


Welcome to **KNOLOGY**[®]

We're dedicated to providing you with the best customer service, which includes helping you understand your new bill. Below you will find a sample bill along with a description of your monthly charges.

How to Read Your Bill

- 1** Your Account Number
Billing Date - Date for which you are being billed.
Total Amount Due - Total amount due as reflected on this statement.
Payment Due Before - Date by which your payment must be received.
- 2** Knology News - Messages from Knology regarding your service and other services we provide.
- 3** Statement Summary - Summary of activity from previous month to current month, including total payment due.
- 4** New Charges Summary - Summary of charges for current month.
- 5** Summary of Payment Information
- 6** Payment Address - Address to which payment should be sent.
- 7** Customer Service - Ways to contact us and commonly asked questions.
- 8** Statement Details - Provides a comprehensive breakdown of all charges shown in the New Charges Summary.
- 9** Payment Options - Information on other options for receiving and paying your bill.



1 Account Number: 12345678
Billing Date: May 12, 2009
Total Amount Due: \$XXX.XX
Payment Due Before: June 2, 2010

2 **Knology News**

Give the gift of life - Knology's blood drive, see inside for details.

Market specific promotions and activities.

Easy ways to pay

- Check, debit or credit card
- Account Autodraft
- MyKnology (where available)
- Stop by your local Knology office
- Participating Western Union locations
- And of course, old fashioned mail

3 **STATEMENT SUMMARY**

Previous Balance	\$XXX.XX
Payment - 12/01-09 Thank you	\$XXX.XX
New Charges	\$XXX.XX
Total Amount Due	\$XXX.XX
Payment Due Before	June 2, 2010


4 **NEW CHARGES SUMMARY**

Knology Bundle Services	\$XXX.XX
Additional Cable Services	\$XXX.XX
Additional Voice Services	\$XXX.XX
Additional Internet Services	\$XXX.XX
Long Distance Services	\$XXX.XX
Partial Month Charges & Credits	\$XXX.XX
Taxes, Surcharges & Fees	\$XXX.XX
Total New Charges	\$XXX.XX

This month you saved \$25.00 by bundling your services with Knology
We thank you for your business

5 Account Number: 12345678
Payment Due Before: June 2, 2010
TOTAL AMOUNT DUE \$XXX.XX
Amount Enclosed \$ _____

6 KNOLOGY
PO BOX 123456
Birmingham, AL 12345



Account Number: 12345678
Billing Date: May 12, 2009
Total Amount Due: \$XXX.XX
Payment Due Before: June 2, 2010

7 **Customer Service**

1-800-123-4567
Frequently Asked Questions

What is a Partial Month Service charge?
Knology strives to install your services as soon as possible. Charges for your services will start on the date each of your services are installed and prorated monthly service charges will be calculated from that date to your billing cycle date.

What are Federal Access Charges?
These are charges proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.

What are Federal Excise Taxes?
These are taxes mandated by the federal government, not the FCC. They are imposed on all telecommunications services, including local and wireless bills.

What is the Universal Service Fee?
In May 1997, the FCC adopted rules that mandate all telecommunications carriers pay into a federal program called the Universal Service Fund (USF). This fund helps provide affordable telecommunications services for low-income customers and customers in rural areas. It also provides discounts on Internet access to eligible schools, libraries, and rural healthcare providers.

8 **Knology Bundle Services** 12/12 - 01/11 \$XXX.XX
Includes: High Speed Internet, Digital Preferred, Smart Choice Telephone Service, Premium Channels

Additional Cable TV Services
DVR Service 12/12 - 01/11 \$XXX.XX

Additional Voice Services
Caller ID on TV 12/12 - 01/11 \$XXX.XX

Additional Internet Services
The Edge 12/12 - 01/11 \$XXX.XX

Long Distance Services
Toll Calls 11/12 - 12/11 \$X.XX
Individual call records can be viewed and/or downloaded by visiting www.knology.com/MyKnology. Printing of records on your statement can be requested by calling 1-800-123-4567. A small fee will be Applied.

Partial Month Charges & Credits

Whole Home Bundle	12/02 - 12/11	\$XXX.XX
DVR Service	12/02 - 12/11	\$XXX.XX
Caller ID on TV	12/02 - 12/11	\$XXX.XX
The Edge	12/02 - 12/11	\$XXX.XX

Taxes, Surcharges & Fees

Franchise Fee	12/02 - 12/11	\$X.XX
USF 12/02 - 12/11	\$1.00	\$X.XX
State Tax	12/02 - 12/11	\$X.XX
Local Tax	12/02 - 12/11	\$X.XX
Federal Excise Tax	12/02 - 12/11	\$X.XX

Total New Charges \$XXX.XX
Payment Due Before: June 2, 2010

9 Name: _____ Effective Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Home # _____ Business # _____

Signature: _____ Date: _____

Email: _____

Credit Card VISA MasterCard Discover American Express Bank Account Checking (attach a voided check) Savings

Credit Card #: _____ Bank Account #: _____

Name As On Credit Card: _____ Routing and Transit #: _____

Zip Code of Card Holder: _____

YES, Please enroll me in Knology's AutoPay Program. I authorize Knology to automatically charge my credit/debit card the total balance due on my Knology statement on the payment due date each month. I understand the balance due may vary month to month depending on the services provided and the statement will be sent to me approximately two weeks before the payment due date. I may cancel at any time by written notice to Knology.