

# Welcome to your new billing statement.

**1 Account PIN & Bill Cycle Date**  
You will be prompted by Customer Service to provide this 4-digit PIN when inquiring about your account. The bill cycle date reflects the date your bill was generated.

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

**3 Summary**  
Total charges, payments, credits and balance due.

**4 Messaging Center**  
Important account information or news from Grande.

**5 Payment Coupon & Balance Due**  
Simply tear it off and return with your check/money order for the Balance Due by the Payment Due date.

**6 Payment Details**  
Transaction information during this billing period.

**7 Detailed Charges**  
Detailed charges for each service that you have with Grande.

**8 Taxes and Fees**  
Consolidated detail of taxes and fees applied to your account, in one simplified section.

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



7200 IMPERIAL DRIVE, WACO TX 76712-4623  
8885 1000 XX XX 11 1102011 1N9N9YNN

JOHN SMITH  
1234 MAIN AVE  
ANYTOWN ST 12345-0001



**1** Account PIN: 1234  
Bill Cycle Date: November 15, 2011

## Statement of Service

**Subscriber Name** John Smith  
**Account Number** 8685 10 001 0000000  
**For Service at** 1234 Main Ave  
Anytown ST 12345-0001

### How to reach us...

**Call Us:** 210-320-4600 or 877-6GRANDE  
**Visit Us Online:** www.mygrande.com  
**Play Online:** billing.mygrande.com

### Summary Billed from 11/22/11 through 12/21/11

Previous Balance	\$83.70
Payment(s) Received	-83.70 CR
<b>Bundled Services</b>	<b>119.99</b>
<b>Monthly Service Charges</b>	<b>96.26</b>
<b>Taxes &amp; Fees</b>	<b>18.47</b>
<b>Total Due By 12/09/11</b>	<b>\$234.72</b>

**4** **News from Grande Communications**  
Your Long Distance Carrier has changed with this billing cycle. Your local carrier has changed with this billing cycle.



Got a question about your service? Call Grande to check your account balance, add service or to report an outage. All you need is a touch-tone phone and your account number. Call 877-6GRANDE or visit www.mygrande.com



Grande Customer Care Service is available 24 hours a day. If you have questions about your account or if your billing address has changed, please call 877-6GRANDE (877-647-2633).

Visit us on the web at [www.mygrande.com](http://www.mygrande.com)



### Payment Options

Detach and enclose this portion with your payment. Please do not send cash. Make checks payable to: GRANDE COMMUNICATIONS

If your billing address has changed or if you have questions about your account, please call Grande Customer Service at 877-6GRANDE (877-647-2633).

GRANDE COMMUNICATIONS  
PO BOX 660401  
DALLAS TX 75266-0401



86851000100000000183083

Bill Cycle Date: November 15, 2011  
Account Number: 8685 10 001 0000000  
JOHN SMITH  
1234 MAIN ST  
ANYTOWN ST 12345-0001

**5** **Balance Due** **\$234.72**  
Payment Due 12/09/11



8885 1000 XX XX 11 0002011 082011 1N9N9Y

JOHN SMITH Page 3 of 3  
Bill Cycle Dates: November 15, 2011  
Account Number: 8685 10 001 0000000

**6** **Payment Details**

10/18	Previous Balance	\$83.70
11/20	1-Time EFT Payment	-83.70CR

**Other Charges & Credits**

11/15	Return Payment Fee-EFT	30.00
11/20	Pre Pay	-3.50CR
<b>Other Charges &amp; Credits Total</b>		<b>\$26.50</b>

**7** **Bundled Services**

**Monthly Charges**

11/15	Ideal Triple Bund W Tivo Includes: Preferred TV Service, TiVo DVR Service With Premiere Receiver, STARZ Showtime, Broadcast Network Retransmission Fees, Power Internet Service And Optimum Phone Service	149.99
11/15	Loyalty Ideal TPIs119.99	-30.00CR
<b>Bundled Services Total</b>		<b>\$119.99</b>

**Taxes & Fees**

<b>TV Services</b>		
11/15	Franchise Fee	2.17
11/15	Sales Tax	3.58
11/15	FCC User Fee	.07
<b>Internet Services</b>		
11/15	Sales Tax	.67
<b>Phone Services</b>		
11/15	911 Service Fees	.27
11/15	Sales Tax	1.30
11/15	Federal USF Charge	.99
11/15	Texas Gross Receipts Assessment	.02
11/15	Federal Excise Tax	.54
11/15	Texas USF Charge	.33
11/15	Municipal Franchise Fee	.54
<b>Other</b>		
11/15	Sales Tax	7.99
<b>Taxes &amp; Fees Total</b>		<b>\$18.47</b>

**TV Services**

**Monthly Charges**

11/22-12/21	Premier Pak	17.99
11/22-12/21	Add1 TiVo Premiere Svc	14.99
Includes: Add1 TiVo DVR Service With A TiVo Premiere Receiver		
11/22-12/21	Add1 Digital Receiver	3.95
11/22-12/21	HBO - The Works	17.99
11/22-12/21	Add1 Cable Card	2.95
12/01-12/21	2 - Premium Package	Part. Month -47.95CR
12/01-12/21	HBO&MAX 1/2Off 6mo	Part. Month 23.88
<b>On Demand Movies &amp; Events</b>		
12/15	Cowboys and Aliens	Start 10:50am 4.99
12/15	13 (HD)	Start 8:58am 4.99
<b>TV Services Total</b>		<b>\$43.78</b>

\*The Essential Charge for basic local telephone service is \$17.99 (\$8.55 in San Marcos); refer to page 2 for more information. El Cargo Esencial por el servicio telefónico básico local es \$17.99 (\$8.55 en San Marcos); para mayor información ver la página 2.

Terms and conditions of service are available at [www.mygrande.com/policies](http://www.mygrande.com/policies). Please check for updates.

Los términos y condiciones de servicio están disponibles en [www.mygrande.com/policies](http://www.mygrande.com/policies). Por favor ver aquí los cambios y actualizaciones.

**Internet Services**

**Monthly Charges**

11/22-12/21	Gforce Basic Internet High-speed Internet Service. Included Up To 384kpbs Down / 128kpbs Up And Access To Grande Web Portal	21.95
11/22-12/21	20% Off Bundle	-4.39CR
<b>Internet Services Total</b>		<b>\$17.56</b>

**NOTICE TO CUSTOMER** - By (1) submitting your check for payment, and (2) choosing not to exercise your right to OPT-OUT, you are authorizing Grande, or its agent, upon receipt of your check, to convert the check to an electronic payment item or draft and to debit for payment an ACH debit entry or draft to your account in accordance with the same terms and conditions as your check. You may choose to OPT-OUT by mailing your payment to the remit address on your payment coupon.

**AVISO A NUESTROS CLIENTES** - Al (1) presentar su cheque para pago, y al (2) elegir no ejercer su derecho de NO PARTICIPAR, descrito abajo, usted autoriza a Grande o a su agente, al recibir su cheque, a convertir su cheque en un pago electrónico o talón bancario y remitirlo para pago como una entrada de débito bancario (ACH debit) y/o remitir en su cuenta de depósito una entrada de débito bancario (ACH debit) en su cuenta de depósito en los mismos términos y condiciones de su cheque. Usted puede elegir NO PARTICIPAR enviando su pago a la dirección de remittance en su cupón de pago.

**Phone Services**

**Monthly Charges**

11/22-12/21	Docsis3 Phn Modem Rental	1.50				
11/22-12/21	Federal S L C*	6.50				
<b>Grande International</b>						
<b>Date</b>	<b>Time</b>	<b>Type</b>	<b>No. Called</b>	<b>Place</b>	<b>Min</b>	<b>Amt</b>
12/01	10:30AM	DD	555-123-4567	Cuatro Cie	MX	10.07
12/07	06:38PM	DD	555-123-4567	Cuatro Cie	MX	5.0
<b>Phone Services Total</b>		<b>\$8.42</b>				

**For your Convenience** - Grande acepta Visa®, MasterCard®, Discover® and payments by bank check via phone or Internet 24 hours a day, 7 days a week. Please call us toll free at 877-647-2633 to pay via our automated phone payment system. You can also visit [www.mygrande.com](http://www.mygrande.com) to make your payment online. Please have your 16-digit account number available. Cash payments can be made at a local Western Union agent, HEB Business Center location or at your nearest Office. If making payments at a Western Union agent or HEB Business Center location, your payment coupon is required. If you choose to have a Grande Customer Service Representative process your payment over the phone, you will be assessed a \$3.50 Administrative Fee.

**Para su Convenience** - Grande acepta Visa®, MasterCard®, Discover® y pagos por cheques bancarios vía teléfono o Internet las 24 horas del día, 7 días a la semana. Por favor llame gratuitamente al 877-647-2633 para pagar vía nuestro sistema automatizado de pagos telefónicos. Puede visitarnos también en [www.grandecom.com](http://www.grandecom.com) para hacer un pago en línea. Por favor tenga su número de cuenta de 16 dígitos listo. Pagos en efectivo pueden hacerse en las agencias locales de Western Union, Centros de negocios de HEB o en las oficinas de Grande más cercanas. Si decide pagar por teléfono a través de un representante de servicio al cliente de Grande, se le cobrará \$3.50 por cargos administrativos.