



IGOR VOLOC
2550 30TH AVE
SAN FRANCISCO, CA 94116

Please remit payment to:

SONIC
2260 APOLLO WAY
SANTA ROSA, CA 95407

Total Amount Due:	\$64.15
Payment Due By:	3/21/20
Account Username:	picaso
Account Holder:	IGOR VOLOC
Invoice Date:	2/23/20
Invoice Number:	1000813780
Amount Enclosed:	_____

Detach this form and return it with your payment (U.S. Dollars only).

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Account Username:	picaso	Invoice Date:	2/23/20
Billing Address:	2550 30TH AVE SAN FRANCISCO, CA 94116	Invoice Number:	1000813780
		Total Amount Due	\$64.15

Your Sonic Account Summary

Previous Invoice Amount	\$64.22
Payments Applied	-\$64.22
Balance Forward	\$0.00
Current Charges 3/21/20 - 4/20/20	\$64.15
Total Due by 3/21/20	\$64.15



Add DISH and save!

Sign up for DISH through Sonic and save \$10/mo for a year.* Visit sonic.com/dish or call 1-855-757-6111.

* offer not valid for existing DISH customers



Manage your account online

To update your payment information and access all of your account features, log in to members.sonic.net and explore.



We've got your back

If you need help, visit sonic.com/support to find our phone numbers, or to request a call or text. You'll also find troubleshooting tutorials, step-by-step instructions on how to enable features, and more.

Have questions about your bill? Email us at billing@sonic.com or call us at 1-888-766-4233



Moving soon?

Please contact us as soon as possible so we can help coordinate a smooth transition to your new home and avoid any interruptions in your internet or telephone services.

Account Username:	picaso	Invoice Date:	2/23/20
Billing Address:	2550 30TH AVE	Invoice Number:	1000813780
	SAN FRANCISCO, CA 94116	Total Amount Due	\$64.15

Payments & Credits

Date	Description	Amount
2/16/20	Credit Card Payment	\$64.22

Extended Sonic Bill Details - picaso

Contact email igorvoloc@gmail.com	0.00
Shell Services Enabled	0.00
Voice Federal Subscriber Line Charge Fee - STI-0288205-9/PAIR200	6.50
Voice Federal Universal Service Fund Fee - STI-0288205-9/PAIR200	1.99
Voice California Lifeline Telephone Service Surcharge - STI-0288205-9/PAIR200	0.39
Voice California Deaf and Disabled Telecom Program Surcharge - STI-0288205-9/PAIR200	0.04
Voice California High Cost Fund-A Surcharge - STI-0288205-9/PAIR200	0.03
Voice California Teleconnect Fund Surcharge - STI-0288205-9/PAIR200	0.06
Voice California Advanced Services Fund Surcharge - STI-0288205-9/PAIR200	0.05
Voice California 911 Emergency Surcharge - STI-0288205-9/PAIR200	0.30
Voice San Francisco Access Line Fee - STI-0288205-9/PAIR200	3.64
Voice California Public Utility Commission User Fee - STI-0288205-9/PAIR200	0.03
Voice FCC Interstate Telecom Service Provider Fee - STI-0288205-9/PAIR200	0.03
Property Tax Allotment Surcharge - STI-0288205-9/PAIR200	0.36
Voice Regulatory Recovery Surcharge - STI-0288205-9/PAIR200	0.77
Fusion Fiber Phone Service - 6282562476 - STI-0288205-9/PAIR200	0.00
Fusion Fiber - 1 Gbps - STI-0288205-9	50.00
Fusion Fiber Information - STI-0288205-9 - Data \$40.00 Voice \$10.00	0.00
Credit Collapsed prorate for 2020-02-03 to 2020-03-21 for Voice Federal Universal Service Fund Fee - STI-0288205-9/PAIR200	-0.04

Total for picaso \$64.15

Voice telecommunications services billed by Sonic are provided by Sonic Telecom, LLC.

If you believe there is an error on the voice portion of your bill or have a question about your voice service, please call Sonic Telecom, LLC customer support at 1-877-970-7771

If you are not satisfied with Sonic Telecom, LLC's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000

From or to Speech-to-Speech English & Spanish 1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.