

# HOW TO READ YOUR BILL



## 1 ACCOUNT INFORMATION

Your **Account** number is the number used to reference all of your account information. This section also includes the name and telephone number on the account.

## 2 ACCOUNT SUMMARY & DUE DATE

The **Account Summary** shows the current charges which are detailed in the subsequent pages of the bill. This box also indicates any balance which has not been paid on your previous bill. The **Due Date** shows the total amount due. This amount must be paid to avoid suspension to your account.

## 3 CONTACT US SECTION

If you have any questions regarding your bill, you may call this number to speak to a customer service representative.

## 4 CUSTOMER NOTIFICATIONS

This is where you will find any customer notifications that are applicable to your account.

## 5 PAYMENT REMIT SLIP

If you choose to mail your payment, this section of the bill must be included in the payment envelope.

## 6 BILLING INFORMATION

Here you can find information about your bill, taxes and fees.

## 7 IMPORTANT INFORMATION

Here you can find important information about how to pay your bill, how to read your bill, and more.

## 8 CONTACT INFORMATION

Here you can find information about how to contact NTS, the PUC and the FCC.

## 9 ACCOUNT & SERVICE SUMMARY

This is a detailed summary of your current charges.

## 10 MONTHLY SERVICE

This section will show the detail for all charges for services that you have with NTS broken out by product.

## 11 TAXES & SURCHARGES

This section contains all the applicable taxes and fees associated with each NTS product you subscribe to.

## 12 TOTAL FOR ACCOUNT

This line will show the total of all charges for your account each month.

**DID YOU KNOW YOU CAN PAY YOUR BILL ONLINE?**  
Simply visit [ecare.ntscom.com](http://ecare.ntscom.com) to view your account and set up payments online.

**Page:** 1 of 3  
**Account:** 12345678912  
**Bill Date:** Feb 01 2017  
**Name:** JOHN SMITH  
**Telephone:** 806 123-4567

**Account Summary**

|  |                |
|--|----------------|
| Previous Balance Due   | \$0.00         |
| Unpaid Balance as of Jan 04 (Unpaid Balance Due Immediately) | \$0.00         |
| <b>Current Charges Summary</b>                               |                |
| Internet Charges   | \$49.99        |
| Voice Charges  | \$21.67        |
| Taxes and Surcharges   | \$78.61        |
| <b>Total Current Charges</b>                                 | <b>\$78.61</b> |
| <b>Total Amount Due by Feb 17</b>                            | <b>\$78.61</b> |

**How To Reach Us**

Phone: 800-658-215  
Email: [info@ntscom.com](mailto:info@ntscom.com)  
Website: [www.ntscom.com](http://www.ntscom.com)  
Pay Online: [ecare.ntscom.com](http://ecare.ntscom.com)

**WELCOME TO YOUR NEW BILL!**

Thank you for being an NTS customer! We've enhanced our billing system to provide you with even better service. This is your new and improved billing statement.

For more information on how to read your new bill, please reference the insert provided with this statement.

If you have not done so already, be sure to register your account on our new E-Care Customer Portal so that you can pay your bill online, view your account settings and more! Visit [ecare.ntscom.com](http://ecare.ntscom.com) and click "Register" to get started.

Please make checks payable to NTS Communications

Please detach and mail with your payment

NTS Communications, Inc.  
PO BOX 10730  
Lubbock, TX 79408-9730

**Total Due By Feb 17** **\$78.61**

**Amount Enclosed**

Check here for address change

NTS COMMUNICATIONS  
P. O. BOX 10730  
LUBBOCK TX 79408-9730

**Account:** 12345678912  
**Bill Date:** Feb 01 2017  
**Name:** JOHN SMITH  
**Telephone:** 806 123-4567

**6 BILLING INFORMATION**

**Terms and Fees:**  
This statement reflects the current rates and fees for your area including taxes, service, and fees, etc. These rates and fees may change without notice.

**Terms and Conditions:**  
NTS reserves all rights, terms and conditions for service are located at [www.ntscom.com/legal/privacy](http://www.ntscom.com/legal/privacy).

**Breakdown Fee:**  
The NTS Breakdown Fee is a broadcast TV surcharge that is applied to all NTS video customer accounts who subscribe to basic broadcast TV channels. The purpose of this fee is to partially offset the increasing annual costs charged by the owners of broadcast TV stations to NTS to network the programs created by those broadcast TV stations to our customers. For more information, visit [www.ntscom.com/broadcast](http://www.ntscom.com/broadcast).

**Post Due Fee / Late Fee Reminder:**  
A late fee will be assessed for each month after the due date for service.

**How to Read Your Bill:**  
See how to read your bill by logging into your account at [ecare.ntscom.com](http://ecare.ntscom.com). You can view a sample bill online at [ntscommunications.com/sample](http://ntscommunications.com/sample).

**Notice/Notification Statement:**  
This statement is an equal opportunity provider and employer. You can view the full statement at [ntscommunications.com/privacy](http://ntscommunications.com/privacy).

**Louisiana Relay Service:**  
Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Components of these specialized services, specifically telephone relay and hearing assistance, are available to all citizens who are deaf or hard of hearing in Louisiana. TTY: 1-800-368-7878. Spanish and Captioned Telephone in order to connect with family, friends or business with ease. Components of Louisiana Relay can access the relay to have a day through other toll free number or by simply dialing 711. There is no charge to access Louisiana Relay, although standard telephone charges apply. For more information on the service, please visit [www.la-relay.com](http://www.la-relay.com), email [relay@louisianarelay.com](mailto:relay@louisianarelay.com), or call 888-686-6646.

**8 CONTACT INFORMATION:**

Contact NTS Communications:  
You can contact NTS by mail at NTS Communications, 4774 Customer Care, 1200 Broadway, Ste. 100, Lubbock, TX 79408-9730. You can contact NTS by phone at Sales or Customer NTS center at Technical Support: 800-658-2151 or 806-123-4567. You can contact NTS online at [ecare.ntscom.com](http://ecare.ntscom.com).

Contact the Federal Public Service Commission:  
For information, or to file a complaint, you may contact the Commission at Louisiana Public Service Commission, Gateway Building, 1091 Poydras Street, Suite 1110, New Orleans, LA 70119-1914. Phone: 504-586-6000. TDD: 504-586-2150. Fax: 504-577-6881. Email: [info@psc.louisiana.gov](mailto:info@psc.louisiana.gov).

Contact the Federal Communications Commission:  
For information, or to file a complaint, you may contact the Commission at Louisiana Public Service Commission, Gateway Building, 1091 Poydras Street, Suite 1110, New Orleans, LA 70119-1914. Phone: 504-586-6000. TDD: 504-586-2150. Fax: 504-577-6881. Email: [info@fcc.gov](mailto:info@fcc.gov).

**Page:** 3 of 3  
**Account:** 12345678912  
**Bill Date:** Feb 01 2017  
**Name:** JOHN SMITH  
**Telephone:** 806 123-4567

**Account and Service Summary**

|              | Service      | Other        | Usage      | Taxes and Surcharges | Total        |
|--------------|--------------|--------------|------------|----------------------|--------------|
| Internet     | jsmith       | 49.99        | .00        | 2.06                 | 52.05        |
| Voice        | 806 123-4567 | 21.67        | .00        | 4.89                 | 26.56        |
| <b>Total</b> |              | <b>71.66</b> | <b>.00</b> | <b>6.95</b>          | <b>78.61</b> |

**Preferred Service Providers**

You have selected no preferred carrier for Interlata  
You have selected no preferred carrier for IntraLata

**10 Monthly Service**

**Monthly Service from Feb 01 through Feb 28**

|                                      |              |
|--------------------------------------|--------------|
| jsmith                               | .00          |
| Email Addresses (incl. 25 free)      | .00          |
| NTS Fiber Internet 20Mbps            | 49.99        |
| <b>Total for jsmith</b>              | <b>49.99</b> |
| <b>Total Monthly Service Charges</b> | <b>49.99</b> |
| <b>Total Price Network Charges</b>   | <b>49.99</b> |

**Monthly Service**

**Monthly Service from Feb 01 through Feb 28**

|                                      |              |
|--------------------------------------|--------------|
| 806 123-4567                         | 1.88         |
| Access Recovery Charge               | 0.00         |
| Caller ID                            | 14.99        |
| Basic Residential Phone Line         | .00          |
| Federal Subscriber Line Charge       | .00          |
| Toll Restriction - 3rd Party Billing | .00          |
| Toll Restriction - 800/970           | .00          |
| Toll Restriction - Collect Billing   | .00          |
| <b>Total for 806 123-4567</b>        | <b>21.67</b> |
| <b>Total Monthly Service Charges</b> | <b>21.67</b> |
| <b>Total Price Network Charges</b>   | <b>21.67</b> |

**11 Taxes and Surcharges**

|                                   |              |
|-----------------------------------|--------------|
| Internet                          | 1.56         |
| STATE SALES TAX                   | .50          |
| CITY SALES TAX                    | .00          |
| Voice                             | .91          |
| MUNICIPAL RIGHT-OF-WAY FEE        | .46          |
| WICHTA-WILBARGER 9-1-1 FEE        | .00          |
| FEDERAL EXCISE TAX                | .26          |
| FEDERAL UNIVERSAL SERVICE FEE     | .26          |
| 9-1-1 EQUALIZATION FEE            | .06          |
| STATE SALES TAX                   | 1.35         |
| TEXAS UNIVERSAL SERVICE           | .72          |
| UTILITY GROSS RECEIPTS ASSESS.    | .03          |
| CITY SALES TAX                    | .43          |
| <b>Total Taxes and Surcharges</b> | <b>6.95</b>  |
| <b>Total for Account</b>          | <b>78.61</b> |