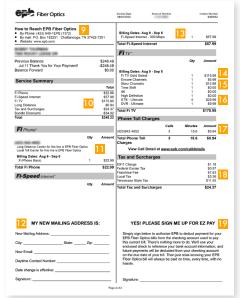
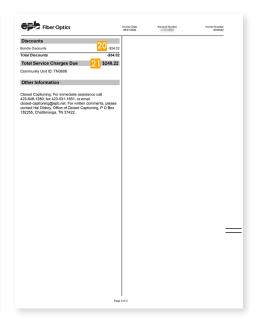


EPB FIBER OPTICS - RESIDENTIAL

How to Read Your Bill







- 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
- 4 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)
- 7 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

- 9 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