

### Caller Service is a premium service available for a fee to any customer who:

- Requires more than free carrier service.
- Receives or plans to receive more mail than can be delivered to the largest available Post Office™ Box at the facility.
- Plans to receive an incoming volume of mail that cannot fit into the largest available Post Office Box.

**NOTE:** Additional information about Post Office Caller Service is available at <https://www.usps.com/business/manage-mail.htm>.

### Application for Caller Service

To apply for Caller Service, contact the Mailing and Shipping Solutions Center (MSSC) to sign up for EPOBOL. Once you have reserved a Caller Services online, you must go to the Post Office where the box is located and present your printed online application form and two forms of acceptable identification unless you already have an issued box at this location linked to your EPOBOL account.

If you already have a Caller Box at this ZIP Code, you can use those credentials to apply for your new box. Enter the existing Caller Service Box number. The box must be linked to the Business Location selected. An incomplete or falsified application is sufficient reason to deny or discontinue service. An application is not considered approved until the Postal Service verifies the applicant's identity.

### Fee Notification

At least 20 days before the fee is due, we put a notice with the mail or hand the notice to the person retrieving the mail. If after turning in a temporary forwarding order a caller is out of town, we can mail the notice to the caller's temporary address.

### Basis of Fees and Payment

#### Caller Service Fee

Caller Service fees can be paid in advance for 6 months or 1 year. It is the caller's responsibility to pay the fee on time. Fees cannot be paid by mail. Callers linked to EPOBOL will be paid automatically on the 15th of the month, which is when the box fee is due. Callers linked to EPOBOL after the 15th of the month must be paid using the Pay Now feature for an immediate payment.

- If a caller receives mail addressed to more than one caller number combined into one bulk delivery of mail (not separated to each number), the Caller Service fee is charged only for the one main caller service number. Reserved caller number fees are charged for all the remaining caller numbers to which mail is addressed.
- When a Post Office Box service applicant is provided a single Caller Service separation because of a shortage of available Post Office Boxes, the fee charged is the fee for the largest installed Post Office Box. In this instance, neither the Caller Service fee nor the reserved caller number fee is charged.
- If a caller uses a number to a physical Post Office Box to obtain a Caller Service, the applicable fees for both Post Office Box service and Caller Service must be paid.
- If a customer has Caller Service and wants to reserve a range of numbers for future use, those numbers will be charged at the reserved caller number fee.

The caller fee payment period is determined by the approval date of the application. The period begins on the first day of either the month the application is approved, or the following month if approved after the 15th of the month. After that, Caller Service fees for renewal of service may be paid any time during the last 30 days of the service period, but no later than the last day of the service period.

Availability of this service may be restricted and number(s) are not issued immediately upon payment of the fee(s).

Reserve Caller Service fees are due at the date of application and every December 31st after that.

### Payment Options

As of July 1, 2023, payments can only be made through the Enterprise Payment System (EPS) using either of the following two options:

1. ACH Debit: Allows the Postal Service to withdraw transactions directly from your bank account.
2. Trust Account: Allows you to deposit funds to your USPS® payment account. Trust Accounts can be funded using:
  - ACH Credit – electronic method to deposit funds into your account directly from your banking account.
  - Check, cash, or money order may be deposited at all Retail Self Service (RSS) units (<https://postalpro.usps.com/EPS/RetailLocations>).
  - Checks deposited via the Mobile Check Deposit application. Fedwire Transfer – a service provided by the Federal Reserve bank to electronically deposit funds into your Postal Service account.

For more information visit the PostalPro EPS page: <https://postalpro.usps.com/EPS>. For more EPS benefits and how to create an EPS account review the EPS Account Creation Fact Sheet: <https://postalpro.usps.com/node/11840>. The updated EPS User Guide can be found on PostalPro: <https://postalpro.usps.com/EPSEUserGuide>. Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet: <https://postalpro.usps.com/node/11794>.

**NOTE:** If a customer's check is returned by the bank, the customer may incur a handling charge to cover our processing costs.

### Late Payment

If the Post Office Caller Service fee is not paid on time, all mail to the customer will be delivered in bulk without any separations provided. After 10 days of nonpayment, mail will be delivered to the street address if possible or we will treat mail as undeliverable and return the mail to senders. Caller Service will be terminated and numbers will be available for issue to other customers.

### Refund of Caller Service fees

The unused portions of Caller Service fees will be refunded as indicated below:

Refund based on 6-Month Payment:

- If service is cancelled and a request for a refund is made during the first 3 months of service, the refund will be ½ the fee paid.
- There is no refund after 3 months of Caller Service.

Refund based on 12-Month Payment:

- If the service is cancelled and a request for a refund is made within the first 3 months of service, the refund will be ¾ the fee paid.
- If the service is cancelled and a request for a refund is made within the first 6 months of service, the refund will be ½ the fee paid.
- If the service is cancelled and a request for a refund is made within the first 9 months of service, the refund will be ¼ the fee paid.
- There is no refund after 9 months of Caller Service.

### Key Refunds

For each key returned to the Post Office where the box is located, you will receive a refund in the amount of your key deposit.

## Reserved Numbers and Fee(s)

Customers may reserve caller numbers for future use. Subsequently, a number(s) will be issued. Availability of this service may be restricted and number(s) are not issued immediately upon payment of the fee(s).

The reserved number fee(s) is not refundable.

## Pickup of Mail

Caller Service does not include general delivery service. Customers who use Caller Service pick up their mail at the Post Office call window or loading dock several times a day as designated by the postmaster.

## Terms of Service

- Caller Service may not be used just to avoid paying a forwarding charge or for any purpose prohibited by law or Postal Service regulations.
- We will immediately terminate Caller Service if used for any unlawful purpose.
- Caller Service may be provided to a minor (a person under 18 years of age) unless the minor's parent or guardian submits a written objection to the postmaster.
- If a caller uses a physical PO Box number and the PO Box service is terminated, Caller Service will also be terminated.
- Note: If a caller uses a physical PO Box number and Caller Service is terminated, PO Box service will continue.

## Transferring Service

Caller Service may be transferred, without payment of an additional fee, to a different facility of the same Post Office if that facility has Caller Service. To transfer service, the caller must submit a new application either to the facility where service is currently provided or to the facility where service is desired. A caller may transfer service no more than once in any semiannual payment period and must submit a completed PS Form 3575, *Change-of-Address Order*, at the time of transfer.

## Surrendered Service

Caller Service is deemed surrendered if the caller customer submits a permanent change-of-address order, fails or refuses to pay the appropriate fees by the due date, or submits a written notice to discontinue service.

## Box Keys

If a Post Office Box is issued with Caller Service, we issue two keys for key-type Post Office Boxes or an access code for combination lock-type Post Office Boxes. A refundable deposit is required for each key. If needed, you may obtain additional keys (and pay the applicable deposit). Whenever your Box service terminates, return all keys to the Postal Service, and we will refund the deposits for each key returned. Post Office Box keys may not be duplicated commercially.

## Updating Information

The information on the PS Form 1093-C must always be current. As soon as any information changes (such as caller's street address, telephone number, etc.), the caller is responsible for updating the form. Failure to update the application may result in a termination of service. We keep the form on file at the Post Office where the service is used.

## Caller Service Address

Caller Service customers must use their assigned Caller Service number in their mailing address. The "Post Office Box" (PO Box) number, should appear on a separate line, followed by the Post Office's city, state, and ZIP+4® (when we assign the Caller Service number, we will provide the corresponding ZIP+4). We deliver to the Caller Service address as printed on the mail, so be sure to provide correct and current address information to all correspondents.

Use the following example as a guide for proper addressing:

JOHN DOE  
PO BOX 1122  
ANYTOWN NY 01234-1122

Your ZIP+4® is:       -

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Privacy Act Statement: Your information will be used to provide Post Office Caller Service. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we will be unable to provide this service to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to process servers; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violations of law. Information concerning an individual boxholder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more information on our privacy policies see our privacy link on [usps.com](http://usps.com)®.

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Caller Number(s) \_\_\_\_\_ to \_\_\_\_\_ Reserve Number(s) \_\_\_\_\_ to \_\_\_\_\_

## Application for Post Office™ Caller Service

*Tear off this page, fill out all non-shaded fields, and take it to the Post Office*

1. Will this service be used for: *(Required)*     Business/Organization Use     Residential/Personal Use

2. Name of Business/Organization *(if applicable)*

3. Name of Person Applying *(Last, First, MI - include Title if representing a business/organization)*

4. Address Number, street, ste., City, State ZIP+4®	Verify initials	5. Corporate Address <i>(If different from #4)</i> Number, street, ste., City, State ZIP+4	Verify initials
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6. Telephone Number <i>(Include Area Code)</i>	7. Email Address <i>(Optional)</i>
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8. Quantity of numbers required: Caller \_\_\_\_\_ Reserve \_\_\_\_\_

9. Applicant must select and enter the ID number for two items of valid identification listed below. Applicant must present the IDs at a Post Office. One item must contain a photograph and one must be traceable to the bearer (prove applicant's physical address). Both must be current.	Verify initials	10. List the name(s) of all other businesses or individuals, including members of a business, who will be receiving mail at this Caller Service. All persons listed must have verifiable identification and, upon request, present this identification to the Postal Service. A parent or guardian may receive the mail of minors by listing their names (no ID is required).	Verify initials
<input type="checkbox"/> State Driver's License or State ID Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Passport, Alien Registration Card or Certificate of Naturalization	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Current Lease, Mortgage or Deed of Trust	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Voter or Vehicle Registration Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Home or Vehicle Insurance Policy	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Armed Forces, Government, University or Recognized Corporate Identification Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials

**11. SPECIAL ORDERS**

Postmaster: The following named persons or representatives of the business/organization listed above are authorized to pick up mail addressed to this (these) Caller Service number(s). All names listed must have verifiable ID and upon request, present this identification to the Postal Service (continue on reverse side if needed).

Other Authorized Representative	Verify initials	Other Authorized Representative	Verify initials
Other Authorized Representative	Verify initials	Other Authorized Representative	Verify initials

Date Application Received	Service Dates _____ through _____	Customer Eligible for No-Fee Service <input type="checkbox"/> Yes <input type="checkbox"/> No
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12. <b>Signature of Applicant (Same as item 3).</b> I certify that all information furnished on this form is accurate, truthful, and complete. I understand that anyone who furnishes false or misleading information on this form or omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.	Post Office Date Stamp
Privacy Notice: Privacy Act Statement is available on pages 2 and 4 of this form.	

