

Information:

Drawer: Accounts Payable - Invoices  
Vendor Number: 1658897  
Vendor Name: Radiate Holdings LP,DBA Astound Broadba  
Invoice Number: 4171618010017044  
Invoice Date: 8/16/2024  
PO Number: B0002318  
Check Number: 0329835  
Check Amount: \$ 418.84  
Check Date: 09/18/2024  
Voucher Number: V0850232  
Document Type: AP Invoice

Document Below

**Contact Us:**

Website: [astoundbusiness.com](http://astoundbusiness.com)  
Telephone: 833-249-2786

**PREVIOUS CHARGES**

Previous Balance	0.00
<b>Payments Received</b>	0.00
<b>Balance Forward</b>	0.00

**CURRENT CHARGES**

High Speed Internet	132.98
Digital Cable TV	220.20
Taxes, Surcharges & Fees	65.66
<b>Total Current Charges</b>	<b>418.84</b>

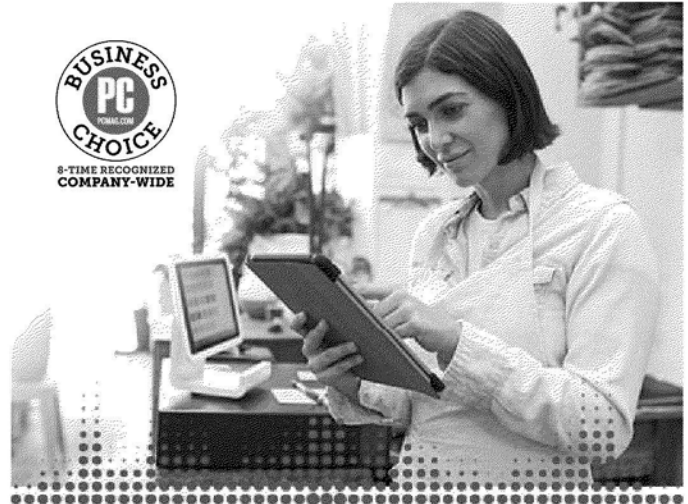
**Total Amount Due:** **\$418.84**

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

**B0002318**  
**Please Pay: \$418.84**

*James R. Hovora*

**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>Billing Date:</b>	08/16/2024
<b>Due Date</b>	<b>09/11/2024</b>
<b>Total Amount Due:</b>	<b>\$418.84</b>
<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.

**MAKE CHECKS PAYABLE AND REMIT TO:**

RCN  
PO BOX 11816  
NEWARK, NJ 07101-8116



**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

**DO NOT MAIL PAYMENT TO ABOVE ADDRESS**

1010001014417161801080041884

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.

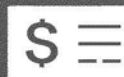
**Check it out today! Easy as 1-2-3.**

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

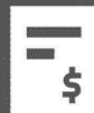
You can change your preferences at any time. It's easy, convenient and part of our no-contact, self-care toolset.



**Go Paperless**



**Pay Bill Quickly  
& Securely**



**View Online  
Statements**

**Visit [my.astound.com](https://my.astound.com)**



## HIGH SPEED INTERNET

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

Date	Description	Qty	Amount
08/14 - 09/13	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
08/14 - 09/13	TV Converter	3	28.00
	Bus Basic Cable	1	157.20
	Bus Digital Service	1	25.00
	Bus HDTV Service	1	0.00
	Bus HDTV Pak	1	10.00
			<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	16.18
	Regulatory Fee	0.08
	Broadcast TV Surcharge	28.40
	Sports Programming Surcharge	21.00
		<b>\$65.66</b>

## IMPORTANT INFORMATION ABOUT ASTOUND TV SERVICE

Astound TV service requires equipment on every television in the home or business. If you have Astound's latest TV equipment on at least one TV, it allows you to watch Astound TV on customer owned devices through the Astound TV+ app. Astound TV+ app requires subscription to Astound TV service, at least one Android set-top box rental from Astound, internet connection and compatible device. Some features and functions may not be available out of the home. TV programs cannot be streamed outside of the United States. Other restrictions apply. To learn more and to see a complete list of supported devices, please visit us online at [astound.com/tv-devices](http://astound.com/tv-devices). If you have any further questions, please reach out to our Care team.

