# Introducing Your New Kinetic By Windstream Bill

Take a look at your new and improved bill.

#### 1. New Snapshot View:

A new snapshot view showing your total amount due, due date, account number and invoice number. An easy-to-find and easy-to-use snapshot.

#### 2. Payment Stub:

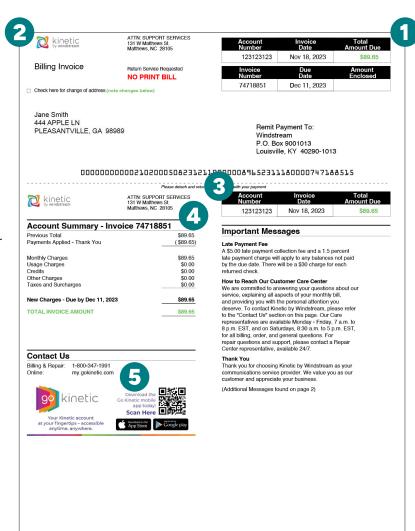
Tear off the top section of your bill and return it with your payment. Be sure to include an account or telephone number on the memo line of your check. Or stop writing checks altogether by signing up for easy and convenient AutoPay at no additional cost. (See enrollment details on reverse side.)

#### 3. New Account Number:

With this new system you have been assigned a new account number. Please note this is different than the account number on previous bills. When getting support help, you will need to provide this new account number. If you have Kinetic set up as a payee in your bank's online bill pay system, you will need to update the account number.

## 4. New Account Summary:

Our new Account Summary clearly outlines payments applied, as well as your current monthly charges, credits, taxes and surcharges. Note: Details on these amounts will be found on subsequent pages of the invoice.



# 5. Need To Contact Us? It's Easy:

Contact us through one of the options listed in the 'Contact Us' section on the front of our invoice. We want to hear from you!



#### 6. 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.

### 7. Detail Of Current Charges:

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

Any credits or one-off charges can also be found in the detail section.

Taxes, surcharges and fees assessed by federal, state and local government that are associated with each service are shown as well. 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.

#### 8. Service Providers

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

# 9. Pay My Bill & Manage Your Account

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

**GO KINETIC:** Download the mobile app or visit my.gokinetic.com to make a one-time payment or set up AutoPay.

**MAIL:** Send your check or payment slip to the address shown.

IN PERSON: Pay at your local retail store.

PHONE: Call the number provided.

