


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.

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Service Location:
123 MAIN STREET
ANYTOWN, USA 12345
Account PIN: 001234



Customer Name:
Statement Date:
Account Number:
AutoPay Charge Date:

JOE CUSTOMER
02/01/2022
1234-1234567-01
02/23/2022

Website: astound.com
Telephone: 1-866-928-3123

PREVIOUS CHARGES

| | |
|-------------------|-----------|
| Previous Balance | 92.22 |
| Payments Received | -92.22 CR |
| Balance Forward | 0.00 |


CURRENT CHARGES

| | |
|------------------------------|--------------|
| Bundled Services | 79.95 |
| High Speed Internet | 8.67 |
| Taxes, Surcharges & Fees | 8.67 |
| Total Current Charges | 93.62 |

Total Amount Due: \$93.62

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! Wave is now Astound Broadband powered by Wave. We've been a part of your neighborhood for years, supporting the community, with award-winning reliable services and 24x7 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



100 Baltimore Drive, Wilkes-Barre, PA 18702

Electronic Service Requested

4634000003 <834>
JOE CUSTOMER
123 MAIN STREET
ANYTOWN, USA 12345-6789


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: Wave. 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.

Wave
PO BOX 31001-2714
PASADENA, CA 91110-2714

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Customer Name:
Statement Date:
Account Number:
AutoPay Charge Date:

JOE CUSTOMER
02/01/2022
1234-1234567-01
02/04/2022

PAYMENTS

The payments listed are prior to the statement date listed 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! | -92.22 CR |
| | | -92.22 CR |

BUNDLED SERVICES

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

| Date | Description | Amount |
|---------------|-------------------------|---------|
| 02/01 - 02/28 | High Speed 250 Internet | 79.95 |
| | High Speed 250 Internet | |
| | | \$79.95 |

HIGH SPEED INTERNET

This section contains monthly data services.

| Date | Description | Qty | Amount |
|---------------|-----------------------|-----|--------|
| 02/01 - 02/28 | In-Home Modem | 1 | 0.00 |
| | Double Data Allotment | 1 | 5.00 |
| | | | \$5.00 |

TAXES, SURCHARGES & FEES

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

| Description | Amount | |
|-----------------------------|--------|--------|
| Internet | 6.97 | |
| Internet Infrastructure Fee | 1.70 | |
| Regulatory Recovery Fee | 8.67 | |
| | | \$6.97 |

Total Amount Due By 02/04/2022 \$93.62

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