



**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 ..... November 21, 2018

### WOW! News

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 ..... -\$148.45  
Payment 11/9/18 ..... -\$140.77  
New Charges - See Below ..... \$142.32  
**Total Amount Due** ..... **-\$146.90**

### NEW CHARGES SUMMARY

WOW! Services & Bundles ..... \$100.00  
Additional WOW! Cable TV Services ..... \$36.17  
Taxes, Surcharges & Fees ..... \$6.15  
**Total New Charges** ..... **\$142.32**

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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**Account Number** ..... **014062667**  
Customer Phone ..... (248) 495-8358  
Billing Date ..... November 21, 2018

**Total Amount Due** ..... **-\$146.90**

9470 1 AB 0.405  
\*\*\*\*\*AUTO\*\*ALL FOR AADC 480 092289 9867 42

AMOUNT ENCLOSED..... \$



DOUG VAN SLEMBROUCK  
140 WOODWARD AVE  
ROCHESTER MI 48307-1165

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



00101001001014062667720014690

009470



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

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

**WOW! SERVICES & BUNDLES**

- 11/20-12/19 WOW! Renewal Bundle Plan ..... \$140.00  
Includes: Medium Cable Plan, WOW! Internet
- 11/20-12/19 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.
- 11/20-12/19 Ultra Equipment ..... \$20.00  
Includes: Ultra Gateway, 1 Ultra Media Player(s)
- 11/20-12/19 5 Yr Renewal Discount ..... -\$25.00  
\$25.00 off Cable for 5 Years
- 11/20-12/19 5 Yr Renewal Discount ..... -\$25.00  
\$25.00 off Internet for 5 Years
- Total WOW! Services & Bundles ..... \$100.00**

Total Additional WOW! Cable TV Services ..... \$36.17

**OTHER CHARGES & CREDITS**

Total Other Charges & Credits ..... \$0.00

**TAXES, SURCHARGES & FEES**

- 11/20 FCC Reg Fee ..... \$0.07
- 11/20 Sales Tax ..... \$0.54
- 11/20 Franchise Fee ..... \$4.62
- 11/20 PEG Access Fee ..... \$0.92
- Total Taxes, Surcharges & Fees ..... \$6.15**

**ADDITIONAL WOW! CABLE TV SERVICES**

- 11/09 Spy Who Dumped HD ..... \$5.99
- 11/18 Christopher JI HD ..... \$5.99
- 11/20-12/19 Showtime ..... \$10.99
- 11/20-12/19 Broadcast TV Fee ..... \$10.20  
*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.*
- 11/20-12/19 Sports Surcharge ..... \$2.00  
*Offsets some of the costs WOW! must pay to sports programming networks.*
- 11/20-12/19 Paper Statement Fee ..... \$1.00

**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.

**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.