

We're dedicated to providing you with the best customer service, which includes helping you understand your new bill. Below, you will find a sample bill along with a description of your monthly charges. A summary of all charges can be found on the front page, while itemized details of each charge can be found on the subsequent pages.

## Section I: Account Summary

Scan your total charges quickly and easily at a single glance.

- Statement Date:** Date on which your statement was processed.
- Billing Period:** Period for which you are being billed. Services are billed one month in advance.
- Due Date:** Date by which your payment must be received.
- Delinquent Date:** Date by which payment must be received to avoid late charges.
- Previous Balance:** Total charges on previous month's bill.
- Payments and Adjustments:** Recent payments and adjustments made to your account.
- Outstanding Balance:** Unpaid balance from previous month(s).
- Monthly Service Charges:** Total charge for your monthly services, excluding taxes and any other associated fees.
- Fees and Surcharges:** Total charge of mandatory fees and surcharges associated with your services.
- Taxes:** Total of all applicable taxes.
- Important Messages:** Important information regarding your account, promotional offers and special announcements.

## Section 2 - Payment Coupon

This portion must be returned with your payment.

- Total Amount Due:** Total amount due as reflected on this statement.
- Payment Options:** Check box for automatic payment options and complete the back form.
- Remit Address:** Address to which payment should be sent.

## Section 3 - Account Detail

Provides a comprehensive breakdown of all charges shown in the Account Summary section.

JOHN DOE  
ANY STREET  
ANY TOWN ST 00000

0000000000000100000XXX75

**ACCOUNT INFORMATION**  
Statement For: JOHN DOE  
Account Number: 0000001

**ACTIVITY DATES**  
1 Statement Date: Aug 26, 2006  
2 Billing Period: Aug 26 to Sep 25, 2006  
3 Due Date: Sep 7, 2006  
4 Delinquent Date: Sep 15, 2006

**ACTIVITY SUMMARY**  
5 Previous Balance: \$XX.XX  
6 Payments and Adjustments: \$XX.XX  
7 Outstanding Balance: \$XX.XX

**SUMMARY OF CHARGES**  
8 Monthly Service Charges: \$XX.XX  
9 Fees and Surcharges: \$XX.XX  
10 Taxes: \$XX.XX

New Balance - Due: Sep 15, 2006 \$XX.XX

**PAYMENT DUE**  
1 Statement Date: Aug 26, 2006  
3 Account Number: 0000001  
12 Due Date: Sep 7, 2006  
12 Total Amount Due: \$XXXXX  
Amount Enclosed: \$

Auto Pay/Address Change check box and complete reverse.

14 COMPANY  
ANY STREET  
ANY TOWN ST 00000

**IMPORTANT MESSAGES**  
An Admin Fee will be applied if the "New Balance" is not received by the "Delinquent" date.  
Questions? Residential Customers Call XXX-XXXX-24 hrs. 7 days/wk. Business Customers Call XXX-XXXX-24 hrs. 7 days/wk.  
Payments received after July 27th, 2006 are not reflected on this statement.  
Please pay by the due date to avoid interruption of your services.

JOHN DOE  
ANY STREET  
ANY TOWN ST 00000

0000000000000100000XXX75

**Change of Address**  
Effective Date: \_\_\_/\_\_\_/\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_ Zip: \_\_\_\_\_  
Home# (\_\_\_\_) \_\_\_\_\_  
Business# (\_\_\_\_) \_\_\_\_\_

Checking  Credit Card  Due This Credit Card Charge (Checking account request MUST be accompanied with a voided check)  
Bank Account No: \_\_\_\_\_  
Routing and Transit No: \_\_\_\_\_  
Credit Card:  Visa  Mastercard  Discover  American Express  
Credit Card No: \_\_\_\_\_ Exp. Date: \_\_\_\_\_  
Name as it appears on your credit card: \_\_\_\_\_  
Zip Code from Credit Card billing address: \_\_\_\_\_

Changes can be made by writing:  
Changes may require a 30-day notification for implementation.  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

800-999-9999  
ANY STREET  
ANY TOWN, GA 00000

**PAYMENT DUE**  
1 Statement Date: Aug 26, 2006  
3 Account Number: 0000001  
12 Due Date: Sep 7, 2006  
12 Total Amount Due: \$XXXXX  
Amount Enclosed: \$

Auto Pay/Address Change check box and complete reverse.

14 COMPANY  
ANY STREET  
ANY TOWN ST 00000

**PAYMENTS AND ADJUSTMENTS**  
09/12/2006 Payment: -\$XX.XX  
Total Payments and Adjustments: -\$XX.XX

**MONTHLY SERVICE CHARGES**  
 Cable TV Services  
Analog Basic Service: \$XX.XX  
Line Assure - Analog: \$XX.XX  
Subtotal: \$XX.XX

Internet Services  
 Residential Internet Service: \$XX.XX  
Subtotal: \$XX.XX

Local Telephone Services for: (555-555-1212)  
 Residential Calling Name And Number ID: \$X.XX  
Residential Local Service: \$XX.XX  
Subtotal: \$XX.XX

Total Monthly Service Charges: \$XX.XX

**FEES AND SURCHARGES**  
 Cable TV Fees  
FCC Regulatory Cable Fee: \$X.XX  
Franchise Fee: \$X.XX  
Subtotal: \$X.XX

Local Telephone Fees for: (555-555-1212)  
 Federal USF Surcharge: \$X.XX  
Local Number Portability: \$X.XX  
Residential FCC Network Access Charge: \$X.XX  
State Tele Relay Charge: \$X.XX  
Subtotal: \$X.XX

Total Fees and Surcharges: \$XX.XX

**TAXES**  
Local Telephone Taxes for: (555-555-1212)  
 Federal Excise Tax: \$X.XX  
State Tax: \$X.XX  
Subtotal: \$XX.XX

Total Taxes: \$XX.XX

### Section 1 - Account Summary

### Section 2 - Payment Coupon

### Section 3 - Account Detail

\*Services represented are not available in all areas.