

# Understanding Your Kinetic Business by Windstream Bill

Need help understanding your bill from Kinetic Business by Windstream? We're here to help!

## PAGE 1

### 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](http://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.

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**1** Account number Telephone number Invoice date  
020030167 724-376-1111 May 13, 2019

**2** Please call Windstream Communications toll free or visit our website.  
For Sales/Billing/Account Changes: 1-800-347-1991  
For Repair/Technical Support: 1-800-347-1991  
Website: [www.kineticbusiness.com](http://www.kineticbusiness.com)

**3** **Service At-A-Glance**

Previous Bill	\$138.26
Payments/Adjustments thru 05/09	\$138.26 CR
Amount Previously Due	\$ 0.00
Current Charges Due - 06/03/19	\$131.06
<b>Total Amount Due</b>	<b>\$131.06</b>

**4** **Pay My Bill**

**5** **Payment Stub**

Account number	Telephone number	Due date
020030167	724-376-1111	June 03, 2019
Payment enclosed		Amount Due
\$		\$131.06

700088800000000200301679190510000001310664

### 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.

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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 associated with 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.

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### Go Paperless Today!

**Why go Paperless?**

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Flipping your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!  
Go to [www.my.windstream.com](http://www.my.windstream.com) to register today!

**SPEND LESS TIME PAYING YOUR BILLS!**  
Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at [www.my.windstream.com](http://www.my.windstream.com) or call Windstream Customer Service.

**Important Information for Customers Paying by Check**

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

**Información importante para los clientes que pagan por cheque**

Windstream puede convertir sus pagos por cheque a una transacción electrónica automática de débito (ACH en inglés). La transacción del débito aparecerá en su estado de cuenta del banco, aunque no se presentará su cheque a su institución financiera ni se le devolverá a usted. Esta transacción electrónica automática de débito no le inscribirá a usted en ningún proceso de débito automático de Windstream y solamente ocurrirá cada vez que se ríbea un cheque. Cualquier reintegro debida a fondos insuficientes también podrá ocurrir electrónicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente serán seguras y el pago por cheque constituye la aceptación de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

**Check authorization:** By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.


For a complete description of fees and taxes included on your bill, please visit [www.windstream.com/billinfo](http://www.windstream.com/billinfo).  
Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite [www.windstream.com/billinfo](http://www.windstream.com/billinfo).

Return this portion with your payment.

Change of Address Effective Date  /  /

Name

Attention

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**Account number** 020030167 **Telephone number** 724-376-1111 **Invoice date** May 13, 2019

### SUMMARY OF PAYMENTS AND ADJUSTMENTS

TOTAL PAYMENTS - 04/24/19 138.26 CR  
TOTAL PAYMENTS AND ADJUSTMENTS 138.26 CR

### SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

WINDSTREAM 120.10  
WINDSTREAM COMMUNICATIONS 10.96  
CURRENT CHARGES DUE 06/03/19 131.06

### WINDSTREAM DETAIL OF CURRENT CHARGES

Service From 05/10/19 to 06/09/19  
Toll charge inquiries call 1-800-347-1991

DESCRIPTION	AMOUNT
<b>SERVICES</b>	
2 BUSINESS LINE	53.16
1 NON-PUBLISHED SERVICE	.00
2 PROTECTION PLUS PLAN-BUS	16.98
1 BLOCK BOX CALLS	.00
1 CUSTOMER OWNED EQUIPMENT	.00
<b>TOTAL SERVICES</b>	<b>70.14</b>
<b>SURCHARGES AND OTHER FEES</b>	
ACCESS CHARGE PER FCC ORDER	12.80
ACCESS RECOVERY CHARGE MLC	10.00
911 SERVICE	3.30
FEDERAL UNIVERSAL SERVICE FEE	5.14
PA RELAY SURCHARGE	.16
PA STATE TAX ADJ SURCHARGE	3.15
DEREGULATED ADMINISTRATION FEE	6.69
<b>TOTAL SURCHARGES AND OTHER FEES</b>	<b>41.24</b>
<b>TAXES</b>	
FEDERAL TAX	2.43
STATE TAX	6.29
<b>TOTAL TAXES</b>	<b>8.72</b>
<b>TOTAL WINDSTREAM CHARGES</b>	<b>120.10</b>
<b>WINDSTREAM COMMUNICATIONS DETAIL OF CURRENT CHARGES</b>	
Toll charge inquiries call 1-800-347-1991	
<b>SERVICES</b>	
2 SWITCHED ONE PLUS SERVICE	.00
LONG DISTANCE CHARGES	1.99
<b>TOTAL SERVICES</b>	<b>1.99</b>
<b>SURCHARGES AND OTHER FEES</b>	
INTERSTATE SERVICE FEE	6.22
STATE GROSS RECEIPTS TAX	.49
FEDERAL UNIVERSAL SERVICE FEE	1.18
REGULATORY ASSESSMENT SURCHRG	.35
PA STATE TAX ADJ SURCHARGE	.11
<b>TOTAL SURCHARGES AND OTHER FEES</b>	<b>8.35</b>
<b>TAXES</b>	
STATE TAX	.62
<b>TOTAL TAXES</b>	<b>.62</b>
<b>TOTAL WINDSTREAM COMMUNICATIONS CHARGES</b>	<b>10.96</b>

### WINDSTREAM COMMUNICATIONS Direct Dialed Calls

FOR (724) 376-2002

LINE	DATE	TIME	CITY CALLED	AREA NUMBER	CL	RP	MIN	AMOUNT
1	04/09	0334P	SHARON	PA 724 699-4360	S	D	3.0	.21
2	04/10	0132P	SHARPSVIL	PA 724 866-6584	S	D	0.9	.06
3	04/10	0120P	GROVE CITY	PA 724 962-0094	S	D	1.7	.12
4	04/15	1141A	GROVE CITY	PA 724 372-3158	S	D	1.0	.07
5	04/23	1225P	YOUNGSTOWN	OH 330 965-7178	S	D	1.2	.08
6	04/23	0420P	GROVE CITY	PA 724 962-0145	S	D	4.8	.34
7	04/23	0435P	SHARPSVIL	PA 724 718-4707	S	D	0.7	.05
8	04/25	1002A	GROVE CITY	PA 724 967-3938	S	D	0.8	.06
9	04/25	0124P	SHARPSVIL	PA 724 718-3707	S	D	2.4	.17
10	05/06	0955A	GROVE CITY	PA 724 458-4350	S	D	2.1	.15
11	05/06	1042A	SHARON	PA 724 301-1942	S	D	0.5	.04
12	05/06	1223P	GREENVILLE	PA 724 885-0145	S	D	1.7	.12
13	05/07	1200P	GROVE CITY	PA 724 458-4350	S	D	5.1	.36
14	05/07	1215P	GREENVILLE	PA 724 588-6700	S	D	2.3	.16
<b>SUBTOTAL EXCLUDING TAX FOR (724) 376-2002</b>								<b>20.2</b>
<b>SERVICE PROVIDER(S)</b>								
Your InterLATA long distance carrier(s) are:								
WINDSTREAM COMMUNICATIONS 1-800-347-1991								
Your IntraLATA long distance carrier(s) are:								
WINDSTREAM COMMUNICATIONS 1-800-347-1991								
Your local carrier is:								
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.								
<b>REGULATORY INFORMATION</b>								
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. In the event of suspension of your basic local service, you must pay \$ 95.00								
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.								
<b>WINDSTREAM CUSTOMER MESSAGE</b>								
Windstream continues to work to provide the highest level of service and support to our customers. Part of this service commitment includes providing customers with the opportunity to have third party services charged to their Windstream telephone bill as a convenience. While many customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their Windstream bill each month and contact the company if they are unsure about a charge on their Windstream bill. And, in order to provide our customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for Windstream-related services to which you subscribe (i.e. 911, TechHelp, etc.), but will prevent unrelated services from appearing on your Windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a Windstream representative at the phone number found at the top								