



contact information  
customer service & billing:  
1-866-496-9669  
email: askwow@wowinc.com

for service at...  
140 WOODWARD AVE  
ROCHESTER, MI 48307-1165

Account Name ..... DOUG VAN SLEMBROUCK  
Account Number ..... **014062667**  
Customer Phone ..... (248) 495-8358  
Billing Date ..... March 21, 2018

### WOW! News

In order to meet broadcast and cable network's high demands, and continue to provide their programming, on April 1, 2018 the price for your WOW! cable service will increase \$9.00 per month. For more information on the cost of cable programming, please visit [www.wowway.com/aboutprogramming](http://www.wowway.com/aboutprogramming).

Please see the last page of this bill for your new rates.

Effective April 1, 2018, the Broadcast TV Fee, which is not a government tax or fee, will increase \$2.00 per month. This fee recovers costs associated with retransmitting television broadcast signals and is in addition to other charges associated with WOW! Cable services.

The Terms and Conditions of your WOW! services including customer privacy may be revised from time to time and are available for your review at [wowway.com](http://wowway.com). Click on the Terms and Conditions link at the bottom of the page.

Welcome to WOW! Gigtopia! WOW! now offers up to 1 Gig Internet speeds in many of the areas we serve. Call today and find out if 1 Gig Internet speed is available where you live! Check [wowway.com](http://wowway.com) for service descriptions, terms and conditions.

### ACCOUNT SNAPSHOT

Last Bill ..... \$221.47  
Master Card Payment 3/3/18 ..... -\$34.36  
Payment 3/9/18 ..... -\$128.28  
New Charges - See Below ..... \$146.35  
**Total Amount Due** ..... **\$205.18**  
**Payment Due Date** ..... **Upon Receipt**

### NEW CHARGES SUMMARY

WOW! Services & Bundles ..... \$120.00  
Additional WOW! Cable TV Services ..... \$22.19  
Partial Month Charges & Credits ..... -\$10.87  
Other Charges & Credits ..... \$10.00  
Taxes, Surcharges & Fees ..... \$5.03  
**Total New Charges** ..... **\$146.35**

**Our records indicate that your account is past due. Failure to pay may result in collection fees and disconnection of services. If payment has been made, please accept our thanks.**

PLEASE NOTE: Payments that are not received by the due date are subject to a \$10.00 Late Fee.



PO BOX 4350  
CAROL STREAM, IL 60197-4350

To pay by phone, call 1-866-496-9669.  
To pay online, visit [login.wowway.com](http://login.wowway.com).

Please detach and enclose this coupon with your payment.

Do not send cash. Make checks payable to WOW! Internet - Cable - Phone.

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**Total Amount Due** ..... **\$205.18**  
**Payment Due Date** ..... **Upon Receipt**

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\*\*\*\*\*AUTO\*\*ALL FOR AADC 480 085436 13023 45

AMOUNT ENCLOSED..... \$



DOUG VAN SLEMBROUCK  
140 WOODWARD AVE  
ROCHESTER MI 48307-1165

WOW! INTERNET-CABLE-PHONE  
PO BOX 4350  
CAROL STREAM, IL 60197-4350



00101001001014062667770020518



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Account Name ..... DOUG VAN SLEMBROUCK  
Account Number ..... 014062667  
Billing Date ..... March 21, 2018

**WOW! SERVICES & BUNDLES**

- 03/20-04/19 WOW! Renewal Bundle Plan ..... \$120.00  
Includes: Medium Cable Plan, WOW! Internet
- 03/20-04/19 Renewal Agreement Discount ..... -\$10.00  
After a 30-day period, Early Termination Fees of up to \$165 may apply if you cancel your subscription to Annual services during the term of your agreement.
- 03/20-04/19 Ultra Equipment ..... \$20.00  
Includes: Ultra Gateway, 1 Ultra Media Player(s)
- 03/20-04/19 5 Yr Renewal Discount ..... -\$5.00  
\$5.00 off Cable for 5 Years
- 03/20-04/19 5 Yr Renewal Discount ..... -\$5.00  
\$5.00 off Internet for 5 Years
- Total WOW! Services & Bundles ..... \$120.00**

**ADDITIONAL WOW! CABLE TV SERVICES**

- 03/20-04/19 Showtime ..... \$10.99
- 03/20-04/19 Broadcast TV Fee ..... \$8.20  
*The Broadcast TV Fee, which is not a government tax or fee, recovers costs associated with retransmitting television broadcast signals and is in addition to other charges associated with WOW! Cable services.*
- 03/20-04/19 Sports Surcharge ..... \$2.00  
*Offsets some of the costs WOW! must pay to sports programming networks.*
- 03/20-04/19 Paper Statement Fee ..... \$1.00
- Total Additional WOW! Cable TV Services ..... \$22.19**

**PARTIAL MONTH CHARGES & CREDITS**

- Because there were changes made to your account after your last billing statement was issued, we have adjusted your current statement.
- 03/03-03/19 Sports Surcharge ..... \$0.00  
*Offsets some of the costs WOW! must pay to sports programming networks.*
  - 03/03-03/19 Sports Surcharge ..... \$0.00  
*Offsets some of the costs WOW! must pay to sports programming networks.*
  - 03/03-03/19 Showtime ..... -\$10.20
  - 03/03-03/19 Showtime ..... \$6.23
  - 03/03-03/19 Paper Statement Fee ..... \$0.00
  - 03/03-03/19 Paper Statement Fee ..... \$0.00
  - 03/03-03/19 Ultra Equipment ..... \$0.00  
Includes: Ultra Gateway, 1 Ultra Media Player(s)
  - 03/03-03/19 WOW! Ultra Bundle ..... -\$41.48  
Includes: Basic Cable, Ultra Basic
  - 03/03-03/19 Ultra Equipment ..... -\$2.83  
Includes: Ultra Gateway, 1 Ultra Media Player(s)
  - 03/03-03/19 WOW! Renewal Bundle Plan ..... \$37.41  
Includes: Medium Cable Plan, WOW! Internet
  - Total Partial Month Charges & Credits ..... -\$10.87**

**OTHER CHARGES & CREDITS**

- 03/21 Late Fee ..... \$10.00
- Total Other Charges & Credits ..... \$10.00**

**Sign up for automatic payments!**

The automatic bill payment service makes paying your monthly WOW! bill even easier. With automatic payments **YOUR BILL IS PAID AUTOMATICALLY** from your checking or savings account or your debit or credit card (Visa, Mastercard, Discover). To sign up for automatic payments, log into "My Account" on the WOW! Customer homepage at [wowway.net](http://wowway.net).

**ELECTRONIC CHECK CONVERSION**

When you pay your bill by check, you authorize us to either use the information from your check to make a one-time electronic funds transfer (EFT) from your account or to process the payment as a check transaction. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from the bank. If your payment is returned unpaid, you agree to pay a fee of up to \$30. Returned checks may be represented electronically.

Closed captioning concerns: For immediate assistance call 1-866-496-9669 or email [wow\\_techsupport@wowinc.com](mailto:wow_techsupport@wowinc.com). For Closed Captioning written complaints: Gary Nilsen, Vice President, 1323 Bond St., Ste 163, Naperville, IL 60563 or email [wow\\_techsupport@wowinc.com](mailto:wow_techsupport@wowinc.com). All other inquiries will go unanswered.



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**TAXES, SURCHARGES & FEES**

03/20	Sales Tax .....	\$0.37
03/20	FCC Reg Fee .....	\$0.09
03/20	Franchise Fee .....	\$3.81
03/20	PEG Access Fee .....	\$0.76
Total Taxes, Surcharges & Fees .....		\$5.03



# Important Information

## About Your WOW! Bill



We know that you expect value for your money when it comes to Internet, cable and phone services. As an independent provider, we also know that keeping our services reliable and fair is what keeps our customers happy. However, each year the licensing fees WOW! is charged by the networks to deliver our customers' favorite broadcast and cable networks continue to rise dramatically.

TV programming is WOW!'s single largest expense and every year demands from broadcasters and large media conglomerates get more extreme. In fact, the rates WOW! pays to carry cable and broadcast TV channels are expected to rise approximately 35% in the next five years.

As a result of these cost increases, the price for your WOW! bundled services including cable will increase **\$9.00** per month, effective with next month's bill statement. In addition, the price for the WOW! Broadcast TV Fee will also increase **\$2.00** per month.

We are committed to doing everything in our power to negotiate with broadcast and cable networks for reasonable rates so that we can minimize our price adjustments. If you would like to better understand the cost of cable programming, please visit [www.wowway.com/aboutprogramming](http://www.wowway.com/aboutprogramming).

We are grateful to be your Internet, cable and phone provider and we'll keep working to earn the privilege of serving you. Thank you for choosing WOW!.