

A Quick Look At Your Statement



1 Customer Service Contact Information
Here you will find how to contact us for information or assistance with your account or your service.

2 Account Number
This is the Account Number assigned to the address where service is provided.

3 Security Code
A unique identifier that we use to ensure the protection of your personal information.

4 Service Period
Service is billed one month in advance. It includes charges from this period plus any outstanding balances.

5 Account Summary
Includes previous balance, payments received, current monthly charges, total amount due and credits for this bill.

6 Important Messages and Offers
You'll find special events, savings opportunities, news, promotions and important messages regarding Buckeye Broadband services in this areas.

7 Payment Due Date
Date that payment for service is due.

8 Billing Address
This is the address where all correspondence relating to your Buckeye Broadband account will be mailed.

9 Past Notice
Late fee amount that will be posted to the account if payment has not been received by the due date.

10 Payment Return Address
To ensure your account is credited correctly, send your payment to this address. Be sure the address is shown in the return envelope window.

11 Monthly Service Charges
Itemized details of charges and transactions during this billing period

2 **Sue Smith:** August 28, 2017
Account Number: 8158 10 001 1234567
Security Code: 1234
For Service At: 22589 Statement Rd
Toledo, OH 55522-2233

6 **Service Changes:**
Enjoy HBO and Cinemax during the Free Preview Weekend starting October 6th.

7 **Get faster internet by upgrading to our ultra fast internet package!**

4 **Summary** Billed services from 9/4/17 through 10/2/2017

Previous balance	131.75
Payment(s)	-131.75 cr
Remaining Balance	0.00
3 Charges	
Handled Services	107.64
Additional Services and Equipment	12.68
5 Total Amount Due by 09/15/17	\$120.32

1 **Contact Us**

Online: BuckeyeBroadband.com
Email: askus@BuckeyeBroadband.com
Phone: 419-724-9800 NW Ohio/SE Michigan
419-627-0800 Erie County

Detach and enclose this portion of the bill with your payment.

Please make checks payable to Buckeye Broadband and write your account number on your check or money order. Please do not send cash.

Account number	8158 10 001 0123456
Payment due	Sep 15, 2017
Please Pay	\$120.32

8 **SUE SMITH**
22589 STATEMENT RD
Toledo, OH 55522-2233

9 **Amount enclosed** \$

10 **BUCKEYE BROADBAND**
PO BOX 10027
TOLEDO, OH 43699-0027

00 95 1 3 1 2 3 4 5 6 7 8 9 0 0 0 2 3 4 5 6

11 **Monthly Details** Billed services from 9/4/17 through 10/2/2017

Previous Activity	\$0.00
Previous Bill	131.75
Payment - Thank you 08/25/17	-131.75 cr
Additional Services and Equipment	\$107.64
Internet Services	
Internet Equipment Fee	10.00
BEXConnect-10Mbps Down	19.99
1Mbps Upload/10 GB Data	
Additional 100GB Data	10.00
Actual Data Usage: 110GB	0.00
Video Services	
HD DTA	1.95
100% Discount	-1.95 cr
HD DTA	1.95
100% Discount	-1.95 cr
Broadcast Retrans Fee	4.75
Local 30h	23.45
Digital Converter Rental	19.95
Phone Services	
Service For: (419) 555-6262	3.00
Nonpublished Number	2.75
Ground Phone	13.75
Taxes and Fees	\$12.68
Phone Federal Access	3.40
County & Local Sales Tax	0.43
Regulatory Recovery Fee	0.15
State Sales Tax	2.47
USF	0.92
911 Fee(s)	0.12
Franchise Fee	2.41
Federal Excise Tax	0.69
FCC Regulatory Fee	0.09
Total Amount Due by 09/15/17	\$120.32

RESIDENTIAL SERVICE AGREEMENTS
Residential Service Agreements provide special pricing and/or incentives with longer term agreements. Early termination fees up to \$25 per month may apply. Please visit www.buckeyebroadband.com for further details.

MAIL: Return the bottom portion of your bill with a check or money order in the enclosed envelope.
ELECTRONIC: To establish recurring payments by automatic deduction from your bank account or charged to your credit card, please call 419-724-9800 (NW Ohio/SE Michigan) or 419-627-0800 (Erie County).
ONLINE: Visit www.buckeyebroadband.com/customer to pay online.

TERMS AND CONDITIONS
The Terms and Conditions of Service (Buckeye T&C) that govern services between Buckeye and its customers are on its website, www.buckeyebroadband.com/legal. Buckeye T&C are subject to change; please consult the Buckeye website for the most current version. Continued use of Buckeye services constitutes acceptance of the current version of the Buckeye T&C. Overdue accounts are subject to a late fee, and failure to pay in full all charges is grounds for disconnection. Returned checks will be charged a service fee of \$35.00.

CLOSED CAPTION
If you have questions about a program not being closed caption, please contact Penny Penne, Senior Executive Assistant, by fac at 419-724-7074; by telephone at 419-724-8955; by email at closedcaption@Buckeyebroadband.com; or by U.S. Mail at 2700 Oregon Rd., Northwood, Ohio 43619.

8 **Sue Smith:** August 28, 2017
Account Number: 8158 10 001 1234567
Security Code: 1234