

## About Your Bill

### How to pay your bill

**Mail:** Please mail your check or money order payment using the return envelope that is provided with your bill. Include your payment stub to ensure proper credit.

**Internet/Online:** You can pay via the OneSource Online Billing web site (visit our website at [www.1scom.com](http://www.1scom.com) and on the main page, click on "LOG IN" under "View/Pay Your Bill")

- Credit Card (one-time) – make a one-time payment with a credit card – *Visa, MasterCard, Discover or American Express*
- Credit Card (recurring) – initiate automatic monthly credit card charge – *Visa, MasterCard, Discover or American Express*
- Bank Draft – initiate automatic monthly bank debit

**Telephone:** Call our Customer Service Department during business office hours\* at (817) 745-3000 or toll free at 1-877-210-3007 – *Visa, MasterCard, Discover or American Express*

**In Person:** Make a payment in person at our business office during business office hours\*

- Check
- Money order / cashier's checks
- Cash
- Credit Card (one-time) – make a one-time payment with a credit card – *Visa, MasterCard, Discover or American Express*
- Credit Card (recurring) – sign up for automatic monthly credit card charge – *Visa, MasterCard, Discover or American Express*
- Bank Draft – sign up for automatic monthly bank debit

If you are paying in person, please bring your entire bill including your payment stub to our business office.\*  
Be sure to write your account number on your check.

**Drop Box:** Leave your check or money order payment in our drop box at our business office.\* The drop box is accessible 24 hours a day. Include your payment stub to ensure proper credit. Please, **no cash** in drop box.

**Return Item Charge:** There will be a \$35 charge for payments returned by the bank (check, Bank Draft/ACH, etc.)

### Questions about your bill

If you have questions about your bill, please call our Customer Service Department at 817-745-3000 or toll free 1-877-210-3007. You may send correspondence to OneSource Customer Service, 4800 Keller Hicks Road, Fort Worth, Texas 76244.

### Understanding your first month's bill

OneSource, like most other communications and cable TV companies, bills for services one month in advance. Your first bill has charges from the day you were connected until the date printed on the top of the bill. It also includes the next full-month's service. For example, if your bill date is the 5<sup>th</sup> of the month and your service was connected on 7/29, you would be billed from 7/29 through 8/4. Recurring charges would be from 8/5 through 9/4. Therefore, the amount due would include charges from 7/29 through 9/4. Applicable installation fees will also be reflected on this bill. If you have any questions about your bill, please call our Customer Service Department at 817-745-3000 or toll free at 1-877-210-3007.

#### **Thank you for choosing OneSource Communications!**

\* OneSource business office hours are Monday through Thursday, 8:00 AM to 5:00 PM and Friday 8:00 AM to 1:00 PM, excluding holidays. Our business office is located at 4800 Keller Hicks Road, Fort Worth, Texas (2 blocks west of Highway 377).