

## Frequently Asked Questions

### **Why is my first bill higher than expected?**

Your first bill covers more than one month of service. It includes charges from the day you connected service to the end of that month and the next full month of service. For example, if you connected on July 15<sup>th</sup>, your bill would include charges from July 15<sup>th</sup> to July 31<sup>st</sup> as well as charges from August 1<sup>st</sup> through August 31<sup>st</sup>. Your first bill may also include installation charges.

### **When is my payment due?**

Your bill is due the 15<sup>th</sup> of each month. A return envelope is enclosed. Please include your payment slip and write your account number on your check. If you would rather pay online, go to [www.kmtel.com](http://www.kmtel.com) and click on Bill Pay in the top right hand corner.

### **What is the Subscriber Line Charge?**

This is a federally imposed charge that helps to cover costs including telephone wires and other facilities that link each telephone subscriber to the telephone network.

### **What is the Universal Service Fund Fee?**

All telephone companies that provide voice service between states and internationally must contribute a percentage of their revenues derived from these services into the federal Universal Service Fund (USF). This fund helps make local telephone service affordable to rural and low-income consumers.

### **What is the E911 Surcharge?**

This surcharge helps maintain the 911 emergency network.

### **What is the Telephone Assistance Plan (TAP)?**

This surcharge helps offset the cost of basic telephone service for low-income senior citizens and disabled persons.

### **What is the Tele-Relay Surcharge on my bill?**

A fee to assist the Minnesota Relay Service with communication for the deaf, speech impaired and hard-of-hearing with hearing persons via the telephone.

### **What is the Access Recovery Charge?**

A per line fee authorized by the Federal Communications Commission (FCC) to recover carrier fees and costs related to delivering long distance calls and providing access to the telephone network.

**What can I do to reduce the number of calls I receive from telephone solicitors?** You can place your name and phone number on the National Do Not Call registry by calling 1-888-383-1222 (TTY: 1-866-290-4236) or go online to [www.donotcall.gov](http://www.donotcall.gov).

### **Consumer Rights Message**

*As a customer you are responsible for all legitimate charges on your bill. Non-payment of charges for service can result in collection action and/or disconnection of your basic local service. You may request blocking of 900, collect and toll calls on your telephone service.*