

Introducing your New Spectrum Billing Statement

BRIGHT HOUSE NETWORKS IS NOW SPECTRUM

November 15, 2016

Account: **0031234567-08**
 Phone Number: (855) 555-5555
 Security Code: **4567**
 Service At: 7654 15TH ST S
 BIRMINGHAM AL 35206-2710

6 SPECTRUM NEWS

Note: Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

3 Summary Service from 11/25/16 through 12/24/16 details on following pages

Previous Balance	168.31
Payments Received - Thank You!	-168.31
Adjustments	-4.99
Remaining Balance	4.99
Spectrum TV™	74.96
Spectrum Internet™	48.99
Spectrum Voice™	19.99
Other Charges	6.05
One-Time Charges	3.99
Partial Month Charges	4.51
Taxes, Fees and Charges	7.82
Current Charges	168.31
Total Due by 12/05/16	\$161.32

Thank you for choosing Spectrum.
 We appreciate your prompt payment and value you as a customer.

5

4

3

2

1

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

Page 2 of 3 November 15, 2016

Account: 0031234567-08
 Security Code: **4567**

8 Charge Details

Previous Balance	168.31
Payment Received - Thank you	-168.31

Payments received after 11/14/16 will appear on your next bill.

Adjustments

Controlized Change of Service Fee	-4.99
Adjustments Total	-4.99

Remaining Balance - \$4.99

Service from 11/25/16 through 12/24/16

Spectrum TV™

Spectrum TV Select	64.99
Promotional Discount	-20.00
DVR Service	19.99
Spectrum Receivers	9.98
2 Receivers at \$4.99 each	\$74.96

Fees & Charges	FCC Admin Fee 0.08
	Franchise Fee 6.41
	Municipal PEG Access Fees 1.33
Total	\$7.82

Spectrum TV™ Total \$82.78

Spectrum Internet™

Spectrum Internet with WiFi	58.99
Includes -\$9.00 Bundle discount with TV and \$4.00 promotional discount	-10.00
Total	\$48.99

Spectrum Internet™ Total \$48.99

Spectrum Voice™

Phone number (855) 555-5555	29.99
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modern, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	29.99
Bundle Discount	-10.00
Total	\$19.99

For additional call details, please visit brighthouse.com

Spectrum Voice™ Total \$19.99

Other Charges

Broadcast TV Surcharge	6.05
Other Charges Total	\$6.05

One-Time Charges

Mother's Day J! HD	11:09 - 6:37p	3.99
One-Time Charges Total		\$3.99

Partial Month Charges

Spectrum WiFi	10/28-11/25	4.51
Partial Month Charges Total		\$4.51

Current Charges \$168.31
Total Due by 12/05/2016 \$161.32

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

Continued on the next page...

Local Store: 1680 Montclair Rd, Suite 1000 Birmingham AL 35210 Store Hours: Mon thru Fri - 8:00am to 6:00pm; Sat - 9:00am to 1:00pm

Your WAY can be the GREEN way!
GO GREEN with Spectrum.
 Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to brighthouse.com. Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 12 months of statements.

Payment Options

Pay Online - Create or Login to pay or view your bill online at brighthouse.com.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Bright House Networks. Please do not include correspondence of any type with payments.

Pay by Phone - 24 Hour 1-855-365-5183.

For questions or concerns, please call 1-855-657-7328.

- 1** Statement date, Account number and Security code in upper left corner of each page.
- 2** How to reach us.
- 3** At a glance: your charges, payments and credits for this bill.
- 4** Payment due date.
- 5** Payment coupon for your convenience. Simply tear it off and mail.
- 6** Important messages, reminders and offers. You'll find special events, savings opportunities, news and promotions.
- 7** Be sure our address shows in the return envelope window.
- 8** Itemized details of transactions during this period.
- 9** Adjustments showing any additional credits or fees applied.
- 10** Required telecommunications Taxes, Fees and Charges. For information, please see the Billing Information section of your bill.
- 11** Broadcast TV surcharge - A pass through reflecting charges assessed to Charter Communications by the local broadcasters, or local "network affiliated" TV stations.
- 12** Partial Monthly Charges from the date your services started through the first date of your regular billing period.