

legacy-billing-cony-postcard-6x11-Q3-2014.indd

## The next bill you receive from Fidelity will look a little different! If you use ONLINE BILLING, you will need to make a few changes.



## Figerily Communications 51 E Cream Are. Married T. 7. 79570 Return Service Requiseds \*\*PREMITANCE SECTION\*\* \*\*Customer Number: 51 E Cream Are. 51 E Cream A

## There are three VERY important things you need to know.

1) You will have a new Account Number and a new address where you will send your bill payment. The new address is:

Fidelity Communications Company PO Box 2050 Omaha, NE 68103-2050

If you pay your bill online through your bank, you will need to go to your online banking web site and change your Account Number and the address of where the payment will be mailed.

If you hand write your envelope for bill payment, you will need to make sure you send it to the NEW address.

The current online bill payment web site will SHUT DOWN on Friday, September 5th at 4:00 PM and the NEW online bill payment web site will be available on Monday, September 8th at 8:00 AM.

Any payments set to be made online between these times will not be accepted. Please make arrangements to either make them earlier; or, set up a new payment after the new billing system is available.

If you use online bill payment, YOU MUST RE-ENROLL ON THE NEW BILL PAYMENT WEB SITE using your NEW Account Number.

Once you get your new bill, please go to the bill payment web site and re-enroll using your new Account Number (found in the upper corner of your bill).

Go to www.FidelityCommunications.com/BillPay to re-enroll.

Starting 10/1/14, customers using a credit card to pay their bill over the phone will be assessed a 'Pay by Phone Conv Fee' of \$4.50 per account paid during the call.





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## **How To Read & Understand Your New Bill**

In early September, we are introducing a new bill design for all Fidelity customers. This will allow more of our representatives to take your calls and to provide faster and better customer service! Thank you in advance for your patience during this process! We are excited about all the ways this new billing system will allow us to better serve you!



- Customer Number Your customer number. It will be helpful to have this number when calling customer service.
- Due Date Bill must be paid before the due date to avoid a late fee charge.
- Amount Enclosed Please indicate the payment amount included with your remittance.
- Customer information Check this box to indicate if you have information you would like to update in our files, and then fill out the customer information section on the back of the statement.
- Remittance Address Send your payment to this address with your remittance slip for proper credit to your account.
- **6** Important Messages
- **Statement Information** Information pertaining to your statement.
- Previous Charges Balance left over from previous month.
- Current Charges The total of this month's current activity.
- Taxes and Surcharges Total taxes and surcharges that have been applied to your bill.
- **10** Total Amount Due Current charges plus any remaining prior bill charges.





Fidelity Communications Co. 64 North Clark St. Sullivan, MO 63080 www.FidelityCommunications.com

1.800.392.8070 www.FidelityCommunications.com

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