UNDERSTANDING YOUR KINETIC By windstream bill

Need help understanding your bill from Kinetic 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 by Windstream bill. You can pay your bill four different ways:

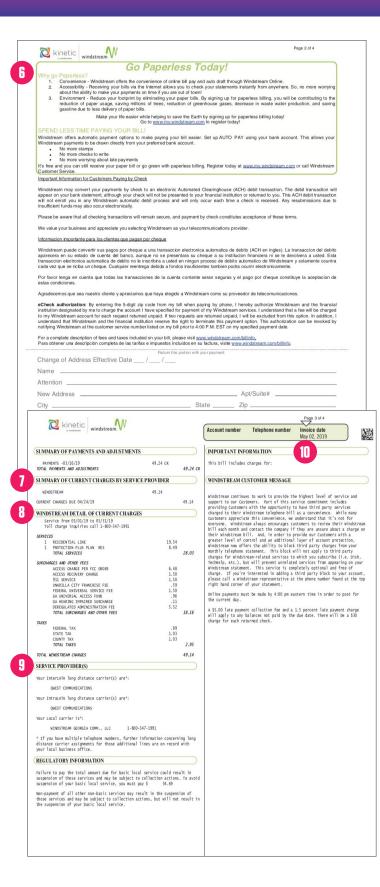
- ONLINE: Use our MyWIN portal at <u>my.windstream.com</u> or on your mobile device to make a one-time payment or set up AUTO PAY.
- → IN PERSON: Pay at your local retail store.
- BY MAIL: Send your check and payment slip to the address shown.
- BY PHONE: Call the number provided.



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.





PAGE 2

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.

PAGE 3

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. WINDSTREAM CUSTOMER MESSAGE

The last section of your bill is reserved for communications from Kinetic 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.

