



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 Account Number **2** Due Date **3** Amount Due

Account Number	Due Date	Amount Due
10123456	6/10/16	\$36.82

4 Invoice Date: 05/05/16 Account Name: CUSTOMER, JOHN
 Service Address: 123 Main St
 City ST 12345-6789

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

5 NEED ANSWERS FAST? VISIT THE HELP CENTER

Go to www.MyADT.com, look for the Help Center button and type in your search.

Hello. How can we help you?

Type Your Search

TOP INQUIRIES FROM CUSTOMERS JUST LIKE YOU

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

ADT | Home | Business | Health

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Previous Balance	\$0.00
Payments & Adjustments	\$0.00
Current Charges	\$36.82
Taxes and Fees	\$0.00
Total Due	\$36.82

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Account Number	Due Date	Amount Due
10123456	6/10/16	\$36.82

Amount Enclosed: \$

ADT Security Services
2100 S Vaughn Way
Aurora, CO 80014

#BWB8PXX
#0012345678900001#
CUSTOMER: JOHN
123 MAIN ST
CITY, ST 12345 - 1234

ADT SECURITY SERVICES
P.O. BOX 371878
PITTSBURGH, PA 15250-7878

7 Payment Coupon

The portion of the bill you mail in if you are mailing in a check. Please make sure the payment address is visible in the envelope window. Or, if you'd prefer to pay online, visit MyADT.com.

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ACCOUNT ACTIVITY DETAILS

Invoice Date 08/22/16

Current Charges:
Invoice Number 123456789
Taxable

Security Services from 09/11/16 to 12/10/16	\$143.97
Monitoring Burglar Alarm	
Monitoring Cellguard	
Monitoring Fire Alarm	
Pulse Remote Internet Access	
Pulse Touchscreen Content	
Pulse Video	
Pulse Zwave	
Quality Service Plan	
Security Services	\$9.72
Tax	

8 Account Activity Details
(Back of Your Bill)

Itemized details of charges – In this section you will find your invoice number, service period and breakdown of taxable and non-taxable charges.

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MY BILLING INFORMATION IS INCORRECT. PLEASE CHANGE IT TO:
If you are moving, please do not complete this section. Please contact us at 800.238.7887.

ADT CUSTOMER ACCOUNT NUMBER

BUSINESS/ACCOUNT NAME

CITY ST ZIP

BILLING LOCATION PHONE BILLING LOCATION FAX

SERVICE LOCATION PHONE

EMAIL ADDRESS

9 Billing Information Change Form
(Back of Your Bill)

If your billing information needs to be updated, mail in the completed form. Or, if you'd prefer to update your information online, visit MyADT.com.

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IMPORTANT MESSAGES


Manage Your Account with MyADT

View alarm activity, automate bill payments with EasyPay, edit emergency contacts, access local crime maps and more by registering your account online at MyADT.com or by downloading the app today.

10 Important Messages
(Back of Your Bill)


Useful information regarding your ADT bill or ADT system.

More Resources to Manage Your Account




Go Paperless

Visit MyADT.com. Look for the Express Pay button and sign up for EasyPay.



Use MyADT App

Download the mobile app today and manage your ADT account from your phone or tablet.



Questions?

Visit MyADT.com. Look for the Help Center button and type in your search.