

Understanding your Kinetic Internet bill.



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 bill. You can pay your bill three different ways:

GO KINETIC

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

MAIL

Send your check and payment slip to the address shown.

PHONE

Call the number provided in the summary.

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1 Account number 123456789 Telephone number 123-456-7890 Invoice date July 24, 2024

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: windstream.com

2 JOHN SMITH
123 MAPLE ST
SHERIDAN AR 72150-0000

3 Service At-A-Glance

Previous Bill	\$53.67
Payments/Adjustments thru 07/22	\$53.67 CR
Amount Previously Due	\$.00
Current Charges Due - 08/14/24	\$53.67
Total Amount Due	\$53.67

4 Ways To Pay My Bill

GO KINETIC APP or ONLINE:
Easily view and pay your bill, set up AutoPay, sign up for Paperless Billing, and more. Go to my.gokinetic.com or download our mobile app by scanning the QR code or visiting Google Play or the App Store.

MAIL:
Send your check & payment slip to the below address.

BY PHONE:
For automated payments or to speak with a representative, call us at 1-800-347-1991.

If you are paying multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check. Thank you.

Detach and return this payment slip with your check payable to WINDSTREAM ARKANSAS, LLC.

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ATTN: SUPPORT SERVICES
131 W MATTHEWS ST
MATTHEWS, NC 28105

Address Service Requested

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JOHN SMITH
123 MAPLE ST
SHERIDAN AR 72150-0000

Account number 123456789 Telephone number 123-456-7890 Due date August 14, 2024

Amount Due \$53.67

Payment enclosed \$

Your credit card will be charged on 08/14/24 for \$53.67

WINDSTREAM
PO BOX 8001908
LOUISVILLE, KY 40290-1908
[Barcode]

☐ Check here for address changes noted on reverse side.

700044000000042087666240722000000536768

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 AutoPay.

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 Detail of Current Charges

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

First you will see Kinetic Internet plan charges, including any promotional credits notated with a "CR," and one-time fees such as activation and professional installation, which typically appear on the first bill, if applicable.

Next, you will find additional service charges and credits, including taxes, surcharges, and fees assessed by federal, state, and local government. These fees can vary depending on where you live.

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. 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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9 kinetic Pay Your Kinetic Bill Your Way

Online account management has never been easier. With Go Kinetic, you can pay your bill online, set up AutoPay or Paperless Billing. Create your Go Kinetic password today at my.gokinetic.com.

You'll have the freedom and ability to access, update and manage your account online – anytime, anywhere. With Go Kinetic, you can:

- View and pay your bill online
- Live chat
- Track your order & support requests
- Easily manage your Wi-Fi password, access and more
- Get the latest in special offers

Download the Go Kinetic app!

Scan here for the mobile app
Or visit my.gokinetic.com

Use of Service
Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

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 resubmissions 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 reciba 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.

eCheck 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 windstream.com/billinfo.
Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ____ / ____ / ____

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit windstream.com/support.

WSM-146666

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Account number 123456789 Telephone number 123-456-7890 Invoice date July 24, 2024

7 SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

KINETIC BY WINDSTREAM PLAN	39.99
WINDSTREAM	13.68
CURRENT CHARGES DUE 08/14/24	53.67

8 KINETIC BY WINDSTREAM PLAN CHARGES

DISCOUNTS AND PROMOTIONS

1 AUTO-PAY PROMOTIONAL CREDIT	5.00 CR
EXPIRES 9/30/25	
TOTAL DISCOUNTS	5.00 CR

INTERNET SERVICES

1 INTERNET PLAN UP TO 10GB	94.99
INCLUDES:	
WHOLE HOME WI-FI EQUIPMENT	
Deregulated Administration Fee	.00
1 10GB RANGE (800MB-1000MB)	
1 INTERNET PRIMO CREDIT	20.00 CR
EXPIRES 07/18/26	
1 SPEED PROMOTIONAL CREDIT	30.00 CR
EXPIRES 10/18/24	
TOTAL INTERNET	44.99

ACTIVATION CHARGES AND CREDITS

INTERNET ACTIVATION FEE	60.00
FROM 07/19/24	
INTERNET ACTIVATION FEE CREDIT	60.00 CR
FROM 07/19/24	
TOTAL ACTIVATION CHARGES	.00
TOTAL KINETIC BY WINDSTREAM PLAN CHARGES	39.99

WINDSTREAM CURRENT CHARGES

Service from 07/22/24 to 08/21/24

SERVICES

1 90 FREE PREMIUM TECH SUPPORT	.00
1 KINETIC SECURE	14.99
PACKAGE INCLUDES:	
WHOLE HOME AGENT	
INTERNET SECURITY	
PROTECTION PLUS	
1 KINETIC GATEWAY	10.99
TOTAL SERVICES	25.98

DISCOUNTS AND PROMOTIONS

1 KINETIC SECURE 3 MOS FREE	14.99 CR
EXPIRES 10/18/24	
TOTAL DISCOUNTS	14.99 CR

TAXES

STATE TAX	2.26
COUNTY TAX	.43
TOTAL TAXES	2.69
TOTAL WINDSTREAM CHARGES	13.68

9 SERVICE PROVIDER(S)

Your local carrier is*:
WINDSTREAM ARKANSAS, 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.

REGULATORY INFORMATION

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 \$ 1.69.

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.

IMPORTANT INFORMATION

A late payment charge of 2.00% and an internet collection fee of .65 will be applied to any internet balance not paid on the due date.
The late payment charge will be: 7.08
The total amount due will be: 36.08

WINDSTREAM CUSTOMER MESSAGE

Thank you for choosing Windstream Communications. We sincerely appreciate your business and respect your privacy.

Thank you for subscribing to Windstream's Internet plan. Your service does not include voice services, such as, calling features, local and/or long-distance calling. Windstream cannot guarantee speeds or uninterrupted error-free service. Please see www.windstream.com/terms for complete Terms and Conditions.

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

Windstream is dedicated to delivering top-quality service and support. We offer the option to bill third-party services to your Windstream account for convenience. However, we recognize this might not suit everyone. We encourage reviewing your bill monthly and reaching out with any questions about charges. To enhance control and security, we also provide a free option to block third-party charges on your bill, excluding Windstream-related services you subscribe to. If you wish to activate this block, please contact a Windstream representative using the phone number located on this bill.