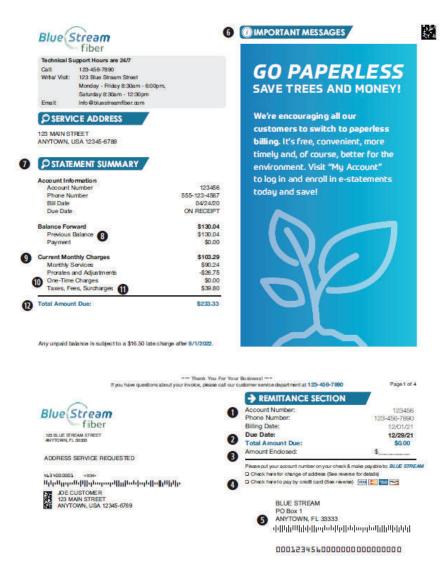
How to Read Your Bill

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!



- Account Number Unique number associated with your account. Please have this number available when calling customer service.
- Due Date Bill must be paid before the Due Date to avoid a late fee charge.
- Amount Enclosed Amount that you have enclosed for this bill.
- Credit Card Payment Check this box and fill out the credit card payment section on the back of the invoice.
- Remittance Address Address to send your payment. Please include remittance slip for proper credit to your account.
- Important Messages Important messages concerning your account or services.
- Statement Summary Information pertaining to your invoice.
- Previous Balance Balance left over from previous month.
- Current Charges The total of this month's current activity.
- 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.
- Taxes and Surcharges Total taxes and surcharges that have been applied to your bill.
- Total Amount Due Current charges plus any remaining prior bill charges.

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.