

How to **READ YOUR FLEXIBLE PACKAGE INVOICE**

The 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.

Flexible package invoices may include pro-rates on the first invoice. These pro-rates will appear under each section of the invoice that is affected. After the first month the Flexible package invoice will be billed at the regular, monthly rate.

The following is for informational purposes only as rates, billing information, names of services, etc. change periodically.

- ❶ **Invoice Date** - The date the invoice was printed.
- ❷ **Account Number** - Have this available when calling customer service or when setting up automatic payments.
- ❸ **Previous Balance** - Last month's invoice balance.
- ❹ **Payments Received** - Payments received on your account up to the billing date.
- ❺ **Total Amount Due** - Current charges plus any remaining prior charges.
- ❻ **Payment Due Date** - Bill must be paid on or before the Due Date to avoid a late fee.
- ❼ **Summary Of Charges** - Summarizes all of the charges on your account for the month.
- ❽ **Total Current Charges** - Sum of all charges for this bill cycle.
- ❾ **Taxes and Surcharges** - Total taxes and surcharges that apply to your bill.
- ❿ **Total Amount Due By** - Restates the total amount due and the date it is due by.
- ⓫ **Important Messages** - Watch this space for important information concerning your account or service.
- ⓬ **Arvig Customer Service** - Contact phone number and web site information for your reference.
- ⓭ **Amount Paid** - Enter the total amount you are paying.
- ⓮ **Change Address/Auto-Pay** - Check this box if you have an address change or want to sign-up for Arvig Automatic Payments.
- ⓯ **Remittance Address** - Send your payment to this address with your remittance slip for proper credit to your account.
- ⓰ **About Your Payment** - Details regarding payments.
- ⓱ **Late Fees** - Late fee charge details.
- ⓲ **Payments Can Be Made** - Locations where you can drop off your payment.
- ⓳ **Change Of Address** - Fill out this section if you change your billing address.
- ⓴ **Auto-Pay Form** - Sign-up for automatic payments and always have your bill paid on time.

11 Important Messages

**Thank you for being an
Arvig customer.**

Account History

1 Invoice Date:	03/01/2013
2 Account Number:	0000011111 111 1
3 Previous Balance:	\$XXX.XX
4 Payments Received:	\$XXX.XX
5 Total Amount Due:	\$XXX.XX
6 Payment Due Date:	03/25/2013

7 Summary Of Charges

Local Telephone	\$XX.XX
Long Distance	\$X.XX
Internet	\$XX.XX
Television	\$XX.XX
8 Taxes & Surcharges	\$X.XX

9 Total Current Charges \$XXX.XX

10 Total Amount Due by 03/25/13 \$XXX.XX
Pay your bill online at arvig.com

12 Arvig Customer Service: Press 611 from your phone for the local Arvig office,
888-992-7844 or visit us on the web at arvig.com

-Tear Here-

Please return bottom portion with your payment using the enclosed envelope. Keep top portion for your records. Do not staple, tape or clip your check to the remittance section.

Temp return service requested

Your Name
Address
City, State Zip

Remittance Section

Invoice Date: 03/01/2013
Account Number: 0000011111 111 1
Payment Due Date: 03/25/2013
13 Amount Paid \$ _____

14 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 check payable to Arvig.

15 Arvig
PO Box 110
Perham, MN 565730110



LET US KEEP YOUR COMPUTER RUNNING SMOOTHLY.



Internet Television Phone Security Computer Repair

16 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 telephone service has been discontinued. (This is to ensure that all long distance call charges are paid.)
- Automatic payments 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.

17 Late fees:

- Television:** A late fee of \$2 per month or 1.5% of your television balance, whichever is greater, will be applied to any balance over \$20 beginning 24 days from the billing date.
- Internet:** A late fee of \$2 or 1.5% of your Internet balance, whichever is greater, will be applied to any balance over \$20 beginning 24 days from the billing date.
- Telephone:** A late fee of \$2 or 1.5% of your telephone balance, whichever is greater, will be applied to any balance over \$20 beginning 24 days from the billing date.

Please note if your account is permanently disconnected, current discounts may be unavailable upon reconnection and early termination fees may apply.

18 Payments can be made online at www.arvig.com, by mail or dropped off at any of these locations:

Ada: 13 E 4th Ave	784.5151	Sauk Centre: 831 Main Street S	351.1460
Battle Lake: 119 N Lake Ave	862.4227	Staples: 1230 Hwy 10 E	895.4227
Bigfork: 206 Main Ave	743.3144	Twin Valley: 204 Main Ave W	584.4227
Clarissa: 108 Robert St N	756.2312	Wadena: 222 N Jefferson	632.4227
Detroit Lakes: 340 Hwy 10 W	844.4227	Walker: 414 Michigan Ave	547.4227
Grand Meadow: 112 1st Ave NW	754.5115 or 352.5115	Wabasso: 731 Main St	342.8000
Hawley: 1104 Hobart St	486.4227		
Henning: 515 Douglas Ave	548.4227		
Melrose: 224 Main Street E	256.7471		
Parkers Prairie: 222 S Clayborn Ave	338.4227		
Park Rapids: 105 3rd St W	237.4227		
Pelican Rapids: 20 W Mill Ave	863.6451		
Perham: 150 2nd St SW	346.4227		

Arvig Help Desk:

Hours: 8am-10pm, seven days a week
Phone: 877.290.0560
Email: helpdesk@arvig.com
Web: arvig.com

19 Change of Billing Address:

Address: _____

 City: _____
 State: _____ Zip: _____
 Phone #: _____

20 Automatic Bank Payment Form

IMPORTANT: Include a voided check with this month's payment.
 Type of Account: Checking Savings

Account Number: _____

Routing #: _____ Bank Account #: _____

Bank Name & Location: _____

I authorize 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: _____

Automatic credit card payments can be arranged. Call 888.992.7844 for more information.



Account Name: Your Name
 Account Number: Your Account Number
 Invoice Date: Your Invoice Date

Flexible Package Discounts

Your flexible package discounts are reflected within the Internet and/or Television section of this invoice. Any Security monitoring discounts are shown in the Phone section of this invoice.

Payments

Date	Description	Payment Amount
02/25/13	Payment - Thank you.	\$XXX.XX
Total Payments		\$XXX.XX

Detail of Charges

Account	Description	Service Date	Amount
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Telephone

Monthly Charges

Phone Number	Account Number	Dates of Service		Amount
			* Basic Connection	\$14.95
			* TeleAccessMN/911/TAP	\$0.92
			* FCC Subscriber LnChg	\$5.06
			* Port Surcharge	\$0.43
			* Intrastate ARC Surcharge	\$0.50
			* Caller ID Name/Numbr	\$5.50
			* Extended Area Serv	\$0.54
			Phone Protection Plan	\$2.95

Phone Number	Account Number	Dates of Service		Amount
			20% 4Svc Discounted Price	\$23.01
			Security Monitoring	Discount varies per services selected

Monthly Telephone Charges Sub Total				\$XX.XX
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Taxes and Surcharges

Phone Number	Account Number	Dates of Service		Amount
			Federal	\$0.82
			State	\$1.91
			Federal Universal Ser Chg	\$0.81
			State	\$1.58

Taxes and Surcharges Sub Total				\$XX.XX
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Television

Monthly Charges

TV Service	Account Number	Dates of Service		Amount
			20% 4Svc Discounted Price	\$60.57
			Security Monitoring	Discount varies per services selected

Account	Description	Service Date	Amount
	3* Ch 2-15		
	3* Ch 16-100		
	3* Ch 101-299:501-550		
	FCC User Fee		\$0.09
	TV Plan Change		\$15.25
	Prorate Add 3* Ch 101-299:501-	02/11/13-02/27/13	\$6.82

Monthly Television Charges Sub Total			\$82.73
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Taxes and Surcharges

TV Service	Account Number	Dates of Service		Amount
			State	\$5.69

Taxes and Surcharges Sub Total				\$XXX.XX
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Internet

Monthly Charges

Internet Service	Account Number	Dates of Service		Amount
			20% 4Svc Discounted Price	\$25.37
			*****	Discount varies per services selected
			Fast Package	
			Internet Security	\$5.95

Monthly Internet Charges Sub Total				\$XX.XX
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Taxes and Surcharges

Internet Service	Account Number	Dates of Service		Amount
			State	\$0.41

Taxes and Surcharges Sub Total				\$XX.XX
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Long Distance Service

Date	City	St	Number	Time	Length	Type	Amt
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Arvig Long Distance

Please call (888)992-7844 for questions regarding your long distance

Call Detail for (XXX) XXX-XXXX

Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
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Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan

The asterisk (*) represents current charges for which non-payment may result in suspension of local phone service.

Date	City	St	Number	Time	Length	Type	Amt
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
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Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan
Date	City	State	Phone#	Min	DD	Cost	Call Plan

Call Detail Sub Total \$XX.XX

LD Summary

Description **Amount**

Phone Number Account Number

Arvig Long Distance

Arvig LD 70 MIN FREE	TIME USED	101 MINS.	\$0.00
Arvig LD 70 MIN FREE	ALLOTMENT	70 MINS.	\$0.00
Arvig LD 70 MIN FREE	ADDL	31 MINS .0700/MIN	\$2.17
Long Distance Monthly Surcharge			\$2.95
L Arvig Long Distance Plan			

LD Summary Sub Total \$XX.XX

Taxes and Surcharges

Phone Number Account Number

Federal Universal Ser Chg	\$0.35
State	\$0.37

Taxes and Surcharges Sub Total \$XX.XX