

Information:

Drawer: Accounts Payable - Invoices  
Vendor Number: 1658897  
Vendor Name: Radiate Holdings LP,DBA Astound Broadba  
Invoice Number: 4171618010016171  
Invoice Date: 4/15/2023  
PO Number: B0000947  
Check Number: 0312135  
Check Amount: \$ 821.68  
Check Date: 05/30/2023  
Voucher Number: V0785389  
Document Type: AP Invoice

Document Below



**Service Location:**  
425 FAWELL BLVD  
CIK  
GLEN ELLYN, IL 60137-6708  
**Account PIN:** 002023

**Business Name:**  
**Statement Date:**  
**Account Number:**  
**Payment Due Date:**  
**Invoice Number:**

COLLEGE OF DUPAGE  
04/15/2023  
0201-4171618-01  
05/12/2023  
417161801-0016171

**Contact Us:**

Website: [astoundbusiness.com](http://astoundbusiness.com)  
Telephone: 833-249-2786  
Visit: Bradley Place Business Center  
2640 West Bradley Place  
Chicago IL 60618

**PREVIOUS CHARGES**

Previous Balance	846.95
<b>Payments Received</b>	-423.44 CR
<b>Past Due Balance - Due Now</b>	423.51

**CURRENT CHARGES**

High Speed Internet	132.98
Digital Cable TV	220.20
One-Time Charges	14.21
Taxes, Surcharges & Fees	56.12
<b>Total Current Charges - Due 05/12</b>	423.51

**Total Amount Due:** \$847.02

To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

4/19/23

B0000947

Please pay - \$423.51

**IMPORTANT MESSAGES**

## Introducing Astound Business Solutions

RCN Business is powered by a passionate, local team, united by dedication and ingenuity, right in your market bringing you astounding services and products. We changed our name to reflect who we are and what we do. **We are Astound Business Solutions powered by RCN.**



Please detach and return below portion with your payment

**REMITTANCE SECTION**

<b>Account Number:</b>	0201-4171618-01
<b>Past Due Balance:</b>	<b>Due Now</b> 423.51
<b>Current Charges Due:</b>	<b>Due 05/12</b> 423.51
<b>Total Amount Due:</b>	\$847.02
<b>Amount Enclosed:</b>	\$

Please put your account number on your check and make payable to: RCN. We accept Visa, Mastercard, Discover, American Express, Check, Money Order or Cash. Cash payments are accepted at a Local Office, a payment center near you or at any Western Union location.

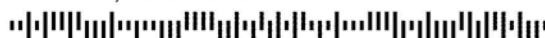


PO Box 1330 Wilkes-Barre, PA 18703

Electronic Service Requested

COLLEGE OF DUPAGE  
APT CHC  
425 FAWELL BLVD  
GLEN ELLYN IL 60137-6599

RCN  
PO BOX 11816  
NEWARK, NJ 07101-8116



1010001014417161801000084702

All services, including telecommunications services, are provided by RCN Telecom Services of Illinois, LLC d/b/a Astound Business Solutions.

#### Telephone Customers

Non-payment of the following telephone charges will not result in disconnection of your basic local service: Toll charges, 900 numbers, inside wiring, 911 surcharge, Line Features (i.e. Call Waiting, 3-Way Calling, Caller ID, etc.), Operator Charges, DA Charges and Directory Advertising. Please be advised non-payment of all other telephone services will result in disconnection of your basic local telephone service.

#### Right To Dispute Your Bill

If you are dissatisfied with our telephone service for any reason and you are unable to obtain resolution after speaking with our Universal Agents, you may contact Customer Service Division, Illinois Commerce Commission, Ste C-800, 160 N. LaSalle St., Chicago, IL 60651 1.800.524.0795

#### Utility Alert Network

In compliance with Illinois State Law and to avoid service interruptions, please call one of the free notification services that alerts utility facility owners and companies of planned digging in areas with any underground facilities at least 48 hours prior to digging or excavating activities. In Chicago, please call Utilities Alert Network (CUAN) at 312.744.7000. Outside of Chicago, call the Joint Utilities Locating Information for Excavators (JULIE) at 1.800.892.0123.

#### Returned Payments

All checks returned due to non-sufficient funds will be resubmitted electronically. A maximum \$30.00 administrative fee may be electronically debited. If at any time your check or automatic credit card payment is rejected or returned, Astound Business Solutions will consider this a denied payment. You will be charged a \$25 denied payment fee, in addition to any late fees incurred as a result of the denied payment and all other amounts owed to Astound Business Solutions.

**Video Closed Captioning-** For immediate technical concerns or service issues with Closed Captioning, please call (toll free) 833-249-2786, fax (570) 270-1535, or email us at: [closedcaptioninghelp@rcn.com](mailto:closedcaptioninghelp@rcn.com). Formal written complaints should be addressed to Derwin Brown, Vice President, Legal Affairs, Astound Business Solutions, 100 Baltimore Drive, Wilkes-Barre, PA 18702.

#### Astound Business Solutions Privacy Policy

Astound Business Solutions understands how important personal privacy is to you and we are committed to fully protecting your rights. We want our customers to be aware of what information Astound Business Solutions collects and how it is handled. You may view our current privacy policy online at: <https://www.astound.com/business/legal-disclosures/privacy-policy/>.

#### Astound Business Solutions Customer Terms & Conditions

When you utilize our services, we want to ensure you are aware of the terms & conditions you agree to. A copy of our current Customer Terms and Conditions are available to view online at: <https://www.astound.com/business/legal-disclosures/terms-conditions/>.

#### AutoPay Customers

Please visit <https://astound.com/support> or call 833-249-2786 if your method of payment changes, you have a new expiration date or replacement card, so we may update our records.

#### Attention Autopay Customers

Illinois enacted a new Consumer Protection Law on January 1, 2008. This law required changes to the billing system. If you are an autopay customer, funds will be drawn 4 days earlier than the due date in order to avoid conflicts or create past due amounts.

## MAKE LIFE A LITTLE SIMPLER.

Manage your account with convenient online tools - anytime, anywhere. We make it simple with options including **autopay**, **paperless billing**, **account notifications** and more.

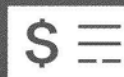
**Check it out today! Easy as 1-2-3.**

- 1.** Go to **myrcn.com**
- 2.** Log in to your account
- 3.** Scroll down and enroll

You can change your preferences at any time. It's easy, convenient and part of our no-contact, self-care toolset.



**Go Paperless**



**Pay Bill Quickly  
& Securely**



**View Online  
Statements**

**Visit [myrcn.com](https://myrcn.com)**



## PAYMENTS

The payments listed were received prior to the statement date at the top of the page. All payments received after this date will appear on your next statement.

Date	Description	Amount
03/29	Payment Received - Thank You!	-423.44 CR
		<b>-\$423.44 CR</b>



## HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
04/14 - 05/13	Bus Cable Modem	1	11.00
	Performance High Spd Int 300/20	1	99.99
	Additional Bus 5 Static IPs	1	21.99
			<b>\$132.98</b>



## DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
04/14 - 05/13	Bus Basic Cable	1	157.20
	Bus Digital Adapter	2	2.00
	Bus Digital Service	1	25.00
	Bus HDTV Service	1	0.00
	Bus HDTV Pak	1	10.00
	Bus HD DVR Receiver	2	26.00
			<b>\$220.20</b>



## ONE-TIME CHARGES

This section displays non-monthly charges. These are one time purchases, fees, or adjustments that have been made to your account.

Date	Description	Qty	Amount
04/15	Cable Late Fee		4.21
	Data Late Fee		10.00
			<b>\$14.21</b>

## TAXES, SURCHARGES & FEES

This section includes total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/business/legal-disclosures/taxes/>.

	Description	Amount
Cable	Franchise and Peg Fees	15.64
	Regulatory Fee	0.08
	Broadcast TV Surcharge	24.90
	Sports Programming Surcharge	15.50
		<b>\$56.12</b>



"Hiar, Jennifer" <hiarj@cod.edu>

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**Multimedia Services - RCN/Radiate Holdings Cable Invoice - 4/17/23**

---

"Hiar, Jennifer" <hiarj@cod.edu>

Wed, Apr 19, 2023 at 02:28 PM UTC

CC:

BCC:

Hi,

Please see the attached RCN/Radiate Holdings Cable invoice.

**Can we get these payments expedited to avoid late fees, as we are always one payment behind?**

Thank you.

**Jen Hiar**

Administrative Assistant

**College of DuPage**

Multimedia Services – CHC2023

425 Fawell Blvd.

Glen Ellyn, IL 60137

-----hiarj@cod.edu

630-942-3299

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**1 attachment**

RCN Statement\_2023-04-15.pdf

Information:

Drawer: Accounts Payable - Invoices

Vendor Number: 1658897

Vendor Name: Radiate Holdings LP,DBA Astound Broadba

Invoice Number: 4171618010015950

Invoice Date: 12/15/2022

PO Number: B0000947

Check Number: 0312135

Check Amount: \$ 821.68

Check Date: 05/30/2023

Voucher Number: V0786524

Document Type: AP Invoice

Document Below

**Contact Us:**

**Website:** [astoundbusiness.com](http://astoundbusiness.com)  
**Telephone:** 833-249-2786  
**Visit:** Bradley Place Business Center  
2640 West Bradley Place  
Chicago IL 60618

**PREVIOUS CHARGES**

Previous Balance	796.26	
<b>Payments Received</b>	-398.09	CR
<b>Past Due Balance - Due Now</b>	398.17	

**CURRENT CHARGES**

High Speed Internet	132.98
Digital Cable TV	220.20
Taxes, Surcharges & Fees	44.99
<b>Total Current Charges - Due 01/11</b>	398.17

**Total Amount Due:** \$796.34

To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

**12/15/22**

**B0000947**

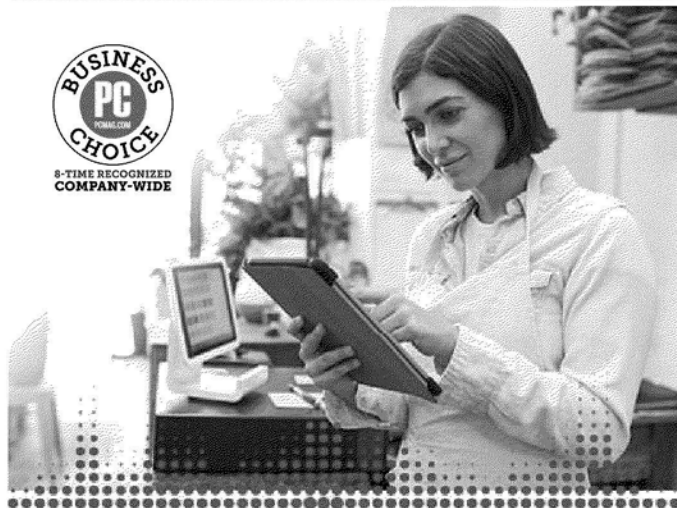
**Please pay - \$398.17**

**Important Information About Your Rates**

Please refer to the last page of your billing statement for important information about your rates.

*James R. Hovius*

**IMPORTANT MESSAGES**



**Astound Business Solutions is the  
#1 Internet Service Provider**

Eight-time recognized business ISP  
thanks to our customers!

- #1 cable ISP for Overall Satisfaction
- Rated #1 ISP in Customer Service
- Voted #1 Likelihood to Recommend cable ISP
- #1 cable ISP in Reliability and Tech Support
- Ranked #1 cable ISP for Ease of Use

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Please detach and return below portion with your payment

**REMITTANCE SECTION**

<b>Account Number:</b>	0201-4171618-01
<b>Past Due Balance:</b>	<b>Due Now</b> 398.17
<b>Current Charges Due:</b>	<b>Due 01/11</b> 398.17
<b>Total Amount Due:</b>	\$796.34
<b>Amount Enclosed:</b>	\$ _____

Please put your account number on your check and make payable to: RCN  
We accept Visa, Mastercard, Discover, American Express, Check, Money  
Order or Cash. Cash payments are accepted at a Local Office, a  
payment center near you or at any Western Union location.

**Astound**  
Business Solutions  
Powered by **RCN**  
PO Box 1330 Wilkes-Barre, PA 18703  
*Electronic Service Requested*

COLLEGE OF DUPAGE  
APT CHC  
425 FAWELL BLVD  
GLEN ELLYN IL 60137-6599

RCN  
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NEWARK, NJ 07101-8116



1010001014417161801020079634



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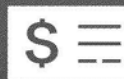
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You can change your preferences at any time. It's easy, convenient and part of our no-contact, self-care toolset.



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**View Online  
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**Visit [myrcn.com](https://myrcn.com)**



## PAYMENTS

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Date	Description	Amount
12/07	Payment Received - Thank You!	-398.09 CR
		<b>-\$398.09 CR</b>



## HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
12/14 - 01/13	Bus Cable Modem	1	11.00
	Performance High Spd Int 300/20	1	99.99
	Additional Bus 5 Static IPs	1	21.99
			<b>\$132.98</b>



## DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
12/14 - 01/13	Bus Basic Cable	1	157.20
	Bus Digital Adapter	2	2.00
	Bus Digital Service	1	25.00
	Bus HDTV Service	1	0.00
	Bus HDTV Pak	1	10.00
	Bus HD DVR Receiver	2	26.00
			<b>\$220.20</b>

## TAXES, SURCHARGES & FEES

This section includes total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/business/legal-disclosures/taxes/>.

	Description	Amount
Cable	Franchise and Peg Fees	15.01
	Regulatory Fee	0.08
	Broadcast TV Surcharge	19.90
	Sports Programming Surcharge	10.00
		<b>\$44.99</b>

### Important Information:

Astound Broadband strives to keep prices as low as possible. From time to time it is necessary to make adjustments to charges due to costs associated with administration and management of our customer accounts and services. Below please find a listing of charges we will be implementing effective January 1, 2023:

Payment Convenience Fee (Via Chat or Automated Response Unit) will be \$2.95

Payment by Agent Assistance Fee (via Chat or Representative) will be \$9.95

Payment by Web Convenience Fee (via astound.com) will be \$1.00

At Astound Broadband powered by RCN, we are committed to providing you with the best, most advanced services backed with award-winning customer care. Whether you work, stream, learn, game or do it all using our services our goal is to provide you with the fastest and most reliable services that you love. From all of us at Astound Broadband, thank you for trusting us with your internet and entertainment needs

Astound Broadband strives to keep prices as low as possible. We continually invest, improve and upgrade our network to meet the growing needs of our customers. Although we absorb much of the cost increases associated with network upgrades and service improvements, it is sometimes necessary to update our rates. As the amounts programming networks charge us continue to rise, along with overall cost increases, we must adjust pricing. We recognize this is not an easy time for so many and have worked hard to minimize the rate adjustments to our customers.

Effective on your January billing statement, the price for your current monthly services will be \$353.18, excluding taxes and fees. In addition, below please find a summary of rate adjustments for specific fees and/or costs; unless otherwise notated, the listed fees and/or costs are neither government mandated nor a tax imposed on you by the government; they are either a fee and/or cost Astound Broadband assesses and retains:

- The Broadcast TV Surcharge will increase by \$5.00. This fee applies to all TV packages to help offset the costs of programming content and delivery of the local and regional broadcast television signals to our customers.
- The Sports Surcharge will increase by \$5.50. This fee applies to all cable packages with Preferred TV or higher to help offset the delivery and cost of programming associated with professional, collegiate, and amateur games as well as other sports content.

Periodically, franchise, utility, PEG fees and other government mandated fees and taxes are also adjusted in keeping with regulatory requirements. These fees and taxes are government mandated and we are required to comply.

#### Discover More With Astound Broadband

We continue to make substantial investments and upgrades to our network and technology to give our customers more for their money on the services and features they care about most:

- **Ultra-fast Speed:** We offer top download speeds to power more devices for the connected home.
- **Supercharged Wi-Fi:** Experience our fastest speeds with the latest Wi-Fi 6E technology. Smart enough to route Wi-Fi traffic between devices and blanket your home in reliable Wi-Fi.
- **Ultimate Control:** Take an internet break, create schedules and check devices. With our whole home-Wi-Fi you can manage it all from the eero® app.
- **Top Security:** Protect your growing digital life, devices, and network from online threats with world-class security bundled in a simple subscription with eero Secure+
- **Better Gaming:** With features that are designed for gamers, by gamers, you can stabilize your ping, steer bandwidth and kick lag to the curb with our gaming equipment.
- **Enhanced TV:** With the latest TV technology from Astound Broadband, one device combines live TV, streaming apps, music, games, 4K, DVR, On Demand and voice control.
- **More Flexibility:** Our latest TV platform comes with our Astound TV+ app. Turn your device into a TV and watch upstairs, in the backyard or while you're out of the house. It's TV outside the box.
- **Affordable Internet:** We're dedicated to helping our communities stay connected affordably. Through the ACP, qualified households may be eligible to receive free or reduced cost internet.

Each and every day, we endeavor to deliver high-quality services at a great value and have always aimed to put our customers first. From all of us at Astound Broadband, thank you for choosing us for your internet and entertainment needs.

Your Astound Broadband Team

*\*\*Not all services are available in all areas. Please visit [www.astound.com/ratefaqs](http://www.astound.com/ratefaqs) for additional information.*

"Hiar, Jennifer" <hiarj@cod.edu>

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**Multimedia Services - RCN/Radiate Holdings Cable Invoice - 12/15/22**

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"Hiar, Jennifer" <hiarj@cod.edu>

Thu, Dec 15, 2022 at 06:17 PM UTC

CC:

BCC:

Hi,

Please see the attached RCN/Radiate Holdings Cable invoice.  
Thank you.

**Jen Hiar**

Administrative Assistant

**College of DuPage**

Multimedia Services – CHC2023

425 Fawell Blvd.

Glen Ellyn, IL 60137

-----hiarj@cod.edu

630-942-3299

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**1 attachment**

RCN Statement\_2022-12-15.pdf