Request Copies of Bill Inserts or Rate Increase Letters-1663

Resolution Steps

- Attempt to answer customer questions and resolve issues independently

- Review the bill, account notes and BOLT history

- Review Bill Insert/Rate Increase Letters section
- Examples of Bill Messages/Inserts include:
    - Rate Increase Notifications
    - Special events, such as HBO Free Previews
    - Sports Package Information, such as MLB Extra Innings
    - PPV and VOD special event information

Customer requests to be sent via US Mail:

Bill Inserts and Rate Increase Notices are mailed separately from the billing statement; copies are **not** available online or in BOLT and **no charge applies**

- To send a Bill Insert or Rate Increase Notice, create a **BOLT Case**, then click **Save Note**

Record Type	Non-Technical
Reason	Request for Forms, Bill Copy, etc.
Reason Detail	Bill Copy Request - Self-Help Option Declined
Check	Is Case
Case Reason	Bill Copy Request - Self-Help Option Declined
Destination Queue	Outgoing Postal Mail Group
Comments	Note which insert / notice requested

Related Procedures

- For more details, see Previous Bill Statement Copy Requests

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