

Welcome to your new billing statement

1 Account Number & Payment Due Date
This is your 13-digit account number and the date your payment is due.

2 Account PIN
You will be prompted by Customer Care to provide this 6-digit security code when inquiring about your account.

3 Contact Us
Flexible options to help you reach us.

4 Summary
Previous & Current Charges summarizes your past bill amount, payments received and current charges with the total amount due.

5 Messaging Center
Important account information or news from Astound Broadband.

6 Payment Coupon & Balance Due
Simply tear off and return with your check or money order for the Total Amount Due by the Due Date.

7 Payment, Charges & Usage Detail
These sections detail your payments received during the last statement period, current monthly charges, and any usage charges.


8 Taxes, Surcharges & Fees
Consolidated details of taxes, surcharges and fees applied to your account, in one simplified section.

9 About Your Cable TV Services
This section is a breakdown of the cable TV charges on your statement. This identifies how many dollars are associated for cable TV only.

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This is a sample bill for demonstration only. Specific services subject to availability. Please contact Astound Broadband for details.

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Service Location:
123 MAIN STREET
ANYTOWN, USA 12345
Account PIN: 123456

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Customer Name: JOE CUSTOMER
Statement Date: 02/01/2022
Account Number: 1234-1234567-04
AutoPay Charge Date: 02/23/2022

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3 **Contact Us:**

Website: astound.com
Telephone: 1-866-247-2633
Visit: 1234 Main Avenue, Anytown, USA 12345

4 **PREVIOUS CHARGES**

Previous Balance	65.54
Payments Received	-65.54 CR
Balance Forward	0.00


CURRENT CHARGES

Bundled Services	59.99
High Speed Internet	13.49
Digital Cable TV	39.99
Taxes, Surcharges & Fees	74.78
Total Current Charges	\$188.25

Total Amount Due: \$188.25

DO NOT SEND PAYMENT - YOU HAVE SELECTED AutoPay


5 **IMPORTANT MESSAGES**



INTRODUCING ASTOUND BROADBAND

We want you to be among the first to know the exciting news! Grande is now Astound Broadband powered by Grande. We've been a part of your neighborhood for years, supporting the community, with award-winning reliable services and 24x7 customer support. We seek ways to help make the impossible possible, strive to make every interaction memorable and astounding. Your passions fuel us to keep innovating and to continue to ASTOUND you every day.

Visit us online at astound.com




6 **REMITTANCE SECTION**

Account Number: 1234-1234567-01
Billing Date: 02/01/2022
AutoPay Charge Date: 02/04/2022


Please pay your account number on your check and make payable to: Grande. We accept Visa, Mastercard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a Local Office, a payment center near you or at any Western Union location.

GRANDE COMMUNICATIONS NETWORK LLC
PO BOX 679367
DALLAS, TX 75267-9367

Connect With Us On Social Media




Please detach and return below portion with your payment



100 Baltimore Drive, Wilkes-Barre, PA 18702


Electronic Service Requested

4834000001 -833-



JOE CUSTOMER
123 MAIN STREET
ANYTOWN, USA 12345-6789

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Customer Name: JOE CUSTOMER
Statement Date: 02/01/2022
Account Number: 1234-1234567-01
AutoPay Charge Date: 02/23/2022

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BUNDLED SERVICES

This section displays the monthly charges and services included in your bundle.

Date	Description	Amount
01/03	Limited 50 Basic Cable Service, Expanded Cable, Home Networking Service, Internet 50 Mbps, Movieplex, SecureIT Antivirus	59.99
		\$59.99

HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/01 - 02/28	Cable Modem Rental	1	13.49
			\$13.49

DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/01 - 02/28	Tivo Quad Receiver	1	32.49
	Variety Pak	1	7.50
			\$39.99

TAXES, SURCHARGES & FEES

This section includes the total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/fees>.

Description	Amount
Internet	6.97
Network Access and Maintenance Fee	1.13
State Sales Tax	0.36
City Sales Tax	6.46
Cable	0.07
Franchise Fee	1.25
Regulatory Fee	7.86
Municipal PEG Access Fee	2.51
State Sales Tax	16.18
City Sales Tax	16.39
Broadcast TV Surcharge	15.60
Sports Programming Surcharge	
Entertainment Networks Surcharge	
	\$74.78

ABOUT YOUR CABLE TV SERVICES

Below is a breakdown of the Cable TV charges on your statement. This identifies how many dollars are associated for Cable TV service.

Service	Equipment	Premiums and Add Ons	Taxes, Surcharges & Fees	Total *
\$29.79	\$32.49	\$7.50	\$66.32	\$136.10

* This pricing reflects the total amount for cable TV services and equipment as part of a promotional bundle. If you change your package, the discounted bundle pricing for the other services will also change. For expiration dates on discounted services and equipment, please refer to the details on your billing statement.