



YU CHEN HOU

## ACCOUNT SUMMARY

**ACCOUNT NUMBER:** 425-558-5455-031923-5  
**PIN NUMBER:** 9184

Billing Date	5/19/23
<b>New Charges Due Date</b>	<b>6/12/23</b>
Previous Balance	60.00
Payments Received Thru 5/14/23	-60.00
Balance Forward	.00
New Charges	60.00
<b>TOTAL AMOUNT DUE</b>	<b>\$60.00</b>

hi  
 Thank you for  
 choosing Ziplly Fiber

## Manage Your Account

### Ways to Pay

**Online & Autopay:** [ziplyfiber.com/login](http://ziplyfiber.com/login)

**myZipty App**

**1-866-947-5955**

**Pay by Mail**

Zipty Fiber  
 P.O. Box 740416  
 Cincinnati, OH 45274-0416

### Get in Touch

**Chat:**  
[ziplyfiber.com/login](http://ziplyfiber.com/login)

**Tech Support:**  
[ziplyfiber.com/helpcenter](http://ziplyfiber.com/helpcenter)

**Call:** 1-866-699-4759  
 Español: 1-888-839-4759

**For the Hearing Impaired**  
 TTY: 1-888-488-0054

11



P.O. Box 1347, South Windsor, CT 06074

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



YU CHEN HOU  
 1535 Bellevue Ave Apt 701  
 Seattle, WA 98122

**DO NOT PAY - You are currently signed up for Auto Pay.**

**To view your Auto Pay, please log in at [www.ziptyfiber.com](http://www.ziptyfiber.com)**

## Welcome to ZiPLY Fiber

We're excited to bring you the best network and refreshingly great service.



Questions? Get answers at [get.ziPLYfiber.com/faq](http://get.ziPLYfiber.com/faq)

**For billing and service questions, call 866-699-4759 (Residential) or 866-947-5988 (Business) 8am - 8pm PST Monday-Friday and 8am - 6pm PST Saturday. Or visit [www.ziPLYfiber.com](http://www.ziPLYfiber.com).**

### **PAYING YOUR BILL**

Pay online, by phone, by mail or at any Authorized Payment Location. Paying by check authorizes ZiPLY Fiber to make a one-time electronic funds transfer from your account, as early as the day your check is received. Visit [ZiPLYfiber.com](http://ZiPLYfiber.com) to set up recurring electronic payments to streamline bill payment.

### **LATE PAYMENTS, RETURNED CHECK FEES and PAST DUE BALANCES**

You are responsible for all legitimate, undisputed charges on your bill. If you pay your bill after the due date, you may be charged a fee, your service may be interrupted and you may have to pay a reconnection charge to restore service. A fee may be charged for a check that is returned by the bank for any reason. Continued nonpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating. When making an online payment, please allow time for the transfer of funds. If the funds are not received by ZiPLY Fiber by the due date, a fee may be assessed.

### **IMPORTANT CONSUMER MESSAGES**

You must pay all basic local service charges to avoid basic local service disconnection. Failure to pay other charges will not cause disconnection of your basic service but this may cause other services to be terminated. ZiPLY Fiber Bundles may include charges for both basic and other services.

ZiPLY Fiber periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment.

### **SERVICE TERMS**

Visit [ZiPLYfiber.com/terms](http://ZiPLYfiber.com/terms), [ZiPLYfiber.com/tariffs](http://ZiPLYfiber.com/tariffs) or call Customer Service for information on applicable tariffs, price lists and other important Terms, Conditions and Policies ("Terms") related to your ZiPLY Fiber services - voice, internet and/or video - including limitations of liability, and early termination fees and the effective date of and billing for the termination of service(s). ZiPLY Fiber's Terms, include a binding arbitration provision to resolve customer disputes ([ZiPLYfiber.com/terms/arbitration](http://ZiPLYfiber.com/terms/arbitration)). Subscribers to ZiPLY Fiber's TV and Internet services are billed one full month in advance. Unless otherwise required by applicable law, if you cancel your TV and/or Internet service subscription, termination of your service subscription(s) and any early termination fees will be effective on the last day of your ZiPLY Fiber billing cycle and no partial month credits or refunds will be provided for previously billed service subscriptions. Installation or setup fees paid at the initiation of the Service, if any, are not refundable. We encourage you to review the Terms as they contain important information about your rights and obligations, and ours. By using or paying for ZiPLY Fiber service, you are agreeing to these Terms and that disputes will be resolved by individual arbitration.

**Hard of Hearing, Deaf, Blind, Vision and /or Mobility Impaired customers may call 1-888-488-0054 to reach a consultant trained to support their communication needs.**





YU CHEN HOU

Ziply MONTHLY SERVICE CHARGES FROM 5/19/23 to 6/18/23	
Fiber Internet	60.00
\$20.00 Discount Thru 03/18/24	
Internet: Gig	
TOTAL MONTHLY SERVICE CHARGES	60.00
TOTAL	60.00



**YU CHEN HOU**

## IMPORTANT CUSTOMER INFORMATION

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$60.00 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

If you change or cancel your service, you may have leased equipment to return. To facilitate equipment return, Ziply Fiber will send you an email with a link to print a UPS return shipping label/QR code. Equipment must be returned within 45 days to avoid non-return fees. To see a full list of equipment that needs to be returned, go to: [ziplyfiber.com/helpcenter/categories/account/manage-my-account/how-to-return-equipment/learn-more/equipment-to-return](https://ziplyfiber.com/helpcenter/categories/account/manage-my-account/how-to-return-equipment/learn-more/equipment-to-return)

