



# Altice Mobile Bill Details Review

Use the following information to properly provide the customers with the bill details and following steps.



When you see in the interaction with Allie that the customer is having a **billing inquiry**, first step is to open the “Billing” tab.





altice 360° Account **Billing** Ordering Services Support

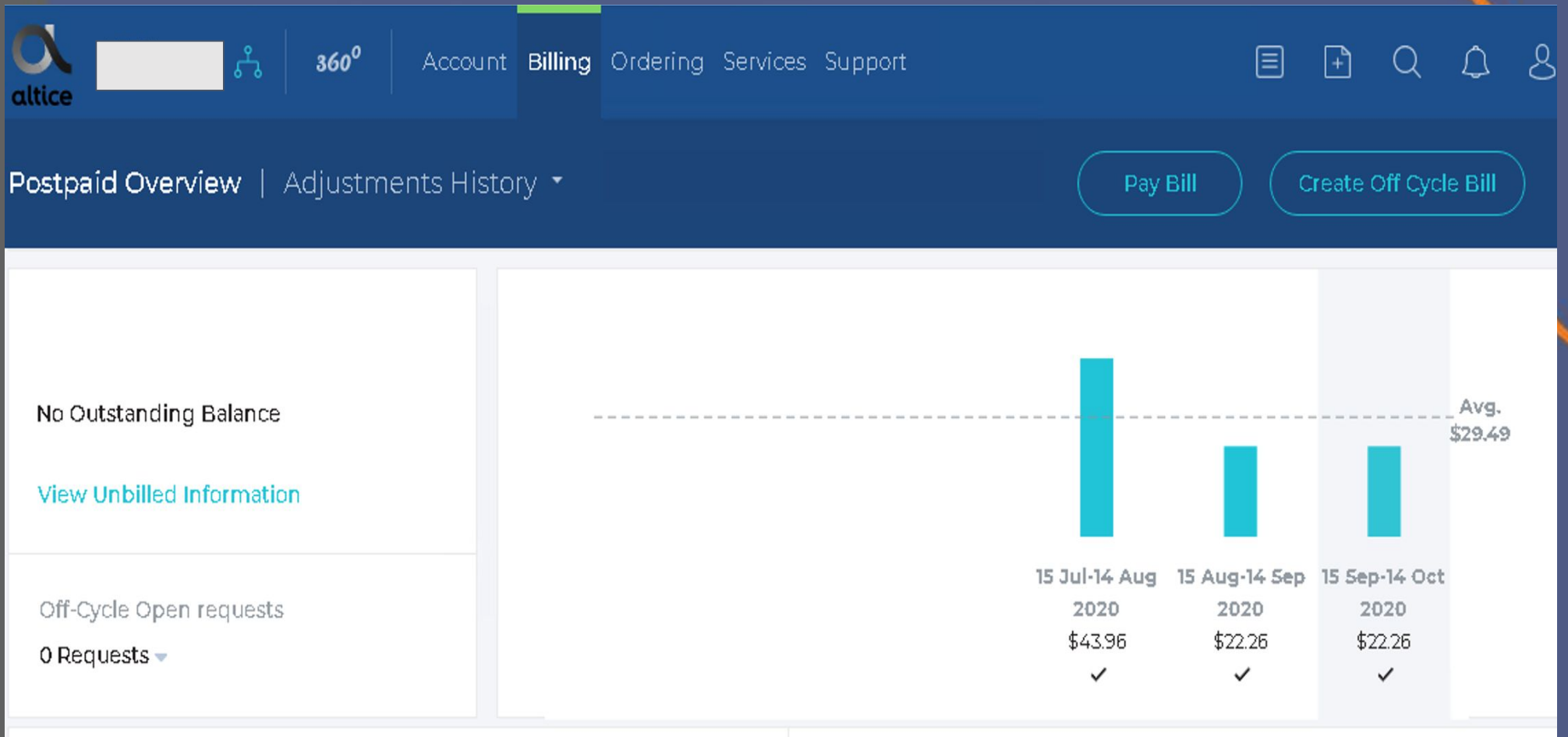
Postpaid Overview | Adjustments History ▾ Pay Bill Create Off Cycle Bill

No Outstanding Balance  
[View Unbilled Information](#)

Off-Cycle Open requests  
0 Requests ▾

Period	Amount	Status
15 Jul-14 Aug 2020	\$43.96	✓
15 Aug-14 Sep 2020	\$22.26	✓
15 Sep-14 Oct 2020	\$22.26	✓

Avg. \$29.49



Once here, you'll see the bill cycles and the charges for the same. In example, this customer paid **\$43.96** for the first time and then **\$22.26** monthly two times.



If you click on the pay cycle, you'll see how it shows this balance has 2 bills and at the bottom the disclosure of each individually:

No Outstanding Balance

[View Unbilled Information](#)

Off-Cycle Open requests  
0 Requests ▾

Period	Amount	Status
15 Jul-14 Aug 2020	\$43.96	✓
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15 Sep-14 Oct 2020	\$22.26	✓
<b>Avg.</b>	<b>\$29.49</b>	

**CYCLES AVERAGE BY SERVICES**

3222962  
\$35.00

**CYCLES AVERAGE BY CHARGES**

Recurring Charges  
\$35.00

**BILLING CYCLE** Sep 2020 (Aug 15th - Sep 14th) ▾ 2 Bills | 0 Proforma Total Account Amount \$22.26

**Bill Aug 15th** | **Bill Aug 15th**  
Off Cycle

Current Balance Snapshot		Financial Statement		Additional Bill info	
Bill Amount	\$22.26	Previous bills	\$0.00	From Date	Jul 15th
Due Date	<i>i</i> Aug 25th, 2020	Payments received	\$0.00	To Date	Aug 15th
Applied Payments	\$22.26	Sub Total	\$0.00	Statement Date	Aug 15th, 2020
Current Bill Open Balance	\$0.00	Bill Type			Bill



BILLING CYCLE

Sep 2020 (Aug 15th - Sep 14th)



2 Bills | 0 Proforma


Total Account Amount \$22.26

Bill Aug 15th

Bill Aug 15th

Off Cycle

### Current Balance Snapshot

Bill Amount	\$22.26
Due Date	 Aug 25th, 2020
Applied Payments	\$22.26
Current Bill Open Balance	\$0.00

### Financial Statement

Previous bills	\$0.00
Payments received	\$0.00
Sub Total	\$0.00

### New Charges


Services Consumed	\$35.00
Adjustments	\$0.00
Discounts	(\$15.00)
Tax	\$2.26
Sub Total	\$22.26

(See charges overview below)

**Total to Pay** \$0.00

### Additional Bill info

From Date	Jul 15th
To Date	Aug 15th
Statement Date	Aug 15th, 2020
Bill Type	Bill
Bill ID	2429784
Next Bill Date	Sep 15th, 2020

 Bill (Detail)

Create Adjustment

Pay Bill

The first bill is for \$22.26 which is for the price of monthly charge and taxes.



BILLING CYCLE

Oct 2020 (Sep 15th - Oct 14th)

2 Bills | 0 Proforma

Total Account Amount \$22.26

Bill Aug 15th

Bill Aug 15th

Off Cycle

### Current Balance Snapshot

Bill Amount	\$21.70
Due Date	<a href="#">i</a> Aug 15th, 2020
Current Bill Open Balance	\$0.00

### Financial Statement

Previous bills	\$0.00
Payments received	(\$21.70)
Sub Total	(\$21.70)

### New Charges

Services Consumed	\$20.00
Adjustments	\$0.00
Discounts	\$0.00
Tax	\$1.70

Sub Total \$21.70

(See charges overview below)


**Total to Pay \$0.00**

### Additional Bill info

From Date	Jul 15th
To Date	Aug 14th
Statement Date	Aug 15th, 2020
Bill Type	Off Cycle Bill
Bill ID	2408227
Next Bill Date	Sep 15th, 2020

The second bill is for \$21.70 which is for the price of the activation fee and taxes.

To view the bill details, click here. A PDF file will be downloaded and you can preview it on the web browser.

 [Bill \(Detail\)](#)

Create Adjustment

Pay Bill



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Account Number: [redacted]

Invoice #: [redacted]

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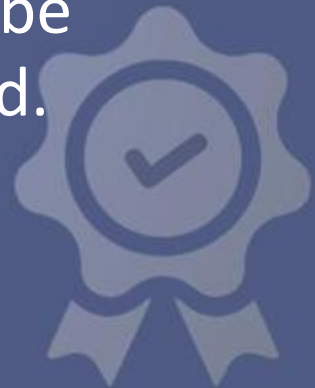
Account Summary		
Bill Date	Due Date	Total
August 15, 2020	August 25, 2020	\$ 22.26
<b>Previous Balance &amp; Payments</b>		<b>0.00</b>
Balance Last Statement		0.00
Payment(s) Received By Bill Date		0.00
<b>Adjustments</b>		<b>0.00</b>
<b>Current Charges</b>		<b>20.00</b>
<b>Additional Charges &amp; Credits</b>		<b>0.00</b>
<b>Government Taxes, Fees &amp; Other Charges</b>		<b>2.26</b>
<b>Total Due</b>		<b>\$ 22.26</b>

Thanks for paying by AutoPay.  
\$ 22.26 will be charged to your credit card ending in [redacted] on 08/25/2020.

Current Charges: Summary By Service			
Service	Service Number	Page	Total
Line 1	[redacted]	2	20.00
<b>Total</b>			<b>\$ 20.00*</b>

\*excludes taxes, fees & other charges

This is how the details look once you open up the bill. This is the first page, you'll see the account summary and summary by service where the service number and lines will be displayed.







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Account Number: [REDACTED]

Total Due: \$ 22.26

### Current Charges

	<b>Line 1</b>	[REDACTED]
	<b>Plan Details</b>	
	Plan	
08/15-09/14	Unlimited - Special Promo	20.00
	Loyalty discount included	
	AutoPay discount included	
	<b>Total for [REDACTED]</b>	<b>\$ 20.00</b>
<b>Total Current Charges</b>		<b>\$ 20.00</b>

### Government Taxes, Fees & Other Charges

	<b>Government Taxes &amp; Fees</b>	
08/15-09/14	911 System/Emergency Fee	0.50
	State and Local Sales Tax	1.49
	Surcharge	0.06
	<b>Other Charges</b>	
08/15-09/14	Federal Universal Service Fee	0.21
<b>Total Taxes, Fees &amp; Other Charges</b>		<b>\$ 2.26</b>

This is the 2nd bill summary, it shows the current charges and the discounts along with the taxes and other charges.



# Bill After Disconnection Explanation

Customers will interact asking why they're being billed after they cancelled the line, you need to determine if the line was cancelled within the bill cycle, use this script to educate customer in regards of final bill.

*"I am proceeding with your cancellation request now. Please remember that disconnecting a service line is permanent, there is no option to reinstate a disconnected service line. Also, disconnected service lines are billed for the remainder of the bill cycle, regardless of when it was disconnected and remaining Device Finance Balances will be added to final bill (if applicable)."*





# THANK YOU!

