



**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 ..... December 21, 2018

### WOW! News

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. Click on the Terms and Conditions link at the bottom of the page.



Effective on or after December 4, 2018, CBS Sports Network HD will be available on WOW! Medium Cable channel 291 and Smithsonian Channel will be available on WOW! Large Cable channel 305. HDTV and HD receiver required to receive HD programming.

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 .....-\$146.90  
Payment 12/7/18 .....-\$146.90  
New Charges - See Below ..... \$129.55  
**Total Amount Due** ..... **-\$164.25**

### NEW CHARGES SUMMARY

WOW! Services & Bundles ..... \$100.00  
Additional WOW! Cable TV Services ..... \$24.19  
Taxes, Surcharges & Fees ..... \$5.36  
**Total New Charges** ..... **\$129.55**

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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Customer Phone ..... (248) 495-8358  
Billing Date ..... December 21, 2018

**Total Amount Due** ..... **-\$164.25**

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\*\*\*\*\*AUTO\*\*ALL FOR AADC 480 093089 14526 42



DOUG VAN SLEMBROUCK  
140 WOODWARD AVE  
ROCHESTER MI 48307-1165

121600

AMOUNT ENCLOSED.....

\$

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



00101001001014062667710016425



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

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

**WOW! SERVICES & BUNDLES**

Table with 2 columns: Description and Amount. Rows include: 12/20-01/19 WOW! Renewal Bundle Plan \$140.00, 12/20-01/19 Renewal Agreement Discount -\$10.00, 12/20-01/19 Ultra Equipment \$20.00, 12/20-01/19 5 Yr Renewal Discount -\$25.00, 12/20-01/19 5 Yr Renewal Discount -\$25.00, Total WOW! Services & Bundles \$100.00.

**OTHER CHARGES & CREDITS**

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

**TAXES, SURCHARGES & FEES**

Table with 2 columns: Date and Amount. Rows include: 12/20 FCC Reg Fee \$0.07, 12/20 Franchise Fee \$3.96, 12/20 PEG Access Fee \$0.79, 12/20 Sales Tax \$0.54, Total Taxes, Surcharges & Fees \$5.36.

**ADDITIONAL WOW! CABLE TV SERVICES**

Table with 2 columns: Description and Amount. Rows include: 12/20-01/19 Showtime \$10.99, 12/20-01/19 Broadcast TV Fee \$10.20, 12/20-01/19 Sports Surcharge \$2.00, 12/20-01/19 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.

# Channel Lineup — Michigan

	HD
<b>Small Cable (previously Limited)</b>	
ABC (WXYZ)	7 200
Access/Educational	15
Access/Government	10
Access/Inspirational	11
Antenna TV (WMYD)	197
Bounce TV (WXYZ)	101
Buzzer (WJBK)	134
CBC (CBET)	9
CBS (WWJ)	6 201
Charge (WKBD)	136
Comet (WKBD)	135
FOX (WJBK)	2 202
HSN	16 276
Independent (WADL)	22 207
ION Television (WPXD)	19 208
MeTV (WDIV)	196
Movies! (WJBK)	131
MyNetworkTV (WMYD)	20 206
NBC (WDIV)	4 203
PBS (WTVS)	3 205
Public Access	18
StartTV (WWJ)	133
The CW (WKBD)	5 204
This TV (WDIV)	130
<b>Medium Cable (previously Basic)</b>	
Includes Small Cable	
A&E	46 218
AMC	36 236
Animal Planet	67 226
BET	58 285
Big Ten Network	87 219
Bravo	59 235
C-SPAN	54 250
C-SPAN2	188
C-SPAN3	189
Cartoon Network	25 256
CBS Sports Network	85 291
Cheddar	89 289
CMT	43 284
CNBC	49 244
CNN	50 246
Comedy Central	29 280
Discovery Channel	48 225
Discovery Channel	26 255
E!	28 287
ESPN	33 211
ESPN2	34 222
EVINE Live	63
EWTN	44
Food Network	42 217
Fox Business Network	84 251
FOX News Channel	61 248
Fox Sports 1	70 234
Fox Sports 2	78
Fox Sports Detroit	32 220
Fox Sports Detroit Plus	195 221
Freeform	38 254
FX	64 231
FXM	77 237
FXX	35
Golf Channel	60 223
Hallmark Channel	53 272
Hallmark Movies & Mysteries	71 288
Heroes & Icons	132
HGTV	40 216
History	47 249
HLN	51 252
IFC	74 295
Investigation Discovery	83 253
Jewelry TV	55
Jewelry TV	190
Lifetime	27 274
Lifetime Movie Network	65 275
MSNBC	52 245
MTV	31 282
MTV2	81
National Geographic	69 228
NBC Sports Network	86 212
Nickelodeon	24 258
Nicktoons	88
OWN	68
Oxygen	314 273
Paramount Network	57 239
QVC	12 277
SonLife Network	194
Sundance TV	73 296

	HD
Syfy	45 230
TBN	193
TBS	39 232
Tennis Channel	75 215
The Weather Channel	62 263
TLC	37 227
TNT	23 209
Travel Channel	56 264
truTV	82 279
Turner Classic Movies	41 238
TV Land	66
USA Network	13 233
Velocity	30 210
VH1	30 283
WE tv	324 294
WGN America	72 224

<b>Large Cable (previously Signature)</b>	
Includes Small and Medium Cable.	
WOW! Advanced Equipment required to receive Large Cable.	
American Heroes Channel	331
Big Ten Network 2	344
Big Ten Network 3	345
CMT Music	327
Cooking Channel	318 268
Destination America	307 270
Discovery Family	321 260
Discovery Life	303
Disney Junior	349
Disney XD	308 257
DIY	300 269
ESPN Classic	338
ESPN	348 240
ESPNews	339 241
Fusion	317
FYI	301 267
Lifetime Real Women	315
MTV Classics	360
NatGeo Wild	316 266
Newsy	330 243
NFL Network	351 292
Nick 2	322
Nick Jr.	325
Nick Music	361
Olympic Channel	332
Pop	306 261
Science	304 247
SEC Network	353
Smithsonian Channel	305 265
TeenNick	326
The Word Network	379
Universal Kids	309 259
VICELAND	302 278

## WOW! Advanced Equipment features

<b>WOW! OnDemand</b>	
WOW! OnDemand	1
Adult OnDemand	656
Broadcast TV OnDemand	320 299
Cutting Edge OnDemand	335
Events OnDemand	700
HD OnDemand	229
Health & Lifestyles OnDemand	311
Kids Unlimited OnDemand	310
More Music OnDemand	551
Movies OnDemand	610
Music OnDemand	550
Signature Exclusives OnDemand	313
Sports OnDemand	337
TV Entertainment OnDemand	312

<b>Subscription OnDemand</b>	
Cinemax OnDemand*	472
HBO OnDemand*	412
here! OnDemand**	473
Karaoke OnDemand**	552
Premium OnDemand	398
Showtime OnDemand*	450
STARZ OnDemand*	494
The Movie Channel OnDemand*	451

<b>Digital Pay-Per-View</b>	
Hot Choice	632
IN DEMAND	600
IN DEMAND Events 1	633
IN DEMAND Events 2	634
IN DEMAND Events HD	631
IN DEMAND Previews	399
Juicy	651
Penthouse	652
Playboy	653
PPV en Español	604
Real	654
Xtsy	650

<b>Digital Music Channels</b>	
Medium or Large Cable required.	
Music Choice 70's	528
Music Choice 80's	527
Music Choice 90's	526
Music Choice Adult Alternative	515
Music Choice Alternative	514
Music Choice Blues	545
Music Choice Classic Country	533
Music Choice Classic Rock	517
Music Choice Classical Masterpieces	548
Music Choice Contemporary Christian	534
Music Choice Country Hits	532
Music Choice Dance/EDM	502
Music Choice Easy Listening	547
Music Choice Gospel	510
Music Choice Hip-Hop and R&B	504
Music Choice Hip-Hop Classics	506
Music Choice Hit List	500
Music Choice Indie	503
Music Choice Jazz	544
Music Choice Kidz Only!	523
Music Choice Light Classical	549
Music Choice Love Songs	519
Music Choice Max	501
Music Choice Metal	513
Music Choice Mexicana Urbana	537
Music Choice Party Favorites	521
Music Choice Play	499
Music Choice Pop & Country	530
Music Choice Pop Hits	520
Music Choice Pop Latino	535
Music Choice R&B Classics	508
Music Choice R&B Soul	509
Music Choice Rap	505
Music Choice Reggae	511
Music Choice Rock	512
Music Choice Rock Hits	516
Music Choice Romances	539
Music Choice Singers & Swing	546
Music Choice Smooth Jazz	543
Music Choice Soft Rock	518
Music Choice Solid Gold Oldies	529
Music Choice Sounds of the Seasons	540
Music Choice Soundscapes	542
Music Choice Stage & Screen	541
Music Choice Teen Beats	522
Music Choice Throwback Jamz	507

<b>HD</b>	
Music Choice Today's Country	531
Music Choice Toddler Tunes	524
Music Choice Tropicales	538
Music Choice Y2K	525

<b>Digital Premium Channels</b>	
Additional monthly subscription may be required.	
5StarMAX	469
ActionMAX	464
Cinemax	460 471
Flix	443
HBO Comedy	408 416
HBO	400 410
HBO Family	406 415
HBO Signature	404 414
HBO Zone	409 417
HBO2	402 413
MAX Latino	468
MoreMAX	462 459
MovieMAX	467
OuterMAX	470
SHO 2	432 452
SHO Beyond	436
SHO Extreme	438 455
SHO Next	444
SHO Women	448
Showtime	430 449
Showtime Family Zone	446
Showtime Showcase	434 453
STARZ	481 493
STARZ Cinema	492
STARZ Comedy	482 495
STARZ Edge	483 496
STARZ ENCORE	480 477
STARZ ENCORE Action	486 478
STARZ ENCORE Black	489 479
STARZ ENCORE Classic	488
STARZ ENCORE Family	490
STARZ ENCORE Suspense	487
STARZ ENCORE Westerns	485
STARZ In Black	484 497
STARZ Kids & Family	491 498
The Movie Channel	440 439
The Movie Channel Xtra	442
ThrillerMAX	466

<b>Digital Variety Pak</b>	
Large Cable and additional monthly subscription required. Channels not sold individually.	
FCS - Atlantic	340
FCS - Central	341
FCS - Pacific	342
Fox Soccer Plus	343
NFL RedZone	352 293
Outdoor Channel	347
TVG2	346

<b>Arabic Language Tier</b>	
Additional monthly subscription required. Channels not sold individually.	
ART Global	690
ART Movies	691
BBC Arabic	693
MTV Lebanon	692

<b>HD Pak</b>	
Additional monthly subscription required. Channels not sold individually.	
MGM HD	213

† Large Cable required.  
 WOW! Advanced Equipment includes a Digital Receiver, HD Receiver, DVR, HD DVR or ULTRA. HDTV and HD Receiver required to view HD channels. Channel lineup is subject to change. Number of channels available based on your cable package subscription. Channel lineup effective 12/4/2018.  
 \* Must subscribe to premium channel to receive its OnDemand content.  
 \*\* Additional monthly subscription required.  
 †Medium Cable required.

