

# Request Copies of Bill Inserts or Rate Increase Letters-1663

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## Resolution Steps

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- 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**

<b>Record Type</b>	Non-Technical
<b>Reason</b>	Request for Forms, Bill Copy, etc.
<b>Reason Detail</b>	Bill Copy Request - Self-Help Option Declined
<b>Check</b>	Is Case
<b>Case Reason</b>	Bill Copy Request - Self-Help Option Declined
<b>Destination Queue</b>	Outgoing Postal Mail Group
<b>Comments</b>	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>