

tw telecom Invoice

Why do I see a different format for my detailed long distance and local usage?

Previously, your long distance and local usage call duration was displayed in minutes and fractional minutes. Your new invoice shows this usage displayed in minutes and seconds.

Old	New
1.1 minutes	1:06 minutes and seconds

What are the meanings of the new fields "Call Type" and "Rate Period", in the Long Distance and Local Usage sections?

The Call Type indicates how the call was completed (i.e. Direct Dial, Operator Assisted, Collect). The Rate Period is the time of day that the call occurred.

Why aren't my taxes summarized?

Your previous invoice provided taxes in the Summary Section for each service location. In your new invoice, taxes are calculated and presented in each service type section of the bill without reference to the service location.

My previous invoice displayed "ARC" (Access Recovery Charge) charges for each telephone number. How are they displayed with my new invoice?

Your previous invoices displayed the ARC (Access Recovery Charge) at the telephone number level. Your new invoice displays ARC, summed at the service location within each service type section of the bill, (i.e. Section C, Basic Service.).

I used to see all of my charges by Telephone number. How are these charges displayed on my new invoice?"

Your new invoice provides all communications charges at the location level, broken down into specific service type sections of the invoice that itemize product(s) purchased.

On my previous invoice I never saw a rate associated with my long distance. On my new invoice I see a rate in the long distance section as well as free minutes. Can you please explain what I am seeing here?

Your previous invoice displayed the number of EZ- LD minutes you received with your service. On your new invoice you will see the following in Section C, Basic Service: EZ LD .045, 200 minutes free (*This tells you that if you exceed your bundled minutes, your rate for long distance is .045/minute. It also states that your service includes 200 bundled minutes. You are only charged for usage above your bundled minutes.*)

What is the PICC charge?

You previously saw PICC (Presubscribed Interexchange Carrier Charge) within the tax section of your old invoice. This charge is now presented in the following sections of your invoice:

Section B: Integrated Service Bundles and/or
Section C – Basic Service

What is the FSLC charge?

FSLC (Federal Subscriber Line Charge) is the new name for the FCC Common Line Charge which appeared on your old invoice. Charges used to be applied per line or trunk at the TN (Telephone Number) level. Your charges are now summarized, but the total amount remains the same.

I used to see one charge for my Complete Dynamic service, and now I see three separate service type charges. Why?

Your total Complete Dynamic service charges remain the same; however, for taxation purposes, you will see charges separated into the following three service type sections:

Section B

Complete Dynamic Internet = 65% allocation
Voice (channel type) = 30% allocation

Section C

Long Distance = 5% allocation