Bill Explanation

Important

messages

Information:

Check here for

regarding your

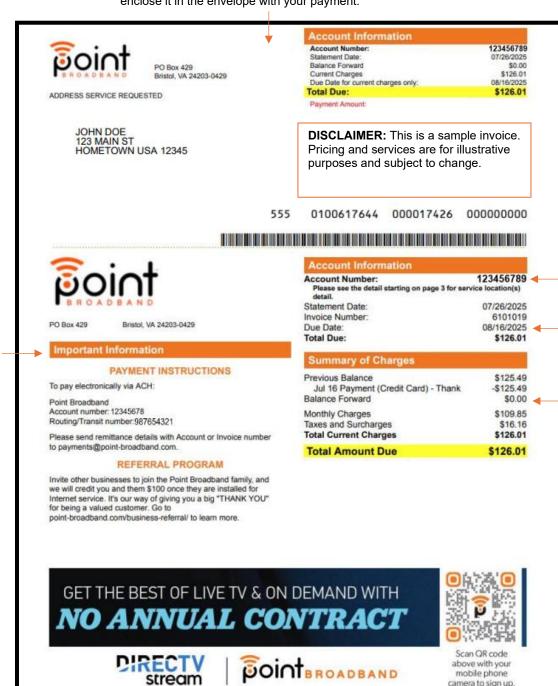
special offers

service and any



In our efforts to improve service, we have redesigned our bill to make it easier to read and understand Please take a moment to review this sample explanation of your bill. To manage your account and pay your bill online, you must enroll in the Point Broadband Customer Portal at https://customerportal.point-broadband.com You will need your acount number and your CPNI default password to complete enrollment. If you do not have this, please contact us at 844-407-6468. For instructions on enrolling in the customer portal, go to https://point-broadband.com/portalenroll/.

> Payment Stub: If you are paying your bill with a check, detach the portion of your bill above the dotted line and enclose it in the envelope with your payment.



Account Number:

This is the number used to identify your account.

Due Date: This is the date payment for the bill is due.

Account Summary:

This contains the charges and taxes for the billing period, as well as any credits or previous payments applied. Your total amount due is the last item and includes all the above charges.

camera to sign up.

DISCLAIMER: This is a sample invoice. Pricing and services are for illustrative purposes and subject to change.

How to Reach Point Broadband:

- Customer Service: 844-407-6468
- Tech Support: 844-407-6468

- Website: www.point-broadband.com
 Mail: PO Box 429 Bristol VA 24203-0429
- Customer Service Email: customerservice@point-broadband.com.
- Technical Support Email: support@point-broadband.com

Payment Options

- · Auto Pay: Deducts your bill from your checking account or credit card on your due date. Call our office to enroll in Auto Pay.
- Mail: Return the top portion of your bill in the enclosed return envelope with a payment type of your choice (no cash please).
 Phone: Call toll free 1-(844) 407-6468 to pay by credit card (Visa, MasterCard, Discover or American Express).
- · Web: To pay online, go to www.point-broadband.com/payments.

Additional Information

Billing Information

If payment is not received on or before the due date shown on your statement, we charge whichever is greater. A late fee of 1.5 percent per month on the unpaid balance (where permitted by state law) or a flat \$15 per month. Long Distance Carriers used are shown in the billing details. Similarly, failure to pay charges for telephone, cable, or internet service may result in termination of cable and/or internet service.

Phone Regulatory Information

Please see our Battery Backup Customer Notice at:

https://assets-global.website-

files.com/626be875131929551154a9ac/658665010c90853e0d0603a5_Battery%20Backup%20Notice%20for%20Voice%20Service.pdf and our Do Not Call Notification at: https://assets-global.website-files.com/626be875131929551154a9ac/65866435bd1c9fff562b1262_FCC%20Do%20Not%20Call%20Notice.pdf.

To make an inquiry or file a complaint regarding your telephone service regulation, you may contact your applicable state regulatory body listed below.

Richmond, VA 23218 800-552-7945 www.scc.virginia.gov

Nashville, TN 37243 800-342-8359 www.tn.gov/tra

VA State Corporation Commission (VSCC) Tennessee Regulatory Authority P.O. Box 1197 Soz Deaderick Street, 4th Floor 4325 Mail Service Center Consumer Services Division 4325 Mail Service Center Raleigh, NC 27699-4300 866-380-9816

1401 Main Street, Suite 900 Columbia, SC 29201 Consumer.services@psncuc.nc.gov 800-922-1531

Call Before You Dig

Point Broadband delivers voice, video and data services to your premise through a fiber network. Please help protect our network and your communication services from accidental outages by calling 1-800-552-7001 before you dig. We will locate our fiber free of charge.

Authorization To Convert Your Check To An Electonic Funds Transfer Debit

By sending your check to us, you authorize Point Broadband to convert your check into an electronic funds transfer. Please be aware that your bank account may be debited the same day we receive your payment. If we cannot process the check electronically we will present either the actual copy or the imaged copy of your check for payment to the bank. Point Broadband will store each original check securely for at least 30 days and then it will be

Point Contact Information: Here are the ways you can contact Point to discuss any issues with your bill or service. Please have your account number handy whenever you call customer support.

Additional Information: This includes details about various payment options, as well as relevant regulatory

information.

Point JOHN DOE 123 MAIN ST HOMETOWN USA 12345 Account Number 123456789 \$125.49 Jul 16 Payment (Credit Card) - Thank You! -\$125.49 Balance Forward \$0.00 **Current Month's Charges** Charges Charges Charges Total 123 MAIN ST Internet Service (276) 555-0050 49.95 0.00 0.00 0.00 49.95 29.95 0.00 0.00 8.08 38.03 (276) 555-5505 38.03 \$126.01 \$16.16

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123456789

Invoice Number 6101019

Statement Details:

This contains a comprehensive breakdown of all charges for the billing period.

