Understanding Your Kinetic Business by Windstream Bill

Need help understanding your bill from Kinetic Business by Windstream?

We're here to help!

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1. ACCOUNT INFORMATION

The most important information about your account can be found on the first page of your monthly bill. At the top right corner, you can see your **Account Number**, **Telephone Number** and **Invoice Date**.

2. CUSTOMER SERVICE

This section includes important customer service numbers, as well as our web address. If you have any questions about your bill or service, you can call us at the numbers listed or visit us online.

3. SERVICE AT-A-GLANCE

Here, you can quickly see previous charges and credits to your account, as well as your current charges and the total amount due.

4. PAY MY BILL

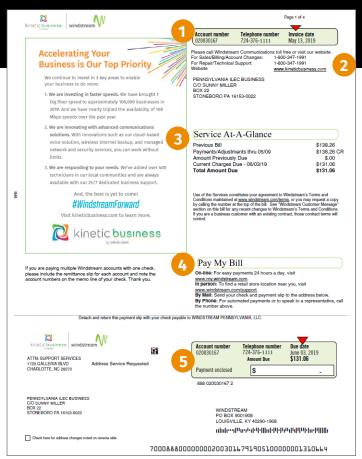
This section lists all of the options available for paying your Kinetic Business by Windstream bill. You can pay your bill four different ways:

ONLINE: Use our MyWIN Business Customer portal at my.windstream.com or on your mobile device to make a one-time payment or set up AUTO PAY.

IN PERSON: Pay at your local retail store.

BY MAIL: Send your check and payment slip to the address shown.

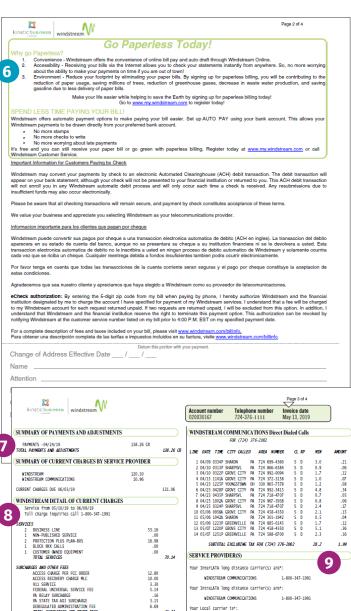
BY PHONE: Call the number provided.



5. PAYMENT STUB

The bottom portion of your bill serves as your payment stub. Here you will also find your due date and the total amount due. Tear off this portion of the bill and return it with your check if you're mailing your payment. If you are paying by check, please include your account number or telephone number in the notes section.





PEDERAL ONLINEAL SERVICE FEE PA RELAY SURCHARGE PA STATE TAX ADJ SURCHARGE DEREGULATED ADMINISTRATION FEE TOTAL SURCHARGES AND OTHER FEES Your Local carrier 1s*: WINDSTREAM PENNSYLVANIA. LLC 1-800-347-1991 If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office. 8.72 TOTAL WINDSTREAM CHARGES 120.10 REGULATORY INFORMATION WINDSTREAM COMMUNICATIONS DETAIL OF CURRENT CHARGES Failure to pay the total amount due for basic local service could result in suspension of those services and may be subject to collection actions. To avoid suspension of your basic local service, you must pay \$ 95.01 SWITCHED ONE PLUS SERVICE LONG DISTANCE CHARGES TOTAL SERVICES Non-payment of all other non-basic services may result in the suspension of those services and may be subject to collection actions, but will not result in the suspension of your basic local service. SURCHARGES AND OTHER FEES INTERSTATE SERVICE FEE STATE GROSS RECEIPTS TAX FEDERAL UNIVERSAL SERVICE FEE DECIN ATTROY ASSESSMENT SURCHIG WINDSTREAM CUSTOMER MESSAGE 10 whenever continues to work to provide the highest lovel of service and support to our Gustaers. But of this service, cometiment facilities providing Custaers with the opportunity to base third party services curged to their findstream selegome oil it as a convenience. While many Custaers appreciate this convenience, we winderstand that it's not for everyone. Windstream always encourages custaers to review their findstream of the control PA STATE TAX ADJ SURCHARGE TOTAL SURCHARGES AND OTHER FEES 8.35 .62 TOTAL WINDSTREAM COMMUNICATIONS CHARGES

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6. PAY BY CHECK/GO PAPERLESS

On this page, you can find important information about paying by check, as well as learn about the benefits of going paperless with online bill pay or Auto Pay.

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7. SUMMARY OF CHARGES

See a summary of your current charges broken out by category or service type. Your total current charges will match the total due from the first page of your bill.

8. DETAILS OF CURRENT CHARGES

These sections will provide greater detail and explanation of each line item included in the summary.

Any service credits can also be found in the detail section. You will see the letters "CR" noted beside each credit that will be reflected in your total services amount.

You will also see the taxes, surcharges and fees assessed by federal, state and local government that are associated with each service. These fees can vary depending on where you live and will be affected by changes to your account.

You may also see one-time fees for activation and professional installation, as well as any equipment or modem charges associated with your account. Most of these fees are typically on your first bill.

9. SERVICE PROVIDERS

This section lists your long-distance and local carrier assignments.

10. CUSTOMER MESSAGE

The last section of your bill is reserved for communications from Kinetic Business by Windstream. This is where we will share important information about your service, as well as payment deadlines and associated late fees.

If you need to make any changes to your account, like an address or name change, simply check the box on the front of your payment stub and fill in your new information on the back. Make sure you include the effective date of the change.

