



News

NEW REMIT ADDRESS COMING SOON
PLEASE NOTE THIS WILL TAKE PLACE ON YOUR MAY
INVOICE.

Payment and Contact Information

Questions? Call 611 or 1-855-GO-LUMOS

Options:

Pay by phone

Dial 611 or 1-855-465-8667 and follow the prompts

Click on www.lumosnetworks.com and "My Account"

View and pay your bill online -fast, secure and convenient! Set up recurring payments and save time and stamps!

Mail the payment stub below

Please detach at the perforation and return the below portion with your payment.



P.O. Box 1068
Waynesboro, VA 22980-0774

----- manifest line -----

TEST ACCOUNT
501 MARKET AVE
COVINGTON VA 24448



Account Number	Invoice Date	Due Date	Amount Due
400319197	Apr 23, 2021	05/19/21	\$30.45 CR
TEST ACCOUNT			Page 1 of 3

Account at a Glance

Current Charges	Local Service	\$1.00 CR
	Additional Charges	\$0.05 CR
	Total Current Charges	\$1.05 CR

Account History	Previous Balance	\$29.40 CR
	Payment Received -	\$0.00
	Past Due Balance	\$29.40 CR

Total Amount Due on 05/19/21 **\$30.45 CR**

Account Number	Invoice Date	Due Date	Amount Due
400319197	Apr 23, 2021	05/19/21	\$30.45 CR
Payable to Lumos Networks	Amount Enclosed \$		



LUMOS NETWORKS
PO BOX 631139
CINCINNATI OH 45263-1139



04003191972000000304527039

Understanding your bill

Monthly Service is Billed One Month in Advance: Partial monthly charges, due to connection or disconnection of service, may be prorated and reflected in the dates of service under the service and equipment section of your bill. Refunds are not issued for unused Internet services.

Disconnection and Reconnection of Service: Non-payment of the services identified by an asterisk (*) may result in disconnection of your local telephone service. If your service is disconnected due to non-payment of these services, you will be required to pay your past due balances to re-establish your service. A service reconnection charge will be applied on the next month's bill.

Payment Mailing Address Only: (Please do not include correspondence with your bill payment.)
PO Box 631139
Cincinnati, OH 45263-1139
Please allow 5 days for your account to be credited when making payments.

Please Send All Written Correspondence To:
Customer Care
P.O. Box 1068
Waynesboro, VA 22980-0774

Security Reminder

We take the protection of your confidential information seriously.

Customers have reported receiving fraudulent emails asking for usernames, passwords and personal information.

Please read the following security reminders:

- Do not respond to emails or pop-ups requesting personal information - such as your Social Security number, banking information, or email logins and passwords.
- We will never ask for personal information via email or when you log on.
- Use antivirus software and keep it updated.
- To securely end your online sessions, log off after every session.

Hours of Operation

Telephone Service
Customer Care: 8 am to 6 pm, Mon - Fri
Repair: 24 hours, Mon - Sun

Internet Service
Customer Care: 8 am to 6 pm, Mon - Fri
Technical Support: 24 hours, Mon - Sun

Changes to Your Account

Print change of address below:

New address:

Please allow 5 days for your account to be credited when making payments.

Please insert coupon so that our mailing address shows through the window.





Account Number	Invoice Date	Due Date	Amount Due
400319197	Apr 23, 2021	05/19/21	\$30.45 CR
TEST ACCOUNT			Page 3 of 3

News

Service Summary

Description	Page	Amount
400319197	Page 3	\$1.05 CR
Total Charges		\$1.05 CR

Account Charges, Taxes & Fees for 400319197

Description	Amount
1 Paperless Billing Discount From 04/25/21 - 05/31/21	\$1.00 CR
Total Account Charges	\$1.00 CR

Additional Account Charges, Taxes & Fees 400319197

Description	Amount
VA COMMUNICATIONS SALES TAX	\$0.05 CR
Total Additional Account Charges, Taxes & Fees	\$0.05 CR
Total Account Charges for 400319197	\$1.05 CR



