

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, currently 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.

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



GRANDE COMMUNICATIONS

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

Page 1 of 5
Customer Name: Bill Sample
Statement Date: 05/25/2017
Account Number: 8201-0123456-01
Payment Due Date: 09/20/2017

Reach Grande

Website: www.mygrande.com
Telephone: 1-866-2GRANDE (1-866-247-2633)
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	99.00
High Speed Internet	11.99
Digital Cable TV	32.00
Taxes, Surcharges & Fees	55.34
Total Current Charges	198.33

Total Amount Due: \$198.33

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

IMPORTANT MESSAGES

GRANDE2GO

Enjoy TV Anywhere.

At home or on-the-go!

Fully Integrated TV Viewing, LIVE TV & More!



mygrande.com/grande2go

Connect With Us On Social Media!



Please detach and return below portion with your payment

GRANDE COMMUNICATIONS

401 Carlson Circle
San Marcos, TX 78666
Here For You

Address Service Requested

REMITTANCE SECTION


Account Number:	8201-0123456-01
Billing Date:	08/25/2017
Due Date:	09/20/2017
Total Amount Due:	\$198.33
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.

BILL SAMPLE
123 MAIN STREET
ANYTOWN USA 12345-6789

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





GRANDE COMMUNICATIONS

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PAYMENTS

The payments listed were received prior to the statement date at the top of the page. All payments received after this date will appear on your next statement.

Date	Description	Amount
08/29	Payment Received - Thank You!	-100.00 CR
		-\$100.00 CR

BUNDLED SERVICES

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

Date	Description	Amount
08/29-09/28	Get-it-all 200 Dbl Play Includes Preferred TV With Movieplex, HD Service, Power 200 Internet And Home Networking Services Optim Phone Services* Includes Unlimited Nationwide Calling, 16 Calling Features	89.99
08/29-09/28		10.00
		\$99.99

HIGH SPEED INTERNET

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

Date	Description	Amount
08/29-09/28	Docus3 Wris Modem Rental	11.99
		\$11.99

DIGITAL CABLE TV

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

Date	Description	Qty	Amount
08/29-09/28	DVR Powered by TiVo	1	12.00
	Starz	1	10.00
	Showtime/TMC	1	10.00
			\$32.00

USAGE

Type	Min	Amount
Local	19.0	0.00

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	2.08
Cable	0.09
Sales Tax	5.03
CATV System Regulatory Fee	0.05
Franchise Fee	8.21
Sales Tax	0.90
Municipal PEG Access Fee	9.80
Broadcast TV Surcharge	9.45
Sports TV Surcharge	8.66
Entertainment TV Surcharge	0.32
911 Service Fee	0.28
Federal USF Charge	0.02
Texas Gross Receipts Assessment	0.28
Texas USF Charge	0.06
911 Equalization Surcharge	1.15
Municipal Charge	0.54
Sales Tax	0.88
Sales Tax	6.50
Subscriber Line Charge	0.21
Texas USF Charge	0.83
Sales Tax	\$55.34

*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 telefonico basico local es \$20.99 (\$12.99 en San Marcos), para mayor informacion ver la pagina 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.