



Welcome to the ADT Family. You've made a smart decision in choosing ADT as your home security provider. Your safety and satisfaction are our top priorities. Below you will find a step by step description of how to read each section of your bill.

1	2	3
Account Number	Due Date	Amount Due
123456789	08/28/18	\$56.05

4
Invoice Date: 08/08/2018 **Account Name:** CUSTOMER, JOHN
Service Address: 1234 Any Street
Any Town ST 12345-6789

5

Need answers?
Visit the help center!

Go to MyADT.com/help and type in your search.

Top inquiries from customers just like you:

- Billing**
Learn about your ADT bill, how to make payments, and get answers to frequently asked questions.
- Batteries**
Learn how to silence low battery alerts (beeps or chirps), locate or replace your battery, and more.
- Pulse**
Find helpful info on how to troubleshoot issues with your Wi-Fi camera, add new Pulse devices, and more.
- Passwords**
Having trouble locating your verbal password or PIN? Learn how to reset your password.

My Home | Business | Health

6

Bill-at-a-glance	
Previous Balance	\$56.05
Payments & Adjustments	-\$56.05
Current Charges	\$51.78
Taxes and Fees	\$4.27
Total Due	\$56.05

1 Account Number

This is the number that ADT will use as a reference when speaking with you about your account with us.

2 Payment Due Date

The date your payment is due and to be received by ADT. You can expect to receive your bill 15 to 20 days before the due date.

3 Total Amount Due

The full amount due on the account. Any payment arrangements are not reflected in this balance. Your first bill may reflect remaining installation fees if applicable, or may be prorated based on your date of install.

4 Service Address

The address where your ADT system is located.

5 Customer Knowledge

Helpful information on how to get your questions answered quickly.

6 Summary of Charges (More Detail in Section 8)

- **Previous balance** - any balance left from previous billing cycles
- **Payments & adjustments** - all payments and adjustments received during billing cycle
- **Current Charges** - charges for current billing cycle (monthly/quarterly/semi-annual/annual)
- **Taxes and fees** - any taxes and/or fees incurred in current billing cycle

