

# Guide To Your Bill

**wave** 1-866-928-3123 ▶ wavehome.com

**JOE BROADBAND**  
For Service Provided At:  
1313 Rainbow Drive  
Port Orchard, WA 98366

**Account Number** 8000 12 345 6789123  
Billing Date January 18, 2019

**Online Account Access:** wavehome.com/bill  
First-time Registration PIN: 1353

**Account Notice**  
Message regarding your individual account will appear here, such as notices regarding your account status, changes to your channel line-up or services, and regulatory notices. Some examples: a notice that your payment is past due, notification of a channel changing numbers, or an annual notice regarding our privacy policy.

**News from Wave**  
News from Wave on special offers, new channel launches, new product options, tips on Wave product features, and other good stuff.

TIVO DVR now available from Wave! Record six shows at once, manage your DVR online, access streaming apps like Netflix, YouTube, Pandora, and more! Call for complete details.

**Monthly Statement Summary**

<b>Previous Activity</b>	
Previous Balance	211.38
Payments Received	-160.71
Adjustments	-27.50
<b>Balance Forward</b>	<b>\$23.17</b>
<b>New Charges Summary</b>	
Partial Month Services	-116.30
Core/Bundled Services	59.95
+ Internet: Additional	27.97
+ Cable TV: Additional	137.10
+ Phone: Additional	54.90
Other Charges	3.99
Installation & One-Time Charges	60.00
Fees & Taxes	7.65
<b>New Charges Total</b>	<b>\$235.26</b>
Balance Forward	23.17
New Charges	235.26
<b>Total Due By Feb 6, 2015</b>	<b>\$258.43</b>

Your credit card will be charged on 2/6/2015.

Please write your account number on your check. Detach and enclose the portion below with your payment. See reverse side for store locations and other payment options.

**wave**

WAVE BROADBAND  
522 RAINIER AVE S SUITE 101 SEATTLE WA 98144  
800 1200 NO RP 19 01182015 Y19Y19WAVN 000224 001

JOE BROADBAND  
PO BOX 12345  
PORT ORCHARD, WA 98366

**Account Number** 8000 12 345 6789123  
**Payment Due By** 02/06/15  
**Total Amount Due** \$258.43  
**Amount Enclosed** \$ \_\_\_\_\_

**Make check payable to:**  
WAVE BROADBAND  
PO BOX 34755  
SEATTLE WA 98124-1755

80001234000033301234567

How to contact us

Your account number

You will need this information the first time you register your account online

Summary of activity from previous month

Summary of charges for current billing month

Summary of total payment due

Messages from Wave regarding your services and other services we provide

Summary of payment information

Payment address

Payments and adjustments made since the last billing statement and any balance carried forward

Services that were not subscribed to for the full billing period

The core TV, internet and phone services you subscribe to, including bundled services

Additional cable TV, internet and phone items listed by product

Internet Infrastructure Fee

The Internet Infrastructure Fee is designed to help Wave defray some of its capital expenditures for continually upgrading and maintaining its data network. This fee is neither government-mandated nor a tax, fee or surcharge imposed by the government.

Information on other options for receiving and paying your bill

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8000 1200 NO RP 19 01182015 Y19Y19WAVN 000224 001

**Account Number** 8000 12 345 6789123  
Billing Date January 18, 2019  
Page 2 of 8

**Previous Activity**

Previous Balance	01/06	211.38
Payment Received	01/11	-160.71
Movie Rental Adjustment	01/11	-2.50
HD Digital Video Adjustment	01/12	-5.00
Customer Service Adjustment	01/12	-20.00
		<b>\$23.17</b>

**Partial Month Services**

Local Bundle 5	12/21-12/30	-35.48
Digital Basic Choice	12/31-01/20	-6.30
High Speed 5 Bundle	12/31-01/20	-74.52
		<b>-\$116.30</b>

**New Charges** 01/21-02/20

**Core/Bundled Services**

High Speed 10 Bundle	89.95
Includes High Speed 10 Internet, Local Broadcast TV and Unlimited Phone with Voice Mail, plus free Service Protection Plan and bonus Starz, Encore and MoviePix.	
12-month Promotional Discount	-30.00
<b>Bundled Services</b>	<b>\$59.95</b>

The following items are in addition to your Core/Bundled Services listed above.

**Internet: Additional**

Monthly Data Usage Billing	15.00
December Data Allowment: 300 GB	
December Data Usage: 353 GB	
Overage Billing @ \$5 per 1-25 GB	
<b>Internet Infrastructure Fee</b>	<b>1.97</b>

**Internet: Additional (continued)**

Wireless Home Networking Includes modem rental and wireless home networking with router.	11.00	
	<b>\$27.97</b>	
<b>Cable TV: Additional</b>		
Expanded Content Pass-thru Fee	70.38	
TV Network Fees for Basic Cable channels		
HD Digital Video Recorder Includes access to the HD channels you subscribe to and Digital Video Recording.	9.90	
Universal Converter QTY 2 @ \$4.95 Each	18.13	
Portland TV Stations' Fee	2.72	
Interactive Equipment Fee Includes TV On Demand, Interactive On-Screen Guide, and Digital Music channels. Fee applies to primary digital receiver only.		
<b>Movies &amp; Events</b>		
Paw Patrol	01/10	5.99
Frozen	01/10	6.99
Gladiator	01/11	5.99
		<b>\$137.10</b>
<b>Phone: Additional</b>		
(825) 677-7777 Additional Unlimited Phone Multimedia Modem	24.95 0.00	
(925) 988-8888 Additional Unlimited Phone Enhanced Voice Mail	24.95 5.00	
	<b>\$54.90</b>	

Local Franchise Authority: City of Anytown, 123 Main St., Anytown, ST 55555. NOT A PAYMENT LOCATION.

**Other Payment Options**

You can pay your bill quickly and conveniently by automatically having your payment deducted from your checking account monthly with Auto Pay. Simply check the box below, sign and attach a voided check.

Yes, I would like to set up Auto Pay. I have enclosed a voided check.

Signature Date \_\_\_\_\_

Wave also accepts check or money order by mail, credit card online at wavehome.com/billing or credit card via phone. You can also visit any of our local offices. Visit wavehome.com/locations to find your local payment locations.

**Email billing is now available!** To receive future bills via email, visit us at: wavehome.com/bill. You may also set up email billing by entering your email address below:

Yes, I would like to set up paperless email billing. \_\_\_\_\_  
Email Address \_\_\_\_\_