

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!

1 Snapshot View: A table at the top right of the invoice showing account details.

Account Number	Invoice Date	Total Amount Due
123123123	Nov 18, 2023	\$89.65

2 Payment Stub: A section at the top left for returning the bill with payment, including a 'Return Service Requested' notice and a 'NO PRINT BILL' warning.

3 Payment Stub: A section at the bottom right for remittance information, including 'Remit Payment To: Windstream, P.O. Box 9001013, Louisville, KY 40290-1013'.

4 Account Summary: A table in the middle of the invoice detailing charges and payments.

Account Summary - Invoice 74718851	
Previous Total	\$89.65
Payments Applied - Thank You	(\$89.65)
Monthly Charges	\$89.65
Usage Charges	\$0.00
Credits	\$0.00
Other Charges	\$0.00
Taxes and Surcharges	\$0.00
New Charges - Due by Dec 11, 2023	\$89.65
TOTAL INVOICE AMOUNT	\$89.65

5 Contact Us: A section at the bottom of the invoice providing contact information, including a QR code to download the mobile app and links to the App Store and Google Play.

Important Messages: A section on the right side of the invoice containing 'Late Payment Fee' information and 'How to Reach Our Customer Care Center' details.



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.

kinetic by windstream		INVOICE NUMBER	74718851	
DATE OF INVOICE	11.18.23	ACCOUNT NUMBER	123123123	
INVOICE PERIOD	10.18.23 - 11.17.23	PAGE	3	
PAYMENTS APPLIED - 210200050 SUMMER DUNN				
Date	Description	Amount		
11/07/2023	Payment Received, Thank You!	(\$89.65)		
TOTAL PAYMENTS APPLIED		(\$89.65)		
SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER				
Service Provider		Total		
Windstream Georgia Communications, LLC		\$89.65		
TOTAL OF NEW CHARGES		\$89.65		
WINDSTREAM GEORGIA COMMUNICATIONS, LLC - DETAIL OF CURRENT CHARGES				
MONTHLY CHARGES				
Period	Description	Quantity	Cost Per Unit	Amount
11/18/2023 - 12/17/2023	1 Gig Speed	1		Included
11/18/2023 - 12/17/2023	Deregulated Administration Fee	1		Included
Total Kinetic Gig Internet				\$89.65
TOTAL MONTHLY CHARGES				\$89.65
DETAIL OF CURRENT SERVICE PROVIDERS				
SERVICE PROVIDER(S)				
Your Local carrier is*:				
Windstream Georgia Communications, 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				

kinetic by windstream		SERVICE PROVIDER ACTIVITY	
DATE OF INVOICE	11.18.23	INVOICE NUMBER	74718851
INVOICE PERIOD	10.18.23 - 11.17.23	ACCOUNT NUMBER	123123123
		PAGE	4 OF 4
Ways to Pay and Manage Your Account		Regulatory Information	
GO KINETIC APP: Download our mobile app available in Google Play or the App Store.		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.	
GO KINETIC ONLINE: Easily pay your bill and even set up AutoPay at my.gokinetic.com		To avoid suspension of your basic local service, you must pay: \$0.00.	
MAIL: Return your check & payment slip using the envelope provided.		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.	
IN PERSON: To find a retail store near you, visit gokinetic.com/support			
BY PHONE: For automated payments or to speak with a representative, call us at 1-800-347-1991.			