



Code to KENNLC Account 513103

HYDRO KENNEBEC

**Account Summary**

Previous Charges	\$30.98
Past Due Charge*	\$30.98
New Charges	
FairPoint Communications	\$30.98
Total New Charges Due Jan 23, 2017	\$30.98
<b>Total Due (Past Due and New)</b>	<b>\$61.96</b>

**PREVIOUS BALANCE  
IS PAID**

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill?

See page 2 for FairPoint contact information.

Change of Address?

Go to [www.fairpoint.com](http://www.fairpoint.com) or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.

**FairPoint.**  
**communications**

Account: 207 877 9364 111

New Charges Due: Jan 23, 2017

Total Due: \$61.96

Amount Paid:

\$

--	--	--	--	--	--	--

FairPoint Communications  
PO Box 11021  
Lewiston, ME 04243-9472



497804 024 26 013845 03 NNNNNY  
HYDRO KENNEBEC  
75 STATE ST STE 2701  
BOSTON, MA 02109-1849



## How to Reach Us

### Payments

Pay By Phone Service*	Hours: 24hrs a day, 7 days a week	Phone: 1-866-658-9040
Payment Questions / Payment Arrangements	Hours: M-F 8:00am-6:00pm EST	Phone: 1-877-212-7445

### Bills, Orders, Repairs, Special Services

Consumer Sales & Service Center	Hours: M-F 8:00am-6:00pm EST	Phone: 1-866-984-2001
Telephone Repair	Hours: 24hrs a day, 7 days a week	Phone: 1-866-984-1611
Internet & Email Technical Support	Hours: 24hrs a day, 7 days a week	Phone: 1-800-240-5019

## For Your Information

### \*Pay By Phone

This service is optional and provided by an independent vendor for a fee.

### Previous Payments

If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

### Returned Payment

If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

### Late Payment Charges

To avoid a 0.892% late payment charge, payment must be received by the due date for Total New Charges on page 1.

### Mail Payments to:

FairPoint Communications  
PO Box 11021  
Lewiston, ME 04243-9472

### Automatic Payment Enrollment

Complete and submit coupon printed on your bill.

### Tax & Fees

Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your community's 911

system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Pursuant to the requirements of 35-A M.R.S.A. §7104, during the past quarter year, FairPoint contributed 2.0 percent of its Maine intrastate revenues to the Maine Universal Service Fund.

If you have FairPoint Communications Internet service and your account is past due such that it requires additional collections action by FairPoint including preparing and mailing notices of suspension or disconnection, your account will be subject to a \$6.00 Overdue Payment Collections Fee.

### Online Billing & Payment

Create your user account at [www.FairPoint.com](http://www.FairPoint.com)

### When Reviewing Your Bill

A Regional Toll Call is a call placed within Maine but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 207 calling area.

### Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

### Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-877-212-7445.

### Customer Information

For important consumer information see the Customer Guide in your FairPoint white pages directory.

### Important Credit Reporting Notice

We furnish our customer's bill payment information to the major credit reporting agencies.

### TTY Customers

Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

### Unauthorized Charges

You can ask FairPoint to block unauthorized charges from other billers from your FairPoint bill. To request this on your residential account, please call 1-866-984-2001 8:00-6:00 M-F. Business customers may call 1-866-984-3001 8:30-5:00 M-F.

### Long Distance Access Fee

The Long Distance Access Fee helps to cover costs including the cost of access charges and fees that Local Exchange Carriers assess on interexchange carriers. This is a Company surcharge, not a tax, is not mandated by the FCC, and is subject to change.

### Broadband Cost Recovery Fee

If you have FairPoint Communications Internet Service, you will be charged \$2.97 per line per month to offset costs associated with expanding network capacity to support the continued increase in customers' broadband consumption.

## Billing Address Changes or Corrections for Account:

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

- ☐ 1. Check the box.
- 2. Enter your correct billing address.
- 3. Return this slip with your payment.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

## Automatic Payment Enrollment for Account:

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay options and complete the information. Please include your check for this month's payment.

- ☐ **Bank Draft** (Automatic debit from your account)
- ☐ **Credit Card** (Automatic charge to your Credit Card)

☐  ☐  ☐  ☐ 

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

New Charges: Nov 24 to Dec 23

Service: Residential Voice Telephone Number: 2078779364

1. Number Screening \$0.00  
2. Unlimited Local Calling \$18.99

Subtotal for 2078779364 \$18.99

Total: \$18.99

Tax & Fees on Local Services	
3. Federal Access Recovery Charge	\$1.10
4. Federal Subscriber Line Charge	\$6.20
5. Federal Universal Service Fund Surcharge	\$1.27
6. Connecticut Fund Surcharge	\$0.07
7. Federal Excise Tax	\$0.59
8. Maine Universal Service Fund	\$0.55
9. School and Library Fund Surcharge	\$0.18
10. Service Provider Tax	\$1.58
11. State E-9-1-1 Surcharge	\$0.45

Total Tax & Fees on Local Services \$11.99

Total New Charges \$30.98

For Your Information

Restatement of Charges: Basic vs Non-Basic Charges

Charge Type	Past Due	New	Total
Basic	\$30.98	\$30.98	\$61.96
Non-Basic			
Toll	\$0.00	\$0.00	\$0.00
Other Charges	\$0.00	\$0.00	\$0.00
Total	\$30.98	\$30.98	\$61.96

Basic Charges include local telephone service, associated order and installation charges, subscriber line charge, and applicable tax and fees. Non-Basic Charges include, but are not limited to, Caller ID, inside wire maintenance, regional and long-distance calling, internet service, applicable tax and fees.

How Your Payment was Applied

Your payment was applied in the following manner

Basic Charges	\$0.00
Non-Basic Charges	\$0.00
Total Payment	\$0.00

Regional Toll Calls versus Long Distance Toll Calls

A Regional Toll Call is a call placed within Maine but outside of your local calling area. A Long Distance Toll Call is a call placed outside of the 207 calling area.

Residential Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Important Credit Reporting Notice

FairPoint furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.

For Your Information

For Your Information sections contain important messages about your bill or service from your state's regulatory commission or from FairPoint.

Restatement of Charges

State regulations require FairPoint to group your charges as shown at the left to make it clear which charges you must pay to ensure that your basic local telephone service is not suspended.

You must pay any past due balances for Basic Charges

immediately to avoid suspension of your local telephone service. If you don't pay Non-Basic Charges you will not lose local telephone service but your Non-Basic services will be suspended until payment is received.



THIS PAGE INTENTIONALLY LEFT BLANK



### ***Message to FairPoint Customers***

FairPoint Communications recently announced it has entered into a definitive agreement to be acquired by Consolidated Communications with an anticipated transaction closing in mid-2017. Please rest assured that we are committed to delivering outstanding service to you and you can continue to contact us as you do today. We will share additional information when it becomes available.

For additional information about the acquisition, please visit [www.FairPoint.com/Consolidated](http://www.FairPoint.com/Consolidated).

### ***Important Information***

Effective January 1, 2017, the late payment charge, which may be applied to bills paid after the due date, will increase to a rate of 0.911% per month and the interest rate paid on deposits held by FairPoint as security for telephone bill payment will change to an annual rate of .63%. Both the late payment charge rate and the deposit interest rate are mandated by the Maine Public Utilities Commission.

### ***Important Message Regarding Federal Charges***

Effective January 1, 2017, the Federal Subscriber Line Charge may change on residential main and additional telephone lines, single and multi-line business lines, Centrex lines, and ISDN BRI or PRI lines. This charge helps pay for the costs of providing and maintaining the local network. If you receive Lifeline program support, you may also see a change in your local service rate if the Subscriber Line Charge changes.

In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective January 1, 2017. The FUSF surcharge, which is authorized by the FCC and reviewed quarterly, helps fund programs that provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline program participants, except for the FUSF surcharge on incidentals.

***Add DTV and Receive \$100 Gift Card***

This Holiday season, add DIRECTV to your FairPoint service and get a \$100 Visa Reward Card. Call 877-288-3680 to order or for more information. DIRECTV terms and conditions: \$100 Reward Card requires purchase of qualifying U-verse TV (U-family and above) or DIRECTV SELECT and above; OPTIMO MÁS and above; Preferred Choice and above. Offer is valid for new residential customers. Reward Card: Will be sent letter with redemption requirements. Redemption required within 75 days from reward notification mail date. Reward Card delivered within 3-4 weeks after redemption to customers who maintain qualifying service from installation date and through reward fulfillment. Card expires at month-end 6 months after issuance. No cash access. For cardholder agreement, go to [rewardcenter.att.com/myreward/agreementFSV.pdf](http://rewardcenter.att.com/myreward/agreementFSV.pdf). AT&T Reward Card issued by U.S. Bank National Association, pursuant to license from Visa U.S.A. Inc. May not be combined with other promotional offers on same services. Offer ends 1/31/17.