

# Welcome to your new billing statement

**1 Account Number & Payment Due Date**  
This is your 13-digit account number and the date your payment is due.

**2 Account PIN**  
You will be prompted by Customer Care to provide this 6-digit security code when inquiring about your account.

**3 Contact Us**  
Flexible options to help you reach us.

**4 Summary**  
Previous & Current Charges summarizes your past bill amount, payments received and current charges with the total amount due.

**5 Messaging Center**  
Important account information or news from enTouch.

**6 Payment Coupon & Balance Due**  
Simply tear off and return with your check or money order for the Total Amount Due by the Due Date.

**7 Payment, Charges & Usage Detail**  
These sections detail your payments received during the last statement period, current monthly charges, and any usage charges.

**8 Taxes, Surcharges & Fees**  
Consolidated details of taxes, surcharges and fees applied to your account, in one simplified section.

**9 About Your Cable TV Services**  
This section is a breakdown of the cable TV charges on your statement. This identifies how many dollars are associated for cable TV only.

The enTouch marks and logos are registered service marks of enTouch Systems, Inc. All rights reserved. ©2021 enTouch Systems, Inc. All rights reserved. enTouch Alarm Systems, Inc. 11011 Richmond Ave, Ste 400, Houston, TX 77042. Please contact enTouch for details.

This is a sample bill for demonstration only. Specific services subject to availability. Please contact enTouch for details.



**Service Location:**  
123 Main Street  
Anytown, USA 12345-6789  
**Account PIN:** 123456

**Reach on Touch**  
Website: enTouch.net  
Telephone: 888-610-1499  
Visit: 11011 Richmond Ave, Suite 400, Houston, TX 77042  
For a complete listing of payment locations please visit: <https://www.entouch.net/store-locations/>

**PREVIOUS CHARGES**

Previous Balance	113.69
Payments Received	-114.75 CR
Balance Forward	-1.06 CR

**CURRENT CHARGES**

Bundled Services	65.99
High Speed Internet	7.95
Digital Cable TV	27.35
One-Time Charges	1.00
Taxes, Surcharges & Fees	42.76
<b>Total Current Charges</b>	<b>145.65</b>

**Total Amount Due:** \$144.59

To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

**enTouch**  
100 Baltimore Drive Wilkes-Barre, PA 18702  
Electronic Service Requested

Bill Sample  
123 Main Street  
Anytown, USA 77001-0000

Page 1 of 4  
Bill Sample  
01/23/2021  
1234-123456-00  
02/16/2021

**IMPORTANT MESSAGES**



**Listen Your Way**  
enTouch's Whole Home Audio powered by Sonos, fills your entire home with awe-inspiring sound.  
**281.225.1402**  
[entouch.net/sonos](http://entouch.net/sonos)

Please detach and return below portion with your payment

**REMITTANCE SECTION**

Account Number:	1234-123456-00
Billing Date:	01/23/2021
Due Date:	02/16/2021
Total Amount Due:	\$144.59
Amount Enclosed:	\$

Please put your account number on your check and make payable to: enTouch. 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.

**enTouch**  
100 Baltimore Drive Wilkes-Barre, PA 18702  
Electronic Service Requested

Bill Sample  
123 Main Street  
Anytown, USA 77001-0000

ENTOUCH SYSTEMS  
PO BOX 679367  
DALLAS, TX 75267-9367  
[Barcode]

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**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
01/16	Payment Received - Thank You!	-114.75 CR
		<b>-\$114.75 CR</b>

**BUNDLED SERVICES**

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

Date	Description	Amount
01/25 - 02/24	Limited Cable/Phone/Internet Package 250 Mbps Internet Service, Basic Cable Service, Ultra Feature Package, Unlimited Nationwide Calling Your promotional discount will expire on 06/24/22.	\$65.99

**HIGH SPEED INTERNET**

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

Date	Description	Qty	Amount
01/25 - 02/24	Cable Modem Rental	1	7.95
	Standard WiFi	1	0.00
			<b>\$7.95</b>

**DIGITAL CABLE TV**

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
01/25 - 02/24	Digital Converter	2	27.95

**DIGITAL PHONE**

This section contains monthly phone services/charges that are not part of a bundle.

Date	Description	Qty	Amount
01/25 - 02/24	Basic Voice Mail	1	0.00
			<b>\$0.00</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
01/17	Web Payment Processing Fee	1	\$1.00

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Bill Sample  
01/23/2021  
9301-0123456-00  
02/16/2021

**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 [www.rcn.com/help](http://www.rcn.com/help).

Description	Amount
Internet	5.57
Network Access and Maintenance	0.48
Fee	0.07
State Sales Tax	3.28
Franchise Fee	0.07
Regulatory Fee	1.68
State Sales Tax	16.39
Broadcast TV Surcharge	8.50
Telephone	0.26
Subscriber Line Charge	3.02
Federal Excise Tax	0.14
Federal Universal Service Fund	1.33
State Sales Tax	0.08
State Gross Receipts Tax	1.65
State Telecom Relay Surcharge	0.31
County 911 Fee	0.31
Regulatory Recovery Fee - Phone	\$42.76

**ABOUT YOUR CABLE TV SERVICES**

Below is a breakdown of the Cable TV charges on your statement. This identifies how many dollars are associated for cable TV service.

Service	Equipment	Premiums and Add Ons	Taxes, Surcharges & Fees	Total *
\$10.30	\$27.85	\$0	\$21.42	\$59.67

\* This pricing reflects the total amount for cable TV services and equipment as part of a promotional bundle. If you change your package, the discounted bundle pricing for the other services will also change. For expiration dates on discounted services and equipment, please refer to the details on your billing statement.