



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 May 21, 2018

WOW! News

Effective May 22, 2018, STARZ ENCORE HD will be available on channel 477, STARZ ENCORE Action HD will be available on channel 478, STARZ ENCORE Black HD will be available on channel 479 and STARZ ENCORE Comedy SD will be available on channel 482. Subscription to STARZ ENCORE required to access all STARZ ENCORE channels.

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).



ACCOUNT SNAPSHOT

Last Bill \$181.33
Master Card Payment 5/5/18 -\$181.33
Payment 5/9/18 -\$128.28
New Charges - See Below \$154.27
Total Amount Due **\$25.99**
Payment Due Date **06/08/18**

NEW CHARGES SUMMARY

WOW! Services & Bundles \$105.00
Additional WOW! Cable TV Services \$24.19
Partial Month Charges & Credits -\$4.50
Other Charges & Credits \$22.00
Taxes, Surcharges & Fees \$7.58
Total New Charges **\$154.27**

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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Billing Date May 21, 2018

Total Amount Due **\$25.99**
Payment Due Date **06/08/18**

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AMOUNT ENCLOSED..... \$



ET0600

DOUG VAN SLEMBROUCK
140 WOODWARD AVE
ROCHESTER MI 48307-1165

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



00101001001014062667790002599



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

WOW! SERVICES & BUNDLES

05/20-06/19 WOW! Renewal Bundle Plan	\$120.00
Includes: Medium Cable Plan, WOW! Internet	
05/20-06/19 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.	
05/20-06/19 Ultra Equipment	\$20.00
Includes: Ultra Gateway, 1 Ultra Media Player(s)	
05/20-06/19 5 Yr Renewal Discount	-\$12.50
\$12.50 off Cable for 5 Years	
05/20-06/19 5 Yr Renewal Discount	-\$12.50
\$12.50 off Internet for 5 Years	
Total WOW! Services & Bundles	\$105.00

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.

05/11-05/19 WOW! Renewal Bundle Plan	-\$4.50
Includes: Medium Cable Plan, WOW! Internet	
Total Partial Month Charges & Credits	-\$4.50

OTHER CHARGES & CREDITS

05/06 Reactivation Fee	\$22.00
Total Other Charges & Credits	\$22.00

TAXES, SURCHARGES & FEES

05/20 FCC Reg Fee	\$0.09
05/20 Sales Tax	\$0.54
05/20 Franchise Fee	\$5.79
05/20 PEG Access Fee	\$1.16
Total Taxes, Surcharges & Fees	\$7.58

ADDITIONAL WOW! CABLE TV SERVICES

05/20-06/19 Showtime	\$10.99
05/20-06/19 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>	
05/20-06/19 Sports Surcharge	\$2.00
<i>Offsets some of the costs WOW! must pay to sports programming networks.</i>	
05/20-06/19 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.