

How To Read Your Invoice

The FiberNet, Delivered by Arvig® invoice 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 invoice section.

- 1 **Invoice Date** - The date the invoice was printed.
- 2 **Account Number** - Have this available when calling customer service or when setting up automatic payments.
- 3 **Previous Balance** - Last month's invoice 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 **FiberNet 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 FiberNet 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.

Front Of The Invoice



10 Important Messages



Refer your friends and family to FiberNet and receive a \$25 credit!

Call for details.

763.314.0100
FiberNetMonticello.com



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11 FiberNet Customer Service: Call 763.314.0100 or visit us online at FiberNetMonticello.com.

Account History	
1 Invoice Date:	08/22/16
2 Account Number:	0000011111 111 1
3 Previous Balance:	\$93.98
4 Payments Received:	\$93.98
5 TOTAL CURRENT CHARGES:	\$93.96
6 Due By 09/17/16	
TOTAL BALANCE DUE:	\$93.96

7 Summary Of Charges

Internet	\$52.79
8 Taxes & Surcharges	\$6.04
9 Total Current Charges	\$93.96

Pay your bill online at www.arvig.net or call 866.897.3469

Back Of The Invoice



Run **all** your devices:

From tablets and smartphones to smart TVs and computers, you need a fast connection that can keep up.

Connect today!



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 and phone 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 FiberNetMonticello.com, by calling 763.314.0100, by mail or dropped off at our Monticello office:

Customer Care:

Call: 763.314.0100 M-F from 9am - 5pm
Walk-in: 118 6th St West, Suite A M-F from 10am - 12:30pm & 1:30pm - 4pm
Email: Service@FiberNetMonticello.com

Technical Support:

Call: 763.314.0100 Seven days a week from 9am - 9pm

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 FiberNet, Delivered by 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.

Signature: _____ Date: _____
Please note that your bank statement will say "Arvig" when the payment is made, this is because FiberNet Monticello is Delivered by Arvig. Automatic credit card payments can be arranged. Call 763.314.0100 for more information.



Your Name
Address
City, State Zip

Remittance Section

Invoice Date:	08/22/16
Account Number:	0000011111 111 1
Current Balance Due (pay by 09/17/16):	\$93.96
Total Amount Due:	\$93.96
Amount Paid:	\$

19 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 payable to: FiberNet.

11 FiberNet
P.O. Box 394
Perham, MN 56573-0110

