

# Understanding your Kinetic Internet bill.



## ① Account Information

A snapshot view showing your account number, total amount due, and your due date.

## 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 Account Summary


The 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.

## ④ Important Messages

We will share important information about your services, payments, and fees in this section.

## ⑤ Need To Contact Us? It's Easy

If you have any questions about your bill or service, you can access your account anytime, anywhere with the Go Kinetic app, which also offers live chat support. Simply scan the QR code to get started - it's easy. Otherwise, feel free to call us at the number listed.



Windstream  
ATTN: SUPPORT SERVICES  
131 W Matthews St.  
Matthews, NC 28105

Billing Invoice

Return Service Requested  
**NO PRINT BILL**

☐ Check here for change of address (note changes below)

JOHN SMITH  
123 MAPLE ST  
INMAN, SC 29349


Account Number	Invoice Date	Total Amount Due
123456789	Aug 15, 2024	\$51.75

Invoice Number	Due Date	Amount Enclosed
24681357	Sep 05, 2024	

**DIRECT PAYMENT**  
Automatic Payment Scheduled

00000000000219775684024090500000051752408150000304997659

Please detach and return above portion with your payment




Windstream  
ATTN: SUPPORT SERVICES  
131 W Matthews St.  
Matthews, NC 28105

**Account Summary - Invoice 24681357**


Previous Total	\$51.75
Payments Applied	(\$51.75)
Internet Plan	\$39.99
Additional Services	\$10.99
Usage Charges	\$0.00
Credits	(\$60.00)
Other Charges	\$60.00
Taxes and Surcharges	\$0.77
<b>New Charges - Due by Sep 05, 2024</b>	<b>\$51.75</b>
<b>TOTAL INVOICE AMOUNT</b>	<b>\$51.75</b>

**Contact Us**  
Billing & Repair: 1-800-347-1991  
Online: my.gokinetic.com




Download the  
Go Kinetic mobile  
app today!  
**Scan Here**

Your Kinetic account  
at your fingertips - accessible  
anytime, anywhere.



Download on the  
App Store  
GET IT ON  
Google play

**Important Messages**  
**HOW TO REACH OUR CUSTOMER CARE CENTER**  
We are committed to answering your questions about our service, explaining all aspects of your monthly bill, and providing you with the personal attention you deserve. To contact Kinetic by Windstream, please refer to the "Contact Us" section on this page. Our Care representatives are available Monday - Friday, 7 a.m. to 8 p.m. EST, and on Saturdays, 8:30 a.m. to 5 p.m. EST, for all billing, order, and general questions. For repair questions and support, please contact a Repair Center representative, available 24/7.  
**THANK YOU**  
Thank you for choosing Kinetic by Windstream as your communications service provider. We value you as our customer and appreciate your business.

 kinetic

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.

The first section is your Kinetic Internet plan charges including promotional credits.

Next you will find additional service charges and credits.

Following additional services, you will find any one-time charges and credits; most of these are typically on your first bill.

Finally you will see your taxes, surcharges and fees assessed by federal, state and local government. These fees vary depending on where you live.

⑧ **Service Providers**  
This section lists your long-distance and local carrier assignments.

⑨ **Ways To Pay & Manage Your Account**  
This section lists all of the options available for paying your bill and managing your Kinetic account.

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DATE OF INVOICE

08.15.24

INVOICE NUMBER

ACCOUNT NUMBER

PAGE

24681357

123456789

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SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

Service Provider	Total
Windstream South Carolina, LLC	\$51.75
TOTAL OF NEW CHARGES	\$51.75

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WINDSTREAM SOUTH CAROLINA, LLC - DETAIL OF CURRENT CHARGES

INTERNET PLAN				
Period	Description	Quantity	Cost Per Unit	Amount
Kinetic Gig Internet				
08/15/2024 - 09/14/2024	1 Gig	1		Included
08/15/2024 - 09/14/2024	Deregulated Administration Fee	1		Included
Total Kinetic Gig Internet				\$104.99
08/15/2024 - 09/14/2024	1 Gig Speed Promotional Credit	1	(\$30.00)	(\$30.00)
08/15/2024 - 09/14/2024	AutoPay Credit	1	(\$5.00)	(\$5.00)
08/15/2024 - 09/14/2024	Kinetic Internet Promotion	1	(\$30.00)	(\$30.00)
TOTAL INTERNET PLAN				\$39.99

ADDITIONAL SERVICES

Period	Description	Quantity	Cost Per Unit	Amount
08/15/2024 - 09/14/2024	3 Months Complimentary Premium Technical Support	1	\$0.00	\$0.00
08/15/2024 - 09/14/2024	Wi-Fi Gateway Modem Rental	1	\$10.99	\$10.99
TOTAL ADDITIONAL SERVICES				\$10.99

OTHER CHARGES AND CREDITS

Date	Description	Amount
08/14/2024	Internet Activation	\$60.00
08/14/2024	Internet Activation Credit	(\$60.00)
TOTAL OTHER CHARGES AND CREDITS		\$0.00

SURCHARGES AND TAXES

Description	Amount
State/County/Local Taxes	\$0.77
TOTAL SURCHARGES AND TAXES	\$0.77

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DETAIL OF CURRENT SERVICE PROVIDERS

SERVICE PROVIDER(S)

Your Local carrier is\*:

Windstream South Carolina, 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.		SERVICE PROVIDER ACTIVITY	
DATE OF INVOICE	08.15.24	INVOICE NUMBER	24681357
		ACCOUNT NUMBER	123456789
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⑨ Ways to Pay and Manage Your Account			
GO KINETIC APP: Download our mobile app available in Google Play or the App Store.			
GO KINETIC ONLINE: Easily pay your bill and even set up AutoPay at <a href="http://my.gokinetic.com">my.gokinetic.com</a>			
MAIL: Return your check & payment slip using the envelope provided.			
BY PHONE: For automated payments or to speak with a representative, call us at 1-800-347-1991.			
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: \$0.00.			
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.			

You can pay your bill three different ways:



#### GO KINETIC

Download the mobile app or visit [my.gokinetic.com](http://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.

Internet  
better.