



**Service Location:**  
189 W 89TH ST  
APT PH2L  
NEW YORK, NY 10024-1959  
**Account PIN:** 698688

**Customer Name:**  
**Statement Date:**  
**Account Number:**  
**AutoPay Charge Date:**

ALEXANDER BRANDT  
12/20/2022  
**6101-0064049-12**  
**Due Now**

**Contact Us:**

**Website:** [astound.com](http://astound.com)  
**Telephone:** 1-800-746-4726  
**Visit:** 33-16 Woodside Ave, Long Island City, NY 11101

**PREVIOUS CHARGES**

Previous Balance	73.85
<b>Payments Received</b>	0.00
One-Time & Partial Month Credits	-63.56 CR
<b>Past Due Balance - Due Now</b>	10.29

**CURRENT CHARGES**

High Speed Internet	2.11
One-Time Charges	130.00
Taxes, Surcharges & Fees	-2.39 CR
<b>Total Current Charges - Due 01/11</b>	129.72

**Total Amount Due:** **\$140.01**

**DO NOT SEND PAYMENT - YOU HAVE SELECTED AutoPay**

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

**IMPORTANT MESSAGES**

# THANK YOU!

**Thanks to our customers for voting Astound the #1 Cable Internet Service Provider!**



- #1 cable ISP for Overall Satisfaction
- Ranked #1 Likelihood to Recommend cable ISP
- #1 cable ISP for Speed of Connection
- Rated #1 ISP in Customer Service
- #1 cable ISP in Tech Support

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*Please detach and return below portion with your payment*

**REMITTANCE SECTION**

<b>Account Number:</b>	6101-0064049-12
<b>Past Due Balance:</b>	<b>Due Now</b> 10.29
<b>AutoPay Charge Date:</b>	<b>Due Now</b>
<b>Total Amount Due:</b>	<b>AutoPay</b>

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*

ALEXANDER BRANDT  
14506 MANOR PARK DR  
ROCKVILLE MD 20853-1954

RCN  
PO BOX 11816  
NEWARK, NJ 07101-8116



6110001033006404912820014001

Customer Name:  
Statement Date:  
Account Number:  
AutoPay Charge Date:

ALEXANDER BRANDT  
12/20/2022  
**6101-0064049-12**  
**Due Now**

All services, including telecommunications services, are provided by RCN Telecom Services of New York, LP d/b/a Astound Broadband (EIN 27-2081288)

#### 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 your problem has not been resolved to your satisfaction within 30 days, you may contact:

The Department of Information Technology and Telecommunications  
Consumer Service Department-Cable TV  
2 MetroTech Center, 4th Floor  
Brooklyn, NY 11201  
Phone - dial 311 or email - [www.NYC.GOV/complaint](http://www.NYC.GOV/complaint)

NY State Department of Public Service  
[www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints)  
Three Empire Street Plaza, Albany, NY 12223-1350  
Telephone (800) 342-3377

#### 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 \$10 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>.

#### AutoPay Customers

Please visit <https://www.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.

## 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**

## ONE-TIME & PARTIAL MONTH CREDITS

This section displays non-monthly credits. These are one-time credit adjustments that have been made to your account and credits for any change or removal of service that occurred during your previous billing cycle.

Date	Description	Amount
12/17	Gigabit Internet	-1.57 CR
12/18 - 01/17	Gigabit Internet	-61.99 CR
		<b>-\$63.56 CR</b>

## BUNDLED SERVICES

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

Date	Description	Amount
12/17 - 01/17	<b>A La Carte Internet Package</b>	0.00
	Modem Service, Primary Dynamic IP Address	
		<b>\$0.00</b>

## HIGH SPEED INTERNET

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

Date	Description	Qty	Amount
12/17 - 01/17	Customer Loyalty Credit	1	10.33
	Cable Modem Rental	1	-8.22 CR
	Standard WiFi	1	0.00
			<b>\$2.11</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
12/19	Modem Charge		130.00
			<b>\$130.00</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 CR
	Municipal Construction Surcharge	-3.43 CR
	State & Local Sales Tax	10.81
		<b>-\$2.39 CR</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://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>.

