

AT&T Fleet Management (AFM) Invoice Review Job Aid

April 13, 2021

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NOTE: All numbers and costs shown in this job aid are for demonstration purposes only and do not reflect actual pricing or customer invoices.

Fleet Invoice Description Details and Layout

This job aid provides a walk through of the Fleet invoice sections and identifies key billing components. This job aid will help identify:

- Bill and Invoice Information.
- Monthly Billing Breakdown.
- Call and Data Detail.
- News You Can Use/Important Information.
- Rate Plan Structure for Fleet.
- Various Types of Charges.

Bill and Invoice Information

Bill Information

The header on each page of a paper bill contains:

- Page: Page number and total pages of the bill.
- Bill Cycle Date: Dates of the billing cycle.
- Account: Lists the account number.
- Foundation Account: Lists the FAN, if applicable.
- Purchase Order: Lists the purchase order number (PON), if applicable.
- Invoice: Lists the invoice number if applicable.

Invoice Information

- Invoice number: Unique number given to each invoice.
- Invoice Date and Due date: The dates when the invoice was created and will be due, based on payment terms.
- Fleet Account: Account being billed.
- Payment Terms: Payment is due based on the contract terms.
- Billing Period: Monthly period being billed.
- Billing Currency: Billing currency based on contract.

Monthly Billing Breakdown

- **Description:** This column lists each region and rate plan that is being invoiced
- **Account Level Charges:** This section details any charges or credits assessed to the customer at the account level during the bill cycle. Charges include items such as monthly recurring charges (Plan and feature charges), account level rate plan prorations, equipment charges, one-time charges (late fees), surcharges/other fees, government fees and taxes.
- **Price:** The price for that plan, based on the contract.
- **Subtotal:** Total cost of all costs for the month without taxes.
- **Tax:** Applicable taxes based on the primary place of use (PPU).
- **Total:** Total cost of invoice, including all taxes and fees.
- **Total Due:** Total due by the date shown in the Due Date section.

Call and Data Details, News You Can Use, and Important Information

Call and Data Details

The paper bill displays Call and Data Details for each wireless number on the account if the customer requests detailed billing.

Most accounts do not have their Call and Data Details displayed on the paper bill, but the details can be viewed online.

News You Can Use

This section displays the marketing messages, which change each month.

Important information

This section displays messages that appear on the paper bill each month, such as the Mobility Tax ID and the AT&T Surcharge messages.

Important information

Late payment charge

Late payment charges for Corporate Responsibility User (CRU) accounts are applied according to applicable contracts.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Surcharges and other fees

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911), and a Property Tax Allotment surcharge applied per Corporate Responsibility User's assigned number. These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

Tax ID

AT&T Mobility Tax ID 84-1659970

Rate Plan Structure for Fleet

Fleet customers will always have the following fees:


- Data Plan cost.
- Subscription fee cost.
 - Modifier (credit) to subscription fees to meet contractual pricing (if applicable).
 - Activation fees waived – contract will state (if applicable).

Timing is critical for billing. In some cases, it may take two bill cycles for all charges to show. One month, there may be one-time equipment charges and the next month there may be subscription charges of the devices. These differences can be explained by the timing/processing of the order and the end of the bill cycle.

Rate Plan Structure for Fleet, Continued

INVO

...Wireless continued

 **Connected Car,555.123.4567**
ABC COUNTY HIGHWAY DEP

Monthly charges		Jul 12 - Aug 11	
1.	FirstNet Fleet Mgt 10MB Pool 4G LTE	Data Plan	\$3.49
2.	Block Roaming Except 3PTs for FirstNet		\$0.00
3.	Fleet Mgt Ent Pro Service Plan NC	Subscription Fee	\$21.50
4.	Credit for Fleet Mgt Ent Pro Service Plan NC	Modifier credit on subscription fee- Brings price to contracted rate	-\$5.99

Surcharges & fees		
5.	Regulatory Cost Recovery Charge	\$1.25
6.	State Gross Receipts Surcharge	\$0.29

Total for 555.123.4567	\$20.54
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Things to consider when reviewing your invoice – activation fees, equipment charges, rate plans, subscription charges, shipping, and install charges (offsite install, onsite removal).

Invoice Sections

Explaining charges and highlighting specific items for each invoice section.

Invoice Summary

The Invoice Summary section provides the following:

1. **Service summary**


This section provides the summary of services. It breaks out the services and shows the totals for each segment. Account level charges would be equipment, installs, etc.

2. **Total services**

Total services are all services combined for this bill cycle.

3. **Total due**

Total due is a combination of current charges listed in the Service Summary section and could include any past amounts from previous invoices.



Company Name
1234 CENTER ST
Anywhere, IN 46204

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Issue Date: Oct 31, 2020

Account Number: Your 10 digit account Number

Foundation Account: Your 7 digit FAN#

Invoice: Monthly Invoice Number



Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [firstnetcentral.firstnet.com](#)

AutoPay: Set up automatic payments that you can update whenever you want. Go to [firstnetcentral.firstnet.com](#) today.

Total due

\$2,985.61

Please pay by:
Nov 23, 2020

Service summary		
	Account charges	Page 2 \$2,681.40
	Wireless	Page 2 \$304.21
Total services		\$2,985.61
Total due		\$2,985.61
Please pay by Nov 23, 2020		

1

2

3



Remit to Section


The Remit to section provides the following:

1. [Ways to Pay](#)
2. [Balance Due / Due Date and Account Number](#)
3. [Remit to Address](#)

1

Ways to pay and manage your account:

 firstnetcentral.firstnet.com  **Call 611**
from FirstNet device **800.574.7000**
TTY: 866.241.6567
from any other phone

 **AT&T**

Return this portion with your check in the enclosed envelope. Payments may take 7 days to post.

Company Name
1234 CENTER ST
Anywhere, IN 26240

2 **Please pay \$2,985.61 by Nov 23, 2020**

Account number: 1234567890
Please include account number on your check
Make check payable to:


3 **AT&T MOBILITY**
PO Box 6463
Carol Stream, IL 60197-6463

☐ CHECK FOR AUTOPAY
(SEE REVERSE)

Account Charges

These are the charges at an account level, such as equipment, one-time charges, surcharges and other fees, government fees and taxes.

- Equipment charges – lists quantity, price, transaction number, and product being invoiced.



Account charges

Activity since last bill	Oct 16 - Oct 31	
Other Activity		
1. HRN GR09K1 Qty: 2 at \$30.00 each Transaction: N095-Y-55555 Product ID: 4040M	Oct 26	\$60.00
2. ATT GR8LTEA2FN Qty: 2 at \$83.40 each Transaction: N095-Y-55555 Product ID: 4860L	Oct 26	\$166.80
3. SHIPPING FEE INSTALL AFMFE Qty: 1 at \$40.00 each Transaction: N095-Y-55555 Product ID: 4417J	Oct 26	\$40.00
4. UNI T CABLE KIT GS16K2 AFMFE Qty: 13 at \$28.50 each Transaction: N095-Y-55555 Product ID: 4487J	Oct 26	\$370.50
5. UNI HD T CBLE KIT GS09K2 AFMFE Qty: 7 at \$28.50 each Transaction: N095-Y-55555 Product ID: 4510J	Oct 26	\$199.50

Account Charges, Continued

1. Sales tax for equipment and installation.
2. One-time charge for late payment fee.
3. Total charges including taxes for this section.

	9. UNIT CABLE KIT GS16K2 AFMFE	Jul 18	\$300.00
	Qty: 10 at \$30.00 each		
	Transaction: N095-Y-55555 Product ID: 4487J		
	10. SHIPPING FEE INSTALL AFMFE	Jul 18	\$49.00
	Qty: 1 at \$49.00 each		
	Transaction: N095-Y-55555 Product ID: 4417J		
1	11. Sales Tax	Jul 18	\$42.39
	12. Sales Tax	Jul 18	\$3.43
2	13. Late Payment Fee	Jul 21	\$5.00
3	Total for Account charges		\$4,500.65

Wireless Section

1. Service change – partial month charge.
2. Service change – partial month charge.
3. Contracted credit added – partial month credit.
4. One-time charge.
5. One-time credit.

...Wireless continued



Connected Car, 555.123.4567

G555555D9B6 G555555D9B6

Activity since last bill

Oct 16 - Oct 31

Oct 20: Added

Oct 20 - Oct 31

1	1. FirstNet Fleet Mgt 10MB Pool 4G LTE		\$1.28
2	2. Block Roaming Except 3PTs for FirstNet		\$0.00
	3. Fleet Mgt Ent ProPlus Service Plan NC		\$9.24
3	4. Credit for Fleet Mgt Ent ProPlus Service Plan NC		-\$1.28
4	Other Activity		
	5. Activation Fee	Oct 20	\$30.00
5	6. Activation Fee Credit	Oct 20	-\$30.00

Surcharges & fees

7. Regulatory Cost Recovery Charge \$1.25

Total for 555.123.4567

\$10.49

News You Can Use/Important Information

1. News You Can Use

Displays marketing messages, which change each month.

2. Important Information

Includes how to reach AT&T if you have any questions about your product, as well as important information about late fees, electronic check conversion, and details about surcharges and other fees.

1

News you can use

This bill includes a past due balance

If payment has already been made, thank you, please disregard. If not, payment must be made immediately. Please send your payment, including current charges, in the enclosed envelope. You may also pay 24 hours a day, by major credit card or electronic check at 800.331.0500, or att.com/pay. If you have questions regarding your account, contact us at 800.947.5096.

2

Important information

Late payment charge

Late payment charges for Corporate Responsibility User (CRU) accounts are applied according to applicable contracts.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically.

Surcharges and other fees

AT&T imposes additional charges on a per line basis, including federal and state universal service charges, an Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rents and maintenance), a Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911), and a Property Tax Allotment surcharge applied per Corporate Responsibility User's assigned number. These fees are not taxes or charges that the government requires AT&T to collect from its customers. See att.com/mobilityfees for details.

AT&T Mobility Center for customers with disabilities

Questions on accessibility by persons with disabilities: 866.241.6568.

Wireless DirectBill charges

Detail of DirectBill charges can be viewed at att.com/db. The direct billing option offers you the ability to purchase content, goods and features such as apps, games, donations, and services from AT&T and other companies by applying charges to your wireless account.

911 calling with TTY and Real-Time Text

Due to technical limitations, Wi-Fi Calling and NumberSync cannot be used with TTY devices and cannot support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either: (1) calling 911 using Real-Time Text or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular data or other IP network.

Tax ID

AT&T Mobility Tax ID 84-1659970

Wireless Services provided by AT&T Mobility, LLC.
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Install Charges

Install charges can appear two different ways on an invoice - Billed per CTN or Account level.

In this example, the install charges are invoiced at the CTN level.

...continued

 **Connected Car,555.123.4567**
G123450F0011 5555555

Activity since last bill		Apr 29 - May 28
Other Activity		
1. XTND INSTALL T Y CABLE BUS	May 15	\$106.89
Qty: 1 at \$106.89 each Transaction: N095-Y-55555 Product ID: 4395J		
2. OFFSITE INSTALL LOC FEE BUS	May 15	\$11.11
Qty: 1 at \$11.11 each Transaction: N095-Y-55555 Product ID: 4415J		
Monthly charges		Apr 29 - May 28
3. Fleet Mgt 5MB Pool 4G LTE		\$2.75
4. Credit for Fleet Mgt 5MB Pool 4G LTE		-\$0.75
5. Block Roaming Except 3PTs for FirstNet		\$0.00
6. Fleet Mgt Ent Base Service Plan NC		\$11.00
7. Credit for Fleet Mgt Ent Base Service Plan NC		-\$2.50
Surcharges & fees		
8. Regulatory Cost Recovery Charge		\$1.25
Total for 555.123.4567		\$129.75

In this example, the install charges are invoiced at the Account level.

Service activity

 **Account charges**

Activity since last bill		Apr 29 - May 28
Other Activity		
1. UNI HD T CBLE KIT GS09K2 AFMFE	May 01	\$242.00
Qty: 11 at \$22.00 each Transaction: N095-Y-555555 Product ID: 4510J		
2. SHIPPING FEE INSTALL AFMFE	May 01	\$40.00
Qty: 1 at \$40.00 each Transaction: N095-Y-55555 Product ID: 4417J		
Total for Account charges		\$282.00

Surcharges and Other Fees

AT&T imposes additional charges on a per line basis, including:

- Federal and state universal service charges.
- An Administrative Fee (to defray certain expenses including charges AT&T or its agents pay to interconnect with other carriers to deliver calls from AT&T customers to their customers, and charges associated with cell site rentals and maintenance).
- A Regulatory Cost Recovery Charge (to recover costs of compliance with certain government imposed regulatory requirements, including Wireless Number Portability and Number Pooling, and E911).
- A Property Tax Allotment surcharge applied per Corporate Responsibility User's assigned number.

These fees are not taxes or charges that the government requires AT&T to collect from its customers.

Examples of Percentage Based Surcharge	Examples of Flat Fee Surcharge
Federal Universal Service State Universal Service Gross Receipts Tax Surcharges	Regulatory Cost Recovery Charge Property Tax Allotment TDD Surcharge Poison Control Surcharge

Taxes

A government mandated charge (percentage based or flat fee) is imposed by federal, state, or local statute on the final consumer.

AT&T bills these taxes to the customer as required by law and remits the taxes due directly to the appropriate government agency. Taxes appear in the "Government Fees and Taxes" section of the bill. Tax calculations are based on the Primary Place of Usage (PPU).

Examples of Percentage Based Taxes	Examples of Flat Fee Taxes
State Sales Tax City Sales Tax Municipal Telecommunications Tax Communications Services Tax	E911 charges Emergency Service Charge att.com/e911

Tax Exemptions - Submit for tax exemption at: www.att.com/taxexempt.

Note: The Business name entered in the Web portal tool must only contain letters, numbers, and spaces. If any special characters are used, the case tool will not create a case; however, there will be no indication of an issue. Upon completion of proper documentation, the expected turnaround time for updating the customer's service account is **1-2 billing cycles**.



AT&T Business