

UNDERSTANDING YOUR KINETIC BY WINDSTREAM BILL

Need help understanding your bill from Kinetic by Windstream? We're here to help!

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1. ACCOUNT INFORMATION

The most important information about your account can be found on the first page of your monthly bill. At the top right corner, you can see your **Account Number**, **Telephone Number** and **Invoice Date**.

2. CUSTOMER SERVICE

This section includes important customer service numbers, as well as our web address. If you have any questions about your bill or service, you can call us at the numbers listed or visit us online.

3. SERVICE AT-A-GLANCE

Here, you can quickly see previous charges and credits to your account, as well as your current charges and the total amount due.

4. PAY MY BILL

This section lists all of the options available for paying your Kinetic by Windstream bill. You can pay your bill four different ways:

- ➔ **ONLINE:** Use our **MyWIN portal** at my.windstream.com or on your mobile device to make a one-time payment or set up **AUTO PAY**.
- ➔ **IN PERSON:** Pay at your local retail store.
- ➔ **BY MAIL:** Send your check and payment slip to the address shown.
- ➔ **BY PHONE:** Call the number provided.

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Account number Telephone number Invoice date
May 02, 2019

Please call Windstream Communications toll free or visit our website.
For Sales/Billing/Account Changes: 1-800-347-1991
For Repair/Technical Support: 1-800-347-1991
Website: www.windstream.com

HIGH-SPEED INTERNET
UNLIMITED PHONE
DIGITAL TV

Visit us at
windstream.com

Thank you
for your business.

If you are paying multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check. Thank you.

Service At-A-Glance

Previous Bill	\$49.24
Payments/Adjustments thru 05/01	\$49.24 CR
Amount Previously Due	\$ 0.00
Current Charges Due - 04/24/19	\$49.14
Total Amount Due	\$49.14

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at www.windstream.com/terms; or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

On-line: Make a one-time payment or set up Auto Pay at: www.my.windstream.com
In person: To find a retail store location near you, visit www.windstream.com/support
By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call the number above.

Detach and return this payment slip with your check payable to WINDSTREAM GEORGIA COMM., LLC.

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ATTN: SUPPORT SERVICES
1720 GALLERIA BLVD
CHARLOTTE, NC 28270 Address Service Requested

Account number Telephone number Due date
April 24, 2019

Payment enclosed Amount Due \$49.14

555 070130159 5

WINDSTREAM
PO BOX 9001908
LOUISVILLE, KY 40290-1908

Check here for address changes noted on reverse side.

700055 500000007013015903490501000000491470

5. PAYMENT STUB

The bottom portion of your bill serves as your payment stub. Here you will also find your due date and the total amount due. Tear off this portion of the bill and return it with your check if you're mailing your payment. If you are paying by check, please include your account number or telephone number in the notes section.

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Go Paperless Today!

Why go Paperless?

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Receiving your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!
Go to www.my.windstream.com to register today!

SPEND LESS TIME PAYING YOUR BILL!

Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at www.my.windstream.com or call Windstream Customer Service.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Información importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transacción electrónica automática de débito (ACH en inglés). La transacción del débito aparecerá en su estado de cuenta del banco, aunque no se presentará su cheque a su institución financiera ni se le devolverá a usted. Esta transacción electrónica automática de débito no le inscribirá a usted en ningún proceso de débito automático de Windstream y solamente ocurrirá cada vez que se reciba un cheque. Cualquier reintegro debida a fondos insuficientes también podrá ocurrir electrónicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente serán seguras y el pago por cheque constituye la aceptación de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit www.windstream.com/billinfo. Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite www.windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ___/___/___

Name _____

Attention _____

New Address _____ Apt./Suite# _____

City _____ State _____ Zip _____

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Account number	Telephone number	Invoice date
		May 02, 2019

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -03/16/19	49.24 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		49.24 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

WINDSTREAM	49.14	
CURRENT CHARGES DUE 04/24/19		49.14

WINDSTREAM DETAIL OF CURRENT CHARGES

Service from 05/02/18 to 05/31/19
Toll charge inquiries call 1-800-347-1991.

SERVICES

1 RESIDENTIAL LINE	19.54	
1 PROTECTION PLUS PLAN RES	8.49	
TOTAL SERVICES		28.03

SURCHARGES AND OTHER FEES

ACCESS CHARGE PER FCC ORDER	6.48	
ACCESS RECOVERY CHARGE	1.50	
911 SERVICE	1.50	
UMBRELLA CITY FRIANSEEE FEE	.59	
FEDERAL UNIVERSAL SERVICE FEE	1.50	
GA UNIVERSAL ACCESS FUND	.96	
GA HEARING IMPAIRED SURCHARGE	.11	
DELEGATED ADMINISTRATION FEE	5.52	
TOTAL SURCHARGES AND OTHER FEES		28.16

TAXES

FEDERAL TAX	.89	
STATE TAX	1.03	
COUNTY TAX	1.03	
TOTAL TAXES		2.95

TOTAL WINDSTREAM CHARGES 49.14

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are:
QUEST COMMUNICATIONS

Your IntraLATA long distance carrier(s) are:
QUEST COMMUNICATIONS

Your Local carrier is:
WINDSTREAM GEORGIA COMM., LLC 1-800-347-1991

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

REGULATORY INFORMATION

Failure to pay the total amount due for basic local service could result in suspension of those services and may be subject to collection actions. To avoid suspension of your basic local service, you must pay \$ 36.00.

Non-payment of all other non-basic services may result in the suspension of those services and may be subject to collection actions, but will not result in the suspension of your basic local service.

IMPORTANT INFORMATION

This bill includes charges for:

WINDSTREAM CUSTOMER MESSAGE

Windstream continues to work to provide the highest level of service and support to our customers. Part of this service commitment includes providing customers with the opportunity to have third party services charged to their windstream telephone bill as a convenience. While many customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their windstream bill each month and contact the company if they are unsure about a charge on their windstream bill. And, in order to provide our customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for windstream-related services to which you subscribe (i.e. Dish, TechUp, etc.), but will prevent unrelated services from appearing on your windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a windstream representative at the phone number found at the top right hand corner of your statement.

On line payments must be made by 4:00 pm eastern time in order to post for the current day.

A \$5.00 late payment collection fee and a 1.5 percent late payment charge will apply to any balances not paid by the due date. There will be a \$30 charge for each returned check.

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6. PAY BY CHECK/GO PAPERLESS

On this page, you can find important information about paying by check, as well as learn about the benefits of going paperless with online bill pay or AUTO PAY.

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7. SUMMARY OF CHARGES

See a summary of your current charges broken out by category or service type. Your total current charges will match the total due from the first page of your bill.

8. DETAILS OF CURRENT CHARGES

These sections will provide greater detail and explanation of each line item included in the summary.

Any service credits can also be found in the detail section. You will see the letters "CR" noted beside each credit that will be reflected in your total services amount.

You will also see the taxes, surcharges and fees assessed by federal, state and local government that are associated with each service. These fees can vary depending on where you live and will be affected by changes to your account.

You may also see one-time fees for activation and professional installation, as well as any equipment or modem charges associated with your account. Most of these fees are typically on your first bill.

9. SERVICE PROVIDERS

This section lists your long-distance and local carrier assignments.

10. WINDSTREAM CUSTOMER MESSAGE

The last section of your bill is reserved for communications from Kinetic by Windstream. This is where we will share important information about your service, as well as payment deadlines and associated late fees.

If you need to make any changes to your account, like an address or name change, simply check the box on the front of your payment stub and fill in your new information on the back. Make sure you include the effective date of the change.