



| | |
|-------------------|------------|
| Total Amount Due: | \$64.22 |
| Payment Due By: | 2/21/20 |
| Account Username: | picaso |
| Account Holder: | IGOR VOLOC |
| Invoice Date: | 1/23/20 |
| Invoice Number: | 1000704721 |
| Amount Enclosed: | _____ |

IGOR VOLOC
2550 30TH AVE
SAN FRANCISCO, CA 94116

Please remit payment to:

SONIC
2260 APOLLO WAY
SANTA ROSA, CA 95407

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

Page 1 of 4

| | | | |
|-------------------|--|------------------|------------|
| Account Username: | picaso | Invoice Date: | 1/23/20 |
| Billing Address: | 2550 30TH AVE SAN FRANCISCO, CA 94116 | Invoice Number: | 1000704721 |
| | | Total Amount Due | \$64.22 |

Your Sonic Account Summary

| | |
|--|----------------|
| Previous Invoice Amount | \$0.00 |
| Payments Applied | -\$0.00 |
| Balance Forward | \$0.00 |
| Current Charges 2/21/20 - 3/20/20 | \$64.22 |
| Total Due by 2/21/20 | \$64.22 |



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: | 1/23/20 |
| Billing Address: | 2550 30TH AVE | Invoice Number: | 1000704721 |
| | SAN FRANCISCO, CA 94116 | Total Amount Due | \$64.22 |

Payments & Credits

No payments or credits received since the previous invoice

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 | 2.02 |
| 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 |

Total for picaso \$64.22

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.



**California
Relay
Service**

The power to connect us all.

Important Information Regarding California Relay Service

California Relay Service (CRS):

CRS is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone.

Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via text telephone (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone in English and Spanish in order to more easily connect with family, friends or businesses.

How does California Relay Service work?

Simply dial 711 or the appropriate toll-free number provided to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your spoken message by typing it to the TTY user.

Specialized Services:

California Relay Service offers specialized services for individuals who have difficulty speaking and for Spanish-speaking residents. Specially-trained CAs are on hand to assist in these types of calls by dialing the associated number provided. Since CRS offers a variety of services, please refer to the website listed or call Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A Captioned Telephone is like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Access to Services:

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach California Relay Service, please contact Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English and Spanish speaking persons within California, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.



**California
Relay
Service**

The power to connect us all.



www.DDTP.org



Speech-to-Speech

California Relay Service
The power to connect us all.

To place a call using California Relay Service, dial 711 or one of the toll-free numbers below:

English TTY/Voice: 800-855-7100

Spanish TTY/Voice: 800-855-7200

Speech-to-Speech: 800-855-7300

Visually Assisted STS: 800-855-7400

Customer Care Information:

English V/TTY: 877-632-9095

Spanish V/TTY: 877-419-8440

P.O. Box 285

Aurora, NE 68818

Email: california@hamiltonrelay.com

Web: www.ca-relay.com

Captioned Telephone

Customer Care: 888-402-4018

To call a Captioned Telephone user, dial:
866-399-9050

Special points of interest:

Equipment Distribution Program

The California Telephone Access Program (CTAP) offers free specialized phones including: amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are deaf, deaf-blind, hard of hearing, have difficulty speaking or a cognitive disability. For more information you can visit www.californiaphones.org or call 800-806-1191 (voice) or 800-806-4474 (TTY).

Emergency Calls: Please note that 711 is only to be used to reach California Relay. In an EMERGENCY you should continue to use 911.

For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. California Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.