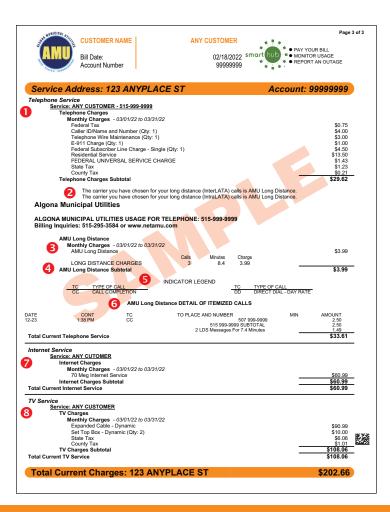
Understanding your AMU communications bill

Information on side 1 of your bill:

- **1. AMU Information:** Our Customer Service contact information and office hours.
- 2. Total Due: Summarizes total due for service addresses included on this statement along with the due date, which is the 20th of the month. Automatic bank draft would be indicated, if you participate in that program.
- Your Account Information: Your account number and bill date for this statement.
- 4. Payment Stub: If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and send it with your check. Please note the penalty amount if paid after the due date. The rest of this page can be kept for your records.
- **5. Message Center:** Read important messages about products, services, promotional offers, notices and events.





Information on side 3 of your bill:

- Telephone Service Description: Monthly telephone charges for service as well as calling features are listed here. Telephone Service for the month ahead, the Federal Universal Service Charge, E-911 Charge, Federal Tax, State and County tax are listed here for telephone service.
- 2. The carriers chosen for long distance are listed here.
- Long Distance Details: Current long distance charges are listed here. These charges are since the last bill cut. State and County tax and the Federal Universal Service Charge are all listed.
- **4. AMU Long Distance Subtotal:** This subtotals the number of calls, minutes and charges for this billing cycle.
- **5. Indicator Legend:** This legend explains the type of call codes used in the details listed.
- 6. AMU Long Distance Detail of Itemized Calls: This area gives call details on the calls being billed. This area includes the date of the call, type of call, location and number called as well as the number of minutes for the current charges.
- 7. Internet Service Description: Speed and equipment are listed here along with the dates for service. Internet service is billed for the month ahead.
- **8. TV Service Description:** Monthly television charges are billed for the month ahead. Each cable package is listed along with State and County tax.