



Shentel P.O. Box 459 Edinburg, VA 22824
6840 0020 ZN RP 15 06152025 NNNNNY 01 004992 0019

AMI STRATEGIES
STORE ID #020722
17187 N LAUREL PARK DR STE 125
LIVONIA MI 48152-2600



☐ Check here if providing updates to customer information on reverse side.

→ STATEMENT INFORMATION

Customer Number: 346241
Statement Number: 001
Billing Date: 06/15/25
Due Date: 07/09/25
Total Due: \$17.29
Amount Enclosed: \$

Please include your customer and statement number on your check and make it payable to SHENTEL

SHENTEL
PO BOX 740573
CINCINNATI, OH 45274-0573



9900003462410011250615000017295735

Please detach and return above portion with your payment.



Customer Service Hours: Monday - Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Call: 1-800-SHENTEL (1-800-743-6835)

Web: www.shentel.com

AMI STRATEGIES

🔍 STATEMENT SUMMARY

Statement Information

Customer Number	346241
Statement Number	001
Bill Date	06/15/25
Due Date	07/09/25

Previous Charges

Previous Bill Amount	\$17.29
Payments Received	\$17.29 cr
Balance Forward	\$0.00

Current Charges

Remote Call Forward	\$16.00
Taxes & Surcharges	\$1.29
Total Current Charges	\$17.29

Total Amount Due \$17.29

Any unpaid balance is subjected to a 1.5% late charge on 07/10/25

📢 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-7 p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Pay conveniently at participating 7 Eleven®, CVS Pharmacy®, Dollar General®, Family Dollar®, and Speedway® Locations.



799366205650006371681455230564

Bring this bill to a participating retailer to have the barcode scanned, and pay the **Total Amount Due (located on page 1)** plus a **\$1.95** convenience fee. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at www.vanilladirect.com/pay/ereceipt

*****SHENTEL THANKS YOU FOR YOUR BUSINESS*****

If you have questions about your invoice, please call our customer service department at **1-800-SHENTEL (1-800-743-6835)**

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing Shentel to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding Shentel services. For more information, call toll free 1-800-SHENTEL (1-800-743-6835).

Payment Policy

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 25 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

Payment Policy

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

The following are accepted methods of payment:

ONLINE:	www.shentel.com
MAIL:	PO Box 740573, Cincinnati OH 45274
PHONE:	540-984-5224
	1-800-SHENTEL (1-800-743-6835)
BANK DRAFT	Setup online or by calling
	1-800-SHENTEL
IN PERSON	Shentel Customer Service Building
	106 S Main St. Edinburg, VA
DROP BOX:	Customer Service Building (see above)

Reporting Service Problems

Repair service can be reached 24 hours a day, 7 days a week by calling the following numbers:

SHENANDOAH CO, VA and BERGTON **611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE
SHENANDOAH CO, VA. **1-800-SHENTEL (1-800-743-6835)**

State Corporation Commission Regulated Services

Your local telephone service may be disconnected for failure to pay for regulated services, such as local dial tone provided by Shenandoah Telephone Company. Your telephone service may not be disconnected for nonpayment of long distance charges or other services not regulated by the Virginia State Corporation Commission. Customer may lose access to long distance carriers or other companies to whom they owe past due amounts. If you pay only part of your bill, the amount you pay will first be applied to regulated service charges. Any remaining balance will be credited to non-regulated service charges.

Non-payment of services asterisked under Detail of STC Charges may result in disconnection of your local telephone service.

Information on Services

The information pages located in the front of your Shentel Pages telephone directory provide important facts about our services, calling features, and policies. More information on all Shentel services is available at www.shentel.com. If you have questions or would like to order a service, please contact Customer Service at 540-984-5224 or toll free 1-800-SHENTEL (1-800-743-6835) from outside the local service area.

Cable Television Services

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Broadcast TV surcharge recovers costs associated with retransmission consent from broadcasters.

Disputes

You must dispute a charge within 30 days of the invoice date or we will consider the charge accepted and due.

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Know what's below.
Call  before you dig.

Remote Call Forward

Service Charges for 579253 ID: (540) 465-2284

Date	Description	Qty	Amount
06/15/25-07/14/25	Remote Call Forwarding	0001	\$16.00
Totals			\$16.00

Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.48
State Comm Tax	\$0.81
Totals	\$1.29

579253 Total	\$17.29
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