

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.
- 3. 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.

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Customer Service
Office Hours: Mon - Fri 7:30 AM - 4:30 PM
Billing inquiries: 515-295-3584 24/7
24/7 Bill Pay: 844-774-6766
Cable TV, Internet, Telephone
Tech Support 24/7
515-295-6901
Email: amu@netamu.com
Web: www.netamu.com

CUSTOMER NAME | ANY CUSTOMER

Bill Date: 02/18/2022
Account Number: 99999999

TOTAL DUE

\$202.66

Payment Due By:
03/20/2022

Billing Summary

Balance From Last Billing	\$194.72
Payments Received - Thank you!	\$194.72
Balance Forward	\$0.00

Service Summary

Telephone Charges	\$29.62
AMU Long Distance	\$3.99
Internet Charges	\$60.99
TV Charges	\$108.06
Current Charges	\$202.66

Message Center

Worried about paying your bill on time? Sign up for automatic bill payment with AMU through SmartHub, allowing you to be on the go and in control. Go to www.netamu.com to register for SmartHub. Access SmartHub on your computer, tablet or phone. Then activate the features you want.

Total Due \$202.66
Please pay by Mar 20, 2022

Account number 99999999

Total Due \$202.66
Please pay by Mar 20, 2022
5.96 penalty applied if paid after 03/20/2022
24/7 Bill Pay: 844-774-6766

KEEP Please do not staple payment.
SEND



104 West Call St
PO Box 10
Algona, IA 50511-0010

Account number 99999999

Total Due \$202.66
Please pay by Mar 20, 2022
5.96 penalty applied if paid after 03/20/2022
24/7 Bill Pay: 844-774-6766


ANY CUSTOMER
123 ANYPLACE ST
ANYTOWNE IA 99999-9999

ALGONA MUNICIPAL UTILITIES 1
PO BOX 10
ALGONA IA 50511-0010



17200099999990000202660

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CUSTOMER NAME | ANY CUSTOMER

Bill Date: 02/18/2022
Account Number: 99999999

smart hub

- PAY YOUR BILL
- MONITOR USAGE
- REPORT AN OUTAGE

Service Address: 123 ANYPLACE ST

Account: 99999999

Telephone Service
Service: ANY CUSTOMER - 515-999-9999

1 Telephone Charges

Monthly Charges - 03/01/22 to 03/31/22	
Federal Tax	\$0.75
Caller ID/Name and Number (Qty: 1)	\$4.00
Telephone Wire Maintenance (Qty: 1)	\$3.00
E-911 Charge (Qty: 1)	\$1.00
Federal Subscriber Line Charge - Single (Qty: 1)	\$4.50
Residential Service	\$13.50
FEDERAL UNIVERSAL SERVICE CHARGE	\$1.43
State Tax	\$1.23
County Tax	\$0.21
Telephone Charges Subtotal	\$29.62

2 The carrier you have chosen for your long distance (InterLATA) calls is AMU Long Distance. The carrier you have chosen for your long distance (IntraLATA) calls is AMU Long Distance.

Algona Municipal Utilities

ALGONA MUNICIPAL UTILITIES USAGE FOR TELEPHONE: 515-999-9999
Billing Inquiries: 515-295-3584 or www.netamu.com

3 AMU Long Distance

Monthly Charges - 03/01/22 to 03/31/22	
AMU Long Distance	\$3.99

4 LONG DISTANCE CHARGES

Calls	3	Minutes	8.4	Charge	3.99
AMU Long Distance Subtotal					\$3.99

5 INDICATOR LEGEND

TC	TYPE OF CALL	TC	TYPE OF CALL
CC	CALL COMPLETION	DD	DIRECT DIAL - DAY RATE

6 AMU Long Distance Detail of Itemized Calls

DATE	CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
12-23	1:38 PM	CC	507 999-9999	2.50	2.50
			515 999-9999 SUBTOTAL	2.50	1.49
			2 LDS Messages For 7.4 Minutes		
Total Current Telephone Service					\$33.61

Internet Service
Service: ANY CUSTOMER

7 Internet Charges

Monthly Charges - 03/01/22 to 03/31/22	
70 Meg Internet Service	\$60.99
Internet Charges Subtotal	\$60.99
Total Current Internet Service	\$60.99

TV Service
Service: ANY CUSTOMER

8 TV Charges

Monthly Charges - 03/01/22 to 03/31/22	
Expanded Cable - Dynamic	\$90.99
Set Top Box - Dynamic (Qty: 2)	\$10.00
State Tax	\$6.06
County Tax	\$1.01
TV Charges Subtotal	\$108.06
Total Current TV Service	\$108.06

Total Current Telephone Service \$33.61

Total Current Internet Service \$60.99

Total Current TV Service \$108.06

Total Current Charges: 123 ANYPLACE ST **\$202.66**

Information on side 3 of your bill:

- 1. 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.**
- 3. 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.