

# Request Copies of Bill Inserts or Rate Increase Letters Article no. 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**



## **Related Procedures**

- For more details, see [Previous Bill Statement Copy Requests](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=355>