



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 April 21, 2018

WOW! News

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.

Go green and switch to Paperless Statements today! WOW! Paperless Statements are free, secure, and easily accessible. Internet customers who receive paper statements are subject to \$1 per month Paper Statement Fee. To sign up for Paperless Statements, please visit the Billing Center section of Account Manager (wowway.net/myaccount).

As a reminder, WOW!'s rates were updated effective April 1, 2018. If you have any questions about how this specifically impacts your bill, please review your March billing statement. Statements can be accessed at any time by visiting <https://login.wowway.com>.

ACCOUNT SNAPSHOT

Last Bill \$205.18
Master Card Payment 3/28/18 -\$39.77
Payment 4/9/18 -\$128.28
New Charges - See Below \$144.20
Total Amount Due **\$181.33**
Payment Due Date **Upon Receipt**

NEW CHARGES SUMMARY

WOW! Services & Bundles \$120.00
Additional WOW! Cable TV Services \$24.19
Other Charges & Credits -\$6.18
Taxes, Surcharges & Fees \$6.19
Total New Charges **\$144.20**

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.

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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Account Number **014062667**
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Billing Date April 21, 2018

Total Amount Due **\$181.33**
Payment Due Date **Upon Receipt**

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AMOUNT ENCLOSED..... \$



DOUG VAN SLEMBROUCK
140 WOODWARD AVE
ROCHESTER MI 48307-1165

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



00101001001014062667790018133

009222



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

WOW! SERVICES & BUNDLES

04/20-05/19 WOW! Renewal Bundle Plan	\$120.00
Includes: Medium Cable Plan, WOW! Internet	
04/20-05/19 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.	
04/20-05/19 Ultra Equipment	\$20.00
Includes: Ultra Gateway, 1 Ultra Media Player(s)	
04/20-05/19 5 Yr Renewal Discount	-\$5.00
\$5.00 off Cable for 5 Years	
04/20-05/19 5 Yr Renewal Discount	-\$5.00
\$5.00 off Internet for 5 Years	
Total WOW! Services & Bundles	\$120.00

OTHER CHARGES & CREDITS

03/28 Late Fee Reverse	-\$10.00
03/28 Billing Correct	-\$6.18
04/21 Late Fee	\$10.00
Total Other Charges & Credits	-\$6.18

TAXES, SURCHARGES & FEES

04/20 FCC Reg Fee	\$0.09
04/20 PEG Access Fee	\$1.02
04/20 Sales Tax	\$0.54
04/20 Franchise Fee	\$4.54
Total Taxes, Surcharges & Fees	\$6.19

ADDITIONAL WOW! CABLE TV SERVICES

04/20-05/19 Showtime	\$10.99
04/20-05/19 Broadcast TV Fee	\$10.20
<i>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.</i>	
04/20-05/19 Sports Surcharge	\$2.00
<i>Offsets some of the costs WOW! must pay to sports programming networks.</i>	
04/20-05/19 Paper Statement Fee	\$1.00
Total Additional WOW! Cable TV Services	\$24.19

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.

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.
For Closed Captioning written complaints: Gary Nilsen, Vice President, 1323 Bond St., Ste 163, Naperville, IL 60563 or email wow_techsupport@wowinc.com. All other inquiries will go unanswered.