



**Service Location:**  
922 20TH AVE  
SEATTLE, WA 98122-4736  
**Account PIN:** 236584

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

Page 1 of 4  
ZAIDAN SHIBUYA  
12/30/2022  
**3201-0230085-02**  
**01/21/2023**

#### Contact Us:

Website: [astound.com](http://astound.com)  
Telephone: 1-866-928-3123  
For a complete list of payment locations please visit:  
<https://www.astound.com/contact-us>

#### PREVIOUS CHARGES

Previous Balance	152.52	
<b>Payments Received</b>	<b>-150.53</b>	CR
One-Time & Partial Month Credits	-2.99	CR
<b>Balance Forward</b>	<b>-1.00</b>	CR

#### CURRENT CHARGES

Bundled Services	69.95
High Speed Internet	20.00
One-Time Charges	78.00
Taxes, Surcharges & Fees	11.57
<b>Total Current Charges - Due 01/21</b>	<b>179.52</b>

**Total Amount Due:** **\$178.52**

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



## 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

Account Number:	3201-0230085-02
Billing Date:	12/30/2022
<b>Due Date</b>	<b>01/21/2023</b>
<b>Total Amount Due:</b>	<b>\$178.52</b>
Amount Enclosed:	\$ _____

Please put your account number on your check and make payable to: **WAVE**  
We accept Visa, MasterCard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a local Wave store or any Western Union location.

Wave  
PO BOX 31001-2714  
PASADENA, CA 91110-2714



3270001048023008502850017852



PO Box 1330 Wilkes-Barre, PA 18703

Electronic Service Requested

ZAIDAN SHIBUYA  
922 20TH AVE  
SEATTLE WA 98122-4736

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

ZAIDAN SHIBUYA  
12/30/2022  
**3201-0230085-02**  
**01/21/2023**

For questions about your service, please call us at the number listed at the top of your statement.

Cable TV content and station fees subject to change due to increases from TV network owners. Periodically, Universal Service Fund, franchise fees, and other fees and taxes are adjusted in keeping with legal and regulatory requirements.

**Video Closed Captioning** - For immediate technical concerns or service issues with Closed Captioning, please call (toll free) (866) 928-3123, fax (570) 270-1535, or email us at:

[closedcaptioningissues@wavebroadband.com](mailto:closedcaptioningissues@wavebroadband.com). Formal written complaints should be addressed to David von Moritz, Corporate Counsel, Business and Legal Affairs, 3700 Monte Villa Parkway, Bothell, WA 98021.

By activating, using, or paying for our services you agree to be bound by the terms and conditions in our Subscriber Agreement found at <https://www.astound.com/support>.

Periodically, franchise, utility, PEG fees, and other fees and taxes are adjusted in keeping with regulatory requirements. You may notice fluctuations to this portion of your bill.

#### 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.

Your Franchise Authority's name and address is:

City of Seattle, PO Box 94709, Seattle, WA 98124, (206) 684-8498.

## 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 **my.wavebroadband.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 [my.wavebroadband.com](https://my.wavebroadband.com)**



## PAYMENTS

The payments listed are prior to the statement date listed at the top of the page. All payments received after this date will appear on your next statement.

Date	Description	Amount
12/15	Payment Received - Thank You!	-150.53 CR
		<b>-\$150.53 CR</b>



## 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
12/08	Storm Outage	-2.99 CR
		<b>-\$2.99 CR</b>



## BUNDLED SERVICES

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

Date	Description	Amount
12/30-01/29	<b>High Speed 100 Internet</b>	69.95
	High Speed 100 Internet	
		<b>\$69.95</b>



## HIGH SPEED INTERNET

This section contains monthly data services.

Date	Description	Qty	Amount
12/30-01/29	Modem Service + WIFI	1	20.00
	Loyal Customer Upgrade to 250Mbps	1	0.00
			<b>\$20.00</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
11/02-12/01	Data Usage		78.00
			<b>\$78.00</b>

## TAXES, SURCHARGES & FEES

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

### Astound Broadband Fees

The items below are fees charged by Astound Broadband to provide your services.

	Description	Amount
Internet	Internet Infrastructure Fee	9.77
	Regulatory Administration Fee-Data	1.80
		<b>\$11.57</b>

**Total Amount Due By 01/21/2023**

**\$179.52**

### 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>.

