Understanding Your New Monthly Statement

We're dedicated to providing you with the best customer service, which includes helping you understand your new bill. Below, you will find a sample bill along with a description of your monthly charges. A summary of all charges can be found on the front page, while itemized details of each charge can be found on the subsequent pages.

Section 1 - Account Summary

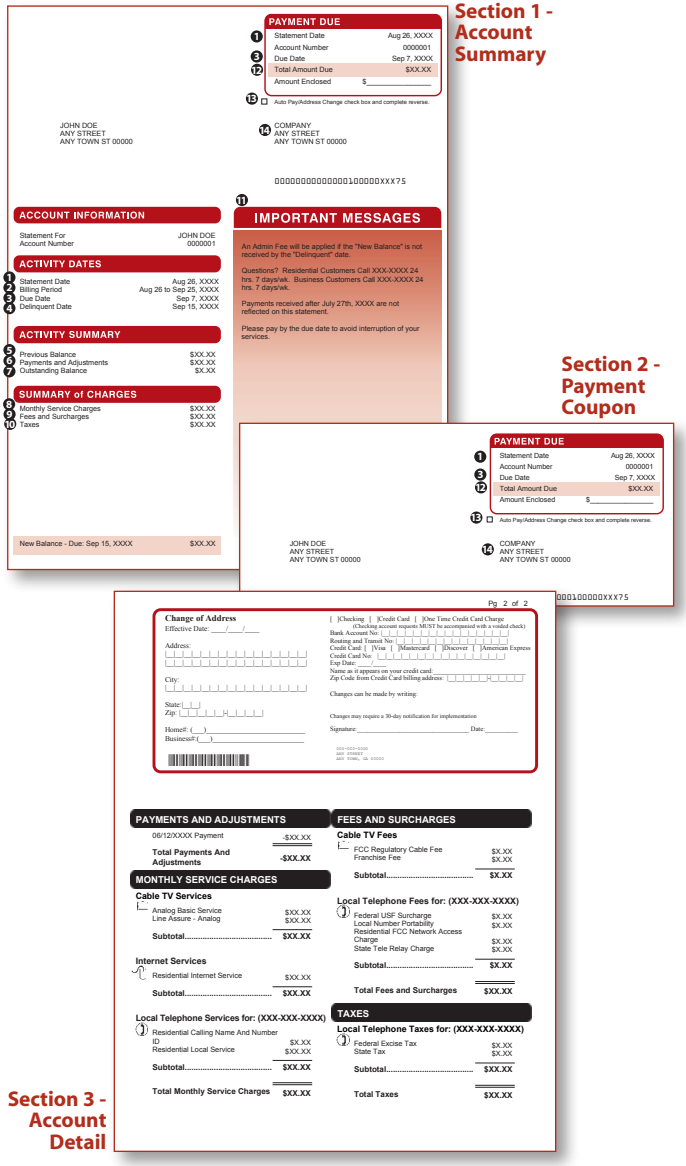
Scan your total charges quickly and easily at a single glance.

1. **Statement Date:** Date on which your statement was processed.
2. **Billing Period:** Period for which you are being billed. Services are billed one month in advance.
3. **Due Date:** Date by which your payment must be received.
4. **Delinquent Date:** Date by which payment must be received to avoid late charges.
5. **Previous Balance:** Total charges on previous month's bill.
6. **Payments and Adjustments:** Recent payments and adjustments made to your account.
7. **Outstanding Balance:** Unpaid balance from previous month(s).
8. **Monthly Service Charges:** Total charge for your monthly services, excluding taxes and any other associated fees.
9. **Fees and Surcharges:** Total charge of mandatory fees and surcharges associated with your services.
10. **Taxes:** Total of all applicable taxes.
11. **Important Messages:** Important information regarding your account, promotional offers and special announcements.

Section 2 - Payment Coupon

This portion must be returned with your payment.

12. **Total Amount Due:** Total amount due as reflected on this statement.
13. **Payment Options:** Check box for automatic payment options and complete the back form.
14. **Remit Address:** Address to which payment should be sent.

Section 3 - Account Detail

Provides a comprehensive breakdown of all charges shown in the Account Summary section.