



Service Location:
6 BEDFORD ST
APT 3R
SOMERVILLE, MA 02143-4240
Account PIN: 913682

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

Page 1 of 4
SAFINAH ALI
09/27/2023
2301-0327328-05
10/22/2023

Contact Us:

Website: astound.com
Telephone: 1-800-746-4726
Visit: 956 Massachusetts Avenue, Arlington, MA 02476
1224 Hyde Park Avenue, Hyde Park, MA 02136
518 Union Avenue, Framingham, MA 01702

PREVIOUS CHARGES

| | |
|--------------------------|-----------|
| Previous Balance | 44.76 |
| Payments Received | -44.76 CR |
| Balance Forward | 0.00 |

CURRENT CHARGES

| | |
|------------------------------|-------|
| Bundled Services | 34.99 |
| Taxes, Surcharges & Fees | 12.97 |
| Total Current Charges | 47.96 |

Total Amount Due: \$47.96

DO NOT SEND PAYMENT - YOU HAVE SELECTED AutoPay

Important Information About Your Rates

Your new rates are now in effect. For details please visit my.astound.com to view your previous month statement.

IMPORTANT MESSAGES



Make the Switch!

Pay by the gig or go unlimited.
Plans starting at \$15/mo* per line.

5G Nationwide 5G network

Switch & save

Award-winning support

One of America's fastest networks

For more information,

Visit astound.com/mobile

*See astound.com/mobile for details.

Please detach and return below portion with your payment

REMITTANCE SECTION

| | |
|-----------------------------|-------------------|
| Account Number: | 2301-0327328-05 |
| Billing Date: | 09/27/2023 |
| AutoPay Charge Date: | 10/22/2023 |
| Total Amount Due: | AutoPay |

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.

MAKE CHECKS PAYABLE AND REMIT TO:

RCN
PO BOX 11816
NEWARK, NJ 07101-8116



2322001022032732805990004796



PO Box 1330 Wilkes-Barre, PA 18703
Electronic Service Requested

SAFINAH ALI
6 BEDFORD ST APT 3R
SOMERVILLE MA 02143-4240

DO NOT MAIL PAYMENT TO ABOVE ADDRESS

Customer Name:
Statement Date:
Account Number:
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All services, including telecommunications services, are provided by RCN Telecom Services of Massachusetts, LLC d/b/a Astound Broadband (EIN 27-2081077)

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 for any reason you believe your bill is wrong, you may call or write a Company representative and explain the amount you believe to be in error and the reason you believe there has been an error. If, when you receive the decision of the Company representative, you still consider the bill wrong or are not satisfied, you have the right to appeal to the Massachusetts Department of Public Utilities by calling or writing the Department to request a hearing. Call or write:

CONSUMER DIVISION
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
1000 Washington Street, Suite 600
Boston, Massachusetts 02118-6500

Telephone (617) 305-3531 or (800) 392-6066

Your telephone service will not be shut off for failure to pay the portion of your bill which you are disputing. If you need more time to pay, call the Company at the business office number shown on the 1st page of the bill under "Contact Us" section. An explanation of customer rights and responsibilities is contained in the introductory pages of the telephone directory.

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.

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 **my.astound.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.astound.com**

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

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10/22/2023



PAYMENTS

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

| Date | Description | Amount |
|-------|-------------------------------|--------------------|
| 09/21 | Payment Received - Thank You! | -44.76 CR |
| | | -\$44.76 CR |



BUNDLED SERVICES

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

| Date | Description | Amount |
|---------------|---|----------------|
| 09/30 - 10/29 | A La Carte Internet Package 600 Mbps Internet Service | 34.99 |
| | Your promotional discount will expire on 08/29/24. | |
| | | \$34.99 |



HIGH SPEED INTERNET

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

| Date | Description | Qty | Amount |
|---------------|----------------------|-----|---------------|
| 09/30 - 10/29 | Customer Owned Modem | 1 | 0.00 |
| | | | \$0.00 |

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 | 12.97 |
| | | \$12.97 |

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>.

Now Available - Astound Mobile

Make the switch to Astound Mobile! Plans starting at \$15/mo* per line. Pay by the gig or go unlimited. Experience mobile service on one of the nation's largest and fastest 5G networks. For more information, visit astound.com/mobile.

*See astound.com/mobile for details.

