

Phone Bill Facts

Phone bills can be confusing, especially when charges from third parties appear on the bill. Know your rights – FCC rules require mobile and wireline service providers to:

- Provide factual, plain-language descriptions of what you're being billed for.
- Identify the service provider associated with each charge.
- Specify which charges could result in disconnection of basic local service if not paid on time.
- Display on each bill one or more toll-free numbers that you can call to discuss or dispute any charge.

Wireline telephone companies must also:

- Inform you of any blocking options offered for third-party billing.
- Place third-party charges in a distinct section of the bill, apart from carrier charges.
- Include a separate subtotal for the third-party charges in the bill section and on the payment page.

If charges appear that you believe are incorrect, contact the billing company or service provider to resolve the dispute. If you are not satisfied with the response, file a complaint with the FCC at [fcc.gov/complaints](https://www.fcc.gov/complaints).

