

Welcome to your new billing statement.

1 Account Number & Payment Due Date

This is your 13-digit account number and the date your payment is due.

2 Account Pin

You will be prompted by Customer Care to provide this 6-digit security code when inquiring about your account.

3 Contact Us

Flexible options to help you reach us.

4 Summary

Previous & Current Charges summarizes your past bill amount, payments received and current charges with the total amount due.

5 Messaging Center

Important account information or news from Grande.

6 Payment Coupon & Balance Due

Simply tear off and return with your check or money order for the Total Amount Due by the Due Date.

7 Payment, Charges & Usage Detail

These sections detail your payments received during the last statement period, current monthly charges, and any usage charges.

8 Taxes, Surcharges & Fees

Consolidated details of taxes, surcharges and fees applied to your account, in one simplified section.


9 About Your Cable TV Services

This section is a breakdown of the cable TV charges on your statement. This identifies how many dollars are associated for cable TV only.

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This is a sample bill for demonstration only. Specific services subject to availability. Please contact Grande for details.

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GRANDE COMMUNICATIONS

Service Location:
123 Main Street
PO Box 123
Anytown, USA 12345-6789
Account PIN: 123456

Customer Name: Bill Sample
Statement Date: 11/10/2020
Account Number: 8201-0123456-01
Payment Due Date: 12/02/2020

Reach Grande

Website: www.mygrande.com
Telephone: 1-866-2GRANDE (1-866-247-2833)
Visit: 401 Carlson Circle, San Marcos, TX 78666

PREVIOUS CHARGES

Previous Bill Amount	100.00
Payments Received	-100.00 CR
Balance Forward	0.00


CURRENT CHARGES

Bundled Services	59.99
High Speed Internet	13.49
Digital Cable TV	39.99
Taxes, Surcharges & Fees	72.18
Total Current Charges	185.65

Total Amount Due: \$185.65


To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

IMPORTANT MESSAGES




AWARD-WINNING INTERNET
Thanks to you.

- Most Recommended Tech Support
- Reliability of Voice & Speed
- Satisfaction of Customer Service




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Connect With Us On Social Media!



Please detach and return below portion with your payment



GRANDE COMMUNICATIONS
Here For You

401 Carlson Circle
San Marcos, TX 78666


Address Service Requested

REMITTANCE SECTION


Account Number:	8201-0123456-01
Billing Date:	11/10/2020
Due Date:	12/02/2020
Total Amount Due:	\$185.65
Amount Enclosed:	\$

Please put your account number on your check and make payable to: Grande. We accept Visa, Mastercard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a Local Office, a payment center near you or at any Western Union location.

GRANDE COMMUNICATIONS NETWORK LLC
PO BOX 679367
DALLAS, TX 75267-9367



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GRANDE COMMUNICATIONS

Customer Name: Bill Sample
Statement Date: 11/10/2020
Account Number: 8201-0123456-01
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BUNDLED SERVICES

This section displays the monthly charges and services included in your bundle.

Date	Description	Amount
11/10-12/09	Limited 50 Basic Cable Service, Expanded Cable, Home Networking Service, Internet 50 Mbps, Movieplex, SecureIT Antivirus	\$59.99

Your promotional discount will expire on 05/27/21.

HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
11/10-12/09	Cable Modem Rental	1	13.49

DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
11/10-12/09	Two Quad Receiver	1	32.49
	Your promotional discount will expire on 05/27/21.		
	Variety Pak	1	7.50
	Your promotional discount will expire on 05/27/21.		

TAXES, SURCHARGES & FEES

This section includes the total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website www.mygrande.com/help

Description	Amount
Internet	
Network Access and Maintenance	4.37
Fee	0.07
State Sales Tax	1.13
City Sales Tax	0.36
Cable	
Franchise Fee	6.46
Regulatory Fee	1.25
Municipal PEG Access Fee	7.86
State Sales Tax	2.51
City Sales Tax	16.16
Broadcast TV Surcharge	16.39
Sports Programming Surcharge	15.60
Entertainment Networks Surcharge	
	\$72.18

ABOUT YOUR CABLE TV SERVICES

This is a breakdown of the Cable TV charges on your statement. This identifies how many dollars are associated for Cable TV service.

Service	Equipment	Premiums and Add Ons	Taxes, Surcharges & Fees	Total *	
	\$29.79	\$32.49	\$7.50	\$66.32	\$136.10

*This pricing reflects the total amount for cable TV services and equipment as part of a promotional bundle. If you change your package, the discounted bundle pricing for the other services will also change. For expiration dates on discounted services and equipment, please refer to the details on your billing statement.

*The Essential Charge for basic local telephone service is \$20.99 (\$12.99 in San Marcos), refer to page 2 for more information. El Cargo Esencial por el servicio telefónico básico local es \$20.99 (\$12.99 en San Marcos), para mayor información ver la página 2.

Terms and conditions of service including customer rights are available at www.mygrande.com/policies.

Términos y condiciones del servicio, incluyendo los derechos de los clientes están disponibles en www.mygrande.com/policies.

NOTICE TO CUSTOMER - By (1) submitting your check for payment, and (2) choosing not to exercise your right to OPT-OUT, you are authorizing Grande, or its agent, upon receipt of your check, to convert the check to an electronic payment item or draft and to submit it for payment as an ACH debit entry or draft to your account in accordance with the same terms and conditions as your check. You may choose to OPT-OUT by mailing your payment to the remit address on your payment coupon.

AVISO A NUESTROS CLIENTES - Al (1) presentar su cheque para pago, y al (2) elegir no ejercer su derecho de NO PARTICIPAR, descrito abajo, usted autoriza a Grande o a su agente, al recibir su cheque, a convertir su cheque en un pago electrónico talón bancario y remitirlo para pago como una entrada de débito bancario (ACH debit) o retro en su cuenta de acuerdo con las mismas condiciones y términos de su cheque. Usted puede elegir NO PARTICIPAR enviando su pago a la dirección de remitente en su cupón de pago.