

EPB FIBER OPTICS - RESIDENTIAL

How to Read Your Bill

Account Number: [Redacted] **Invoice Number:** [Redacted]

Statement of Account

Billing Date: Aug 07, 2020
 Payment Due Date: Aug 22, 2020

Previous Balance: \$248.49
 Payments Received through Aug 06: \$248.49
 Balance Forward: \$0.00

Statement of New Charges

Fi Phone	\$22.99
Fi-Speed Internet	\$27.99
Fi TV	\$175.95
Long Distance Charges	\$0.94
Tax and Surcharges	\$24.37
Total Discounts	-\$34.02
Total New Charges	\$248.22

Total Amount Due \$248.22

Go paperless with easy on-line bill payments and save \$10. It's easy to pay your bill online with no service charges at www.epb.com. And, opt-in to Paperless Billing and get a one-time bill credit of \$10 per account. Call (423)648-1372 to get started.

Check here and fill out the back of this stub if your mailing or email address has changed or you wish to opt-up to EPB's EZ Pay program.

Amount Enclosed: [Redacted]

How to Reach EPB Fiber Optics

- By Phone: (423) 648-1372
- By mail: P.O. Box 182251, Chattanooga, TN 37422-7251
- Website: www.epb.com

Service Summary

Fi Phone	\$22.99
Fi-Speed Internet	\$27.99
Fi TV	\$175.95
Long Distance	\$0.94
Tax and Surcharges	\$24.37
Bundle Discounts	-\$34.02
Total	\$248.22

Fi Phone: [Redacted]

Fi-Speed Internet: [Redacted]

Fi TV: [Redacted]

Long Distance: [Redacted]

Phone Toll Charges: [Redacted]

Tax and Surcharges: [Redacted]

MY NEW MAILING ADDRESS IS:

New Mailing Address: _____
 City: _____ State: _____ Zip: _____
 New Email: _____
 Daytime Contact Number: _____
 Date change is effective: _____
 Signature: _____

Discounts

Bundle Discounts	\$34.02
Total Discounts	-\$34.02

Total Service Charges Due \$248.22

Other Information

Classed Captioning: For immediate assistance call 423-648-1280, fax 423-531-1951, or email classed-captioning@epb.net. For written comments, please contact Haj Dickey, Office of Closed Captioning, P.O. Box 182255, Chattanooga, TN 37422.

YES! PLEASE SIGN ME UP FOR EZ PAY

Simply sign below to authorize EPB to deduct payment for your EPB Fiber Optics bills from the checking account used to pay this current bill. There's nothing more to do. We'll use your enclosed check to reference your bank account information, and future payments will be deducted from your checking account on the due date of your bill. They just make knowing your EPB Fiber Optics bill will always be paid on time, every time, with no hassle.

Signature: _____

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

- If you have any questions about your bill, or anything else, contact EPB Fiber Optics
- This is your complete EPB Fiber Optics service summary like on the cover page
- Here is the summary of your Fi Phone charges (if applicable)
- 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 or by calling 423-648-1372 anytime day or night
- You can find your current Fi-Speed Internet charges here (if applicable)
- Here is the base cost for your Fi TV service (if applicable)
- Here are your itemized charges for any premium channels you may subscribe to, or any video rentals (if applicable)

- Here you will find itemized charges for any Set Top Box rentals or DVR charges (if applicable)
- Here you will find Fi Phone long distance charges that aren't included in your phone plan (if applicable)
- This is an itemized list of taxes and other fees EPB collects and passes along to the appropriate entities
- 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
- 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
- This is your total amount due for this particular month – including all charges and minus any discounts or credits