



**Service Location:**  
555 E 33RD PL  
APT 102  
CHICAGO, IL 60616-4129  
**Account PIN:** 441234

Customer Name:  
Statement Date:  
Account Number:  
Payment Due Date:

RAMESH CHA MUSILANNA  
04/15/2023  
**1001-0254582-06**  
**05/14/2023**

**Contact Us**

Website: [astound.com](http://astound.com)  
Telephone: 1-800-746-4726  
Visit: Bradley Place Business Center  
2640 West Bradley Place, Chicago, IL 60618

**PREVIOUS CHARGES**

Previous Balance	52.99
<b>Payments Received</b>	0.00
<b>Past Due Balance - Due Now</b>	52.99

**CURRENT CHARGES**

Bundled Services	39.99
One-Time Charges	10.00
Taxes, Surcharges & Fees	13.00
<b>Total Current Charges - Due 05/14</b>	62.99

**Total Amount Due:** **\$115.98**

To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

**Important News About the Affordable Connectivity Program (ACP).** See messages towards the end of this statement for more information.

**IMPORTANT MESSAGES**

## INTRODUCING ASTOUND BROADBAND

We want you to be among the first to know the exciting news! RCN is now Astound Broadband powered by RCN. We've been a part of your neighborhood for years, supporting the community, with award-winning reliable services and 24x7 customer support. We seek ways to help make the impossible possible, strive to make every interaction memorable and astounding. Your passions fuel us to keep innovating and to continue to ASTOUND you every day.

Visit us online at [astound.com](http://astound.com)



Please detach and return below portion with your payment

**REMITTANCE SECTION**

Account Number:	1001-0254582-06
<b>Past Due Balance:</b>	<b>Due Now</b> 52.99
Current Charges Due:	<b>Due 05/14</b> 62.99
<b>Total Amount Due:</b>	<b>\$115.98</b>
Amount Enclosed:	\$ _____

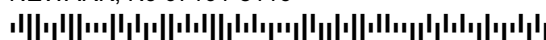
Please put your account number on your check and make payable to: RCN. We accept Visa, Mastercard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a Local Office, a payment center near you or at any Western Union location.



PO Box 1330 Wilkes-Barre, PA 18703  
Electronic Service Requested

RAMESH CHANDRA MUSILANNA  
555 E 33RD PL APT 102  
CHICAGO IL 60616-4129

RCN  
PO BOX 11816  
NEWARK, NJ 07101-8116



1018001014025458206700011598



Customer Name: RAMESH CHA MUSILANNA  
 Statement Date: 04/15/2023  
 Account Number: 1001-0254582-06  
 Payment Due Date: 05/14/2023

All services, including telecommunications services, are provided by RCN Telecom Services of Illinois, LLC d/b/a Astound Broadband Federal EIN: 41-2071474.

#### Telephone Customers

Non-payment of the following telephone charges will not result in disconnection of your basic local service: Toll charges, 900 numbers, inside wiring, 911 surcharge, Line Features (i.e. Call Waiting, 3-Way Calling, Caller ID, etc.), Operator Charges, DA Charges and Directory Advertising. Please be advised non-payment of all other telephone services will result in disconnection of your basic local telephone service.

#### Right To Dispute Your Bill

If you are dissatisfied with our telephone service for any reason and you are unable to obtain resolution after speaking with our Universal Agents, you may contact Customer Service Division, Illinois Commerce Commission, Ste C-800, 160 N. LaSalle St., Chicago, IL 60651 1.800.524.0795

#### Cable Customers

Franchise fees paid to the local franchising authority are itemized on your statement. A fee paid to the federal government is also detailed. Your local franchise authority is: City of Chicago, Area 1 (CUID: IL 1663) Department of Business Affairs and Consumer Protection Attn: Cable Division City Hall, 121 N LaSalle St., Room 805, Chicago IL 60602. Dial "311" when dialing from Chicago area codes 312 or 773; or, if dialing from outside a Chicago area code dial 312.744.5000

#### Utility Alert Network

In compliance with Illinois State Law and to avoid service interruptions, please call one of the free notification services that alerts utility facility owners and companies of planned digging in areas with any underground facilities at least 48 hours prior to digging or excavating activities. In Chicago, please call Utilities Alert Network (CUAN) at 312.744.7000. Outside of Chicago, call the Joint Utilities Locating Information for Excavators (JULIE) at 1.800.892.0123.

#### Returned Payments

All checks returned due to non-sufficient funds will be resubmitted electronically. A maximum \$30.00 administrative fee may be electronically debited. If at any time your check or automatic credit card payment is rejected or returned, Astound Broadband will consider this a denied payment. You will be charged a \$25 denied payment fee, in addition to any late fees incurred as a result of the denied payment and all other amounts owed to Astound Broadband.

#### Astound Broadband Privacy Policy

Astound Broadband understands how important personal privacy is to you and we are committed to fully protecting your rights. We want our customers to be aware of what information Astound Broadband collects and how it is handled. You may view our current privacy policy online at: <https://www.astound.com/policies-disclaimers/privacy-policy>.

#### Astound Broadband Customer Terms & Conditions

When you utilize our services, we want to ensure you are aware of the terms & conditions you agree to. A copy of our current Customer Terms and Conditions are available to view online at: <https://www.astound.com/policies-disclaimers/terms-conditions>.

#### Surcharges & Fees

**Broadcast TV Surcharge:** Recovery of a portion of the rapidly increasing costs charged by local broadcast TV stations for carriage rights.

**Sports Surcharge:** Recovery of a portion of the rapidly increasing costs of sports related programming.

**Entertainment Networks Surcharge:** Recovery of a portion of the rapidly escalating charges levied by entertainment networks such as Viacom, AMC, Turner, Scripps Networks and others.

For additional information on these surcharges, visit our website <https://www.astound.com/fees>.

#### AutoPay Customers

Please visit <https://astound.com/support> or call 1.800.746.4726 if your method of payment changes, you have a new expiration date or replacement card, so we may update our records.

#### Attention Autopay Customers

Illinois enacted a new Consumer Protection Law on January 1, 2008. This law required changes to the billing system. If you are an autopay customer, funds will be drawn 4 days earlier than the due date in order to avoid conflicts or create past due amounts.

#### Surcharges and Fees:

**Municipal Construction Surcharge:** Recovery of a portion of the expenses Astound Broadband incurs for government mandated relocation of its facilities that are in the public rights-of-way to mitigate interference with street repairs, public construction projects or other activities required for public health, safety or convenience. For additional information on this surcharge, visit our website <https://www.astound.com/fees>.

## MAKE LIFE A LITTLE SIMPLER.

Manage your account with convenient online tools – anytime, anywhere. We make it simple with options including **autopay**, **paperless billing**, **account notifications** and more.

#### Check it out today! Easy as 1-2-3.

1. Go to **myrcn.com**
2. Log in to your account
3. Scroll down and enroll

You can change your preferences at any time. It's easy, convenient and part of our no-contact, self-care toolset.



**Go Paperless**



**Pay Bill Quickly  
& Securely**



**View Online  
Statements**

**Visit [myrcn.com](https://myrcn.com)**

## BUNDLED SERVICES

This section displays the monthly charges and services included in your bundle.

Date	Description	Amount
04/16 - 05/15	<b>A La Carte Internet Package</b> 400 Mbps Internet Service	39.99
		<b>\$39.99</b>

## HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
04/16 - 05/15	Cable Modem Rental	1	0.00
	Standard WiFi	1	0.00
			<b>\$0.00</b>

## ONE-TIME CHARGES

This section displays non-monthly charges. These are one time purchases, fees, or adjustments that have been made to your account.

Date	Description	Qty	Amount
04/15	Data Late Fee		10.00
			<b>\$10.00</b>

## TAXES, SURCHARGES & FEES

This section includes total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/fees>.

	Description	Amount
Internet	Network Access and Maintenance Fee	9.77
	Municipal Construction Surcharge	3.23
		<b>\$13.00</b>

### About the Affordable Connectivity Program (ACP)

Check to see if you're eligible to reduce or eliminate your monthly payment for broadband Internet service through the Affordable Connectivity Program (ACP)! The Affordable Connectivity Program (ACP) is a federal government benefit program operated by the Federal Communications Commission that reduces a household's broadband Internet access service bill by up to \$30 per month. Your household qualifies if income is at or below 200% of the Federal Poverty Guideline for the household size, or if a member of the household participates in certain low-income programs. Check out a description of the ACP eligibility requirements: <https://www.astound.com/acp>. Only one ACP benefit is available per household.

Signing up for ACP is easy:

1. **VERIFY:** Visit [astound.com/acp](https://www.astound.com/acp) and enter your address to verify serviceability.
2. **QUALIFY:** If serviceable, you will see a link on the page to continue to the enrollment page to see if you qualify for the ACP benefit.
3. **CHOOSE:** Receive up to \$30 off your monthly internet bill, if you qualify. We will contact you by phone to choose your internet plan.

Complaints about an ACP-supported service or about any difficulty enrolling in the ACP may be made to the FCC Consumer Complaint Center, Phone Number: 1-888-225-5322, Video phone number: 1-844-432-2275, Website address: <https://consumercomplaints.fcc.gov/hc/en-us>.

