

Late Payment Fees Disconnects and Deposits



California's
Consumer
Education
Initiative





What you should know about your phone service:

- Can the phone company disconnect my service?
- What are late payment fees?
- Do I have to pay charges that I'm questioning?
- Will I be billed late fees on these charges?
- Will I be charged a deposit?

What are late payment fees?

- Late payment fees are applied to your bill if you pay your bill late.
- The bill should state when a late payment fee may be charged and how much it could be



Do I have to pay charges that I'm questioning? Will I be billed late fees on those charges?



- Contact your phone company to discuss the charge
- You do not have to pay the charge and cannot be billed a late fee for it while the company is looking into the dispute
- You may file a complaint with **CPUC**

Can the phone company disconnect my service?

- Your service may be disconnected if:
 - You do not pay the basic local service fees on time
 - You give false information when applying for service
 - You violate the contract
 - You misuse the service



Will I be charged a deposit?



- If you do not have a good payment history, or good credit rating, you may have to pay a deposit when you begin the service
- If your phone was disconnected for nonpayment, you may have to pay deposit before it is turned back on
- California LifeLine provides discounts and is provided without paying a deposit on a telephone service for qualified customers

For more information, please refer to:

- www.cpuc.ca.gov
- www.fcc.gov
- www.ftc.gov

If you need help with a dispute about your telecommunications service or bill, first contact your phone company. If your issue is not resolved, you can file a complaint at:

www.calphoneinfo.com

Or call the Consumer Affairs Branch and Utility Fraud Hotline at:

[1\(800\) 649-7570](tel:1(800)649-7570)

**For any questions contact your local TEAM
organization for assistance:**

(714)481-9600

Thank you !

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