

# UNDERSTANDING YOUR BILL

This page includes a summary of your Home Telecom account.

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**HOME TELECOM**  
HOME TELECOM  
551 REMBERT C DENNIS BLVD  
MONCK'S CORNER, SC 29461

**Account:** 123456789  
**Invoice No:** 10001234567  
**Bill Date:** Jan 25 2025  
**Name:** JANE DOE

**Account Summary**

Previous Balance Due	\$268.48
Lockbox - Jan 02	\$268.48CR
<b>Unpaid Balance as of Jan 24</b>	<b>\$ .00</b>
<b>Current Charges Summary</b>	
Internet Charges	\$104.95
Streaming Video Charges	\$150.03
Taxes and Surcharges	\$13.50
<b>Total Current Charges</b>	<b>\$268.48</b>
<b>Total Amount Due by Feb 04</b>	<b>\$268.48</b>
<b>Your Credit Card account will automatically be debited</b>	

WANT TO EASILY MANAGE YOUR ACCOUNT OR PAY YOUR BILL?



SCAN THE CODE OR VISIT [HOMESC.CDGPORTAL.COM](http://HOMESC.CDGPORTAL.COM)

With our new E-Care system, you can manage your services, report issues, and pay bills more efficiently.

Visit [HomeSC.com/BillHelp](http://HomeSC.com/BillHelp) for answers to questions you may have or give us a call at **888-746-4482**.



**WE HAVE ANSWERS TO YOUR QUESTIONS!**

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This area displays your account number, invoice number, bill date, and customer name.

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This section includes last month's balance, any remaining balance, all your monthly charges for current subscribed services and if you have set up auto-pay.

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This section displays important messages or offers from Home Telecom.

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**HOME TELECOM**  
HOME TELECOM  
551 REMBERT C DENNIS BLVD  
MONCK'S CORNER, SC 29461

Please make checks payable to Home Telecom

Please detach and remit with your payment

JANE DOE  
10023456789 123456789 10001234567 123  
01/25/25 1

<b>Total Due By Feb 04</b>	<b>\$268.48</b>
<b>Amount to be Debited</b>	<b>Do Not Pay</b>

Check here for address change

JANE DOE  
1234 HOME TELECOM LANE  
MONCK'S CORNER SC 29461

HOME TELECOM  
551 REMBERT C DENNIS BLVD  
MONCK'S CORNER SC 29461

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This section displays your current bill date, bill due date, the total amount due and your auto-pay reminder (if applicable).

Cut along the dotted line and return the bottom stub with your payment in the envelope provided. This is only required if you are still receiving a paper bill in the mail.



012-3456789-0123456-789012-34567-89

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This page displays frequently asked questions, support contact numbers, our office locations and quick forms.

**Account:** 123456789  
**Invoice No:** 10001234567  
**Bill Date:** Jan 25 2025  
**Name:** JANE DOE

## ANSWERS TO YOUR QUESTIONS

Thank you for choosing Home Telecom, a locally owned and operated company for your telecommunications needs. For your convenience we have outlined some of the most frequently asked questions below.

### When is my payment due?

Payment is due on or before the due date specified on the front of your bill. If payment is received after the due date, you will incur a late fee of \$5 or 1.5%, whichever is greater.

### How do I pay my bill?

The most convenient and reliable method of payment is bank draft. To sign up for this service you may use the authorization form below. To opt into paperless billing, you may visit [HomeSC.com/Paperless](http://HomeSC.com/Paperless).

When mailing your payment, write the amount paid on the remittance slip. Also, write your account number on your check. Place the remittance slip and check in the return envelope supplied and mail it to the following location:

**Home Telecom**  
**551 Rembert C. Dennis Blvd**  
**Moncks Corner, SC 29461**

Or you may choose to visit one of our four Customer Service Centers listed. Drop boxes are available at our Moncks Corner, Foxbank and Daniel Island locations.

For answers to more billing questions, visit [HomeSC.com/BillHelp](http://HomeSC.com/BillHelp)

### How do I contact Home Telecom?

Website: [HomeSC.com](http://HomeSC.com)  
Customer Support: 888-746-4482

### Office Locations:

**Moncks Corner**  
**551 Rembert C. Dennis Blvd**  
**Moncks Corner, SC 29461**

**Foxbank**  
**2750 Hwy 52**  
**Moncks Corner, SC 29461**

**Nexton**  
**1247 Nexton Parkway**  
**Moncks Corner, SC 29486**

**Daniel Island**  
**230 Seven Farms Dr, Suite 104**  
**Daniel Island, SC 29492**

### Who do I call before I dig?

South Carolina has a statewide system which allows you to call one telephone number to protect buried utilities from becoming damaged by digging or excavating. Call **811** or **1-888-721-7877** before you do any of the following: Planting trees, trenching, digging fence post holes or drainage ditches, drilling or boring, soil ripping, grading, etc.

Simply send the completed forms in with your payment whenever you need to make a change to your Bank Draft Authorization or if you need to change your Billing Address.

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## BANK DRAFT AUTHORIZATION

Sign up for Auto-Pay with Bank Draft  Sign up for Paperless Billing  Update Address

If you would like the convenience of paying your bill by auto-draft, please complete the information and attach a voided check. Your payment will be deducted from your account on your due date, approximately 10 days after your bill date. You may also sign up for paperless billing at [HomeSC.com/Paperless](http://HomeSC.com/Paperless) or choose from the options listed above. Please note that paperless billing means you will be sent an email when your bill is ready to view. This does not mean you are signed up for auto-pay. To opt in to auto-pay and paperless billing, be sure to check BOTH boxes.

Bank Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account Name: \_\_\_\_\_

City/State: \_\_\_\_\_

Account Number: \_\_\_\_\_

Zip: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Cell: \_\_\_\_\_

Date: \_\_\_\_\_

Email: \_\_\_\_\_



# UNDERSTANDING YOUR BILL

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Account: 123456789  
 Invoice No: 10001234567  
 Bill Date: Jan 25 2025  
 Name: JANE DOE

This page provides a detailed summary of your account charges. These are the charges listed in your account summary section which is on the first page of your bill.

## Account and Service Summary

		Service	Other	Usage	Taxes and Surcharges	Total
Streaming Video	843 123-4567	150.03	.00	.00	13.50	163.53
Internet	843 234-5678	104.95	.00	.00	.00	104.95
<b>Total</b>		<b>254.98</b>	<b>.00</b>	<b>.00</b>	<b>13.50</b>	<b>268.48</b>

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## Streaming Video

### Monthly Service

#### Monthly Service from Jan 25 to Feb 24

<b>843 123-4567</b>		
<b>Non-Regulated Charges</b>		
HOMESTREAM 1 STREAM		.00
HOMESTREAM 50 DVR HOURS		.00
FED COMMUNICATION COMMISSION FEE		.08
BROADCAST TV SURCHARGE		37.80
HOMESTREAM BASIC VIDEO		97.20
HOMESTREAM LIMITED BASIC VIDEO		14.95
<b>Total for 843 123-4567</b>		<b>150.03</b>
<b>Total Monthly Service Charges</b>		<b>150.03</b>
<b>Total Home Telecom Charges</b>		<b>150.03</b>

This section provides a cost summary and breakdown for current services, other charges, credits, usage, taxes, surcharges, fees, and all total charges.

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## Internet

### Monthly Service

#### Monthly Service from Jan 25 to Feb 24

<b>843 123-4567</b>		
<b>Non-Regulated Charges</b>		
XTREME WHOLE HOME WIFI CERTIFIED		.00
EBILL & ACH DISCOUNT OPT-OUT		5.00
RES FIBER INTERNET 1 GBPS CERTIFIED		99.95
<b>Total for 843 123-4567</b>		<b>104.95</b>
<b>Total Monthly Service Charges</b>		<b>104.95</b>
<b>Total Home Telecom Charges</b>		<b>104.95</b>

Quantity, amount, total charges, surcharges and other miscellaneous charges (government taxes, surcharges and fees) are explained here.

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### Taxes and Surcharges

<b>Streaming Video</b>		
SPL LOCAL-TRANS/5081-ED IMPRV		3.00
STATE SALES TAX		9.00
CITY SALES TAX		1.50
<b>Total Taxes and Surcharges</b>		<b>13.50</b>
<b>Total for Account</b>		<b>268.48</b>

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Further detail of current monthly charges for your subscribed services are displayed in these sections.

Each individual service is broken down separately with a description of service and what is included.