



## Invoice

1 Heritage Dr.  
Quincy, MA 02171  
www.granitenet.com

**Mandalay at Shadow Lake #13475 (21576)**

**C/O RUM:4367580**

**PO Box 5169**

**Oak Brook, IL 60522**

**Written Correspondence to:**  
Granite Telecommunications, LLC  
1 Heritage Dr.  
Quincy, MA 02171

**Customer Service (Available 24/7) :**  
(866) 847-5500  
Email: [custserv@granitenet.com](mailto:custserv@granitenet.com)

Scan QR code below for a one-time payment or to  
SAVE with autopay enrollment!



### Account Information

ACCOUNT NUMBER: 04009378  
INVOICE DATE: 7/1/25

PAYMENT DUE UPON RECEIPT

### Savings Summary

MONTHLY SAVINGS:

ANNUAL SAVINGS:

LIFETIME SAVINGS:

### Account Summary

PREVIOUS BALANCE DUE:	\$0.00
PAYMENTS RECEIVED THRU 7/01/25	\$0.00
CURRENT CHARGES, TAXES, SURCHARGES:	\$0.00
ADJUSTMENTS:	\$0.00

**TOTAL AMOUNT DUE: \$0.00**

PLEASE SEE FOLLOWING PAGE(S) FOR DETAILS

### Special Message

Thank you for keeping your account current. For additional summary reports, please access your Rock Report Center at <https://rockreports.granitenet.com>. Please contact our Customer Service department with any issues or questions.

Costs are increasing for POTS/TDM services due to increases from underlying carriers. Granite is obligated to pass along part of the cost. For customers on monthly term POTS/TDM services, the next adjustment will take effect on your 8/1/25 invoice.

## P A Y M E N T C O U P O N

- Make checks payable to Granite Telecommunications
- Please return this portion with your payment to ensure proper credit
- For address or phone changes please contact our 24/7 Customer Service Team.
- Please do not staple, tape, or glue payment to Payment Coupon.

YOUR ACCOUNT NUMBER: 04009378  
INVOICE NUMBER: 703986591  
INVOICE DATE: 7/1/25

**Mandalay at Shadow Lake #13475 (21576)**  
**C/O RUM:4367580**  
**PO Box 5169**  
**Oak Brook, IL 60522**

**Remit payment to:** Granite Telecommunications LLC  
P.O. Box 830103  
Philadelphia, PA 19182-0103

Due Date Upon Receipt

Amount Due **\$0.00**

Amount Enclosed .

04009378070398659100000000001





Account Number : 04009378

Invoice: 703986591

Invoice Date: 07/01/2025

**Branch Billing Summary - Parent Pays**

**Branch Billing Summary - Child Pays**

ACCOUNT	NAME	CITY / STATE	CALLS	MIN	USAGE	TAX / SURCHRG	CHARGES	ADJUST	SUB-TOT
Subtotal									
Totals									



**Breakdown - Payments and Adjustments**

DESCRIPTION	AMOUNT
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Subtotal

**Late Fee Charges**

Late Fee	\$0.00
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Payment is requested upon receipt. Amounts unpaid after the due date become subject to late payment charges of 1.5% or higher amounts as permitted by law. Additional fees are charged for payments by credit card or returned checks.

Please feel free to contact Granite Customer Service with any questions, or concerns at 866-847-5500 or [custserv@granitenet.com](mailto:custserv@granitenet.com)

All written correspondence can be remitted to address: 1 Heritage Dr. Quincy, MA 02171

Products and services provided under a term agreement

will be subject to adjustment after the term's expiration to Granite's then-standard monthly rates.

**California customers:** If you believe there is an error on your bill or have a question about your service, please call

**Granite Telecommunications, LLC** customer support at (866) 847-5500. If you are not satisfied with **Granite Telecommunications, LLC's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

**Telephone:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

**Mail:** California Public Utilities Commission, Consumer Affairs Branch,  
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**Colorado customers:** As of July 1, 2012, all telecommunications customers are required to be billed a 2.9% fee for the Colorado Universal Service Fund by the Colorado PUC established by state law. For more information, please contact Granite Telecommunications customer service department.

**Connecticut customers:** The telephone number for the Department of Public Utility Control is 1.860.827.1553.

**Indiana customers:** May request caller ID and blocking.

**Iowa customers:** Customers should first seek to resolve billing disputes by contacting toll-free customer service at (866) 847-5500. Customer service personnel are available to address customer service issues twenty-four (24) hours a day.

Granite Telecommunications may also be contacted via email at [custserv@granitenet.com](mailto:custserv@granitenet.com) or via U.S. Mail at 1 Heritage Dr., Quincy, Massachusetts 02171. If Granite Telecommunications does not resolve your complaint, you may request assistance from the Iowa Utilities Division, 350 Maple Street, Des Moines, Iowa 50319, (515) 281-3839 or toll-free (877) 565-4450.

**Massachusetts customers:** May request blocking for voice information services and chat lines free of charge.

**New Hampshire customers:** Granite Telecommunications operates under the name of Cornerstone Communications in the state of New Hampshire.

**Ohio customers:** If your questions are not resolved after you have called Granite Telecommunications, LLC, customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1.800.686.7826 or 1.614.466.3292, or for TDD/TTY toll free at 1.800.686.1570 or 1.614.466.8180, from 8:00 a.m. until 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1.877.742.5622 from 8:30 a.m. until 5:30 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).

**Ohio customers:** Nonpayment of toll charges may result in the disconnection of toll service and collection action, but will not result in the disconnection of local service.