

# Helpful tips to understand your monthly statement.



Hello Your Name,

**This is a summary of your account for the past 30 days**  
**Month Day, Year to Month Day, Year**

If you have questions about a recent charge, please login to your account, go to the Account Summary page and click on "Details" to view charges by line.

Twigby is a prepaid service. This summary shows what you paid in total during this time frame.

(Do not confuse this with a recent charge that you were notified about via SMS for your current period.)

Here you'll find a summary of total use for data, voice (minutes) and texts for each line on your account.

## Line XXX-XXX-XXXX

DATA USED:	XXX
VOICE USED:	XXX
UNLIMITED TEXT USED:	XXX

Here you'll see the monthly charges for your plan followed by any plan changes (such as moving up to a new tier if all of your allotted plan was consumed).

XXXXXX DATA PLAN (OVERAGE PROTECTION XXX):	\$XX.XX
XXXXXX TALK UNL TEXT (OVERAGE PROTECTION XXX):	\$XX.XX
XXXXXX DATA PACK (OVERAGE PROTECTION XXX):	\$XX.XX

This is a breakdown of your local, state and federal government required surcharges and taxes. It includes the total \$ amount for the line, not the account.

FEDERAL REGULATORY ASSESSMENT FEE:	\$X.XX
FEDERAL UNIVERSAL SERVICE FUND:	\$X.XX
TN 911 SURCHARGE:	\$X.XX
LOCAL SALES TAX:	\$X.XX
STATE SALES TAX:	\$X.XX
<b>TOTAL FOR XXX-XXX-XXXX</b>	<b>\$XX.XX</b>

This section displays all payments that we received from you during the period for this summary.

## Payments

XXXXXXXXX PAYMENT ON MONTH DAY, YEAR	\$X.XX
XXXXXXXXX PAYMENT ON MONTH DAY, YEAR	\$XX.XX
<b>TOTAL PAYMENTS MADE</b>	<b>\$XX.XX</b>