

Connect America Phase II Challenge Process Form
OMB Control Number 3060-1188
FCC Form 505

Filing Entity: Shenandoah Cable Television, LLC

FRN (if applicable): **0021657853**

Name of Person Filing Out Form: Ann Flowers

Mailing Address of Person Filing Out Form: 500 Shentel Way, Edinburg, VA 22824

Email Address of Person Filing Out Form: ann.flowers@emp.shentel.com

Phone Number of Person Filing Out Form: 540-984-5320

Name of Person Certifying Data within Form: Edward H. McKay

Mailing Address of Person Certifying Data within Form: 500 Shentel Way, Edinburg, VA 22824

Email Address of Person Certifying Data within Form: ed.mckay@emp.shentel.com

Phone Number of Person Certifying Data within Form: 540-984-5303

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments
510310201011044	VA	CenturyLink						X	Subscriber bill	
510310201023005	VA	CenturyLink						X	Subscriber bill	
510310206002055	VA	CenturyLink						X	Subscriber bill	
510310206003058	VA	CenturyLink						X	Subscriber bill	
510670201012026	VA	CenturyLink						X	Subscriber bill	
510670201012113	VA	CenturyLink						X	Subscriber bill	
510670201021027	VA	CenturyLink						X	Subscriber bill	
510670201021097	VA	CenturyLink						X	Subscriber bill	
510670201021098	VA	CenturyLink						X	Subscriber bill	
510670201021099	VA	CenturyLink						X	Subscriber bill	
510670201021116	VA	CenturyLink						X	Subscriber bill	
510670201021133	VA	CenturyLink						X	Subscriber bill	
510670201022043	VA	CenturyLink						X	Subscriber bill	
510670201022047	VA	CenturyLink						X	Subscriber bill	
510670201022107	VA	CenturyLink						X	Subscriber bill	
510670202002071	VA	CenturyLink						X	Subscriber bill	
510670202003057	VA	CenturyLink						X	Subscriber bill	
510670202003059	VA	CenturyLink						X	Subscriber bill	
510670202003061	VA	CenturyLink						X	Subscriber bill	
510670203002159	VA	CenturyLink						X	Subscriber bill	
510670204001001	VA	CenturyLink						X	Subscriber bill	
510670204001026	VA	CenturyLink						X	Subscriber bill	
510670204001040	VA	CenturyLink						X	Subscriber bill	
510670204001045	VA	CenturyLink						X	Subscriber bill	
510670204003077	VA	CenturyLink						X	Subscriber bill	
510670204002014	VA	CenturyLink						X	Subscriber bill	
510670205001071	VA	CenturyLink						X	Subscriber bill	
510670205003039	VA	CenturyLink						X	Subscriber bill	
510670205003041	VA	CenturyLink						X	Subscriber bill	
510670205004071	VA	CenturyLink						X	Subscriber bill	
510670207001031	VA	CenturyLink						X	Subscriber bill	
510670207001064	VA	CenturyLink						X	Subscriber bill	
510670209002011	VA	CenturyLink						X	Subscriber bill	
510670209002034	VA	CenturyLink						X	Subscriber bill	
511119301003048	VA	CenturyLink						X	Subscriber bill	
511119301001162	VA	CenturyLink						X	Subscriber bill	
511350001005086	VA	CenturyLink						X	Subscriber bill	
511350003003015	VA	CenturyLink						X	Subscriber bill	
511479301003051	VA	CenturyLink						X	Subscriber bill	
511479302011107	VA	CenturyLink						X	Subscriber bill	
511479302012038	VA	CenturyLink						X	Subscriber bill	
511479303002002	VA	CenturyLink						X	Subscriber bill	
511970501003063	VA	CenturyLink						X	Subscriber bill	
511970501004137	VA	CenturyLink						X	Subscriber bill	
511970502003196	VA	CenturyLink						X	Subscriber bill	
511970503012037	VA	CenturyLink						X	Subscriber bill	
511970503014028	VA	CenturyLink						X	Subscriber bill	

Accuracy and Due Diligence Certification

All Filers Must Fill Out

By initialing below, I certify that all statements contained in the attached form are true and accurate to the best of my knowledge, and that I have undertaken due diligence to obtain knowledge regarding these claims.

Certifier's Initials:

Date:

Notice of Challenge Certification

(Served to Unserved and Unserved to Served Challengers Fill Out One of the Following Blocks - Respondents Do Not Fill Out)

Service of Notice Successful

By initialing below, I certify that notice of this challenge has been served on all interested parties.

Certifier's Initials:

Date:

Service of Notice Unsuccessful

By initialing below I certify that, following a good faith effort, I was unable to serve notice of this challenge on all interested parties due to lack of information regarding the address of such parties.

Name of Party/Parties
that Could Not Be

Served:

Certifier's Initials:

Date:

The certifications on this page are subject to the penalties for false statements under 18 U.S.C. 1001.

APPENDIX A

to

Shenandoah Cable Television, LLC CAF Phase II Response to Challenge Filing

WC Docket No. 14-93; DA 14-1397

FACTUAL STATEMENT

Pursuant to the challenge response procedures set forth under DA 14-1397 and other authorities, I, Edward H. McKay, Vice President – Wireline and Engineering of **Shenandoah Cable Television, LLC** (“**Shenandoah Cable**”) provide this factual statement in support of Shenandoah Cable’s response to CenturyLink’s challenge of 146 census blocks identified in the Bureau’s September 26th Public Notice. CenturyLink claims in its challenge filing that either 1) the company contracted by CenturyLink to investigate the availability of phone service in various census blocks, GeoResults, found evidence that Shenandoah Cable does not offer phone service in one or more of these blocks, or 2) GeoResults was unable to verify that Shenandoah Cable offers voice service in one or more blocks with available data. Of the 146 blocks identified in CenturyLink’s challenge, 105 blocks are currently served or serviceable with voice service. The remaining 41 census blocks are either unpopulated or have a low number of serviceable addresses.

I have direct knowledge of the facts set forth in this statement as the result of my responsibilities in the position of Vice President – Wireline and Engineering. In that role, I am responsible for the design of Shenandoah Cable’s networks, and I review company information regarding subscribers, network facilities, revenue and other information in order to satisfy various regulatory reporting and compliance obligations. I certify to the accuracy of this information, to the best of my knowledge.

This statement supports two separate Form 505s filed by Shenandoah Cable. The first Form 505, designated as Shenandoah Cable 505-1, identifies 47 census blocks which

Shenandoah Cable “serves” (as that term is defined in the Bureau’s June 20 Public Notice). In these blocks Shenandoah Cable is: (1) offering voice and broadband service; (2) has voice and broadband-capable physical assets in the block; and, (3) has a current or former customer. The second Form 505, designated as Shenandoah Cable 505-2, identifies the 58 census blocks in which Shenandoah Cable has deployed voice and broadband-capable physical assets, and offers voice and broadband service. Shenandoah Cable serves these blocks with broadband and voice service, even though it does not have current or former customers in the block. In all of the census blocks identified in 505-1 and 505-2, Shenandoah Cable has deployed physical facilities and offers broadband and voice services that meet the price and performance metrics established by the Commission.

Additional evidence supporting Shenandoah Cable’s challenge is included in Appendix B. In form 505-1, Appendix B, Shenandoah Cable provides customer billing statements for the served census blocks. The addresses of the customers receiving these billing statements have been verified against the U.S. Census Bureau’s address database to confirm that they are within a challenged census block. These billing statements include bills for video, voice and data services. Video and data bills are included where there are no customers currently subscribing to voice service. As Shenandoah Cable delivers all three services over the same network infrastructure in these areas, the fact that video and/or data subscribers exist in a block is evidence that facilities exist within that census block over which voice service is available. In form Shenandoah Cable 505-2, Appendix B consists of a waiver request for the blocks where Shenandoah Cable has no current or former customers, but provides services.

Thus, the information in these appendices establishes that the broadband and voice services offered in all of these blocks meet the performance and pricing metrics set forth under

Commission rules. Specifically, the broadband service is provided: at speeds of at least 4 Mbps downstream and 1 Mbps upstream; with a minimum usage allowance of at least 100 GB/month; at a roundtrip latency of 100 ms or less; at a price that is reasonably comparable to rates in urban areas, which is consistent with the Commission's findings in the recent *Measuring Broadband America* report.¹ Voice service, which was the metric at issue in CenturyLink's challenge filing, is offered at a price that is reasonably comparable to, or below, rates in urban areas. It is also pertinent to note that Shenandoah Cable is providing evidence in this filing which supports its served status both in blocks where GeoResults was unable to confirm or deny that voice service is available, as well as in blocks where GeoResults affirmatively stated that voice service is not available.

¹ See *2014 Measuring Broadband America Fixed Broadband Report*; A Report on Consumer Fixed Broadband Performance in the U.S.; Office of Engineering and Technology and Consumer and Governmental Affairs Bureau at 16 (updated June 18, 2014).

SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

510310201011044

[REDACTED]
[REDACTED] DEPOT RD
RUSTBURG VA 24588 [REDACTED]

Statement: [REDACTED]
Bill Date: 08/24/2012
Due Date: 09/04/2012

Statement Summary

Previous Charges

Previous Bill Amount:	.00
Payments Received:	.00
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges

Monthly Charges:	152.46
One Time Charges:	86.91
Usage Charges:	.00
Taxes, Surcharges & Fees:	13.36
Total Current Charges:	252.73

Total Due: 252.73

Telephone Account [REDACTED] (434) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
LNP Surcharge	.17	.02
Unlimited Phone	.00	.75
Unlimited Phone	39.95	2.84
USF Surcharge	4.07	.33
EMTA Option	.00	.00
EMTA Wired-Rent	5.00	.25
Phone Bundle Discount	4.97-	.41-

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add LNP Surcharge	.13	.01
Prorate Add Unlimited Phone	30.62	1.60
Prorate Add USF Surcharge	3.12	.26
Prorate Add EMTA Wired-Rent	3.83	.19
Prorate Add Phone Bundle Disco	3.81-	.31-
Account Total	78.11	5.53

Internet Account [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
3M Internet	29.95	.00
Net Bundle Discount	4.96-	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add 3M Internet	22.95	.00
Prorate Add Net Bundle Discoun	3.80-	.00
Account Total	44.14	.00

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Copyright Fee	.24	.01
Broadcast TV Surcharge	2.08	.10
Digital Essentials Cable	68.95	4.44
Cable Bundle Discount	4.97-	.25-

Statement: XXXXXXXXXX
Bill Date: 08/24/2012

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
HD/DVR Promo - 24 Months	.00	.00
1st HD/DVR Converter	16.95	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add Copyright Fee	.18	.01
Prorate Add Broadcast TV Surch	1.59	.08
Prorate Add Digital Essentials	52.85	3.63
Prorate Add Cable Bundle Disco	3.81-	.19-
Prorate Add 1st HD/DVR Convert	12.99	.00
HD/DVR 24 Month Promotion	16.95-	.00
HD/DVR 24 Month Promotion	12.98-	.00
Account Total	117.12	7.83

Customer [REDACTED] Order# [REDACTED] Status History

Customer Services Billing Comments Log

Name [REDACTED]

Account Type Internet Account Status Pending

Order Type Internet Install Order Status History

Options [REDACTED]

Attributes Charges Internet Users Line Equipment Contacts

Service Class Network SRL Code [REDACTED]

Service Name [REDACTED]

Phone Number [REDACTED] Toll Number [REDACTED]

Wire Maintenance Not Offered

Toll Restriction No Toll Limit .00

Disconnect Exempt No Directory Exempt No

900 Blocking Voluntary Local Service Exempt

List Type [REDACTED] Sta Pgm No

Directory Copies 0 Print Labels 0

In house message [REDACTED]

Service Address [REDACTED] or Zip Code [REDACTED]

RED HOUSE RD
RUSTBURG, VA 24588
PSAP: CAMP - Comm: J014

Property CAMPBELL-COUNTY

Customer [REDACTED] Order# 1035643 Status

Customer Services Billing Comments Log

Type	User	Subject
Order Comments - Workforce	DCZJSMRPD WEB SERVICES	workforce
Order Comments - Workforce	DCZJSMRPD WEB SERVICES	workforce
API/CommForce/VTC message	[REDACTED]	VTC
CABLE MODEM MAC	[REDACTED]	MODEM
Install Internet	[REDACTED]	Install-Internet

Name [REDACTED]

Date/Time 10/10/14 12:34:23 Modified 10/10/14 12:37:42

Subject Install-Internet

Type Install Internet

Caller Name [REDACTED]

Satisfied with Call Call Back Requested

Comments

Services to Install: 10 mg internet.
Equipment: 1 wireless modem.
Static IP:
E-mail: [REDACTED]
Contact #: [REDACTED] call before coming out.
Promo: 1/2 install
COD: n/a
Directions:



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

WARDS RD
ALTAVISTA VA 24517

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$35.21
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001826300011141002000035210146

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

On or after May 1, 2015, each Shentel Internet package will be designated with a specific allowance of Internet access. Please refer to the Internet Usage section of your bill to view both your current usage and the data allowance that will be available for your Internet package after May 1. Approximately 95% of all Internet customers will not be affected by this change.

Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$35.21
Payments Received: \$35.21 cr
Balance Forward: \$0.00

Current Charges

Internet: \$34.95
Taxes & Surcharges: \$0.26
Total Current Charges: \$35.21

Total Amount Due: \$35.21

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

- ONLINE: www.shentel.com
- MAIL: PO Box 37014, Baltimore MD 21297
- PHONE: 1-800-SHENTEL
- BANK DRAFT: See above
- LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
- IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Mach I	1	\$29.95
10/02/14-11/01/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$34.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$35.21

Internet Usage (GB): 28 Data Limit (GB): 200 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PO BOX [REDACTED]
LYNCH STATION VA 24571 [REDACTED]

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$70.17
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001819410011141002000070170144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$70.18
Payments Received: \$70.18 cr
Balance Forward: \$0.00

Current Charges

Cable: \$65.78
Taxes & Surcharges: \$4.39
Total Current Charges: \$70.17

Total Amount Due **\$70.17**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

📌 IMPORTANT MESSAGES

WATCH ESPN

NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Smart Phone
- Tablet
- Xbox 360/One
- Google Chromecast
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Essentials Cable	1	\$61.95
Totals			\$65.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.29
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.39

[REDACTED] Total \$70.17

LOCAL FRANCHISE AUTHORITIES

Campbell County
P.O. Box 100
Rustburg, VA 24588
(434) 332-9500
VA0366



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**SHENTEL**[®]

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

 Check here if providing any customer information on reverse side.

██
 ██████████ S MAIN ST ██████████
 ROCKY MOUNT VA 24151 ██████████

→ STATEMENT INFORMATION

Statement: ██████████
 Billing Date 10/07/14
Due Date: 10/27/14
Total Amount Due: \$30,788.00
 Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014



9900002359690021141007030788000147

Please detach and return above portion with your payment

**SHENTEL**[®]

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

🔍 STATEMENT SUMMARY**Statement Information**

Statement ██████████
 Bill Date 10/07/14
 Due Date 10/27/14

Previous Charges

Previous Bill Amount \$61,586.00
 Payments Received \$61,586.00 cr
 Balance Forward \$0.00

Current Charges

Special Circuit \$30,788.00
 Prospect Account \$0.00
 Taxes & Surcharges \$0.00
 Total Current Charges \$30,788.00

Total Amount Due \$30,788.00

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

📌 IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL**[®]
Always connected to you

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

SPECIAL CIRCUIT

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Inet/Ethernet [REDACTED]	1	\$3,400.00
Totals			\$3,400.00

Total **\$3,400.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

SPECIAL CIRCUIT

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
Total			\$1,299.00

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	1GB Ethernet Trans Svc	1	\$5,900.00
Totals			\$5,900.00

Total **\$5,900.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	1GB Ethernet Trans Svc	1	\$5,900.00
Totals			\$5,900.00

Total **\$5,900.00**

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
10/07/14-11/06/14	Ethernet Transport [REDACTED]	1	\$1,299.00
Totals			\$1,299.00

Total **\$1,299.00**

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

 Check here if providing any customer information on reverse side.

 PO BOX
 HARDY VA 24101

STATEMENT INFORMATION

Statement:	
Billing Date	10/02/14
Due Date:	10/21/14
Total Amount Due:	\$283.98
Amount Enclosed:	\$ _____

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014


9900002241190011141002000283980143

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/02/14
Due Date	10/21/14

Previous Charges

Previous Bill Amount	\$120.86
Payments Received	\$0.00
Balance Forward	\$120.86

Current Charges

Cable	\$124.85
Internet	\$32.60
Taxes & Surcharges	\$5.67
Total Current Charges	\$163.12

Total Amount Due	\$283.98
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



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New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Ultimate HD Cable	1	\$75.95
10/02/14-11/01/14	Converter	1	\$5.95
10/02/14-11/01/14	DVR Converter	1	\$16.95
09/03/14-10/01/14	Prorate Del SuperSaver2 Cable	1	\$5.97
09/03/14-10/01/14	Prorate Del Copyright Fee	1	\$0.35 cr
09/03/14-10/01/14	Prorate Add Copyright Fee	1	\$0.35
09/03/14-10/01/14	Prorate Add Ultimate HD Cable	1	\$70.88
09/03/14-10/01/14	Prorate Del 1st HD Converter	1	\$10.21 cr
09/03/14-10/01/14	Prorate Add Converter	1	\$5.55
09/03/14-10/01/14	Prorate Add DVR Converter	1	\$15.81
09/03/14-10/01/14	Prorate Del Digital Converter	1	\$5.55 cr
09/03/14-10/01/14	Prorate Del Digital Essentials	1	\$65.28 cr
	Late Charge	1	\$5.00
Totals			\$124.85

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$4.57
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$5.67

[REDACTED] Total \$130.52

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
09/03/14-10/01/14	Prorate Del SuperSaver2 Intern	1	\$2.65
09/03/14-10/01/14	Prorate Del Mach I	1	\$27.95 cr
09/03/14-10/01/14	Prorate Add Internet Discount	1	\$18.66 cr
09/03/14-10/01/14	Prorate Add 5M Internet	1	\$46.61
Totals			\$32.60

[REDACTED] Total \$32.60

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

SMITHVIEW DR
GLADE HILL VA 24092

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/16/14
Due Date: 11/06/14
Total Amount Due: \$50.01
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002120070011141016000050010144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/16/14
Due Date: 11/06/14

Previous Charges

Previous Bill Amount: \$136.69
Payments Received: \$250.00 cr
Balance Forward: \$113.31 cr

Current Charges

Internet: \$45.31
Cable: \$69.15
Telephone: \$37.97
Taxes & Surcharges: \$10.89
Total Current Charges: \$163.32

Total Amount Due \$50.01

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

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New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

 Check here if providing any customer information on reverse side.

 PO BOX [REDACTED]
 UNION HALL VA 24176 [REDACTED]

→ STATEMENT INFORMATION

Statement:	[REDACTED]
Billing Date	09/25/14
Due Date:	10/15/14
Total Amount Due:	\$173.45
Amount Enclosed:	\$ _____

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014


9900002047370011140925000173450140

Please detach and return above portion with your payment


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 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	09/25/14
Due Date	10/15/14

Previous Charges

Previous Bill Amount	\$126.73
Payments Received	\$85.00 cr
Balance Forward	\$41.73

Current Charges

Cable	\$96.68
Internet	\$29.95
Taxes & Surcharges	\$5.09
Total Current Charges	\$131.72

Total Amount Due	\$173.45
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 10/16/14

📢 IMPORTANT MESSAGES

Back to School?

ADD HOME PHONE TO GET UP TO \$15 OFF!

Add Home Phone to get up to an additional \$15 off per month. Call today!



High-Speed Internet



Home Phone



Cable TV


 Call **1-800-SHENTEL**
 or visit **shentel.com** today!

All services not available in all areas. Internet: Actual speeds vary and are not guaranteed. Subject to eligibility guidelines and other restrictions may apply. Savings claim based on bundle discount for TV, Internet and Unlimited Phone.

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for ██████████

Date	Description	Qty	Amount
09/25/14-10/24/14	Broadcast TV Surcharge	1	\$3.45
09/25/14-10/24/14	Copyright Fee	1	\$0.38
09/25/14-10/24/14	Ultimate HD Cable	1	\$75.95
09/25/14-10/24/14	Digital Converter	2	\$11.90
	Late Charge	1	\$5.00
Totals			\$96.68

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.99
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$5.09

██████████ **Total** **\$101.77**

LOCAL FRANCHISE AUTHORITIES
Franklin County

VA0471

INTERNET

Service Charges for ██████████

Date	Description	Qty	Amount
09/25/14-10/24/14	Internet Discount	1	\$20.00 cr
09/25/14-10/24/14	5M Internet	1	\$49.95
Totals			\$29.95

██████████ **Total** **\$29.95**

Internet Usage (GB): 271

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

OLD FRANKLIN TPKE
UNION HALL VA 24176

STATEMENT INFORMATION

Statement:	
Billing Date	10/02/14
Due Date:	10/21/14
Total Amount Due:	\$170.23 cr
Amount Enclosed:	\$ _____

No payment required at this time.

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/02/14
Due Date	10/21/14

Previous Charges

Previous Bill Amount	\$165.44 cr
Payments Received	\$45.00 cr
Balance Forward	\$210.44 cr

Current Charges

Internet	\$39.95
Taxes & Surcharges	\$0.26
Total Current Charges	\$40.21

Total Amount Due **\$170.23 cr**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

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Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

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Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$5.00 cr
10/02/14-11/01/14	MACH II - Standard	1	\$39.95
10/02/14-11/01/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$39.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$40.21

Internet Usage (GB): 2 Data Limit (GB): 300 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

OLD FRANKLIN TPKE
UNION HALL VA 24176

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 07/16/14
Due Date: 08/06/14
Total Amount Due: \$139.60
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900003090510011140716000139600141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 07/16/14
Due Date: 08/06/14

Previous Charges

Previous Bill Amount: \$141.27
Payments Received: \$70.88 cr
Balance Forward: \$70.39

Current Charges

Telephone: \$60.93
Taxes & Surcharges: \$8.28
Total Current Charges: \$69.21

Total Amount Due: \$139.60

Any unpaid balance is subjected to a \$5 late charge on 08/07/14

IMPORTANT MESSAGES



**The fastest Internet
is getting even faster!**

**101Mbps High-Speed Internet
NOW AVAILABLE**

For more info or to upgrade call **1-800-SHENTEL**
or visit **shentel.com** today!

101Mbps is maximum download speed. Actual speeds
vary and are not guaranteed.



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Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

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Address Line 2: _____

City: _____

State: _____

Zip: _____

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

510670201021098

[REDACTED]
PO BOX [REDACTED]
PENHOOK VA 24137-0227

Statement: [REDACTED]
Bill Date: 05/07/2012
Due Date: 05/17/2012

Statement Summary

Previous Charges	
Previous Bill Amount:	11,637.42
Payments Received:	.00
Balance Adjustments:	.00
Balance Forward:	11,637.42

Current Charges	
Monthly Charges:	146.98
One Time Charges:	11,042.05-
Usage Charges:	17.24
Taxes, Surcharges & Fees:	440.92-
Total Current Charges:	11,318.75-

Total Due: 318.67

Statement: [REDACTED]
Bill Date: 05/07/2012

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Digital Essentials	68.95	4.36
Copyright Fee	.26	.01
Broadcast TV Surcharge	2.08	.10
Digital Starz/Encore	14.95	.75
1st SD Converter	.00	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Digital Essentials	16,652.12-	833.52-
Cable Promo Credit - 1 Mo	86.24-	5.22-
Digital Cable Adj	7,767.24	388.36
Account Total	8,884.88-	445.16-

Internet Account [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
5M Internet	39.95	.00
Internet Bundle Credit	6.07-	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate 5M Internet	3,721.68-	.00
Net Promo Credit - 1 Mo	33.80-	.00
Retail Internet Adj	1,711.41	.00
Account Total	2,010.19-	.00

Telephone Account [REDACTED] (540) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
LNP Surcharge	.17	.02
Local Only Phone	24.95	2.80
USF Surcharge	2.82	.23
Phone Bundle Credit	6.08-	.00
EMTA Wired-Rent	5.00	.25

Statement: [REDACTED]
Bill Date: 05/07/2012

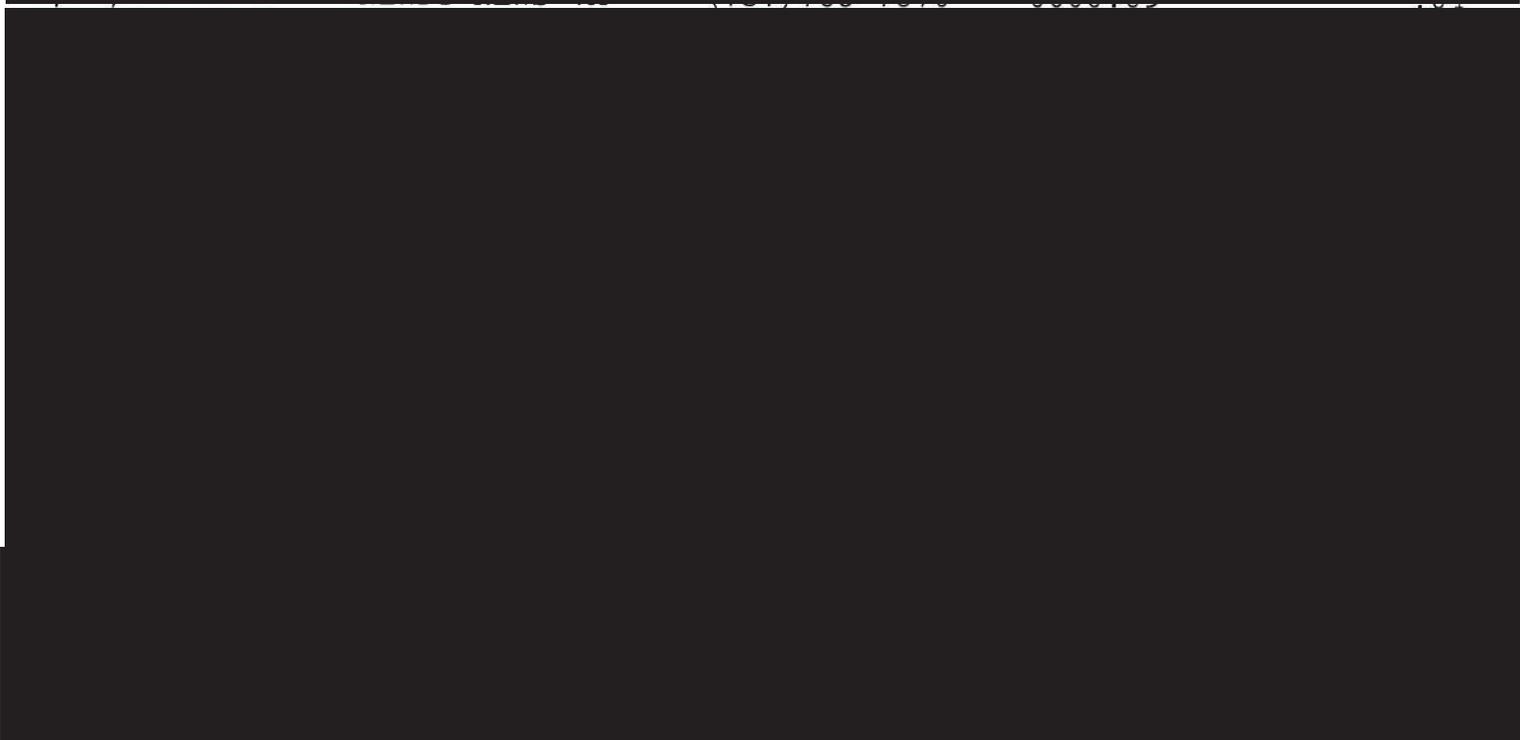
One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Phone Promo Credit - 1 Mo	26.86-	.00

Usage Charges Detail

Charge Description	Charge Amount	Tax Amount
INTERSTATE INTERLATA NON-CALL	.24	.05
INTRASTATE INTRALATA NON-CALL	13.08	.68
INTRASTATE INTERLATA NON-CALL	3.92	.21
Account Total	17.24	4.24

Date & Time	To Place	To Number	Min	Amount
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Statement: [REDACTED]
Bill Date: 05/07/2012

Date & Time	To Place	To Number	Min	Amount
-------------	----------	-----------	-----	--------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

Statement: [REDACTED] 1
Bill Date: 05/07/2012

Date & Time	To Place	To Number	Min	Amount
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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

OLD SALEM SCHOOL RD
UNION HALL VA 24176

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$135.22
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002050190011141002000135220144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$135.23
Payments Received: \$135.23 cr
Balance Forward: \$0.00

Current Charges

Cable: \$84.65
Internet: \$45.98
Taxes & Surcharges: \$4.59
Total Current Charges: \$135.22

Total Amount Due \$135.22

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Wire Maintenance	1	\$2.95
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Cable Bundle Discount	1	\$3.98 cr
10/02/14-11/01/14	Add'l SD/HD Converter	1	\$5.95
10/02/14-11/01/14	Digital Converter	1	\$5.95
10/02/14-11/01/14	Digital Essentials Cable	1	\$69.95
Totals			\$84.65

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.49
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.59

[REDACTED] Total \$89.24

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] ID: lbn

Date	Description	Qty	Amount
10/02/14-11/01/14	10M Internet	1	\$49.95
10/02/14-11/01/14	Net Bundle Discount	1	\$3.97 cr
Totals			\$45.98

[REDACTED] Total \$45.98

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

SIMMONS CREEK RD
UNION HALL VA 24176

STATEMENT INFORMATION

Statement: [Redacted]
Billing Date: 10/07/14
Due Date: 10/27/14
Total Amount Due: \$144.02
Amount Enclosed: \$

Please include your statement number on your check and make payable to: SHENTEL

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002671290011141007000144020149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [Redacted]
Bill Date: 10/07/14
Due Date: 10/27/14

Previous Charges

Previous Bill Amount: \$132.74
Payments Received: \$132.74 cr
Balance Forward: \$0.00

Current Charges

Internet: \$44.98
Cable: \$93.98
Taxes & Surcharges: \$5.06
Total Current Charges: \$144.02

Total Amount Due \$144.02

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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Call **1-800-SHENTEL** now to get SHOWTIME® & THE MOVIE CHANNEL for **\$8.95/mo for 12 months!**

Not all services available in all areas. Subject to eligibility requirements and other restrictions apply. Offer ends 10/31/14. After 12 month promotional period ends, rates for SHOWTIME will be \$15.95 per month. ©2014 Showtime Networks Inc. All rights reserved. SHOWTIME and related marks are trademarks of Showtime Networks Inc., a CBS Company. "Homeland": ©Twentieth Century Fox Film Corporation. All rights reserved.

INTERNET
Service Charges for ██████████

Date	Description	Qty	Amount
10/07/14-11/06/14	5M Internet	1	\$39.95
10/07/14-11/06/14	Wireless Cable Modem Rent	1	\$8.00
10/07/14-11/06/14	Net Bundle Discount	1	\$2.97 cr
Totals			\$44.98

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Totals	\$0.42

████████ **Total** **\$45.40**

Internet Usage (GB): 11 **Data Limit (GB): 250 as of (5/1/15)**

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

CABLE
Service Charges for ██████████

Date	Description	Qty	Amount
10/07/14-11/06/14	Copyright Fee	1	\$0.38
10/07/14-11/06/14	Broadcast TV Surcharge	1	\$3.45
10/07/14-11/06/14	Cable Bundle Discount	1	\$2.98 cr
10/07/14-11/06/14	Add'l SD/HD Converter	1	\$5.95
10/07/14-11/06/14	1st HD/DVR Converter	1	\$16.95
10/07/14-11/06/14	Digital Converter	1	\$5.95
10/07/14-11/06/14	Digital Essentials Cable	1	\$69.95
10/07/14-11/06/14	HD/DVR 24 Month Promotion	1	\$5.67 cr
Totals			\$93.98

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.54
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.64

████████ **Total** **\$98.62**

LOCAL FRANCHISE AUTHORITIES
 Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

[REDACTED]
[REDACTED] GROUSE LN
[REDACTED] GLADE HILL VA 24092 [REDACTED]

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$30.27
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001982650011141002000030270143

Please detach and return above portion with your payment



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Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$30.28
Payments Received: \$30.28 cr
Balance Forward: \$0.00

Current Charges

Cable: \$27.78
Taxes & Surcharges: \$2.49
Total Current Charges: \$30.27

Total Amount Due \$30.27

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES



NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Smart Phone
- Tablet
- Xbox 360/One
- Google Chromecast
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

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Cable Television Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Economy Cable	1	\$23.95
Totals			\$27.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$1.39
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$2.49

[REDACTED] Total \$30.27

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

Check here if providing any customer information on reverse side.

PO BOX
MARTINSVILLE VA 24115

STATEMENT INFORMATION

Statement:	
Billing Date	09/25/14
Due Date:	10/15/14
Total Amount Due:	\$180.44
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900003004330011140925000180440145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

IMPORTANT MESSAGES

Don't let homework slow you down!

UPGRADE YOUR INTERNET TODAY!



High-Speed Internet
Add Internet with speeds up to 101Mbps!



All services not available in all areas. Internet: Actual speeds vary and are not guaranteed. Subject to eligibility guidelines and other restrictions may apply.

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/25/14
Due Date	10/15/14

Previous Charges

Previous Bill Amount	\$180.50
Payments Received	\$180.50 cr
Balance Forward	\$0.00

Current Charges

Internet	\$62.99
Telephone	\$18.19
Cable	\$89.71
Taxes & Surcharges	\$9.55
Total Current Charges	\$180.44

Total Amount Due \$180.44

Any unpaid balance is subjected to a \$5 late charge on 10/16/14

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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Billing Information

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- LOCAL BANKS: Refer to www.shentel.com or contact
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- IN PERSON: Refer to www.shentel.com for locations

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Cable Television Service

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Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.

Call **811** before you dig.

INTERNET

Service Charges for ██████████			
Date	Description	Qty	Amount
09/25/14-10/24/14	15M Internet	1	\$69.95
09/25/14-10/24/14	Net Bundle Discount	1	\$6.96 cr
09/25/14-10/24/14	Security Cover-Protect	1	\$5.99
09/25/14-10/24/14	Security Cover-Protect Cr	1	\$5.99 cr
08/26/14-09/24/14	Prorate Add Security Cover-Pro	1	\$5.78
08/26/14-09/24/14	Prorate Add Security Cover-Pro	1	\$5.78 cr
Totals			\$62.99

██████████ **Total** **\$62.99**

Internet Usage (GB): 27

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

TELEPHONE

Service Charges for ██████████ Telephone: (540) ██████████			
Date	Description	Qty	Amount
09/25/14-10/24/14	LNP Surcharge	1	\$0.17
09/25/14-10/24/14	Local Only Phone	1	\$24.95
09/25/14-10/24/14	Phone Bundle Discount	1	\$6.97 cr
09/25/14-10/24/14	INTRASTATE INTRALATA NON-CALL	1	\$0.04
Totals			\$18.19

Taxes, Fees & Surcharges		
Description	Tax Amount	
Federal Excise Tax	\$0.63	
State Comm Tax	\$1.04	
Universal Service Fee	\$0.03	
Public Utility Comm Fee	\$0.05	
E-911 Fee	\$0.75	
USF Surcharge	\$2.61	
Totals	\$5.11	

██████████ **Total** **\$23.30**

Long Distance Detail (540) ██████████

Date	Time	To Number	Location	Min	Amount
██████	██████	██████████	██████████	██████	██████

Calling Plan (540) ██████████

Description	Amount
INTRASTATE INTRALATA NON-CALL PLAN TOLL AMOUNT	\$0.04

CABLE

Service Charges for ██████████			
Date	Description	Qty	Amount
09/25/14-10/24/14	Copyright Fee	1	\$0.38
09/25/14-10/24/14	Broadcast TV Surcharge	1	\$3.45
09/25/14-10/24/14	Cable Bundle Discount	1	\$6.97 cr
09/25/14-10/24/14	1st HD/DVR Converter	1	\$16.95

CABLE

Service Charges for ██████████			
Date	Description	Qty	Amount
09/25/14-10/24/14	Digital Converter	1	\$5.95
09/25/14-10/24/14	Digital Essentials Cable	1	\$69.95
Totals			\$89.71

Taxes, Fees & Surcharges		
Description	Tax Amount	
State Comm Tax	\$3.34	
Right-of-Way Fee	\$1.02	
FCC Regulatory Fee	\$0.08	
Totals	\$4.44	

██████████ **Total** **\$94.15**

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

VIRGINIA KEY LN
UNION HALL VA 24176

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/16/14
Due Date: 11/06/14
Total Amount Due: \$109.45
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002050780011141016000109450141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/16/14
Due Date: 11/06/14

Previous Charges

Previous Bill Amount: \$109.59
Payments Received: \$109.59 cr
Balance Forward: \$0.00

Current Charges

Internet: \$60.47
Telephone: \$40.65
Taxes & Surcharges: \$8.33
Total Current Charges: \$109.45

Total Amount Due \$109.45

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

On or after May 1, 2015, each Shentel Internet package will be designated with a specific allowance of Internet access. Please refer to the Internet Usage section of your bill to view both your current usage and the data allowance that will be available for your Internet package after May 1. Approximately 95% of all Internet customers will not be affected by this change.

Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Information on Services

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Cable Television Service

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MAKE IT EASY

 never miss a payment with **Automatic Payment Plan**

 Call **1-800-SHENTEL**
 or visit **shentel.com** today!

INTERNET

Service Charges for ██████████

Date	Description	Qty	Amount
10/16/14-11/15/14	15M Internet	1	\$64.95
10/16/14-11/15/14	Net Bundle Discount	1	\$4.48 cr
10/16/14-11/15/14	Security Cover-Protect	1	\$5.99
10/16/14-11/15/14	Security Cover-Protect Cr	1	\$5.99 cr
Totals			\$60.47

 ██████████ **Total** **\$60.47**
Internet Usage (GB): 42 Data Allowance (GB): 400 as of (5/1/15)

 If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

TELEPHONE

Service Charges for ██████████ **Telephone: (540)** ██████████

Date	Description	Qty	Amount
10/16/14-11/15/14	EMTA Wired-Rent	1	\$5.00
10/16/14-11/15/14	LNP Surcharge	1	\$0.17
10/16/14-11/15/14	Unlimited Phone	1	\$39.95
10/16/14-11/15/14	Phone Bundle Discount	1	\$4.47 cr
Totals			\$40.65

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Federal Excise Tax	\$0.01
State Comm Tax	\$2.01
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.08
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
USF Surcharge	\$4.17
Totals	\$8.33

 ██████████ **Total** **\$48.98**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

OLD MOUNTAIN RD
PENHOOK VA 24137

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$128.83
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002000930011141002000128830149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$128.84
Payments Received: \$128.84 cr
Balance Forward: \$0.00

Current Charges

Cable: \$88.68
Internet: \$34.95
Taxes & Surcharges: \$5.20
Total Current Charges: \$128.83

Total Amount Due \$128.83

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Ultimate Cable	1	\$72.95
10/02/14-11/01/14	Converter	2	\$11.90
Totals			\$88.68

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.84
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.94

[REDACTED] Total \$93.62

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Wired Cable Modem Rental	1	\$5.00
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$34.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$35.21

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

BYRDS MILL RD
GLADE HILL VA 24092

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$159.87
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001981050011141002000159870149

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$159.88
Payments Received: \$159.88 cr
Balance Forward: \$0.00

Current Charges

Cable: \$123.53
Internet: \$29.95
Taxes & Surcharges: \$6.39
Total Current Charges: \$159.87

Total Amount Due \$159.87

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

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Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

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Personal Telephone Service

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MAKE IT EASY

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Ultimate Cable	1	\$72.95
10/02/14-11/01/14	Converter	3	\$17.85
10/02/14-11/01/14	Digital Cinemax	1	\$14.95
10/02/14-11/01/14	Digital Starz/Encore	1	\$13.95
Totals			\$123.53

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$5.29
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$6.39

[REDACTED] Total \$129.92

LOCAL FRANCHISE AUTHORITIES
Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$29.95

[REDACTED] Total \$29.95

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

TRIPPLE CREEK RD
ROCKY MOUNT VA 24151

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$132.15
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002044030011141002000132150143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$132.25
Payments Received: \$132.25 cr
Balance Forward: \$0.00

Current Charges

Cable: \$69.81
Internet: \$25.99
Telephone: \$26.15
Taxes & Surcharges: \$10.20
Total Current Charges: \$132.15

Total Amount Due **\$132.15**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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 or visit **shentel.com** today!

CABLE

Service Charges for ██████████			
Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Cable Bundle Discount	1	\$3.97 cr
10/02/14-11/01/14	1st HD/DVR Converter	1	\$16.95
10/02/14-11/01/14	Digital Essentials Cable	1	\$69.95
10/02/14-11/01/14	HD/DVR 24 Month Promotion	1	\$16.95 cr
Totals			\$69.81

Taxes, Fees & Surcharges			Tax Amount
	Description		
	State Comm Tax		\$3.49
	Right-of-Way Fee		\$1.02
	FCC Regulatory Fee		\$0.08
Totals			\$4.59

██████████ **Total** **\$74.40**

LOCAL FRANCHISE AUTHORITIES
 Franklin County

VA0471

INTERNET

Service Charges for ██████████			
Date	Description	Qty	Amount
10/02/14-11/01/14	3M Internet	1	\$29.95
10/02/14-11/01/14	Net Bundle Discount	1	\$3.96 cr
Totals			\$25.99

██████████ **Total** **\$25.99**

Internet Usage (GB): 4 **Data Limit (GB): 200 as of (5/1/15)**

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

TELEPHONE

Service Charges for ██████████ Telephone: (540) ██████████			
Date	Description	Qty	Amount
10/02/14-11/01/14	EMTA Wired-Rent	1	\$5.00
10/02/14-11/01/14	LNP Surcharge	1	\$0.17
10/02/14-11/01/14	Local Only Phone	1	\$24.95
10/02/14-11/01/14	Phone Bundle Discount	1	\$3.97 cr
Totals			\$26.15

Taxes, Fees & Surcharges			Tax Amount
	Description		
	State Sales Tax		\$0.21
	Local Sales Tax		\$0.05

TELEPHONE

Service Charges for ██████████ Telephone: (540) ██████████		
	Description	Tax Amount
	Federal Excise Tax	\$0.72
	State Comm Tax	\$1.19
	Universal Service Fee	\$0.03
	Public Utility Comm Fee	\$0.05
	E-911 Fee	\$0.75
	USF Surcharge	\$2.61
Totals		\$5.61

317545 Total **\$31.76**

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

510670202003059

████████████████████
██████████ TRIPPLE CREEK RD
ROCKY MOUNT VA 24151-██████████

Statement: ██████████ 1
Bill Date: 07/24/2012
Due Date: 08/04/2012

Statement Summary

Previous Charges

Previous Bill Amount:	61.57
Payments Received:	61.57
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges

Monthly Charges:	125.00
One Time Charges:	52.55
Usage Charges:	.52
Taxes, Surcharges & Fees:	8.69
Total Current Charges:	186.76

Total Due: 186.76

Telephone Account [REDACTED] (540) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
LNP Surcharge	.17	.02
Local Phone	.00	.00
Local Only Phone	24.95	2.80
USF Surcharge	2.54	.22
EMTA Option	.00	.00
EMTA Wired-Rent	5.00	.25
Phone Bundle Discount	5.30-	.44-

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Del Local Only Phone	13.30-	1.10-
Prorate Del USF Surcharge	1.35-	.11-
Prorate Del EMTA Wired-Rent	2.66-	.14-
Prorate Add Local Only Phone	13.30	1.10
Prorate Add USF Surcharge	1.35	.11
Prorate Add EMTA Wired-Rent	2.66	.14
Prorate Add Phone Bundle Disco	2.82-	.23-

Usage Charges Detail

Charge Description	Charge Amount	Tax Amount
INTRASTATE INTRALATA NON-CALL	.52	.03
Account Total	25.06	2.65

Date & Time	To Place	To Number	Min	Amount
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Internet Account [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
10M Internet	49.95	.00
Net Bundle Discount	5.30-	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add Net Bundle Discoun	2.82-	.00
Account Total	41.83	.00

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Copyright Fee	.26	.01
Broadcast TV Surcharge	2.08	.10
Essentials Cable	55.95	3.79
Cable Bundle Discount	5.30-	.27-

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add Copyright Fee	.13	.01
Prorate Add Broadcast TV Surch	1.10	.06
Prorate Add Essentials Cable	29.83	2.48
Prorate Add Cable Bundle Disco	2.82-	.14-
Install/Trip-Cable	29.95	.00
Account Total	111.18	6.04



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

TRIPPLE CREEK RD
ROCKY MOUNT VA 24151

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/16/14
Due Date: 11/06/14
Total Amount Due: \$51.11
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002101590011141016000051110141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/16/14
Due Date: 11/06/14

Previous Charges

Previous Bill Amount: \$51.11
Payments Received: \$51.11 cr
Balance Forward: \$0.00

Current Charges

Cable: \$25.90
Internet: \$24.95
Taxes & Surcharges: \$0.26
Total Current Charges: \$51.11

Total Amount Due \$51.11

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

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New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	Employee 1st HD/DVR Conv	1	\$6.00
10/16/14-11/15/14	Add'l HD/DVR Converter	2	\$19.90
Totals			\$25.90

[REDACTED] Total \$25.90

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	Employee Internet Disc	1	\$10.00 cr
10/16/14-11/15/14	3M Internet	1	\$29.95
10/16/14-11/15/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$24.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$25.21

Internet Usage (GB): 2 Data Allowance (GB): 200 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

REDBUD LN
MONETA VA 24121

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/25/14
Due Date: 11/15/14
Total Amount Due: \$179.20
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001988290011141025000179200143

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STATEMENT SUMMARY

Statement Information

Statement	[REDACTED]
Bill Date	10/25/14
Due Date	11/15/14

Previous Charges

Previous Bill Amount	\$179.20
Payments Received	\$179.20 cr
Balance Forward	\$0.00

Current Charges

Internet	\$59.95
Cable	\$113.71
Taxes & Surcharges	\$5.54
Total Current Charges	\$179.20

Total Amount Due **\$179.20**

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Statement Number: _____

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Signature: _____

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 or visit **shentel.com** today!

INTERNET

Service Charges for ██████ ID: ██████

Date	Description	Qty	Amount
10/25/14-11/24/14	Wireless Cable Modem Rent	1	\$8.00
10/25/14-11/24/14	Internet Discount	1	\$20.00 cr
10/25/14-11/24/14	Maestro Modem Credit	1	\$8.00 cr
10/25/14-11/24/14	15M Internet	1	\$79.95
10/25/14-11/24/14	Security Cover-Protect	1	\$5.99
10/25/14-11/24/14	Security Cover-Protect Cr	1	\$5.99 cr
Totals			\$59.95

 ██████ **Total** **\$59.95**
Internet Usage (GB): 201 Data Allowance (GB): 400 as of (5/1/15)

 If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

CABLE

Service Charges for ██████

Date	Description	Qty	Amount
10/25/14-11/24/14	Broadcast TV Surcharge	1	\$3.45
10/25/14-11/24/14	Copyright Fee	1	\$0.38
10/25/14-11/24/14	Ultimate HD Cable	1	\$75.95
10/25/14-11/24/14	Home Gateway Box	1	\$14.95
10/25/14-11/24/14	Home Gateway Player	3	\$15.00
10/25/14-11/24/14	Digital HBO	1	\$17.95
10/25/14-11/24/14	Promo-Cable	1	\$5.00 cr
10/25/14-11/24/14	HBO 1/2 Off 12 Mo	1	\$8.97 cr
Totals			\$113.71

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$4.44
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$5.54

 ██████ **Total** **\$119.25**

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
ALEAN RD
BOONES MILL VA 24065-██████████

→ STATEMENT INFORMATION

Statement:	██████████
Billing Date	10/02/14
Due Date:	10/21/14
Total Amount Due:	\$125.47
Amount Enclosed:	\$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001947960011141002000125470142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	██████████
Bill Date	10/02/14
Due Date	10/21/14

Previous Charges

Previous Bill Amount	\$135.97
Payments Received	\$135.97 cr
Balance Forward	\$0.00

Current Charges

Cable	\$90.73
Internet	\$29.95
Taxes & Surcharges	\$4.79
Total Current Charges	\$125.47

Total Amount Due **\$125.47**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

📌 IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	1st HD/DVR Converter	1	\$16.95
10/02/14-11/01/14	Digital Essentials Cable	1	\$69.95
Totals			\$90.73

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.69
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.79

[REDACTED] Total \$95.52

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$5.00 cr
10/02/14-11/01/14	MACH II - Standard	1	\$39.95
10/02/14-11/01/14	Promo-Net	1	\$5.00 cr
Totals			\$29.95

[REDACTED] Total \$29.95

Internet Usage (GB): 6 Data Limit (GB): 300 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PO BOX
BOONES MILL VA 24065

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/25/14
Due Date: 11/15/14
Total Amount Due: \$131.58
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001944560011141025000131580144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/25/14
Due Date: 11/15/14

Previous Charges

Previous Bill Amount: \$131.58
Payments Received: \$131.58 cr
Balance Forward: \$0.00

Current Charges

Internet: \$50.98
Cable: \$75.75
Taxes & Surcharges: \$4.85
Total Current Charges: \$131.58

Total Amount Due **\$131.58**

Any unpaid balance is subjected to a \$5 late charge on 11/16/14

IMPORTANT MESSAGES

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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& THE MOVIE CHANNEL for **\$8.95/mo for 12 months!**

Not all services available in all areas. Subject to eligibility requirements and other restrictions apply. Offer ends 10/31/14. After 12 month promotional period ends, rates for SHOWTIME will be \$15.95 per month. ©2014 Showtime Networks Inc. All rights reserved. SHOWTIME and related marks are trademarks of Showtime Networks Inc., a CBS Company. "Homeland": ©Twentieth Century Fox Film Corporation. All rights reserved.

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/25/14-11/24/14	10M Internet	1	\$49.95
10/25/14-11/24/14	Wired Cable Modem Rental	1	\$5.00
10/25/14-11/24/14	Net Bundle Discount	1	\$3.97 cr
Totals			\$50.98

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$51.24

Internet Usage (GB): 318 Data Allowance (GB): 300 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/25/14-11/24/14	Copyright Fee	1	\$0.38
10/25/14-11/24/14	Broadcast TV Surcharge	1	\$3.45
10/25/14-11/24/14	Cable Bundle Discount	1	\$3.98 cr
10/25/14-11/24/14	Digital Converter	1	\$5.95
10/25/14-11/24/14	Digital Essentials Cable	1	\$69.95
Totals			\$75.75

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.49
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.59

[REDACTED] Total \$80.34

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

BOONES MILL RD
BOONES MILL VA 24065

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$118.27
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001948380011141002000118270145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$118.27
Payments Received: \$118.27 cr
Balance Forward: \$0.00

Current Charges

Cable: \$74.73
Internet: \$39.95
Taxes & Surcharges: \$3.59
Total Current Charges: \$118.27

Total Amount Due: \$118.27

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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IN PERSON: Refer to www.shentel.com for locations

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Wire Maintenance	1	\$2.95
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Advanced HD Cable	1	\$67.95
10/02/14-11/01/14	DVR Converter	1	\$16.95
10/02/14-11/01/14	HD/DVR Promo 12 Months	1	\$16.95 cr
Totals			\$74.73

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.59
Totals	\$3.59

[REDACTED] Total \$78.32

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	10M Internet	1	\$59.95
Totals			\$39.95

[REDACTED] Total \$39.95

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

510670204001049

[REDACTED]
[REDACTED] WHITE OAK RD
BOONES MILL VA 24065- [REDACTED]

Statement: [REDACTED]
Bill Date: 11/16/2010
Due Date: 11/26/2010

Statement Summary

Previous Charges

Previous Bill Amount:	236.26
Payments Received:	120.00
Balance Adjustments:	.00
Balance Forward:	116.26

Current Charges

Monthly Charges:	112.20
One Time Charges:	24.51
Usage Charges:	1.25
Taxes, Surcharges & Fees:	6.66
Total Current Charges:	144.62

Total Due: 260.88

Statement: [REDACTED]
Bill Date: 11/16/2010

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Digital Basic	66.20	4.14
Copyright Fee	.26	.01
Retransmission Fee	1.65	.08
Triple Play Cable Cr	9.40-	.47-

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Directory Assistance	4.05	.00
Long Distance	1.26	.00
Directory Assistance	4.05	.00
Long Distance	.90	.00
Directory Assistance	2.70	.00
Long Distance	1.38	.00
Prorate Prev Month Taxes	1.43	.00
Late Charge	5.00	.00
Prorate-Bill Date Change	3.74	.00
Account Total	83.22	3.76

Internet Account [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Mach I	29.95	.00
Triple Play Internet Cr	4.25-	.00
Account Total	25.70	.00

Telephone Account 288436 (540) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Res Local Calling (WV&VA)	.00	.00
Local Only	24.95	2.77
EMTA Phone Modem	5.00	.25
USF Surcharge	2.09	.16
Triple Play Phone Cr	4.25-	.34-

Statement: [REDACTED]
Bill Date: 11/16/2010

Usage Charges Detail

Charge Description	Charge Amount	Tax Amount
DIR ASST. NON-CALL PLAN TOLL A	1.25	.06
Account Total	29.04	2.90

Date & Time	To Place	To Number	Min	Amount
[REDACTED]				



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

TAYLORS RD
BOONES MILL VA 24065

→ STATEMENT INFORMATION

Statement:	
Billing Date	10/02/14
Due Date:	10/21/14
Total Amount Due:	\$122.62
Amount Enclosed:	\$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001946860011141002000122620148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/02/14
Due Date	10/21/14

Previous Charges

Previous Bill Amount	\$196.54
Payments Received	\$196.54 cr
Balance Forward	\$0.00

Current Charges

Cable	\$87.73
Internet	\$29.95
Taxes & Surcharges	\$4.94
Total Current Charges	\$122.62

Total Amount Due **\$122.62**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

📌 IMPORTANT MESSAGES

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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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The following are accepted methods of payment:

- ONLINE: www.shentel.com
- MAIL: PO Box 37014, Baltimore MD 21297
- PHONE: 1-800-SHENTEL
- BANK DRAFT: See above
- LOCAL BANKS: Refer to www.shentel.com or contact Customer Service for locations
- IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Disconnect Policy

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

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Personal Telephone Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Ultimate Cable	1	\$72.95
10/02/14-11/01/14	Converter	1	\$5.95
	Late Charge	1	\$5.00
Totals			\$87.73

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.84
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.94

[REDACTED] **Total** **\$92.67**

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] **ID:** [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$29.95

[REDACTED] **Total** **\$29.95**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
CROOKED RUN RD
BOONES MILL VA 24065-██████████

→ STATEMENT INFORMATION

Statement: ██████████
Billing Date: 10/16/14
Due Date: 11/06/14
Total Amount Due: \$49.95
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900003115480011141016000049950141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

i IMPORTANT MESSAGES

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STATEMENT SUMMARY

Statement Information

Statement: ██████████
Bill Date: 10/16/14
Due Date: 11/06/14

Previous Charges

Previous Bill Amount: \$49.95
Payments Received: \$49.95 cr
Balance Forward: \$0.00

Current Charges

Internet: \$49.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$49.95

Total Amount Due \$49.95

Any unpaid balance is subjected to a \$5 late charge on 11/07/14



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	10M Internet	1	\$49.95
Totals			\$49.95

[REDACTED] Total **\$49.95**

Internet Usage (GB): 62 **Data Allowance (GB): 300 as of (5/1/15)**

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.



10/16/14

\$49.95

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

BONBROOK MILL RD
BOONES MILL VA 24065

STATEMENT INFORMATION

Statement:	
Billing Date	10/25/14
Due Date:	11/05/14
Total Amount Due:	\$245.57
Amount To Be Drafted:	\$245.57

No payment required at this time. Your account will be drafted on 11/05/14 or the first business day that follows.

9900002965560011141025000245570140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/25/14
Due Date	11/05/14

Previous Charges

Previous Bill Amount	\$242.89
Payments Received	\$242.89 cr
Balance Forward	\$0.00

Current Charges

Internet	\$79.45
Telephone	\$25.12
Cable	\$129.25
Taxes & Surcharges	\$11.75
Total Current Charges	\$245.57

Total Amount Due	\$245.57
-------------------------	-----------------

IMPORTANT MESSAGES

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*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

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 or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
10/25/14-11/24/14	Paperless Bill Credit	1	\$0.50 cr
10/25/14-11/24/14	Internet Discount	1	\$20.00 cr
10/25/14-11/24/14	25M Internet	1	\$99.95
10/25/14-11/24/14	Security Cover-Protect	1	\$5.99
10/25/14-11/24/14	Security Cover-Protect Cr	1	\$5.99 cr
Totals			\$79.45

[REDACTED] **Total** **\$79.45**

Internet Usage (GB): 115 Data Allowance (GB): 500 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

TELEPHONE

Service Charges for [REDACTED] Telephone: (540) [REDACTED]			
Date	Description	Qty	Amount
10/25/14-11/24/14	Wireless EMTA-Rent	1	\$8.00
10/25/14-11/24/14	LNP Surcharge	1	\$0.17
10/25/14-11/24/14	Unlimited Phone	1	\$39.95
10/25/14-11/24/14	Unlimited Phone Discount	1	\$15.00 cr
10/25/14-11/24/14	Maestro EMTA Credit	1	\$8.00 cr
Totals			\$25.12

Taxes, Fees & Surcharges		
Description	Tax Amount	
Federal Excise Tax	\$0.31 cr	
State Comm Tax	\$1.48	
Universal Service Fee	\$0.03	
Public Utility Comm Fee	\$0.06	
E-911 Fee	\$0.75	
USF Surcharge	\$4.17	
Totals	\$6.18	

[REDACTED] **Total** **\$31.30**

CABLE

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
10/25/14-11/24/14	Broadcast TV Surcharge	1	\$3.45
10/25/14-11/24/14	Copyright Fee	1	\$0.38
10/25/14-11/24/14	Ultimate HD Cable	1	\$75.95
10/25/14-11/24/14	Home Gateway Box	1	\$14.95
10/25/14-11/24/14	Home Gateway Player	5	\$25.00
10/25/14-11/24/14	Digital Starz/Encore	1	\$13.95
10/25/14-11/24/14	Starz Promo 1/2 for 3 Mo	1	\$4.43 cr
Totals			\$129.25

CABLE

Service Charges for [REDACTED]		
Taxes, Fees & Surcharges		
Description	Tax Amount	
State Comm Tax	\$4.47	
Right-of-Way Fee	\$1.02	
FCC Regulatory Fee	\$0.08	
Totals	\$5.57	

[REDACTED] **Total** **\$134.82**

LOCAL FRANCHISE AUTHORITIES
 Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
MOUNTAINAIRE RD
BOONES MILL VA 24065-██████████

→ STATEMENT INFORMATION

Statement:	██████████
Billing Date	10/07/14
Due Date:	10/27/14
Total Amount Due:	\$45.21
Amount Enclosed:	\$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002228330011141007000045210148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	██████████
Bill Date	10/07/14
Due Date	10/27/14

Previous Charges

Previous Bill Amount	\$45.21
Payments Received	\$45.21 cr
Balance Forward	\$0.00

Current Charges

Internet	\$44.95
Taxes & Surcharges	\$0.26
Total Current Charges	\$45.21

Total Amount Due **\$45.21**

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

📌 IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/07/14-11/06/14	5M Internet	1	\$39.95
10/07/14-11/06/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$44.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$45.21

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
BUTLER LN
ROCKY MOUNT VA 24151-██████████

→ STATEMENT INFORMATION

Statement: ██████████
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$103.27
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002037960011141002000103270141

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Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: ██████████
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$161.41
Payments Received: \$161.41 cr
Balance Forward: \$0.00

Current Charges

Cable: \$68.78
Internet: \$29.95
Taxes & Surcharges: \$4.54
Total Current Charges: \$103.27

Total Amount Due \$103.27

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

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New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Advanced Cable	1	\$64.95
Totals			\$68.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.44
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.54

[REDACTED] Total \$73.32

LOCAL FRANCHISE AUTHORITIES Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$29.95

[REDACTED] Total \$29.95

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

DUGWELL RD
ROCKY MOUNT VA 24151

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/07/14
Due Date: 10/27/14
Total Amount Due: \$77.06
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002334920011141007000077060147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/07/14
Due Date: 10/27/14

Previous Charges

Previous Bill Amount: \$77.15
Payments Received: \$77.15 cr
Balance Forward: \$0.00

Current Charges

Internet: \$39.95
Telephone: \$30.12
Taxes & Surcharges: \$6.99
Total Current Charges: \$77.06

Total Amount Due \$77.06

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

On or after May 1, 2015, each Shentel Internet package will be designated with a specific allowance of Internet access. Please refer to the Internet Usage section of your bill to view both your current usage and the data allowance that will be available for your Internet package after May 1. Approximately 95% of all Internet customers will not be affected by this change.

Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

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or visit **shentel.com** today!

INTERNET

Service Charges for ██████████

Date	Description	Qty	Amount
10/07/14-11/06/14	Internet Discount	1	\$20.00 cr
10/07/14-11/06/14	10M Internet	1	\$59.95
Totals			\$39.95

██████████ **Total** **\$39.95**

TELEPHONE

Service Charges for ██████████ **Telephone: (540)** ██████████

Date	Description	Qty	Amount
10/07/14-11/06/14	EMTA Wired-Rent	1	\$5.00
10/07/14-11/06/14	LNP Surcharge	1	\$0.17
10/07/14-11/06/14	Local Only	1	\$24.95
Totals			\$30.12

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Federal Excise Tax	\$0.87
State Comm Tax	\$1.39
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.06
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
USF Surcharge	\$2.61
Totals	\$6.99

██████████ **Total** **\$37.11**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
N 4TH ST APT ██████████
WYTHEVILLE VA 24382 ██████████

→ STATEMENT INFORMATION

Statement: ██████████
Billing Date: 06/07/14
Due Date: 06/27/14
Total Amount Due: \$142.69
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001881590011140607000142690148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: ██████████
Bill Date: 06/07/14
Due Date: 06/27/14

Previous Charges

Previous Bill Amount: \$147.76
Payments Received: \$147.76 cr
Balance Forward: \$0.00

Current Charges

Cable: \$92.38
Internet: \$44.95
Taxes & Surcharges: \$5.36
Total Current Charges: \$142.69

Total Amount Due **\$142.69**

Any unpaid balance is subjected to a \$5 late charge on 06/28/14

IMPORTANT MESSAGES

MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN



Shentel's Automatic Payment Plan utilizes a secure banking system which is designed to make bill payments and record-keeping **easier** and more efficient.

It is an optional and convenient way to pay your bill. It reduces paperwork, saves time and ends the need to pay by mail or in person.

The amount of your bill will automatically be deducted from your checking account on the due date. Never miss another payment!

Please visit our website at www.shentel.com or call 1-800-SHENTEL to sign up today!



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
06/07/14-07/06/14	Broadcast TV Surcharge	1	\$4.15
06/07/14-07/06/14	Copyright Fee	1	\$0.38
06/07/14-07/06/14	Ultimate HD Cable	1	\$75.95
06/07/14-07/06/14	Converter	2	\$11.90
Totals			\$92.38

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$4.03
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
Totals	\$5.09

[REDACTED] Total \$97.47

LOCAL FRANCHISE AUTHORITIES

Town of Wytheville
150 East Monroe Street
Wytheville, VA 24382
(276) 223-3333
VA0051

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
06/07/14-07/06/14	Wired Cable Modem Rental	1	\$5.00
06/07/14-07/06/14	Internet Discount	1	\$20.00 cr
06/07/14-07/06/14	10M Internet	1	\$59.95
Totals			\$44.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
Totals	\$0.27

[REDACTED] Total \$45.22

Internet Usage (GB): 9

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

RIVER ROCK DR
ROCKY MOUNT VA 24151

→ STATEMENT INFORMATION

Statement:	
Billing Date	10/02/14
Due Date:	10/13/14
Total Amount Due:	\$119.07
Amount To Be Drafted:	\$119.07

No payment required at this time. Your account will be drafted on 10/13/14 or the first business day that follows.

9900002035510011141002000119070142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/02/14
Due Date	10/13/14

Previous Charges

Previous Bill Amount	\$119.08
Payments Received	\$119.08 cr
Balance Forward	\$0.00

Current Charges

Cable	\$84.18
Internet	\$29.95
Taxes & Surcharges	\$4.94
Total Current Charges	\$119.07

Total Amount Due	\$119.07
-------------------------	-----------------

📌 IMPORTANT MESSAGES

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Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft
Statement Name: _____
Statement Number: _____
Bank Name: _____
Bank's Routing Number: _____
Please include copy of voided check
Signature: _____

Change of Billing Address

Address Line 1: _____
Address Line 2: _____
City: _____
State: _____
Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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- MAIL: PO Box 37014, Baltimore MD 21297
- PHONE: 1-800-SHENTEL
- BANK DRAFT: See above
- LOCAL BANKS: Refer to www.shentel.com or contact
Customer Service for locations
- IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Disconnect Policy

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Information on Services

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Cable Television Service

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Automatic Bill Pay Credit	1	\$1.50 cr
10/02/14-11/01/14	Wire Maintenance	1	\$2.95
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Ultimate Cable	1	\$72.95
10/02/14-11/01/14	Converter	1	\$5.95
Totals			\$84.18

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.84
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.94

[REDACTED] Total \$89.12

LOCAL FRANCHISE AUTHORITIES
Franklin County

VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$29.95

[REDACTED] Total \$29.95

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

510670205004071

██████████
██████████ N 4TH ST APT ██████████
WYTHEVILLE VA 24382-██████████

Statement: ██████████
Bill Date: 01/07/2012
Due Date: 01/17/2012

Statement Summary

Previous Charges

Previous Bill Amount:	263.44
Payments Received:	263.44
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges

Monthly Charges:	122.76
One Time Charges:	.00
Usage Charges:	.08
Taxes, Surcharges & Fees:	6.94
Total Current Charges:	129.78

Total Due: 129.78

Statement: [REDACTED]
Bill Date: 01/07/2012

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Digital Essentials	68.95	4.36
Copyright Fee	.03	.00
Broadcast TV Surcharge	1.93	.10
Triple Play Cable Cr	9.40-	.47-
1st SD Converter	.00	.00
Additional Digital Equip	6.95	.00
Account Total	68.46	3.99

Internet Account [REDACTED] [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Mach I	29.95	.00
Triple Play Internet Cr	4.25-	.00
Account Total	25.70	.00

Telephone Account [REDACTED] (276) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Res Local Calling (WV&VA)	.00	.00
Local Only	24.95	2.80
EMTA Phone Modem	5.00	.25
USF Surcharge	2.90	.25
Triple Play Phone Cr	4.25-	.35-

Usage Charges Detail

Charge Description	Charge Amount	Tax Amount
INTRASTATE INTERLATA NON-CALL	.08	.00
Account Total	28.68	2.95

Date & Time	To Place	To Number	Min	Amount
-------------	----------	-----------	-----	--------

[REDACTED]



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

SIX MILE POST RD
ROCKY MOUNT VA 24151

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/16/14
Due Date: 11/06/14
Total Amount Due: \$110.11
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002039020011141016000110110145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/16/14
Due Date: 11/06/14

Previous Charges

Previous Bill Amount: \$110.12
Payments Received: \$110.13 cr
Balance Forward: \$0.01 cr

Current Charges

Cable: \$65.78
Internet: \$39.95
Taxes & Surcharges: \$4.39
Total Current Charges: \$110.12

Total Amount Due: \$110.11

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	Copyright Fee	1	\$0.38
10/16/14-11/15/14	Broadcast TV Surcharge	1	\$3.45
10/16/14-11/15/14	Essentials Cable	1	\$61.95
Totals			\$65.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.29
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.39

[REDACTED] Total \$70.17

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	MACH II - Standard	1	\$39.95
Totals			\$39.95

[REDACTED] Total \$39.95

Internet Usage (GB): 9 Data Allowance (GB): 300 as of (5/1/15)

If you are interested in learning more about your monthly internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

OWENS DR
FERRUM VA 24088

STATEMENT INFORMATION

Statement: [Redacted]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$95.47
Amount Enclosed: \$

Please include your statement number on your check and make payable to: SHENTEL

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001978530011141002000095470141

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [Redacted]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$95.48
Payments Received: \$95.48 cr
Balance Forward: \$0.00

Current Charges

Cable: \$90.68
Taxes & Surcharges: \$4.79
Total Current Charges: \$95.47

Total Amount Due \$95.47

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

WATCH ESPN

NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Smart Phone
- Tablet
- Xbox 360/One
- Google Chromecast
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.

SHENTEL®
Always connected to you

WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
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IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$3.45
10/02/14-11/01/14	Add'l SD/HD Converter	1	\$5.95
10/02/14-11/01/14	1st HD Converter	1	\$10.95
10/02/14-11/01/14	Digital Essentials Cable	1	\$69.95
Totals			\$90.68

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.69
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.79

[REDACTED] Total \$95.47

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

STATEMENT INFORMATION

Statement:	
Billing Date	10/16/14
Due Date:	11/06/14
Total Amount Due:	\$0.00
Amount Enclosed:	\$ _____

No payment required at this time.

ARTHUR CIR
FERRUM VA

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/16/14
Due Date	11/06/14

Previous Charges

Previous Bill Amount	\$0.00
Payments Received	\$0.00
Balance Forward	\$0.00

Current Charges

Cable	\$0.00
Internet	\$0.00
Taxes & Surcharges	\$0.00
Total Current Charges	\$0.00

Total Amount Due **\$0.00**

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 9 a.m.-5p.m.

Customers may visit www.shentel.com

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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Reporting Service Problems

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

 Check here if providing any customer information on reverse side.

 RED HORSE DR
 GOODVIEW VA 24095

STATEMENT INFORMATION

Statement:	
Billing Date	10/16/14
Due Date:	11/06/14
Total Amount Due:	\$114.69
Amount Enclosed:	\$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014


9900002036540011141016000114690142

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	10/16/14
Due Date	11/06/14

Previous Charges

Previous Bill Amount	\$115.31
Payments Received	\$116.00 cr
Balance Forward	\$0.69 cr

Current Charges

Cable	\$65.78
Internet	\$44.95
Taxes & Surcharges	\$4.65
Total Current Charges	\$115.38

Total Amount Due	\$114.69
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 11/07/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

On or after May 1, 2015, each Shentel Internet package will be designated with a specific allowance of Internet access. Please refer to the Internet Usage section of your bill to view both your current usage and the data allowance that will be available for your Internet package after May 1. Approximately 95% of all Internet customers will not be affected by this change.

Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	Copyright Fee	1	\$0.38
10/16/14-11/15/14	Broadcast TV Surcharge	1	\$3.45
10/16/14-11/15/14	Essentials Cable	1	\$61.95
Totals			\$65.78

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.29
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.39

[REDACTED] Total \$70.17

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/16/14-11/15/14	MACH II - Standard	1	\$39.95
10/16/14-11/15/14	Wired Cable Modem Rental	1	\$5.00
Totals			\$44.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Totals	\$0.26

[REDACTED] Total \$45.21

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

██████████
CHERRY HILL LN
ROCKY MOUNT VA 24151-██████████

→ STATEMENT INFORMATION

Statement: ██████████
Billing Date: 10/07/14
Due Date: 10/27/14
Total Amount Due: \$466.55
Amount Enclosed: \$ _____

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900003051990031141007000466550144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement: ██████████
Bill Date: 10/07/14
Due Date: 10/27/14

Previous Charges

Previous Bill Amount: \$306.59
Payments Received: \$0.00
Balance Forward: \$306.59

Current Charges

Internet: \$59.95
Cable: \$94.92
Taxes & Surcharges: \$5.09
Total Current Charges: \$159.96

Total Amount Due **\$466.55**

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

📌 IMPORTANT MESSAGES

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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IN PERSON: Refer to www.shentel.com for locations

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or visit **shentel.com** today!

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/07/14-11/06/14	Internet Discount	1	\$20.00 cr
10/07/14-11/06/14	15M Internet	1	\$79.95
10/07/14-11/06/14	Security Cover-Protect	1	\$5.99
10/07/14-11/06/14	Security Cover-Protect Cr	1	\$5.99 cr
Totals			\$59.95

[REDACTED] Total \$59.95

CABLE

Service Charges for [REDACTED] ID: (540) [REDACTED]

Date	Description	Qty	Amount
10/07/14-11/06/14	Broadcast TV Surcharge	1	\$3.45
10/07/14-11/06/14	Copyright Fee	1	\$0.38
10/07/14-11/06/14	Ultimate HD Cable	1	\$75.95
10/07/14-11/06/14	DTA Converter	4	\$7.96
10/07/14-11/06/14	DVR Converter	1	\$16.95
09/03/14-10/06/14	Prorate DTA Converter	1	\$2.18
10/07/14-11/06/14	HD/DVR Promo 12 Months	1	\$16.95 cr
	Late Charge	1	\$5.00
Totals			\$94.92

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.99
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$5.09

[REDACTED] Total \$100.01

LOCAL FRANCHISE AUTHORITIES

Franklin County

VA0471

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PO BOX
KENBRIDGE VA 23944

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/07/14
Due Date: 10/27/14
Total Amount Due: \$233.02
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002457040011141007000233020140

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

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STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/07/14
Due Date: 10/27/14

Previous Charges

Previous Bill Amount: \$304.48
Payments Received: \$204.48 cr
Balance Forward: \$100.00

Current Charges

Cable: \$89.52
Internet: \$37.95
Taxes & Surcharges: \$5.55
Total Current Charges: \$133.02

Total Amount Due: \$233.02

Any unpaid balance is subjected to a \$5 late charge on 10/28/14

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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Billing Information

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
 Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/07/14-11/06/14	Wire Maintenance	1	\$2.95
10/07/14-11/06/14	Broadcast TV Surcharge	1	\$4.29
10/07/14-11/06/14	Copyright Fee	1	\$0.38
10/07/14-11/06/14	Ultimate HD Cable	1	\$75.95
10/07/14-11/06/14	Converter	1	\$5.95
10/07/14-11/06/14	Promo-Cable	1	\$5.00 cr
	Late Charge	1	\$5.00
Totals			\$89.52

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$4.03
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$5.13

[REDACTED] Total \$94.65

LOCAL FRANCHISE AUTHORITIES

Town of Kenbridge
P.O. Box 478
Kenbridge, VA 23944
(434) 676-2452
VA0239

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/07/14-11/06/14	Wireless Cable Modem Rent	1	\$8.00
10/07/14-11/06/14	Internet Discount	1	\$20.00 cr
10/07/14-11/06/14	5M Internet	1	\$49.95
Totals			\$37.95

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Totals	\$0.42

[REDACTED] Total \$38.37

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

SPRING GROVE RD
KENBRIDGE VA 23944

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$0.00
Amount Enclosed: \$ _____

No payment required at this time.

Please detach and return above portion with your payment

IMPORTANT MESSAGES



NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Xbox 360/One
- Smart Phone
- Google Chromecast
- Tablet
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



Always connected to you

WatchESPN is only available to customers who receive ESPN as part of their TV subscription.



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$0.00
Payments Received: \$0.00
Balance Forward: \$0.00

Current Charges

Cable: \$0.00
Taxes & Surcharges: \$0.00
Total Current Charges: \$0.00

Total Amount Due: \$0.00

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Courtesy Essentials Serv	1	\$61.95 cr
10/02/14-11/01/14	Essentials Cable	1	\$61.95
Totals			\$0.00

[REDACTED] Total \$0.00

LOCAL FRANCHISE AUTHORITIES

Town of Kenbridge
P.O. Box 478
Kenbridge, VA 23944
(434) 676-2452
VA0239

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

HAMLETT DR
BLACKSTONE VA 23824

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$73.04
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001795890011141002000073040147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$73.05
Payments Received: \$73.05 cr
Balance Forward: \$0.00

Current Charges

Cable: \$68.61
Taxes & Surcharges: \$4.43
Total Current Charges: \$73.04

Total Amount Due \$73.04

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

WATCH ESPN

NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Smart Phone
- Tablet
- Xbox 360/One
- Google Chromecast
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$4.29
10/02/14-11/01/14	DTA Converter	1	\$1.99
10/02/14-11/01/14	Essentials Cable	1	\$61.95
Totals			\$68.61

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.33
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.43

[REDACTED] Total \$73.04

LOCAL FRANCHISE AUTHORITIES

Town of Blackstone
100 W. Elm St.
Blackstone, VA 23824
(434) 292-7251
VA0289

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

511350003003015

██████████
██████████ TENNESSEE AVE
CREWE VA 23930-██████████

Statement: ██████████
Bill Date: 11/02/2010
Due Date: 11/11/2010

Statement Summary

Previous Charges	
Previous Bill Amount:	57.01
Payments Received:	57.01
Balance Adjustments:	.00
Balance Forward:	.00
Current Charges	
Monthly Charges:	53.57
One Time Charges:	1.79
Usage Charges:	.00
Taxes, Surcharges & Fees:	3.51
Total Current Charges:	58.87
Total Due:	58.87

Statement: [REDACTED]
Bill Date: 11/02/2010

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Expanded Basic	52.20	3.44
Copyright Fee	.24	.01
Retransmission Fee	1.13	.06

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate-Bill Date Change	1.79	.00
Account Total	55.36	3.51

SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

511479301003051

[REDACTED]
[REDACTED] ZION HILL RD
FARMVILLE VA 23901-[REDACTED]

Statement: [REDACTED]
Bill Date: 03/07/2012
Due Date: 03/17/2012

Statement Summary

Previous Charges

Previous Bill Amount:	.00
Payments Received:	.00
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges

Monthly Charges:	72.61
One Time Charges:	48.85-
Usage Charges:	.00
Taxes, Surcharges & Fees:	4.51
Total Current Charges:	28.27

Total Due: 28.27

Statement: [REDACTED]
Bill Date: 03/07/2012

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Copyright Fee	.08	.00
Broadcast TV Surcharge	3.58	.18
1st SD Converter	.00	.00
Digital Essentials	68.95	4.36
Cable Promo	.00	.00
Cable Promotion	.00	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add Copyright Fee	.04	.00
Prorate Add Broadcast TV Surch	2.14	.11
Prorate Add Digital Essentials	41.37	2.98
Cable Promo	39.00-	1.95-
Free Installation Promo	.00	.00
Advance Payment	30.00-	.00
Cable Promo	23.40-	1.17-
Account Total	23.76	4.51

SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

511479302011107

[REDACTED]
[REDACTED] BUFFALO HEIGHTS RD
FARMVILLE VA 23901-[REDACTED]

Statement: [REDACTED]
Bill Date: 08/07/2012
Due Date: 08/17/2012

Statement Summary

Previous Charges

Previous Bill Amount:	399.61
Payments Received:	200.00
Balance Adjustments:	.00
Balance Forward:	199.61

Current Charges

Monthly Charges:	186.55
One Time Charges:	5.00
Usage Charges:	.00
Taxes, Surcharges & Fees:	8.05
Total Current Charges:	199.60

Total Due: 399.21

Statement: [REDACTED]
Bill Date: 08/07/2012

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Copyright Fee	.08	.00
Broadcast TV Surcharge	3.58	.18
Digital Essentials	68.95	4.44
1st SD Converter	.00	.00
HD/DVR Converter 1st Box	16.95	.00

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Late Charge	5.00	.00
Account Total	94.56	4.62

Internet Account [REDACTED] NET-Network

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
15M Internet	64.95	.00
Internet Bundle Credit	8.57-	.00
Account Total	56.38	.00

Telephone Account [REDACTED] (434) [REDACTED] VCR-VOIP-Res-ShenTel Cable

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
LNP Surcharge	.17	.02
Unlimited Phone	.00	.00
USF Surcharge	4.07	.33
Unlimited Phone	39.95	2.83
EMTA Wired-Rent	5.00	.25
Phone Bundle Credit	8.58-	.00

Usage Charges Detail

Charge Description		Charge Amount	Tax Amount
Unlimited Calling	TIME	.00	.00
Unlimited Calling	TIME	.00	.00
Account Total		40.61	3.43

SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

511479302012038

[REDACTED]
[REDACTED] GERMANTOWN RD
FARMVILLE VA 23901-[REDACTED]

Statement: [REDACTED]
Bill Date: 06/07/2011
Due Date: 06/17/2011

Statement Summary

Previous Charges	
Previous Bill Amount:	.00
Payments Received:	.00
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges	
Monthly Charges:	54.04
One Time Charges:	27.19
Usage Charges:	.00
Taxes, Surcharges & Fees:	8.33
Total Current Charges:	89.56

Total Due: 89.56

Statement: [REDACTED]
Bill Date: 06/07/2011

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Copyright Fee	.08	.00
Retransmission Fee	1.76	.09
Essentials Cable Service	52.20	3.44

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate Add Copyright Fee	.11	.01
Prorate Add Retransmission Fee	2.58	.13
Prorate Add Essentials Cable S	76.55	4.66
Installation Fee	49.95	.00
Advance Payment	102.00-	.00
Account Total	81.23	8.33



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

COLLEGE RD
FARMVILLE VA 23901

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date 09/02/14
Due Date: 09/21/14
Total Amount Due: \$37.11
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001938890011140902000037110144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

🔍 STATEMENT SUMMARY

Statement Information

Statement [REDACTED]
Bill Date 09/02/14
Due Date 09/21/14

Previous Charges

Previous Bill Amount \$37.11
Payments Received \$37.11 cr
Balance Forward \$0.00

Current Charges

Cable \$34.57
Taxes & Surcharges \$2.54
Total Current Charges \$37.11

Total Amount Due \$37.11

Any unpaid balance is subjected to a \$5 late charge on 09/22/14

📌 IMPORTANT MESSAGES

MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN



Shentel's Automatic Payment Plan utilizes a secure banking system which is designed to make bill payments and record-keeping **easier** and more efficient.

It is an optional and convenient way to pay your bill. It reduces paperwork, saves time and ends the need to pay by mail or in person.

The amount of your bill will automatically be deducted from your checking account on the due date. Never miss another payment!

Please visit our website at www.shentel.com or call 1-800-SHENTEL to sign up today!



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Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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**Know what's below.
Call 811 before you dig.**

CABLE

Service Charges for ██████████

Date	Description	Qty	Amount
09/02/14-10/01/14	Copyright Fee	1	\$0.38
09/02/14-10/01/14	Broadcast TV Surcharge	1	\$4.29
09/02/14-10/01/14	Economy Cable	1	\$23.95
09/02/14-10/01/14	Digital Converter	1	\$5.95
Totals			\$34.57

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$1.43
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.09
Totals	\$2.54

██████████ **Total** **\$37.11**

LOCAL FRANCHISE AUTHORITIES

Prince Edward County
Post Office Box 382
Farmville, VA 23901
(434) 392-8837
VA0452

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SHENTEL
500 Shentel Way
PO Box 459
Edinburg, VA 22824
1-800-SHENTEL

511970501003063

██████████
██████████ PEPPERS FERRY RD
WYTHEVILLE VA 24382-██████████

Statement: ██████████
Bill Date: 11/02/2010
Due Date: 11/11/2010

Statement Summary

Previous Charges	
Previous Bill Amount:	60.49
Payments Received:	60.49
Balance Adjustments:	.00
Balance Forward:	.00

Current Charges	
Monthly Charges:	56.90
One Time Charges:	1.90
Usage Charges:	.00
Taxes, Surcharges & Fees:	3.53
Total Current Charges:	62.33

Total Due: 62.33

Statement: [REDACTED]
Bill Date: 11/02/2010

Cable Account [REDACTED] CVA-Shentel Cable-VA

Monthly Charges Detail

Charge Description	Charge Amount	Tax Amount
Outlet Maintenance	2.95	.00
Expanded Basic	52.20	3.44
Copyright Fee	.03	.00
Retransmission Fee	1.72	.09

One Time Charges Detail

Charge Description	Charge Amount	Tax Amount
Prorate-Bill Date Change	1.90	.00
Account Total	58.80	3.53



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PEPPERS FERRY RD
WYTHEVILLE VA 24382

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$129.25
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001884000011141002000129250144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$135.40
Payments Received: \$135.40 cr
Balance Forward: \$0.00

Current Charges

Cable: \$69.48
Internet: \$29.95
Telephone: \$20.12
Taxes & Surcharges: \$9.70
Total Current Charges: \$129.25

Total Amount Due **\$129.25**

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

Attention Shentel Cable Internet Customers:

On or after May 1, 2015, each Shentel Internet package will be designated with a specific allowance of Internet access. Please refer to the Internet Usage section of your bill to view both your current usage and the data allowance that will be available for your Internet package after May 1. Approximately 95% of all Internet customers will not be affected by this change.

Internet usage over the described allowance after May 1, 2015, will result in additional charges of \$10 per 50GB block of usage. We encourage customers to monitor Internet usage at www.shentel.com/myaccount. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if use consistently exceeds the designated allowance in your Shentel Internet package. If you have questions about this, please call 1-800-SHENTEL or refer to the Acceptable Use Policy on www.shentel.com. Log in with your zip code. Go to Corporate Information. Select Terms and Conditions and under Internet, select Acceptable Use Policy.



Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

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The following are accepted methods of payment:

ONLINE: www.shentel.com
MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
Customer Service for locations
IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$4.15
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Advanced Cable	1	\$64.95
Totals			\$69.48

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.48
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.58

[REDACTED] Total \$74.06

LOCAL FRANCHISE AUTHORITIES

Wythe County
340 South Sixth Street
Wytheville, VA 24382
2762236024
VA0114

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Internet Discount	1	\$20.00 cr
10/02/14-11/01/14	5M Internet	1	\$49.95
Totals			\$29.95

[REDACTED] Total \$29.95

TELEPHONE

Service Charges for [REDACTED] Telephone: (276) [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	EMTA Wired-Rent	1	\$5.00
10/02/14-11/01/14	LNP Surcharge	1	\$0.17
10/02/14-11/01/14	Local Only Phone	1	\$24.95
10/02/14-11/01/14	Local Phone Discount	1	\$10.00 cr
Totals			\$20.12

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.21
Local Sales Tax	\$0.05
Federal Excise Tax	\$0.54
State Comm Tax	\$0.89
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.04
E-911 Fee	\$0.75
USF Surcharge	\$2.61
Totals	\$5.12

[REDACTED] Total \$25.24

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Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

 Check here if providing any customer information on reverse side.

 PO BOX [REDACTED]
 RURAL RETREAT VA 24368 [REDACTED]

STATEMENT INFORMATION

 Statement: [REDACTED]
 Billing Date: 05/02/14
Due Date: 05/21/14
Total Amount Due: \$386.31
 Amount Enclosed: \$ _____

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel
 P.O. Box 37014
 Baltimore, MD 21297-3014


9900003008790011140502000386310144

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-8:00pm
 Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

 Statement: [REDACTED]
 Bill Date: 05/02/14
 Due Date: 05/21/14

Previous Charges

 Previous Bill Amount: \$430.62
 Payments Received: \$210.00 cr
 Balance Forward: \$220.62

Current Charges

 Cable: \$76.17
 Telephone: \$42.82
 Internet: \$34.65
 Taxes & Surcharges: \$12.05
 Total Current Charges: \$165.69

Total Amount Due **\$386.31**

IMPORTANT MESSAGES

Tracking Internet Usage

Shentel Internet customers now can track their Internet use on their monthly bill in gigabytes (GB) in the Internet Service Charges box.

INTERNET			
Service Charges for 111111 ID: aaaaaa			
Date	Description	Qty	Amount
08/02/13-09/01/13	10M Internet	1	\$49.95
08/02/13-09/01/13	Wired Cable Modem Rental	1	\$5.00
Totals			\$54.95
111111 Total			\$54.95

Internet Usage (GB): 394

If you are interested in monitoring your internet usage, please go to www.shentel.com/trackaccnt.

 Customers also can find the Internet Usage Meter by going to My Account at www.shentel.com. In addition to seeing your current usage statistics, customers can view their Internet usage for the previous three months. This meter tracks usage only, not content. Shentel strictly protects the privacy rights of its customers.


Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
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IN PERSON: Refer to www.shentel.com for locations

Reporting Service Problems

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Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



Know what's below.

Call **811** before you dig.

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
05/02/14-06/01/14	Copyright Fee	1	\$0.38
05/02/14-06/01/14	Broadcast TV Surcharge	1	\$4.15
05/02/14-06/01/14	Cable Bundle Discount	1	\$5.30 cr
05/02/14-06/01/14	DTA Converter	1	\$1.99
05/02/14-06/01/14	DVR Converter	1	\$16.95
05/02/14-06/01/14	Digital Essentials Cable	1	\$69.95
05/02/14-06/01/14	HD/DVR Promo 12 Months	1	\$16.95 cr
	Late Charge	1	\$5.00
Totals			\$76.17

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.46
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
Totals	\$4.52

[REDACTED] Total \$80.69

TELEPHONE

Service Charges for [REDACTED] Telephone: (276) [REDACTED]

Date	Description	Qty	Amount
05/02/14-06/01/14	Wireless EMTA-Rent	1	\$8.00
05/02/14-06/01/14	LNP Surcharge	1	\$0.17
05/02/14-06/01/14	Unlimited Phone	1	\$39.95
05/02/14-06/01/14	Phone Bundle Discount	1	\$5.30 cr
Totals			\$42.82

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
Federal Excise Tax	\$0.02 cr
State Comm Tax	\$1.97
Universal Service Fee	\$0.03
Public Utility Comm Fee	\$0.08
E-911 Fee	\$0.75
USF Surcharge	\$4.30
Totals	\$7.53

527682 Total \$50.35

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
05/02/14-06/01/14	5M Internet	1	\$39.95
05/02/14-06/01/14	Net Bundle Discount	1	\$5.30 cr
Totals			\$34.65

[REDACTED] Total \$34.65

INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
------	-------------	-----	--------

Internet Usage (GB): 24

If you are interested in learning more about your Internet usage, please go to www.shentel.com/myaccount.

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

FOUR SEASONS RD
RURAL RETREAT VA 24368

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$70.91
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900002995940011141002000070910143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$70.92
Payments Received: \$70.92 cr
Balance Forward: \$0.00

Current Charges

Cable: \$66.48
Taxes & Surcharges: \$4.43
Total Current Charges: \$70.91

Total Amount Due: \$70.91

IMPORTANT MESSAGES



NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Xbox 360/One
- Smart Phone
- Google Chromecast
- Tablet
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



Always connected to you

WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
LOCAL BANKS: Refer to www.shentel.com or contact
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IN PERSON: Refer to www.shentel.com for locations

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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$4.15
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Essentials Cable	1	\$61.95
Totals			\$66.48

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.33
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.43

[REDACTED] Total \$70.91

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

GRAYSON RD
WYTHEVILLE VA 24382

STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 10/02/14
Due Date: 10/21/14
Total Amount Due: \$231.60
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014



9900001881390011141002000231600143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-8:00pm
Saturday 9:00am-5:00pm

Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 10/02/14
Due Date: 10/21/14

Previous Charges

Previous Bill Amount: \$152.74
Payments Received: \$0.00
Balance Forward: \$152.74

Current Charges

Cable: \$74.43
Taxes & Surcharges: \$4.43
Total Current Charges: \$78.86

Total Amount Due: \$231.60

Any unpaid balance is subjected to a \$5 late charge on 10/22/14

IMPORTANT MESSAGES

WATCH ESPN

NOW AVAILABLE!

Check out WatchESPN on Shentel! WatchESPN brings you 24/7 live programming from your favorite ESPN networks. WatchESPN is available on:

- Computer
- Smart Phone
- Tablet
- Xbox 360/One
- Google Chromecast
- And more!

WatchESPN is available at no additional cost to fans who receive ESPN as part of their TV subscription.

To start watching you must:

1. Go to watchteverywhere.com and create an account.
2. Download the WatchESPN app or visit WatchESPN.com.
3. When prompted select your TV provider.
4. Enter your Watch TV Everywhere username and password.



WatchESPN is only available to customers who receive ESPN as part of their TV subscription.

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

New Bank Draft Change Existing Bank Draft

Statement Name: _____

Statement Number: _____

Bank Name: _____

Bank's Routing Number: _____

Please include copy of voided check

Signature: _____

Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

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PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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MAKE IT EASY

never miss a payment with **Automatic Payment Plan**

Call **1-800-SHENTEL**
or visit **shentel.com** today!

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
10/02/14-11/01/14	Wire Maintenance	1	\$2.95
10/02/14-11/01/14	Copyright Fee	1	\$0.38
10/02/14-11/01/14	Broadcast TV Surcharge	1	\$4.15
10/02/14-11/01/14	Essentials Cable	1	\$61.95
	Late Charge	1	\$5.00
Totals			\$74.43

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.33
Right-of-Way Fee	\$1.02
FCC Regulatory Fee	\$0.08
Totals	\$4.43

[REDACTED] Total \$78.86

LOCAL FRANCHISE AUTHORITIES

Town of Wytheville
150 East Monroe Street
Wytheville, VA 24382
(276) 223-3333
VA0051

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