

# 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 Change Address/AutoPay** - Check this box if you have an address change or want to sign up for Arvig Automatic Payments.
- 14 Remittance Address** - Send your payment to this address with your remittance slip for proper credit to your account.
- 15 About Your Payment** - Details regarding payments.
- 16 Late Fees** - Late fee charge details.
- 17 Payments Can Be Made** - Where payments can be dropped off.
- 18 Change Of Address** - Fill out this section if you change your billing address.
- 19 AutoPay Form** - Sign up for automatic payments and always have your bill paid on time.
- 20 School Partnership Program** - Sign up and Arvig will donate \$1 each month to the local school of your choice.

# 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 TOTAL CURRENT CHARGES:	\$162.18
6 Due By 09/03/19	
<b>TOTAL BALANCE DUE:</b>	<b>\$162.18</b>

**7 Summary Of Current Charges**

15% Flexible Package	
Local Telephone	\$33.92
Internet	\$30.36
3 Television	\$82.58
9 Taxes & Surcharges	\$15.32
Total Current Charges	\$162.18

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

**10 Important Messages**

**Coming Soon: Improved ONLINE BILL PAY**

Paying your Arvig® invoice online at [arvig.net](http://arvig.net) will soon be easier than ever. We're streamlining our online bill payment system so you can easily update your auto-payment information, make one-time payments and view your statements.

Visit [arvig.net](http://arvig.net) for updates and more information.

888.99.ARIVG | [arvig.net](http://arvig.net)

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**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).

# Back Of The Statement

**YOU NEED RELIABLE, HIGH-SPEED INTERNET**

Run **all** your devices: From tablets and smartphones to smart TVs and computers, you need a fast connection that can keep up.

Experience *what fast Internet can do for you!*

**15 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.

**16 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.

**17 Payments can be made online at [arvig.net](http://arvig.net), by calling 866.897.3469, by mail or dropped off at any of these locations:**

<b>Ada:</b> 13 E 4th Ave	218.784.5151	<b>Perham:</b> 160 Second Ave SW	218.346.4227
<b>Battle Lake:</b> 119 N Lake Ave	218.862.4227	<b>Sauk Centre:</b> 831 Main Street S	320.351.1460
<b>Bemidji:</b> 3481 Laurel Dr NW, Suite 5	218.751.7847	<b>Twin Valley:</b> 204 Main Ave W	218.584.4227
<b>Bigfork:</b> 206 Main Ave	218.743.3144	<b>Wabasso:</b> 731 Main St	507.342.8000
<b>Detroit Lakes:</b> 340 Hwy 10 W	218.844.4227	<b>Walker:</b> 414 Michigan Ave	218.547.4227
<b>Grand Meadow:</b> 112 1st Ave NW	507.754.5115 or 507.352.5115		
<b>Henning:</b> 515 Douglas Ave	218.548.4227		
<b>Melrose:</b> 224 Main Street E	320.256.4741		
<b>Parkers Prairie:</b> 222 S Clayborn Ave	218.338.4227		
<b>Park Rapids:</b> 105 3rd St W	218.237.4227		
<b>Pelican Rapids:</b> 20 W Mill Ave	218.863.6451		

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

**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:	\$

Check here for change of billing address and/or if you are signing up for Arvig Automatic Payments (see reverse for details). Please include the account number on your check and make check payable to Arvig.

**14** ARVIG  
 PO BOX 110  
 PERHAM, MN 56573-0110

**18 Change of Billing Address:**  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone #: \_\_\_\_\_

**19 Automatic Bank Payment Form**  
**IMPORTANT: Include a voided check with this month's payment.**  
 Type of Account:  Checking  Savings  
 Routing #: \_\_\_\_\_ Bank Account #: \_\_\_\_\_  
 Bank Name & Location: \_\_\_\_\_

I authorize Arvig to initiate charges to the account noted above, in payment of my services. I may cancel this arrangement at any time by giving written notice. It may take up to 30 days for your automatic payments to begin, so please include this month's payment. Your automatic payments will be made to your account within five days prior to the due date.

**20 School Partnership Program:**  
 I want to support this school:  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 located in: \_\_\_\_\_

Automatic credit card payments can be arranged. Call 888.992.7844 for more information.

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