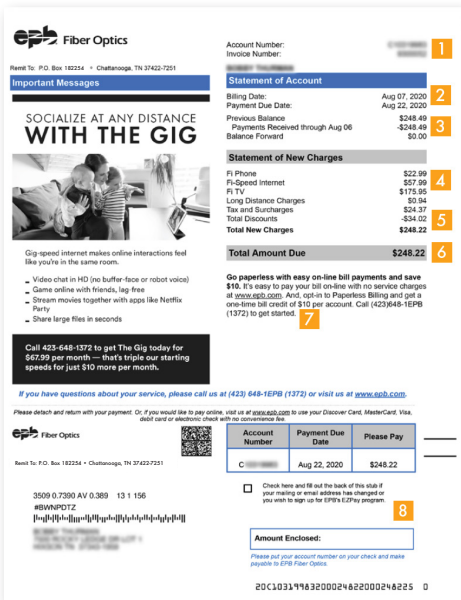


# EPB FIBER OPTICS - RESIDENTIAL

## How to Read Your Bill



**1** Account Number: [Redacted]

**2** Billing Date: Aug 07, 2020

**3** Previous Balance: \$248.49

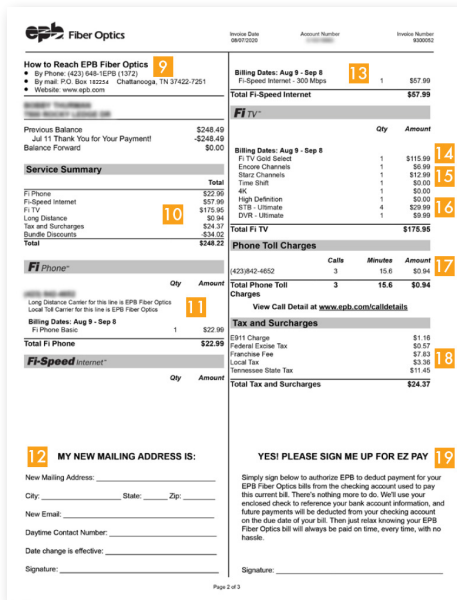
**4** Fi Phone: \$22.99

**5** Total Discounts: -\$34.02

**6** Total Amount Due: \$248.22

**7** Go paperless with easy online bill payments and save \$10. It's easy to pay your bill on-line with no service charges at [www.epb.com](http://www.epb.com).

**8** Check here and fill out the back of this stub if your mailing or email address has changed or you wish to sign up for EPB's eBill program.



**9** How to Reach EPB Fiber Optics

**10** Service Summary

**11** Billing Dates: Aug 9 - Sep 8

**12** MY NEW MAILING ADDRESS IS:

**13** Billing Dates: Aug 9 - Sep 8

**14** Fi TV: Total \$115.99

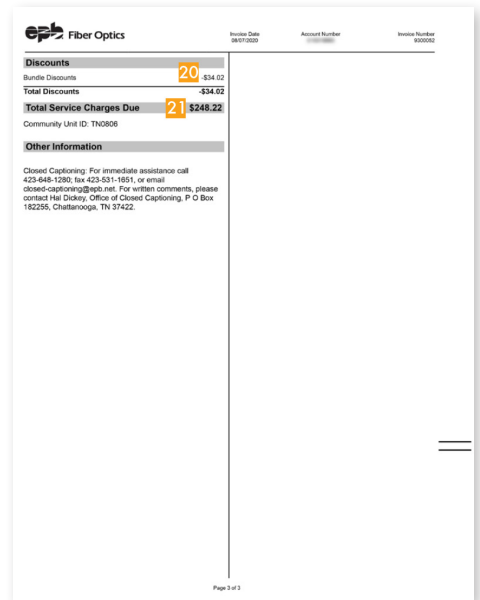
**15** Fi TV: \$5.99

**16** Fi TV: \$12.99

**17** Phone Toll Charges: Total \$0.94

**18** Tax and Surcharges: Total \$24.37

**19** YES! PLEASE SIGN ME UP FOR EZ PAY



**16** Discounts: Total Discounts -\$34.02

**20** Total Service Charges Due: \$248.22

**21** Total Amount Due: \$248.22

**16** Other Information: Closed Captioning

**17** Total Fi TV: \$115.99

**18** Total Tax and Surcharges: \$24.37

**20** Total Service Charges Due: \$248.22

**21** Total Amount Due: \$248.22

- 1** This is your personal EPB Fiber Optics account number
- 2** Be sure to pay your bill by this date to prevent late charges
- 3** Any previous payments received will show up here
- 4** Here are the line item charges for your EPB Fiber Optics services
- 5** Discounts include bundle discounts for purchasing two or more EPB Fiber Optics services
- 6** This is your total amount due, including this month's charges (and any balances that were carried over)
- 7** Be sure to switch to Paperless Billing for a one-time \$10 bill credit to your account
- 8** Remove this stub and include it with your payment in the return envelope provided

- 9** If you have any questions about your bill, or anything else, contact EPB Fiber Optics
- 10** This is your complete EPB Fiber Optics service summary like on the cover page
- 11** Here is the summary of your Fi Phone charges (if applicable)
- 12** If you're changing your mailing address before the next billing period, please complete this form. And if your service address is going to change, be sure to move your service through your MyEPB portal on [epb.com](http://epb.com) or by calling 423-648-1372 anytime day or night
- 13** You can find your current Fi-Speed Internet charges here (if applicable)
- 14** Here is the base cost for your Fi TV service (if applicable)
- 15** Here are your itemized charges for any premium channels you may subscribe to, or any video rentals (if applicable)

- 16** Here you will find itemized charges for any Set Top Box rentals or DVR charges (if applicable)
- 17** Here you will find Fi Phone long distance charges that aren't included in your phone plan (if applicable)
- 18** This is an itemized list of taxes and other fees EPB collects and passes along to the appropriate entities
- 19** If you'd like to take advantage of automatic bank draft bill payments each month, just sign here and we will arrange it with your bank using the routing number from your enclosed personal check
- 20** Here you will see any discounts, such as bundle discounts for subscribing to two or more EPB Fiber Optics services or any credits to your account
- 21** This is your total amount due for this particular month – including all charges and minus any discounts or credits