



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 Account Summary

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 Telephone number Invoice date
123456789 123-456-7890 March 04, 2026

Please call Kinetic 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: my.gokinetic.com **2**

JOHN SMITH
123 MAPLE ST
BLAIRSVILLE, GA 12345

3 Account Summary

Previous Bill	\$0.00
Payments/Adjustments thru 03/02	\$0.00
Amount Previously Due	\$0.00
Current Charges Due - 03/25/26	\$78.26
Total Amount Due	\$78.26

4 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.
CONVENIENCE FEE: A convenience fee will be assessed on all card payments to cover the administrative costs of processing payments. No part of this fee goes to Kinetic.

Detach and return this payment slip with your check payable to WINDSTREAH STANDARD, LLC.

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

Address Service Requested

5 Account number Telephone number Due date
123456789 123-456-7890 March 25, 2026

Amount Due **\$78.26**

Payment enclosed \$

555 074182082 2

JOHN SMITH
123 MAPLE ST
BLAIRSVILLE, GA 12345

UNIT 1
P.O. BOX 900 1908
LOUISVILLE, KY 40290-1908

00004400000000420876666240722000000536768

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.

7 PAGE 3

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.

8 Service Providers

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

9 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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gokinetic. 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 Kinetic's Terms and Conditions maintained at gokinetic.com/terms, or you may request a copy by calling the number at the top of the bill. See "Kinetic Customer Message" section on this bill for any recent changes to Kinetic'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

Kinetic 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 Kinetic 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 Kinetic as your telecommunications provider.

Información importante para los clientes que pagan por cheque

Kinetic 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 Kinetic, y solamente ocurrirá cada vez que se reciba un cheque. Cualquier reentrada 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 Kinetic como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Kinetic and the financial institution designated by me to charge the account I have specified for payment of my Kinetic services. I understand that a fee will be charged to my Kinetic account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Kinetic and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Kinetic 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 gokinetic.com/billinfo.

Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite gokinetic.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 _____

Kinetic 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 gokinetic.com/support.

WSM-146666



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Account number 123456789 Telephone number 123-456-7890 Invoice date March 04, 2026

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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS - 02/02/26 \$105.52 CR

TOTAL PAYMENTS AND ADJUSTMENTS \$105.52 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

KINETIC INTERNET PLAN 87.36

LOCAL CARRIER 18.16

CURRENT CHARGES DUE 03/04/26 \$105.52

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KINETIC INTERNET PLAN CHARGES

DISCOUNTS AND PROMOTIONS

1 AUTO-PAY PROMOTIONAL CREDIT 5.00 CR

EXPIRES 9/9/99

TOTAL DISCOUNTS 5.00 CR

INTERNET SERVICES

1 KINETIC INTERNET 92.36

INCLUDES:

DEREGULATED ADMINISTRATION FEE .00

1 UP TO 100 MBPS (75-125 MBPS) .00

TOTAL INTERNET 92.36

TOTAL KINETIC INTERNET PLAN CHARGES 87.36

LOCAL CARRIER CURRENT CHARGES

Service from 02/13/26 to 03/12/26

SERVICES

1 BILLED NUMBER SCREENING-NO CHG .00

1 KINETIC GATEWAY 10.99

TOTAL SERVICES 10.99

SURCHARGES AND OTHER FEES

911 SERVICE FEE 1.00

NH MUNICIPAL FRANCHISE FEE 2.83

FEDERAL UNIVERSAL SERVICE FEE .75

NH UNIVERSAL SERVICE FUND .61

TELECOMMUNICATIONS RELAY SVC .15

TOTAL SURCHARGES AND OTHER FEES 5.34

TAXES

FEDERAL TAX .09

STATE TAX .56

CITY TAX .70

COUNTY TAX .06

TOTAL TAXES .183

TOTAL LOCAL CARRIER CHARGES 18.16

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SERVICE PROVIDER(S)

Your local carrier is:

KINETIC COMMUNICATIONS SW 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 \$18.83.

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

This bill includes charges for:

123-456-7890

CUSTOMER MESSAGE

If not paid on time, a late payment collection fee of \$6.50 will apply to any past due Internet balance.

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

COMING THIS YEAR: A refresh new look to your Kinetic bill. To serve you better, we're upgrading to a new and improved billing system designed to provide a more seamless and intuitive experience. This enhancement will not impact your service or terms. To learn more, please visit <http://www.gokinetic.com/yournewbill>.

A Convenience Fee of \$2.30 is assessed on all payments made by credit or debit card, Venmo or PayPal to cover administrative costs of processing payment. No part of the Convenience Fee goes to Kinetic. Should you wish to avoid paying the Convenience Fee, please make your payments via electronic check or by mailing a check. You can update your payment method in Go Kinetic.

Kinetic reserves the right to delete your windstream.net email account, without notice, if unused for one hundred and eighty (180) consecutive days. The content of the email account will be unrecoverable once the account has been deleted.

Kinetic is dedicated to delivering top-quality service and support. We offer the option to bill third-party services to your Kinetic 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 Kinetic-related services you subscribe to. If you wish to activate this block, please contact a Kinetic representative using the phone number located on this bill.

711 for Telecommunications Relay Services: Telecommunication Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS uses operators, called communications assistants, to facilitate telephone calls between persons with hearing and speech disabilities and other individuals. Simply dial 711 to be automatically connected to a TRS operator. In the event of an emergency, TTY users should call 911 directly.

For more information on TRS, see the FCC Consumer Guide at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. To file a Complaint, visit <https://consumercomplaints.fcc.gov>.

Effective on this month's bill, we're simplifying how your Internet rate appears. The separate "Internet Rate Increases" line item will be removed and included in your Internet plan price. This is a billing display change only – your total monthly charge remains the same. No action is needed. If you have questions, please contact us at 1-800-347-1991.