

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](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=224>