Understanding your Kinetic Internet bill.



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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.

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

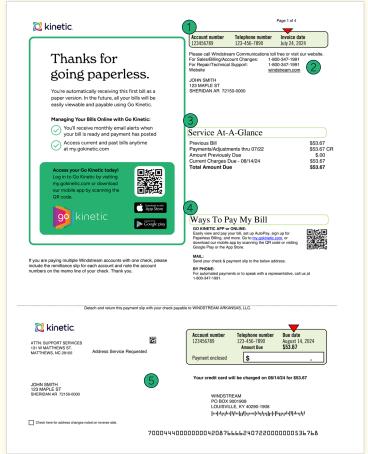
Download the mobile app or visit **my.gokinetic.com** to set up AutoPay or make a one-time payment.

MAIL 🔽

Send your check and payment slip to the address shown.

PHONE

Call the number provided in the summary.



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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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.

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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.

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.

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.



