

Welcome to your new billing statement

1 Account Number & Payment Due Date
This is your 13-digit account number and the date your payment is due.

2 Account PIN
You will be prompted by Customer Care to provide this 6-digit security code when inquiring about your account.

3 Contact Us
Flexible options to help you reach us.

4 Summary
Previous & Current Charges summarizes your past bill amount, payments received and current charges with the total amount due.

5 Messaging Center
Important account information or news from Astound Broadband.

6 Payment Coupon & Balance Due
Simply tear off and return with your check or money order for the Total Amount Due by the Due Date.


7 Payment, Charges & Usage Detail
These sections detail your payments received during the last statement period, current monthly charges, and any usage charges.

8 Taxes, Surcharges & Fees
Consolidated details of taxes, surcharges and fees applied to your account, in one simplified section.

9 About Your Cable TV Services
This section is a breakdown of the cable TV charges on your statement. This identifies how many dollars are associated for cable TV only.

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This is a sample bill for demonstration only. Specific services subject to availability. Please contact Astound Broadband for details.



Service Location:
123 MAIN STREET
ANYTOWN, USA 12345
Account PIN: 123456

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Customer Name: JOE CUSTOMER
Statement Date: 02/01/2022
Account Number: 1234-1234567-01
AutoPay Charge Date: 02/23/2022

Contact Us: Website: astound.com Telephone: 888-610-1499 Visit: 1234 Main Avenue, Anytown, USA 12345

PREVIOUS CHARGES

Previous Balance	114.75
Payments Received	-114.75 CR
Balance Forward	0.00


CURRENT CHARGES

Bundled Services	65.99
High Speed Internet	7.95
Digital Cable TV	27.95
One-Time Charges	1.00
Taxes, Surcharges & Fees	44.16
Total Current Charges	147.05

Total Amount Due: \$147.05

DO NOT SEND PAYMENT - YOU HAVE SELECTED AutoPay

IMPORTANT MESSAGES




INTRODUCING ASTOUND BROADBAND

We want you to be among the first to know the exciting news! enTouch is now Astound Broadband powered by enTouch. We've been a part of your neighborhood for years, supporting the community, with award-winning reliable services and 24/7 customer support. We seek ways to help make the impossible possible, strive to make every interaction memorable and astounding. Your passions fuel us to keep innovating and to continue to ASTOUND you every day.

Visit us online at astound.com

Connect With Us On Social Media!



Please detach and return below portion with your payment

REMITTANCE SECTION

Account Number: 1234-1234567-01
Billing Date: 02/01/2022
AutoPay Charge Date: 02/04/2022
Total Amount Due: AutoPay


Please put your account number on your check and make payable to: enTouch. We accept Visa, Mastercard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a Local Office, a payment center near you or at any Western Union location.

Payment Coupon & Balance Due

100 Baltimore Drive, Wilkes-Barre, PA 18702
Electronic Service Requested

4631000001 -#004-
JOE CUSTOMER
123 MAIN STREET
ANYTOWN, USA 12345-6789

ENTOUCH SYSTEMS
PO BOX 679367
DALLAS, TX 75267-9367



Customer Name: JOE CUSTOMER
Statement Date: 02/01/2022
Account Number: 1234-1234567-01
AutoPay Charge Date: 02/23/2022

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PAYMENTS

The payments listed were received prior to the statement date at the top of the page. All payments received after this date will appear on your next statement.

Date	Description	Amount
01/03	Payment Received - Thank You!	-114.75 CR
		-\$114.75 CR

BUNDLED SERVICES

This section displays the monthly charges and services included in your bundle.

Date	Description	Amount
02/01 - 02/28	Limited Cable/Phone/Internet Package 250 Mbps Internet Service, Basic Cable Service, Ultra Feature Package, Unlimited Nationwide Calling Your promotional discount will expire on 06/24/22.	\$65.99

HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/01 - 02/28	Cable Modem Rental	1	7.95
	Standard WiFi	1	0.00
			\$7.95

DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/01 - 02/28	Digital Converter	2	27.95
			\$27.95

DIGITAL PHONE

This section contains monthly phone services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/01 - 02/28	Basic Voice Mail	1	0.00
			\$0.00

ONE-TIME CHARGES

This section displays non-monthly charges. These are one time purchases, fees, or adjustments that have been made to your account.

Date	Description	Qty	Amount
01/03	Web Payment Processing Fee	1	1.00
			\$1.00

TAXES, SURCHARGES & FEES

This section includes total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/fees>.

Description	Amount
Internet	
Network Access and Maintenance Fee	6.97
State Sales Tax	1.48
Cable	
Franchise Fee	3.28
Regulatory Fee	0.07
State Sales Tax	1.68
Broadcast TV Surcharge	16.39
Telephone	
Subscriber Line Charge	8.50
Federal Excise Tax	0.26
Federal Universal Service Fund	3.02
State Sales Tax	0.14
State Gross Receipts Tax	1.33
State Telecom Relay Surcharge	0.08
County 911 Fee	1.65
Regulatory Recovery Fee - Phone	0.31
	\$44.16

ABOUT YOUR CABLE TV SERVICES

Below is a breakdown of the Cable TV charges on your statement. This identifies how many dollars are associated for Cable TV service.

Service	Equipment	Premiums and Add Ons	Taxes, Surcharges & Fees	Total *	
	\$10.30	\$27.95	\$0	\$21.42	\$59.67

* This pricing reflects the total amount for cable TV services and equipment as part of a promotional bundle. If you change your package, the discounted bundle pricing for the other services will also change. For expiration dates on discounted services and equipment, please refer to the details on your billing statement.