

We hope you find your bill easy to read and understand. This overview explains the format and the way billing information is displayed.

## Our Technology Comes with People

**Account at a Glance:** Provides a general overview of current charges, recent payments and any outstanding balances that apply.

Your Account Number, Invoice Date, Due Date and Amount Due will appear at the top of each page.

**News:** Learn about important updates to your account, new services and promotions. You will also see any notification regarding past due balances.

**Payment and Contact:** Convenient ways to pay your bill or to contact us with questions about your bill. We have secure options to pay by mail, online, automatic withdrawal or by phone.

**Automatic Withdrawal:** When you choose the convenience of automatic withdrawal from your bank account or credit card, your debit information will display here.

**Payment Remittance Slip:** This convenient tear-off slip ensures that your payment is applied properly to your account if you mail your bill.

**LUMOS NETWORKS**

Account Number	Invoice Date	Due Date	Amount Due
123456789	April 18, 20XX	05/02/XX	\$87.73

Jane Smith Page 1 of 4

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**Account at a Glance**

Current Charges	Local Service	\$58.38
	Long Distance	\$1.40
	Internet Service	\$26.13
	Account Charges	\$1.82
	<b>Total Current Charges</b>	<b>\$87.73</b>
Account History	Previous Balance	\$86.27
	Payment Received - 04/01/XX	\$86.27
	Adjustments	\$0.00
	Past Due Balance	\$0.00
<b>Total Amount Due on 05/02/XX</b>		<b>\$87.73</b>

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**News**

Welcome! We hope you find your new bill easy to read and understand.

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**Payment and Contact Information**

Billing Questions? Call 611 or 1-800-320-6144

FREE Bill Payment Options:  
 Pay by Phone  
 Call 611 or 1-800-320-6144 and follow the prompts.

Click on [www.lumosnetworks.com](http://www.lumosnetworks.com) and "My Account" to view and pay your bill online - fast, secure and convenient! Set up recurring payments and save time and stamps!

Mail the payment stub below  
 Please detach at perforation and return the below portion with your payment.

Your credit card will be charged on 05/02/XX for \$87.73.

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**LUMOS NETWORKS**

Account Number	Invoice Date	Due Date	Amount Due
123456789	April 18, 20XX	05/02/XX	\$87.73

Make checks payable to Lumos Networks **Amount Enclosed** .

90 FP 1 B 1 1 A 10061 10061 \*\*5 DGT  
 JANE SMITH  
 123 MAIN STREET  
 ANYWHERE, USA 12345-1234


LUMOS NETWORKS  
 PO Box 000000  
 City ST 00000-0000

2345678902345 3423 00066850

Detailed information about your services begins on Page 3

Find more news about important updates to your account, new services and promotions here.

**Account Information:** Your Account Number, Invoice Date, Due Date and Amount Due will appear at the top of each page.



**News**  
The mission of Lumos Networks is to deliver high quality data, broadband, voice and IP services with integrity and excellence.

Account Number 123456789	Invoice Date April 18, 20XX	Due Date 05/02/XX	Amount Due \$87.73
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**Summary**

Description	Page	Amount
123456789	3	\$1.82
540-555-5555	3	\$85.91
<b>Total Charges</b>		<b>\$87.73</b>

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**Account Charges, Taxes & Fees for 123456789**

Description	Amount
Local Utility Tax	\$1.00
Federal Excise Tax	\$0.05
Capital Recovery Fee ILECS	\$0.55
Federal USF Charge	\$0.22
<b>Total Additional Charges</b>	<b>\$1.82</b>
<b>Total Additional Charges for 123456789</b>	<b>\$1.82</b>

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**Local Service for 540-555-5555**

Description	Amount
1 *Res Bundle + Unlimited LD	\$54.99
1 Jack Monthly Chg	\$1.50
1 E-911 Botetourt County	\$1.25
1 Public Rights of Way	\$0.64
<b>Total Charges</b>	<b>\$58.38</b>

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**Internet Service for 540-555-5555**

Description	Amount
1 DSL Federal USF	\$1.18
1 Broadband Bundle Discount	\$5.00 CR
1 DSL 768K,256K 1 yr Service	\$29.95
<b>Total Charges</b>	<b>\$26.13</b>

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**Long Distance Service for 540-555-5555**

Description	Amount
1 Unlimited LD Bundle	\$0.00
<b>Total Charges</b>	<b>\$0.00</b>

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**Long Distance Call Plan for 540-555-5555**

Included	Used	Overage	Rate	Charge
Unlimited Long Distance Bundle		138		\$0.00
<b>Total Charges</b>				<b>\$0.00</b>

**Summary:** Displays the total charges per service number and the page where you can find the service. The total of all these charges is also reflected on page 1 under current charges.

**Account Changes:** Describes the charges required by local, state and federal government, as well as, any adjustments at the account level.

**Local Services:** Displayed in numeric order based on the telephone number and includes important details on each of your services.

**Call Plan:** Information makes it easy to see the minutes you have used and applicable charges.