

# Understanding Your Statement

**\*911 Surcharge** - A mandated fee that all telephone companies must contribute to in order to help maintain the Minnesota 911 emergency network.

**\*Access Line Charge** - Instituted to cover the costs associated with the interstate access to the local phone network, a federally regulated fee.

**\*Access Recovery Charge (ARC)** - The ARC is a monthly charge approved by the FCC and assessed by local telephone companies to recover some of the costs incurred in the provision and maintenance of telephone service.

**\*Extended Area Service (EAS)** - Some exchanges have cities added to their local calling area and are able to call those cities without incurring long distance for a monthly fee. In order for EAS to be installed, your community must approve the service by vote.

**FCC User Fee** - This is a fee levied by the Federal Communications Commission (FCC) to fund the regulation of the cable television industry and is adjusted by the FCC annually.

**\*Federal Tax** - A tax mandated by the Federal Government and imposed on all telecommunications services.

**\*Federal Universal Service Charge (FUSC)** - Because telephones provide a vital link to emergency services, government services and to surrounding communities, the USF (Universal Service Fund) helps to make phone service affordable and available to all Americans.

**Franchise Fees** - A tax imposed by cities where cable service is provided.

**\*Optional Services** - Charges for added services such as Voicemail, Caller ID, etc., which are listed with a description or simply as "Features."

**\*Port Surcharge** - Allows customers who switch their local carrier to maintain the same phone number from company to company. This fee covers the cost of this technology. Federal and Tribal Lifeline customers are exempt from this fee.

**State Taxes** - A fee imposed by the state of Minnesota and local and municipal governments on goods and services, also known as "sales tax."

**\*Telecommunications Access Minnesota (TAM)** - This is a fee used to help provide telephone service to people who are deaf, hard of hearing or speech impaired.

**\*Telephone Assistance Plan (TAP)** - The Telephone Assistance Plan and the Federal Lifeline Programs are available for customers who qualify for assistance in paying for the cost of telephone service.

\*Applies to telephone service only.

# How To Read Your Statement

The Arvig® statement makes it easy to view your account balance, allows you to change your billing address and more. Below you'll find a brief description of each statement section.

- 1 **Statement Date** - The date the statement was printed.
- 2 **Account Number** - Have this available when calling customer service or when setting up automatic payments.
- 3 **Previous Balance** - Last month's statement balance.
- 4 **Payments Received** - Payments received on your account up to the billing date.
- 5 **Total Amount Due** - Current charges plus any remaining prior charges.
- 6 **Payment Due Date** - Bill must be paid on or before the Due Date to avoid a late fee.
- 7 **Summary Of Charges** - Summarizes all of the charges on your account for the month.
- 8 **Taxes and Surcharges** - Total taxes and surcharges that apply to your bill.
- 9 **Total Current Charges** - Total month's current charges.
- 10 **Important Messages** - Watch this space for important information concerning your account or service.
- 11 **Arvig Customer Service** - Phone number and website information for your reference.
- 12 **Amount Paid** - Enter the total amount you are paying.
- 13 **Payment Instructions** - Who to make payment to, and what information to include for proper credit to your account.
- 14 **Change Of Address** - Instructions on how to update your billing address.
- 15 **Remittance Address** - Send your payment to this address with your remittance slip for proper credit to your account.
- 16 **About Your Payment** - Details regarding payments.
- 17 **Late Fees** - Late fee charge details.
- 18 **Payments Can Be Made** - Where payments can be dropped off.

# Front Of The Statement

**Account Summary**

1 Statement Date:	08/08/19
2 Account Number:	0000011111 111 1
3 Previous Balance:	\$162.18
4 Payments Received:	\$162.18
5 <b>TOTAL CURRENT CHARGES:</b>	<b>\$162.18</b>
6 Due By 09/03/19	
<b>TOTAL BALANCE DUE:</b>	<b>\$162.18</b>

**10 Important Messages**

**7 Summary Of Current Charges**

15% Flexible Package	\$33.92
Local Telephone	\$30.36
Internet	\$162.18
Television	\$82.58
3 Taxes & Surcharges	\$15.32
5 <b>Total Current Charges</b>	<b>\$162.18</b>

Pay your bill online at [www.arvig.net](http://www.arvig.net) or call 866.897.3469.

**THE AMAZING INTERNET!**  
#StayingConnected

As we make our way through these challenging times, remember the internet's power to keep us all closer and more connected.

Visit [arvig.com](http://arvig.com) and find your perfect speed!

888.99.ARIVG  
[arvig.com/internet](http://arvig.com/internet)

arvig  
It's All Here

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# Back Of The Statement

**Have you outgrown your WIRELESS NETWORK?**

The average home now has **9 connected devices.** You need faster internet and Managed Wi-Fi to run them all, at the same time.

Experience what faster internet can do for you!

888.99.ARIVG  
[arvig.com/internet](http://arvig.com/internet)

#ArvigConnectedHome

**16 About your payment:**

- Your payment must be credited to your account by the date it is due to avoid a late fee or disconnect notice.
- Refunds on credit balances are generally made three months after service has been discontinued. (This is to ensure that all pending and unbilled charges are paid.)
- Your automatic payment will be made to your account within five days prior to the due date.
- A \$30 charge applies for non-sufficient funds; returned checks may result in suspension of service.

**17 Late fees:**

A late fee of \$2 per month or 1.5% of each service account balance, whichever is greater, will be applied to any balance over \$20 beginning 24 days from the billing date. This applies to each individual service account for internet, television, phone and security services.

Please note: if your account is permanently disconnected, current discounts may be unavailable upon reconnection and early termination fees may apply.

**18 Payments can be made online at arvig.net, by calling 866.897.3469, by mail or dropped off at any of these locations:**

<b>Ada:</b> 13 E Fourth Avenue	218.784.5151	<b>Perham:</b> 160 Second Avenue SW	218.346.4227
<b>Battle Lake:</b> 119 N Lake Avenue	218.862.4227	<b>Sauk Centre:</b> 831 Main Street S	320.351.1460
<b>Bigfork:</b> 206 Main Avenue	218.743.3144	<b>Twin Valley:</b> 204 Main Avenue W	218.584.4227
<b>Detroit Lakes:</b> 340 Highway 10 W	218.844.4227	<b>Wabasso:</b> 731 Main Street	507.342.8000
<b>Grand Meadow:</b> 112 First Avenue NW	507.754.5115 or 507.352.5115	<b>Walker:</b> 414 Michigan Avenue	218.547.4227
<b>Henning:</b> 515 Douglas Avenue	218.548.4227		
<b>Melrose:</b> 224 Main Street E	320.256.7471		
<b>Park Rapids:</b> 105 Third Street W	218.237.4227		
<b>Parkers Prairie:</b> 222 S Clayborn Avenue	218.338.4227		
<b>Pelican Rapids:</b> 20 W Mill Avenue	218.863.6451		

**Arvig Help Desk:**  
Hours: 24/7/365  
Chat: [arvig.net](http://arvig.net)  
Email: [helpdesk@arvig.com](mailto:helpdesk@arvig.com)  
Phone: 877.290.0560

**11 Arvig Customer Service:** Press 611 from your phone for the local Arvig office, 888.992.7844 or visit us on the web at [arvig.net](http://arvig.net)

Tear Here - Please return bottom portion with your payment using the enclosed envelope. Keep top portion for your records. Do not staple, tape or clip your check to the remittance section.

**Remittance Section**

Statement Date:	08/08/19
Account Number:	0000011111 111 1
Current Balance Due (pay by 09/03/19):	\$162.18
Total Amount Due:	\$162.18
12 Amount Paid:	\$

13 Remit payment to Arvig and write your account number on the check.

14 If your billing address has changed, write the new address on the left (under your old address).

15 ARVIG  
PO BOX 110  
PERHAM, MN 56573-0110

**DEPENDABLE SERVICES**  
You can count on!

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- Managed Wi-Fi
- Computers
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*A better experience begins here.*

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Do Business

The above is for informational purposes only as rates, billing information, names of services, etc. change periodically.