

# How to Read Your Bill

Understanding how to read your bill is incredibly important. It will ensure you are aware of all the different components that go into it! See below for all of the pieces that make up your bill and to the right for a key that walks you through what each section means!

**Blue Stream fiber**  
 Technical Support Hours are 24/7  
 Call: 123-456-7890  
 Write/ Visit: 123 Blue Stream Street  
 Monday - Friday 8:30am - 6:00pm  
 Saturday 8:30am - 12:30pm  
 Email: info@bluestreamfiber.com

**SERVICE ADDRESS**  
 123 MAIN STREET  
 ANYTOWN, USA 12345-6789

**STATEMENT SUMMARY**

|                                |                |
|--------------------------------|----------------|
| <b>Account Information</b>     |                |
| Account Number                 | 123456         |
| Phone Number                   | 555-123-4567   |
| Bill Date                      | 04/24/20       |
| Due Date                       | ON RECEIPT     |
| <b>Balance Forward</b>         |                |
| Previous Balance               | \$130.04       |
| Payment                        | \$130.04       |
|                                | \$0.00         |
| <b>Current Monthly Charges</b> |                |
| Monthly Services               | \$103.29       |
| Prorates and Adjustments       | \$90.24        |
| One-Time Charges               | -\$26.75       |
| Taxes, Fees, Surcharges        | \$0.00         |
| <b>Total Amount Due:</b>       | <b>\$39.80</b> |

Any unpaid balance is subject to a \$16.50 late charge after 8/11/2022.

**IMPORTANT MESSAGES**

**GO PAPERLESS  
 SAVE TREES AND MONEY!**

We're encouraging all our customers to switch to paperless billing. It's free, convenient, more timely and, of course, better for the environment. Visit "My Account" to log in and enroll in e-statements today and save!

- 1 **Account Number** - Unique number associated with your account. Please have this number available when calling customer service.
- 2 **Due Date** - Bill must be paid before the Due Date to avoid a late fee charge.
- 3 **Amount Enclosed** - Amount that you have enclosed for this bill.
- 4 **Credit Card Payment** - Check this box and fill out the credit card payment section on the back of the invoice.
- 5 **Remittance Address** - Address to send your payment. Please include remittance slip for proper credit to your account.
- 6 **Important Messages** - Important messages concerning your account or services.
- 7 **Statement Summary** - Information pertaining to your invoice.
- 8 **Previous Balance** - Balance left over from previous month.
- 9 **Current Charges** - The total of this month's current activity.
- 10 **One-Time Charges** - One-time charges are especially common when you first connect your service or if you have recently made changes to it. Typical one-time charges include On Demand rentals and Activation or Installation charges.
- 11 **Taxes and Surcharges** - Total taxes and surcharges that have been applied to your bill.
- 12 **Total Amount Due** - Current charges plus any remaining prior bill charges.

--- Thank You For Your Business! ---  
 If you have questions about your invoice, please call our customer service department at 123-456-7890 Page 1 of 4

**Blue Stream fiber**  
 123 BLUE STREAM STREET  
 ANYTOWN, FL 33333

ADDRESS SERVICE REQUESTED

5432100001 4534

**JOE CUSTOMER**  
 123 MAIN STREET  
 ANYTOWN, USA 12345-6789

**REMITTANCE SECTION**

|                   |              |
|-------------------|--------------|
| 1 Account Number: | 123456       |
| 2 Phone Number:   | 123-456-7890 |
| 3 Billing Date:   | 12/01/21     |
| 4 Due Date:       | 12/29/21     |
| Total Amount Due: | \$0.00       |
| Amount Enclosed:  | \$           |

Please put your account number on your check & make payable to: **BLUE STREAM**

Check here for change of address (See reverse for details)

Check here to pay by credit card (See reverse)

**BLUE STREAM**  
 PO Box 1  
 ANYTOWN, FL 33333

000123456000000000000000

Additionally, we suggest you sign up for autopay and paperless billing to save paper and avoid getting charged the paper bill fee. In the next few pages we will walk you through how to do that step by step. Note that you will need your account number to create your new account and sign up for paperless billing. Your account number was provided to you in a welcome email when you signed up for services.