



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 September 21, 2018

WOW! News

WOW! participates in a location-based advertising service for our Internet customers. This service uses the zip code, including the last four digits, location of your cable modem to display to you online ads relevant in your area. As your internet provider we take your privacy seriously. We will not as part of this service share with others any information that identifies you personally, and this service does not use your Internet browsing history. Visit <http://www.wowway.com/support/internet> for more information about this location-based advertising. You have a choice about whether we use your location information for location-based advertising. To opt-out of this service, visit wowway.net and login to manage your preferences. Opting out will not affect the services we provide to you. Your opt-out choice is valid until you affirmatively revoke it. You may revoke it at any time.

WOW! Whole-Home WiFi uses powerful access points to bring our super-strong Internet to every corner of your home. Our friendly technicians will make it easy by setting you up with WiFi that blankets your entire home without bulky equipment. With WOW! Whole-Home WiFi, there are no slow zones, no dead zones, just WOW! zones. Visit wowway.com for more information.

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 -\$138.23
Payment 9/7/18 -\$141.77
New Charges - See Below \$135.39
Total Amount Due **-\$144.61**

NEW CHARGES SUMMARY

WOW! Services & Bundles \$105.00
Additional WOW! Cable TV Services \$24.19
Taxes, Surcharges & Fees \$6.20
Total New Charges **\$135.39**

As of this statement, your account has a credit balance. Please do not pay.



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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Total Amount Due **-\$144.61**

9269 1 AB 0.405
*****AUTO**ALL FOR AADC 480 090643 9700 41

AMOUNT ENCLOSED..... \$



DOUG VAN SLEMBROUCK
140 WOODWARD AVE
ROCHESTER MI 48307-1165

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



00101001001014062667780014461



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WOW! SERVICES & BUNDLES

09/20-10/19 WOW! Renewal Bundle Plan	\$120.00
Includes: Medium Cable Plan, WOW! Internet	
09/20-10/19 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.	
09/20-10/19 Ultra Equipment	\$20.00
Includes: Ultra Gateway, 1 Ultra Media Player(s)	
09/20-10/19 5 Yr Renewal Discount	-\$12.50
\$12.50 off Cable for 5 Years	
09/20-10/19 5 Yr Renewal Discount	-\$12.50
\$12.50 off Internet for 5 Years	
Total WOW! Services & Bundles	\$105.00

OTHER CHARGES & CREDITS

Total Other Charges & Credits \$0.00

TAXES, SURCHARGES & FEES

09/20	FCC Reg Fee	\$0.09
09/20	Franchise Fee	\$4.64
09/20	PEG Access Fee	\$0.93
09/20	Sales Tax	\$0.54
Total Taxes, Surcharges & Fees		\$6.20

ADDITIONAL WOW! CABLE TV SERVICES

09/20-10/19 Showtime	\$10.99
09/20-10/19 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>	
09/20-10/19 Sports Surcharge	\$2.00
<i>Offsets some of the costs WOW! must pay to sports programming networks.</i>	
09/20-10/19 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.