance carried forward from one month's bill to the next and is included in the total amount due on the current bill. Neither the billing nor payment of late charges relieves you of the obligation to pay all charges prior to the Due-By Date of the bill.

#### What happens if I can't pay my bill on time?

If you can't pay by the Due-By Date call your Service Representative. We may be able to make payment arrangements in case of illness or other circumstances beyond your control.

Under special circumstances, a more convenient monthly payment date can be arranged for future bills. Your Service Representative can provide more details on what we call a Preferred-Payment date.

If you are in the process of resolving differences with us regarding the bill, telephone service will not be disconnected until the Company reaches a decision about the differences, and as long as all amounts not in the dispute are paid in full.

#### How can I get service restored if it has been temporarily disconnected for nonpayment?

If your telephone service is temporarily disconnected because of failure to make payment, the amount owing on the bill and a restoral charge will be required in order to reconnect the service. In addition, a deposit may be required in an amount equal to twice your average monthly bill. Accounts that remain unpaid for five days after temporary disconnection will be permanently disconnected.

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#### How can I get service if it has been permanently disconnected?

An application for new service must be made. The charges will be more than the restoral charge and would vary according to the type and amount of work involved. Credit would have to be reestablished and as a result, we may require an advance payment and a deposit would be required before reconnecting your service.

#### What should I do about questions or mistakes on my bill?

Call your Service Representative who can answer questions, investigate possible errors and provide information about bills. Your Service Representative's telephone number is on your bill.

#### Is there a charge for returned checks?

If your check to us is returned by the bank for any reason, a returned check charge will be applied to your account and appear on your next regular bill.

#### Double Protection for your phone service.

Third Party Notification is a voluntary program for Pacific Bell customers. It offers you the security of knowing that a friend, relative or anyone you select, will be notified if your phone is about to be disconnected due to nonpayment of your bill. For more details please call your local Business Office.