



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.

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Billing Invoice

Return Service Requested
NO PRINT BILL

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

JOHN SMITH
123 MAPLE ST
LEXINGTON, SC 12345

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Account Number

123456789

Invoice Date

April 1, 2026

Total Amount Due

\$108.49

Invoice Number

24681357

Due Date

April 24, 2026

Amount Enclosed

Remit Payment to:
Uniti
PO BOX 9001942
Louisville, KY 40290-1942

0000000000219775664024090500000051752406150000304997659

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

Account Summary - Invoice 24681357

Previous Total

\$106.49

Payments Applied

(\$106.49)

Internet Plan

\$89.36

Additional Services

\$14.99

Usage Charges

\$0.00

Credits

\$0.00

Other Charges

\$4.00

Taxes and Surcharges

\$0.14

New Charges - Due by April 24, 2026

\$108.49

TOTAL INVOICE AMOUNT

\$108.49

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Contact Us

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

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

Download the
Go Kinetic mobile
app today!
Scan here

Download on the
App Store

GET IT ON
Google play

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Important Messages

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.

LATE PAYMENT FEE

A \$5.00 late payment collection fee and a 1.5 percent late payment charge will apply to any balances not paid by the due date. There will be a \$30 charge for each returned check.

ONLINE PAYMENTS

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

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, 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 as your communications service provider. We value you as our customer and appreciate your business.

(Additional Messages found on page 2)

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, as well as recurring fees such as the paper bill fee. Most one-time charges & credits typically appear 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

04/01/26

INVOICE NUMBER

24681357

ACCOUNT NUMBER

123456789

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PAYMENTS APPLIED - 24681357 JOHN SMITH

Date	Description	Amount
03/25/2026	Recurring ACH Payment Received. Thank You!	(\$106.49)
TOTAL PAYMENTS APPLIED		(\$106.49)

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SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

Service Provider	Total
Georgia, Windstream, LLC	(\$106.49)
TOTAL OF NEW CHARGES	(\$106.49)

GEORGIA WINDSTREAM, LLC - DETAIL OF CURRENT CHARGES

INTERNET PLAN

Period	Description	Quantity	Cost Per Unit	Amount
Kinetic Gig Internet				
04/01/2026 - 04/30/2026	300 Mbps	1		Included
04/01/2026 - 04/30/2026	Deregulated Administration Fee	1		Included
Total Kinetic Gig Internet				\$94.36
04/01/2026 - 04/30/2026	AutoPay Credit - 18 of 99	1	(\$5.00)	(\$5.00)
TOTAL INTERNET PLAN				(\$89.36)

ADDITIONAL SERVICES

Period	Description	Quantity	Cost Per Unit	Amount
04/01/2026 - 09/14/2024	Kinetic Secure	1	\$14.99	\$14.99
04/01/2026 - 04/30/2026	Wi-Fi Gateway Modem Rental	1	\$10.99	\$10.99
04/01/2026 - 09/14/2024	Wi-Fi Gateway Modem Rental Credit - 18 of 999	1	(\$10.99)	(\$10.99)
TOTAL ADDITIONAL SERVICES				\$14.99

OTHER CHARGES AND CREDITS

Date	Description	Amount
03/31/2026	Paper Bill Fee	\$4.00
TOTAL OTHER CHARGES AND CREDITS		\$4.00

SURCHARGES AND TAXES

Description	Amount
State/County/Local Taxes	\$0.91
State/County/Local Taxes Credit	(\$0.77)
TOTAL SURCHARGES AND TAXES	\$0.14

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DETAIL OF CURRENT SERVICE PROVIDERS

SERVICE PROVIDER(S)

Your local carrier is*:

Georgia Windstream, 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

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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 my.gokinetic.com

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.

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DATE OF INVOICE

04/01/26

SERVICE PROVIDER ACTIVITY

INVOICE NUMBER

ACCOUNT NUMBER

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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 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.