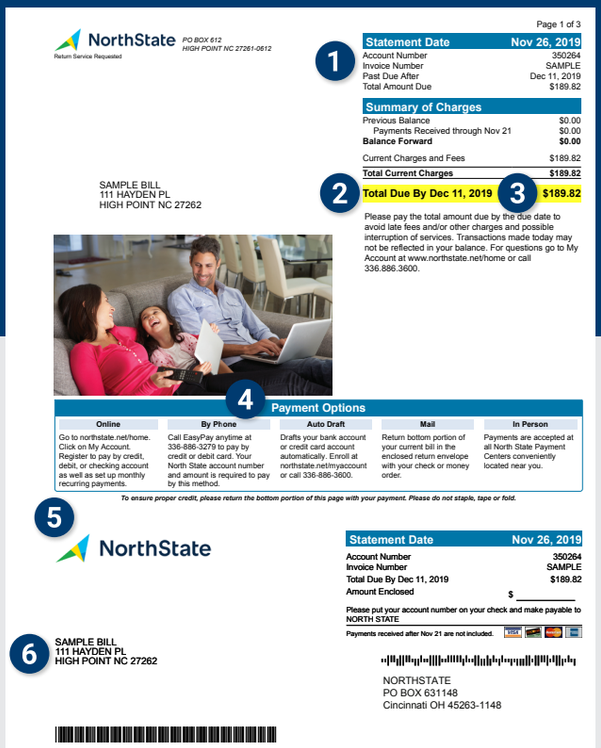
NorthState

Reading your NorthState bill

Your bill provides useful information about your services and equipment. This information should help you read and understand it. *Please note: This sample bill does not reflect current or accurate rates.*



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NorthState PO BOX 612 HIGH POINT NC 27261-0612
Return Service Requested

1

Statement Date	Nov 26, 2019
Account Number	350264
Invoice Number	SAMPLE
Past Due After	Dec 11, 2019
Total Amount Due	$189.82

Summary of Charges

Previous Balance	$0.00
Payments Received through Nov 21	$0.00
Balance Forward	**$0.00**
Current Charges and Fees	$189.82
Total Current Charges	**$189.82**
Total Due By Dec 11, 2019	**$189.82**

2 3

SAMPLE BILL
111 HAYDEN PL
HIGH POINT NC 27262

Please pay the total amount due by the due date to avoid late fees and/or other charges and possible interruption of services. Transactions made today may not be reflected in your balance. For questions go to My Account at www.northstate.net/home or call 336.886.3600.

4 **Payment Options**

Online	By Phone	Auto Draft	Mail	In Person
Go to northstate.net/home. Click on My Account. Register to pay by credit, debit, or checking account as well as set up monthly recurring payments.	Call EasyPay anytime at 336-886-3279 to pay by credit or debit card. Your North State account number and amount is required to pay by this method.	Drafts your bank account or credit card account automatically. Enroll at northstate.net/myaccount or call 336-886-3600.	Return bottom portion of your current bill in the enclosed return envelope with your check or money order.	Payments are accepted at all North State Payment Centers conveniently located near you.

To ensure proper credit, please return the bottom portion of this page with your payment. Please do not staple, tape or fold.

5 NorthState

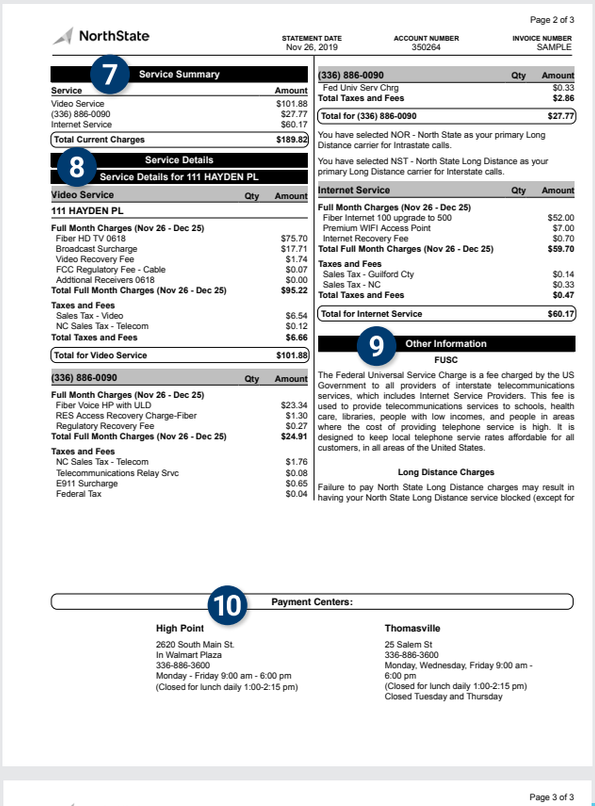
Statement Date	Nov 26, 2019
Account Number	350264
Invoice Number	SAMPLE
Total Due By Dec 11, 2019	$189.82
Amount Enclosed	$ _____

Please put your account number on your check and make payable to NORTH STATE

Payments received after Nov 21 are not included.

6 SAMPLE BILL
111 HAYDEN PL
HIGH POINT NC 27262

NORTHSTATE
PO BOX 631148
Cincinnati OH 45263-1148



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NorthState

STATEMENT DATE	ACCOUNT NUMBER	INVOICE NUMBER
Nov 26, 2019	350264	SAMPLE

7 **Service Summary**

Service	Amount
Video Service	$101.88
(336) 886-0090	$27.77
Internet Service	$60.17
Total Current Charges	**$189.82**

8 **Service Details**

Service Details for 111 HAYDEN PL

Video Service	Qty	Amount
111 HAYDEN PL		
Full Month Charges (Nov 26 - Dec 25)		
Fiber HD TV 0618		$75.70
Broadcast Surcharge		$17.71
Video Recovery Fee		$1.74
FCC Regulatory Fee - Cable		$0.07
Addtional Receivers 0618		$0.00
Total Full Month Charges (Nov 26 - Dec 25)		**$95.22**
Taxes and Fees		
Sales Tax - Video		$6.54
NC Sales Tax - Telecom		$0.12
Total Taxes and Fees		**$6.66**
Total for Video Service		**$101.88**

(336) 886-0090	Qty	Amount
Full Month Charges (Nov 26 - Dec 25)		
Fiber Voice HP with ULD		$23.34
RES Access Recovery Charge-Fiber		$1.30
Regulatory Recovery Fee		$0.27
Total Full Month Charges (Nov 26 - Dec 25)		**$24.91**
Taxes and Fees		
NC Sales Tax - Telecom		$1.76
Telecommunications Relay Srvc		$0.08
E911 Surcharge		$0.65
Federal Tax		$0.04
Fed Univ Serv Chrg		$0.33
Total Taxes and Fees		**$2.86**
Total for (336) 886-0090		**$27.77**

You have selected NOR - North State as your primary Long Distance carrier for Intrastate calls.

You have selected NST - North State Long Distance as your primary Long Distance carrier for Interstate calls.

Internet Service	Qty	Amount
Full Month Charges (Nov 26 - Dec 25)		
Fiber Internet 100 upgrade to 500		$52.00
Premium WIFI Access Point		$7.00
Internet Recovery Fee		$0.70
Total Full Month Charges (Nov 26 - Dec 25)		**$59.70**
Taxes and Fees		
Sales Tax - Guilford Cty		$0.14
Sales Tax - NC		$0.33
Total Taxes and Fees		**$0.47**
Total for Internet Service		**$60.17**

9 **Other Information**

FUSC

The Federal Universal Service Charge is a fee charged by the US Government to all providers of interstate telecommunications services, which includes Internet Service Providers. This fee is used to provide telecommunications services to schools, health care, libraries, people with low incomes, and people in areas where the cost of providing telephone service is high. It is designed to keep local telephone servie rates affordable for all customers, in all areas of the United States.

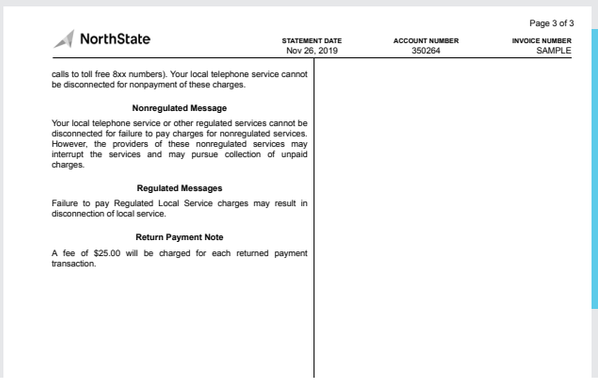
Long Distance Charges

Failure to pay North State Long Distance charges may result in having your North State Long Distance service blocked (except for

10 **Payment Centers:**

High Point
2620 South Main St.
In Walmart Plaza
336-886-3600
Monday - Friday 9:00 am - 6:00 pm
(Closed for lunch daily 1:00-2:15 pm)

Thomasville
25 Salem St
336-886-3600
Monday, Wednesday, Friday 9:00 am - 6:00 pm
(Closed for lunch daily 1:00-2:15 pm)
Closed Tuesday and Thursday



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NorthState

STATEMENT DATE	ACCOUNT NUMBER	INVOICE NUMBER
Nov 26, 2019	350264	SAMPLE

calls to toll free 8xx numbers). Your local telephone service cannot be disconnected for nonpayment of these charges.

Nonregulated Message

Your local telephone service or other regulated services cannot be disconnected for failure to pay charges for nonregulated services. However, the providers of these nonregulated services may interrupt the services and may pursue collection of unpaid charges.

Regulated Messages

Failure to pay Regulated Local Service charges may result in disconnection of local service.

Return Payment Note

A fee of $25.00 will be charged for each returned payment transaction.

1 Account Number and Invoice Number

Use these numbers as a reference for payments and to register an account at **northstate.net/myaccount**.

2 Due Date

The date your payment must be received.

3 Amount Due

The total amount to include for a full payment which could include past due and current bill balances.

4 Payment Options

Simple ways to pay your bill. NorthState offers a variety of ways to pay your bill without a convenience fee.

5 Remittance Stub

Please include this portion of your bill if you are paying by mail. Make sure your Account Number is on your check. Do not mail cash.

6 Billing Address

Your current billing address on file.

7 Service Summary

A quick overview of charges that make up the Amount Due.

8 Service Details

A breakdown of all services and their related charges plus taxes and fees for the current month.

9 Other Information

Refer to this section for information and notices that may affect your bill.

10 Payment Centers

Offices where your payments can be made for a fee.

Don't forget: NorthState bills a month in advance. Below are scenarios that might create a variation in current monthly charges:

- Installing new services
- Upgrading or changing existing services
- Removing or disconnecting services