

# Previous Bill Statement Copy Requests- 1247

## Introduction

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**Authenticate two (2) Security Questions OR the CPNI PIN and one (1) security question before discussing or changing any applicable CPNI and PII-protected information; customers cannot opt-out of CPNI verification**

### Bill Copy Request Business Rules and Quick Tips

- Previous bill copies are stored for 6 years, in keeping with our **Corporate Record Management Policy**
- Bill copies are available to **view online** or **send via email** at **no cost** to the customer
  - Use [Billview](#) to email bills if BOLT is down
- For statements **older** than 6 years, submit a [Service Now](#) Ticket to see if the records **can** be restored; there is **no guarantee** for records older than 6 years

### Mailing Bill Copies: Escalations Only

- Send bill copies **via US Mail** on **Active or Pending** accounts for **Escalations** only
  - **Cannot** send bills via US Mail for **Former accounts**
- Apply the **mandatory fee of \$5.00** for each bill copy requested

- The fee covers **some** of the costs associated with **printing** and **mailing** bill copies, and is **not an agent negotiable fee**
- For **split statements**, fees apply **per copy**, not per month
- Statements are received in 7 days

## San Luis Obispo, Los Angeles, San Jose, CA (Site 48, Co 29 - Digital West)

- Up to 6 months of previous bill statements are available in BOLT and on [My.DigitalWest.com](https://www.mydigitalwest.com) at no charge
- For statements requested beyond the last 6 months, there is a **\$5.00 fee per statement** for **mailed** copies (for 12 or more statements, an extra \$25.00 charge is assessed)
- As stated in the [notification](#), customers can have statements emailed, mailed or can view on their self-care account after set-up

## Houston, TX (enTouch)

- Bills prior to **ICOMS conversion** April 2021 - 12 months of bill history are readily available via [Service Now](#) Ticket
- For bill copy requests prior to December 2019 customers can expect a 2 week or longer wait time

## Resolution Steps

[Expand All](#) | [Collapse All](#)

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Option 1: Self-Help Options to View Bill Copies Online

Option 2: Email Bill Copies from BOLT

Requests for Bill Inserts or Rate Increase Notices

Escalations Only: Request for Bill Copies via US Mail

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=218>