

YOUR FIRST BIRCH BILL

Paying Your Bill

Paying your bill doesn't have to be a hassle. Birch offers a variety of payment options to make it as convenient as possible. Just choose the method that works best for you.

- **U.S. mail** – Simply enclose the remittance portion of your invoice in the return envelope with your check, and drop it in the mail. Our mailing address is: Birch Telecom, P.O. Box 660111, Dallas, TX 75266-0111. Payments made by U.S. mail will be posted to your account within 48 hours of receipt.

- **Phone** – Give us a call at 1.888.77.BIRCH (1.888.772.4724) and follow the voice prompts. You'll need to have your Birch account number handy, as well as a method of payment (i.e., check or credit card) at the time of the call. Payments made by phone will be posted within 24 hours.

- **On-line** – Simply log onto our website at www.birch.com and click on "Make a payment on-line". You'll need your Birch account number, your primary phone number, and a method of payment handy when you use this option. Payments made on-line will be posted to your account within 24 hours.

- **Auto Pay** – Our Auto Pay system allows you to pay your bill automatically each month without having to write a check. The system will take the money out of your checking account or charge it to your credit card on a specified date each month. If you choose this option, you'll need to fill out an Auto Pay enrollment form. This form is located on our website at www.birch.com/payments under Auto Pay information. Simply print off the form, fill it out, and mail it back to us at the following address: Birch Telecom, P.O. Box 972, Emporia, KS 66801-9976.

Or you can call our friendly Customer Service folks at 1.888.77.BIRCH (1.888.772.4724). They'll be happy to drop a form in the mail to you.

Payments made via the Auto Pay system will be withdrawn from your checking account or charged to your credit card approximately 20 days from your invoice date each month and will be applied to your Birch account within 48 hours.

Disputing Charges on Your Bill

We try hard to deliver an accurate bill to you every month. However, mistakes can occasionally happen. If you should notice a charge on your bill that you think is incorrect, please give our Customer Service folks a call at 1.888.77.BIRCH (1.888.772.4724) and they'll be glad to help you get it straightened out. Or you can contact us via email at www.birch.com/billing. Either way, it'll be taken care of promptly!

Other Things That May Look Scary at First

Combined local and long distance

Obviously, for those of you who have both local and long-distance services with Birch, your bill for combined services may be higher than a bill for a single service. But having both services with Birch means there's only one bill instead of two, and you're saving money overall.

Taxes

The government makes all phone companies collect taxes – the same taxes – no matter which carrier you use. The only difference is that, unlike many other carriers, Birch provides more detail on your bill as to exactly where those taxes originate. Line by line, it may look like you're paying more taxes, but you're not. You just know more about where your money goes.

Surcharges and Other Assessments

Phone companies are allowed by the FCC or the applicable state utility commission to pass through certain surcharges and assessments. We choose to itemize these charges so you can see them, rather than hiding them in your monthly rates.

Line Recovery and Interexchange Access Charges

These are customary charges for local and long distance carriers. But if you're not used to combined service, you've probably not seen them together before. The Line Recovery charge (sometimes called End User Common Line Charge or EUCL) is levied only on local telephone service. The Interexchange Access Charge is levied only on long-distance service. You've been paying these charges all along; it's just that they're now on one bill.

At Birch, we appreciate your business and hope that this information is useful to you. If you have any questions, please give our Customer Service representatives a call at 1.888.77.BIRCH (1.888.772.4724). They'll be glad to help!

Have questions about your bill?

You've come to the right place! Here you'll find everything you need to know about your invoice and the charges that show up on it.

Figuring out your first bill can be a bit of a challenge. That's why we've tried to incorporate everything you'll need to know in this one piece. You've come to the right place to get the answers to your questions!



