

Information:

Drawer: Accounts Payable - Invoices **Vendor Number:** 1658897 **Vendor Name:** Radiate Holdings LP,DBA Astound Broadband

Check Details:

Check Number: 0347222 **Check Amount:** \$ 1,237.54 **Check Date:** 12/16/2025

Invoice Details:

Invoice Number: 4171618010017913 **Invoice Date:** 11/19/2025 **PO Number:** NULL **Voucher Number:** V0916129

Document Type: AP Invoice

Document Below



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

Business Name: COLLEGE OF DUPAGE
Statement Date: 11/19/2025
Account Number: 0201-4171618-01
Payment Due Date: 12/15/2025
Invoice Number: 417161801-0017913

Contact Us:

Website: astoundbusiness.com
Telephone: 888-317-0488

IMPORTANT MESSAGES

Award-winning Internet

Astound has been recognized by PCMag's Business Choice readers as the top Business Internet Service Provider (ISP) in the nation, ranking #1 in these categories:

Overall Satisfaction

Speed

Reliability

Likelihood to Recommend

Ease of Use



Please detach and return below portion with your payment

REMITTANCE SECTION

Account Number: 0201-4171618-01
Past Due Balance: Due Now 1,357.06
Current Charges Due: -119.52 CR
Total Amount Due: \$1,237.54
Amount Enclosed: \$

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 830714
PHILADELPHIA, PA 19182-0714



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

DO NOT MAIL PAYMENT TO ABOVE ADDRESS

1010001014417161801040123754



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) 888-317-0488, fax (570) 270-1535, or email us at: 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 888-317-0488 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.

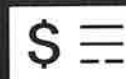
Check it out today! Easy as 1-2-3.

- 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

ONE-TIME & PARTIAL MONTH CREDITS

This section displays non-monthly credits. These are one-time credit adjustments that have been made to your account and credits for any change or removal of service that occurred during your previous billing cycle.

Circuit ID: 50/EBCI/153108//CWZ

Date	Description	Amount
12/17 - 11/13	Business Class Internet 1000 Mbps	-3,192.42 CR
	IP Subnets	-328.00 CR
Date	Description	Amount
12/17 - 11/13	TV Converter	-1,016.78 CR
	Private Signature Basic	-1,718.72 CR
	Digital Tier	-273.33 CR
		-\$6,529.25 CR

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	-119.52 CR
		-\$119.52 CR

Please be aware that you will see changes on your upcoming bill statements as we move to better align our national brand across all invoices. The changes on the bill statements will include:

- The brand name changing to Astound Business Solutions
- The Remit slip changing to Astound
- Moving to a single column format

Please note: Our Employer Identification Number, Bank and Contract details are not changing. We appreciate your business and we thank you for being an Astound Business Solutions customer.

"Sekerka, Joyce" <sekerkaj@cod.edu>

Attached Image

"Sekerka, Joyce" <sekerkaj@cod.edu>

Tue, Dec 9, 2025 at 03:30 PM UTC

CC:

BCC:

1 attachment

1398_001.pdf



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

Page 1 of 4

Business Name: COLLEGE OF DUPAGE
Statement Date: 11/17/2025
Account Number: 0201-4171618-01
Payment Due Date: 12/12/2025
Invoice Number: 417161801-0017909

Website:
Telephone:

Contact Us:

astoundbusiness.com
888-317-0488

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Please detach and return below portion with your payment



Business Solutions
Powered by **RCN** | GRANDE | UCC/VS
PO Box 1330 Wilkes-Barre, PA 18703
Electronic Service Requested

REMITTANCE SECTION

Account Number: 0201-4171618-01
Past Due Balance: Due Now 85.27
Current Charges Due: Due 12/12 7,801.04
Total Amount Due: \$7,886.31
Amount Enclosed: \$

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.

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

MAKE CHECKS PAYABLE AND REMIT TO:

RCN
PO BOX 830714
PHILADELPHIA, PA 19182-0714



DO NOT MAIL PAYMENT TO ABOVE ADDRESS

1010001014417161801000788631

Business Name: COLLEGE OF DUPAGE
Statement Date: 11/17/2025
Account Number: 0201-4171618-01
Payment Due Date: 12/12/2025

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
10/27	Payment Received - Thank You!	-451.40 CR
10/30	Payment Received - Thank You!	-1.00 CR
		-\$452.40 CR

ONE-TIME & PARTIAL MONTH CREDITS

This section displays non-monthly credits. These are one-time credit adjustments that have been made to your account and credits for any change or removal of service that occurred during your previous billing cycle.

Date	Description	Amount
11/07 - 11/13	Performance High Spd Int 300/20	-23.33 CR
	Additional Bus 5 Static IPs	-5.13 CR
Circuit ID: 50/EBCI/153108/CWZ		
Date	Description	Amount
11/07 - 11/13	Business Class Internet 1000 Mbps	-68.13 CR
	IP Subnets	-7.00 CR
Date	Description	Amount
10/27 - 11/13	TV Converter	-72.80 CR
	Bus Basic Cable	-94.32 CR
	Bus Digital Service	-15.00 CR
	Bus HDTV Pak	-6.00 CR
	Private Signature Basic	-94.32 CR
	Digital Tier	-15.00 CR
		-\$400.83 CR

HIGH SPEED INTERNET

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

Date	Description	Qty	Amount
11/07 - 11/13	Bus Cable Modem	1	-2.57 CR
			-\$2.57 CR

DIGITAL CABLE TV

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

Date	Description	Qty	Amount
10/27 - 11/13	TV Converter	7	55.80
	Bus HDTV Service	1	0.00
	Private Signature Basic	1	94.32
	Digital Tier	1	15.00
11/14 - 11/13	TV Converter	7	1,116.00
	Private Signature Basic	1	1,886.40
	Digital Tier	1	300.00
			\$3,467.52

SPECIAL CIRCUITS

Circuit ID: 50/EBCI/153108/CWZ

Date	Description	Qty	Amount
11/07 - 11/13	Business Class Internet	1	68.13
	1000 Mbps		
	IP Subnets	1	7.00

Conf'd Date	Description	Qty	Amount
11/14 - 11/13	Business Class Internet	1	3,503.88
	1000 Mbps		
	IP Subnets	1	360.00
			\$3,939.01

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
11/17	Cable Late Fee		4.85
11/12	Modem Charge		200.00
10/27	Install Fee		99.95
			\$304.80

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
Internet	State and Local Sales Tax	2.50
Cable	Franchise and Peg Fees	127.97
	Broadcast TV Surcharge	-20.94 CR
	Sports Programming Surcharge	-17.25 CR
		\$92.28

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- Moving to a single column format

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"Sekerka, Joyce" <sekerkaj@cod.edu>

Attached Image

"Sekerka, Joyce" <sekerkaj@cod.edu>

Tue, Dec 9, 2025 at 03:30 PM UTC

CC:

BCC:

1 attachment

1397_001.pdf

Sekerka, Joyce

From: Micheli, Max
Sent: Monday, December 8, 2025 4:43 PM
To: Sekerka, Joyce
Cc: Nocera, James
Subject: Re: Astound Cable Bill - November

Hi Joyce,

The invoice that is over \$6000 is from when we were in talks with Astound about paying for a year of service up front. When that was rejected, Astound sent us an updated invoice for the monthly fee. If you are wondering why that monthly fee is also larger than our average monthly fee, it is because we have altered our services with Astound, and are also working with the Hotel portion of CHC to provide them internet and cable services. If you have any other questions please feel free to ask.

Thank You,

Max Micheli
Multimedia Project Specialist
Multimedia Services - College of DuPage
(630) 942 3089

From: Sekerka, Joyce <sekerkaj@cod.edu>
Sent: Monday, December 8, 2025 4:18 PM
To: Micheli, Max <michelim874@cod.edu>
Cc: Nocera, James <nocera@cod.edu>
Subject: RE: Astound Cable Bill - November

Hi Max,

Everything but the November invoices have been paid. I'm unclear on the two invoices though. We have never paid an invoice for them that large and the invoice dates are only a few days apart. What is the reason for the large increase?

Thanks,
Joyce

Joyce Sekerka
Accounts Payable Supervisor
College of DuPage
425 Fawell Blvd.
Glen Ellyn, IL 60137-6599
630-942-2293
Email: sekerkaj@cod.edu



From: Micheli, Max <michelim874@cod.edu>
Sent: Monday, December 8, 2025 3:25 PM
To: Sekerka, Joyce <sekerkaj@cod.edu>
Cc: Nocera, James <nocera@cod.edu>
Subject: Re: Astound Cable Bill - November

Hi Joyce,

I just wanted to follow up on this statement and if it had been paid out? I know there has been some back and forth between switching from yearly to monthly payment, etc. I have attached a screenshot of the balance I am seeing right now on our log in page. I also included a picture of our ledger. Astound is saying they will shut our service off again. I also included the last three statements from Astound. You will see the one from November 17th that shows the yearly price, and then the updated monthly charges on November 19th.

The statement from the 19th is the one I had submitted that is attached to this email.

Any help you can provide in sorting this out would be greatly appreciated.

Thank You,

Max Micheli
Multimedia Project Specialist
Multimedia Services - College of DuPage
(630) 942 3089

From: Micheli, Max
Sent: Thursday, November 20, 2025 4:35 PM
To: Invoicing <invoicing@cod.edu>
Cc: Nocera, James <nocera@cod.edu>
Subject: Astound Cable Bill - November

Hello,

Please see the attached cable bill from Astound for the month of November. Please let me know if you have any questions.

Thank You,

Max Micheli
Multimedia Project Specialist
Multimedia Services - College of DuPage
(630) 942 3089