


# Bill Explanation



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 account 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.



PO Box 429  
Bristol, VA 24203-0429


ADDRESS SERVICE REQUESTED


JOHN DOE  
123 MAIN ST  
HOMETOWN USA 12345

**Account Information**

Account Number:	123456789
Statement Date:	07/26/2025
Balance Forward	\$0.00
Current Charges	\$126.01
Due Date for current charges only:	08/16/2025
<b>Total Due:</b>	<b>\$126.01</b>
Payment Amount:	

555 0100617644 000017426 000000000





PO Box 429 Bristol, VA 24203-0429

**Important Information**

**PAYMENT INSTRUCTIONS**

To pay electronically via ACH:

Point Broadband  
Account number: 12345678  
Routing/Transit number: 987654321

Please send remittance details with Account or Invoice number to [payments@point-broadband.com](mailto:payments@point-broadband.com).

**REFERRAL PROGRAM**

Invite other businesses to join the Point Broadband family, and we will credit you and them \$100 once they are installed for Internet service. It's our way of giving you a big "THANK YOU" for being a valued customer. Go to [point-broadband.com/business-referral/](https://point-broadband.com/business-referral/) to learn more.

**Account Information**


Account Number:	123456789
Please see the detail starting on page 3 for service location(s) detail.	
Statement Date:	07/26/2025
Invoice Number:	6101019
Due Date:	08/16/2025
<b>Total Due:</b>	<b>\$126.01</b>

**Summary of Charges**

Previous Balance	\$125.49
Jul 16 Payment (Credit Card) - Thank	-\$125.49
Balance Forward	\$0.00
Monthly Charges	\$109.85
Taxes and Surcharges	\$16.16
<b>Total Current Charges</b>	<b>\$126.01</b>
<b>Total Amount Due</b>	<b>\$126.01</b>

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**NO ANNUAL CONTRACT**

**DIRECTV** stream | **point** BROADBAND



Scan QR code above with your mobile phone camera to sign up.

**Important Information:** Check here for messages regarding your service and any special offers

**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.

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

#### 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](http://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](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](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.

VA State Corporation Commission (VSCC)	Tennessee Regulatory Authority	North Carolina Utilities Commission	S.C. Office of Regulatory Staff
P.O. Box 1197	502 Deaderick Street, 4th Floor	4325 Mail Service Center	Consumer Services Division
Richmond, VA 23218	Nashville, TN 37243	Raleigh, NC 27699-4300	1401 Main Street, Suite 900
800-552-7945	800-342-8359	866-380-9816	Columbia, SC 29201
<a href="http://www.scc.virginia.gov">www.scc.virginia.gov</a>	<a href="http://www.tn.gov/tra">www.tn.gov/tra</a>	<a href="mailto:Consumer.services@pscnc.nc.gov">Consumer.services@pscnc.nc.gov</a>	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 Electronic 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 destroyed.

#### 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.



Invoice Date  
07/26/2025

Due Date  
08/16/2025

Account Number  
123456789

Invoice Number  
6101019

JOHN DOE  
123 MAIN ST  
HOMETOWN USA 12345  
Account Number 123456789

Previous Balance \$125.49  
Jul 16 Payment (Credit Card) - Thank You! -\$125.49  
Balance Forward \$0.00

### Current Month's Charges

	Recurring Charges	Other Charges	Usage Charges	Tax	Total
123 MAIN ST					
Internet Service	49.95	0.00	0.00	0.00	49.95
(276) 555-0050	29.95	0.00	0.00	8.08	38.03
(276) 555-5505	29.95	0.00	0.00	8.08	38.03
Subtotal	\$109.85	\$0.00	\$0.00	\$16.16	\$126.01

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

### Statement Details:

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

### Service Detail

#### Service Details for 123 Main St

Bus Voice + Data	Qty	Amount
Charges for 123456789		
Full Month Charges (Jul 26 - Aug 25)		
* Commercial 25M X 5M*		\$49.95
Total Full Month Charges (Jul 26 - Aug 25)		\$49.95
Subtotal for 123456789		\$49.95
Charges for (276) 555-0050		
Full Month Charges (Jul 26 - Aug 25)		
* Business Line		\$29.95
Total Full Month Charges (Jul 26 - Aug 25)		\$29.95
Subtotal for (276) 555-0050		\$29.95
Charges for (276) 555-5505		
Full Month Charges (Jul 26 - Aug 25)		
* Business Line		\$29.95
Total Full Month Charges (Jul 26 - Aug 25)		\$29.95
Subtotal for (276) 555-5505		\$29.95
Taxes and Fees		
COMMUNICATIONS SERVICES TAX		\$3.34
FUSF_VOIP		\$6.84
FCC_REGULATORY_FEE_VOIP		\$0.10
Municipal Right of Way		\$4.38
E-911		\$1.50
Total Taxes and Fees		\$16.16
Total for Bus Voice + Data		\$126.01
Total for 123 MAIN ST		\$126.01