



SHENTEL
Always connected to you

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

CABLE

Service Charges for [REDACTED]

Date	Description	Qty	Amount
09/02/13-10/01/13	Digital Essentials Cable	1	\$70.95
09/02/13-10/01/13	Copyright Fee	1	\$0.31
09/02/13-10/01/13	Broadcast TV Surcharge	1	\$2.54
Totals			\$73.80

Taxes, Fees & Surcharges

Description	Tax Amount
State Comm Tax	\$3.70
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.08
Totals	\$4.75

[REDACTED] Total \$78.55

LOCAL FRANCHISE AUTHORITIES

Franklin County
1255 Franklin Street, Suite 112
Rocky Mount, VA 24151
(540) 483-3030
VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
09/02/13-10/01/13	Internet Discount	1	\$5.00 cr
09/02/13-10/01/13	MACH II - Standard	1	\$39.95
09/02/13-10/01/13	Wired Cable Modem Rental	1	\$5.00
Totals			\$39.95

Taxes, Fees & Surcharges

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

[REDACTED] Total \$40.22

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PLEASANT VIEW DR
ROCKY MOUNT VA 24151-5177

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/16/13
Due Date: 10/06/13
Total Amount Due: \$165.68
Amount Enclosed: \$ _____

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

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



9900002038590011130916000165680148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 09/16/13
Due Date: 10/06/13

Previous Charges

Previous Bill Amount: \$2.12
Payments Received: \$2.12 cr
Balance Forward: \$0.00

Current Charges

Internet: \$165.68
Taxes & Surcharges: \$0.00
Total Current Charges: \$165.68

Total Amount Due \$165.68

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

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.-6 p.m. and Saturday 9 a.m.-1p.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 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: _____

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

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Always connected to you

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INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
09/16/13-10/15/13	MACH II Internet	1	\$41.95
09/16/13-10/15/13	Misapplied payment	1	\$123.73
Totals			\$165.68
[REDACTED]	Total		\$165.68

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

PLEASANT HILL RD
ROCKY MOUNT VA 24151-5470

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date 09/25/13
Due Date 10/15/13
Total Amount Due: \$181.41
Amount Enclosed: \$ _____

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

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



9900002882120011130925000181410142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement [REDACTED]
Bill Date 09/25/13
Due Date 10/15/13

Previous Charges

Previous Bill Amount \$128.04
Payments Received \$0.00
Balance Forward \$128.04

Current Charges

Internet \$52.95
Taxes & Surcharges \$0.42
Total Current Charges \$53.37

Total Amount Due \$181.41

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

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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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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Information on Services

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INTERNET

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/25/13-10/24/13	5M Internet	1	\$39.95
09/25/13-10/24/13	Wireless Cable Modem Rent	1	\$8.00
	Late Charge	1	\$5.00
Totals			\$52.95
Taxes, Fees & Surcharges			
	Description		Tax Amount
	State Sales Tax		\$0.34
	Local Sales Tax		\$0.08
Totals			\$0.42
[REDACTED] Total			\$53.37

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement: [REDACTED]
 Billing Date: 09/16/13
 Due Date: 10/06/13
 Total Amount Due: \$0.91 cr
 Amount Enclosed: \$ _____

No payment required at this time.

[REDACTED] PLEASANT HILL RD
ROCKY MOUNT VA 24151-5150

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
 Call: 1-800-SHENTEL
 Write: P.O. Box 459, Edinburg, VA 22824
 Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
 Bill Date: 09/16/13
 Due Date: 10/06/13

Previous Charges

Previous Bill Amount: \$0.86 cr
 Payments Received: \$42.00 cr
 Balance Forward: \$42.86 cr

Current Charges

Internet: \$41.95
 Taxes & Surcharges: \$0.00
 Total Current Charges: \$41.95

Total Amount Due: \$0.91 cr

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

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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MAIL: PO Box 37014, Baltimore MD 21297
PHONE: 1-800-SHENTEL
BANK DRAFT: See above
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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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Personal Telephone Service

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Always connected to you

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INTERNET

Service Charges for [REDACTED]

Date	Description	Qty	Amount
09/16/13-10/15/13	MACH II Internet	1	\$41.95
Totals			\$41.95

[REDACTED] **Total** **\$41.95**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

ELM AVE SW
ROANOKE VA 24016-4028

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/25/13
Due Date: 10/15/13
Total Amount Due: \$151.29
Amount Enclosed: \$ _____

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

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



9900002043250011130925000151290145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 09/25/13
Due Date: 10/15/13

Previous Charges

Previous Bill Amount: \$311.75
Payments Received: \$311.75 cr
Balance Forward: \$0.00

Current Charges

Cable: \$86.27
Internet: \$60.48
Taxes & Surcharges: \$4.54
Total Current Charges: \$151.29

Total Amount Due: \$151.29

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

IMPORTANT MESSAGES

How to Contact Shentel

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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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BANK DRAFT: See above
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Reporting Service Problems

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Personal Telephone Service

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Always connected to you

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CABLE

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	\$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	\$2.54
09/25/13-10/24/13	Cable Bundle Discount	1	\$4.48 cr
09/25/13-10/24/13	1st HD/DVR Converter	1	\$16.95
09/25/13-10/24/13	Digital Essentials Cable	1	\$70.95
Totals			\$86.27

Taxes, Fees & Surcharges		
Description	Tax Amount	
State Comm Tax		\$3.48
Right-of-Way Fee		\$0.97
FCC Regulatory Fee		\$0.09
Totals		\$4.54

[REDACTED] Total **\$90.81**

LOCAL FRANCHISE AUTHORITIES

Franklin County
1255 Franklin Street, Suite 112
Rocky Mount, VA 24151
(540) 483-3030
VA0471

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
09/25/13-10/24/13	15M Internet	1	\$69.95
09/25/13-10/24/13	Internet Discount	1	\$5.00 cr
09/25/13-10/24/13	Net Bundle Discount	1	\$4.47 cr
Totals			\$60.48

[REDACTED] Total **\$60.48**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

DOE RUN RD
ROCKY MOUNT VA 24151-4557

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/16/13
Due Date: 10/06/13
Total Amount Due: \$44.95
Amount Enclosed: \$

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

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



9900002036710011130916000044950148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement [REDACTED]
Bill Date: 09/16/13
Due Date: 10/06/13

Previous Charges

Previous Bill Amount: \$44.95
Payments Received: \$44.95 cr
Balance Forward: \$0.00

Current Charges

Internet: \$44.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$44.95

Total Amount Due: \$44.95

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

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 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.

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

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

INTERNET

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	MACH II - Standard	1	\$39.95
	Late Charge	1	\$5.00
Totals			\$44.95
[REDACTED]	Total		\$44.95

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FIPS: 510670209002004

To Reach Customer Service - Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm

Call: (877) 743-8538
Write: P.O.Box 768, Rustburg, VA 24588
E-mail: contactva@shentelnow.com

PO BOX
ROCKY MOUNT VA 24151-0593



Statement Summary

Bill Messages

There are two easy ways to contact Shentel: Call 1-800-SHENTEL 800-(743-6835) or go to www.shentel.com online. 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.-6 p.m. and Saturday 9 a.m.-1 p.m.

Or, customers may visit www.shentel.com and enter a zip code in the search box to find answers to almost all questions. Customers can shop any time for products and services like Internet, Home Phone and Television. We are here for you.

Statement Information

Statement # [REDACTED]
Bill Date 06/07/2012
Due Date 06/17/2012

Previous Charges

Previous Bill Amount 151.16
Payments Received 151.16
Balance Forward .00

Current Charges

Telephone Services 28.08
Internet Services 33.88
Cable Services 78.24
Other Charges .00
Taxes, Surcharges & Fees 10.79
Total Current Charges 150.99

Amount Due

Total Amount Due 150.99

Any unpaid balance is subjected to a late charge of \$5.00 after 06/27/2012

PLEASE INCLUDE YOUR STATEMENT NUMBER ON YOUR CHECK OR ONLINE BILL PAYMENT

Keep this portion for your records.

Please fold and tear at perforation. Return with your correspondence, bank draft, or billing address changes.

Statement Information

[REDACTED]

Total Amount Due 150.99
Amount Enclosed _____

Statement # [REDACTED]
Bill Date 06/07/2012
Due Date 06/17/2012

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

Check here if providing any customer information on reverse side.

SHENTEL THANKS YOU FOR YOUR BUSINESS!



00002711680011120607000150990146

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 877-743-8538.

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 10 days following the due date. 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.shentelnow.com
- MAIL: PO Box 37014, Baltimore MD 21297
- PHONE: (877) 743-8538
- BANK DRAFT: See below
- LOCAL BANKS: Refer to www.shentelnow.com or and/or contact Customer Service for
- IN PERSON: locations

Reporting Service Problems

To reach repair or support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-866-871-8167.

Rate Codes for Long Distance

Class of call (1 st digit):	Rate Period (2 nd digit):
C=Customer dialed calling card	D=Day
S=Direct dialed station	E=Evening
P=Person to person	N=Night
O=Operator station	

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: _____

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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Change of Billing Address

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Zip: _____

Shentel [REDACTED]

Service Charges

Date	Description	Qty	Amount
06/07-07/06	LNP Surcharge	1	.17
06/07-07/06	EMTA Wireless-Rent	1	8.00
06/07-07/06	Local Only Phone	1	24.95
06/07-07/06	Phone Bundle Credit	1	6.08CR

Totals 27.04

Taxes and Surcharges

Description	Tax Amount
Federal Excise Tax	.84
State Sales Tax	.32
State Comm Tax	1.40
Local Sales Tax	.08
E-911 Fee	.75
Public Utility Comm Fee	.06
USF Surcharge	2.82

Totals 6.27

Tolls: [REDACTED]

Date	Time	To	Number	C/P/T	Min	Amount
[REDACTED]						
						<u>1.04</u>

Call Plan Summary

INTRASTATE INTRALATA NON-CALL PLAN TOLL AMOUNT 1.04

Totals 1.04

Taxes and Surcharges

Description	Tax Amount
State Comm Tax	.05

Totals .05

397893 TOTAL 34.40

Shentel

Service Charges

Date	Description	Qty	Amount
06/07-07/06	5M Internet	1	39.95
06/07-07/06	Internet Bundle Credit	1	6.07CR

Totals 33.88

[REDACTED] TOTAL 33.88

Shentel

Service Charges

Date	Description	Qty	Amount
06/07-07/06	Copyright Fee	1	.26
06/07-07/06	Broadcast TV Surcharge	1	2.08
06/07-07/06	Digital Essentials	1	68.95
06/07-07/06	Addl Dig Converter Rental	1	6.95

Totals 78.24

Taxes and Surcharges

Description	Tax Amount
State Comm Tax	3.56
Right-of-Way Fee	.83
FCC Regulatory Fee	.08

Totals 4.47

[REDACTED] TOTAL 82.71



Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

DOE RUN RD
ROCKY MOUNT VA 24151-6052

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/16/13
Due Date: 10/06/13
Total Amount Due: \$131.89
Amount Enclosed: \$ _____

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

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



9900003023800011130916000131890142

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement [REDACTED]
Bill Date: 09/16/13
Due Date: 10/06/13

Previous Charges

Previous Bill Amount: \$152.42
Payments Received: \$80.75 cr
Balance Forward: \$71.67

Current Charges

Internet: \$59.95
Taxes & Surcharges: \$0.27
Total Current Charges: \$60.22

Total Amount Due \$131.89

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

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

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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: _____

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Billing Information

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

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Disconnect Policy

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SHENTEL®
Always connected to you

Know what's below.

Call 811 before you dig.

INTERNET

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	10M Internet	1	\$49.95
09/16/13-10/15/13	Wired Cable Modem Rental	1	\$5.00
	Late Charge	1	\$5.00
Totals			\$59.95

Taxes, Fees & Surcharges		
Description	Tax Amount	
State Sales Tax	\$0.22	
Local Sales Tax	\$0.05	
Totals	\$0.27	

[REDACTED] Total \$60.22

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

SONTAG RD
ROCKY MOUNT VA 24151-4400

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/16/13
Due Date: 10/06/13
Total Amount Due: \$162.24
Amount Enclosed: \$ _____

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

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



9900002131450011130916000162240147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 09/16/13
Due Date: 10/06/13

Previous Charges

Previous Bill Amount: \$167.23
Payments Received: \$167.23 cr
Balance Forward: \$0.00

Current Charges

Cable: \$92.22
Internet: \$65.48
Taxes & Surcharges: \$4.54
Total Current Charges: \$162.24

Total Amount Due \$162.24

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

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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 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: _____

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

Reporting Service Problems

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Disconnect Policy

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SHENTEL®
Always connected to you

Know what's below.

Call 811 before you dig.

CABLE			
Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	Copyright Fee	1	\$0.31
09/16/13-10/15/13	Broadcast TV Surcharge	1	\$2.54
09/16/13-10/15/13	Cable Bundle Discount	1	\$4.48 cr
09/16/13-10/15/13	Add'l SD/HD Converter	1	\$5.95
09/16/13-10/15/13	1st HD/DVR Converter	1	\$16.95
09/16/13-10/15/13	Digital Essentials Cable	1	\$70.95
Totals			<u>\$92.22</u>
Taxes, Fees & Surcharges			
	Description		Tax Amount
	State Comm Tax		\$3.48
	Right-of-Way Fee		\$0.97
	FCC Regulatory Fee		\$0.09
Totals			<u>\$4.54</u>
[REDACTED] Total			\$96.76

LOCAL FRANCHISE AUTHORITIES
Franklin County
1255 Franklin Street, Suite 112
Rocky Mount, VA 24151
(540) 483-3030
VA0471

INTERNET			
Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	15M Internet	1	\$69.95
09/16/13-10/15/13	Net Bundle Discount	1	\$4.47 cr
Totals			<u>\$65.48</u>
[REDACTED] Total			\$65.48

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

WHEELER RD
LYNCHBURG VA 24504-5351

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date 09/16/13
Due Date 10/06/13
Total Amount Due: \$214.71
Amount Enclosed: \$ _____

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

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



9900001838590011130916000214710148

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8.00am-6:00pm
Saturday 9.00am-1:00pm

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

STATEMENT SUMMARY

Statement Information

Statement [REDACTED]
Bill Date 09/16/13
Due Date 10/06/13

Previous Charges

Previous Bill Amount \$104.85
Payments Received \$0.00
Balance Forward \$104.85

Current Charges

Cable \$65.80
Internet \$39.95
Taxes & Surcharges \$4.11
Total Current Charges \$109.86

Total Amount Due \$214.71

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

IMPORTANT MESSAGES



YOU WILL LOSE CHANNELS WITHOUT THIS ADAPTER!

If you haven't gotten yours yet, please contact us right away.

www.shentel.com/adapter

Shentel is going all-digital very soon, which means a clearer picture and CD-quality sound. You need to get a small adapter for any TV that isn't already connected to a Shentel cable box.

*****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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CABLE

Service Charges for [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	Copyright Fee	1	\$0.31
09/16/13-10/15/13	Broadcast TV Surcharge	1	\$2.54
09/16/13-10/15/13	Essentials Cable	1	\$57.95
	Late Charge	1	\$5.00
Totals			\$65.80

Taxes, Fees & Surcharges			Tax Amount
	Description		
	State Comm Tax		\$3.05
	Right-of-Way Fee		\$0.97
	FCC Regulatory Fee		\$0.09
Totals			\$4.11

[REDACTED] Total **\$69.91**

LOCAL FRANCHISE AUTHORITIES

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

INTERNET

Service Charges for [REDACTED] ID: [REDACTED]			
Date	Description	Qty	Amount
09/16/13-10/15/13	MACH II - Standard	1	\$39.95
Totals			\$39.95

[REDACTED] Total **\$39.95**

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

LITTLE SENECA RD
ALTAVISTA VA 24517-3304

→ STATEMENT INFORMATION

Statement: [REDACTED]
Billing Date: 09/07/13
Due Date: 09/27/13
Total Amount Due: \$135.85
Amount Enclosed: \$ _____

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

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



9900002451060011130907000135850147

Please detach and return above portion with your payment



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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.

STATEMENT SUMMARY

Statement Information

Statement: [REDACTED]
Bill Date: 09/07/13
Due Date: 09/27/13

Previous Charges

Previous Bill Amount: \$88.90
Payments Received: \$0.00
Balance Forward: \$88.90

Current Charges

Internet: \$46.95
Taxes & Surcharges: \$0.00
Total Current Charges: \$46.95

Total Amount Due: \$135.85

Any unpaid balance is subjected to a \$5 late charge on 09/28/13



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.

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

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

INTERNET

Service Charges for [REDACTED]		Qty	Amount
Date	Description		
09/07/13-10/06/13	MACH II Internet	1	\$41.95
	Late Charge	1	\$5.00
Totals			<u>\$46.95</u>
[REDACTED] Total			\$46.95

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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

Check here if providing any customer information on reverse side.

→ STATEMENT INFORMATION

Statement:	
Billing Date	09/16/13
Due Date:	09/26/13
Total Amount Due:	\$41.95
Amount To Be Drafted:	\$41.95

W LEE HWY
WYTHEVILLE VA 24382-1380

No payment required at this time. Your account will be drafted on 09/26/13 or the first business day that follows.

9900002158630011130916000041950143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

i 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.-6 p.m. and Saturday 9 a.m.-1p.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.



o STATEMENT SUMMARY

Statement Information

Statement	
Bill Date	09/16/13
Due Date	09/26/13

Previous Charges

Previous Bill Amount	\$41.95
Payments Received	\$41.95 cr
Balance Forward	\$0.00

Current Charges

Internet	\$41.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$41.95

Total Amount Due \$41.95

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 811 before you dig.**

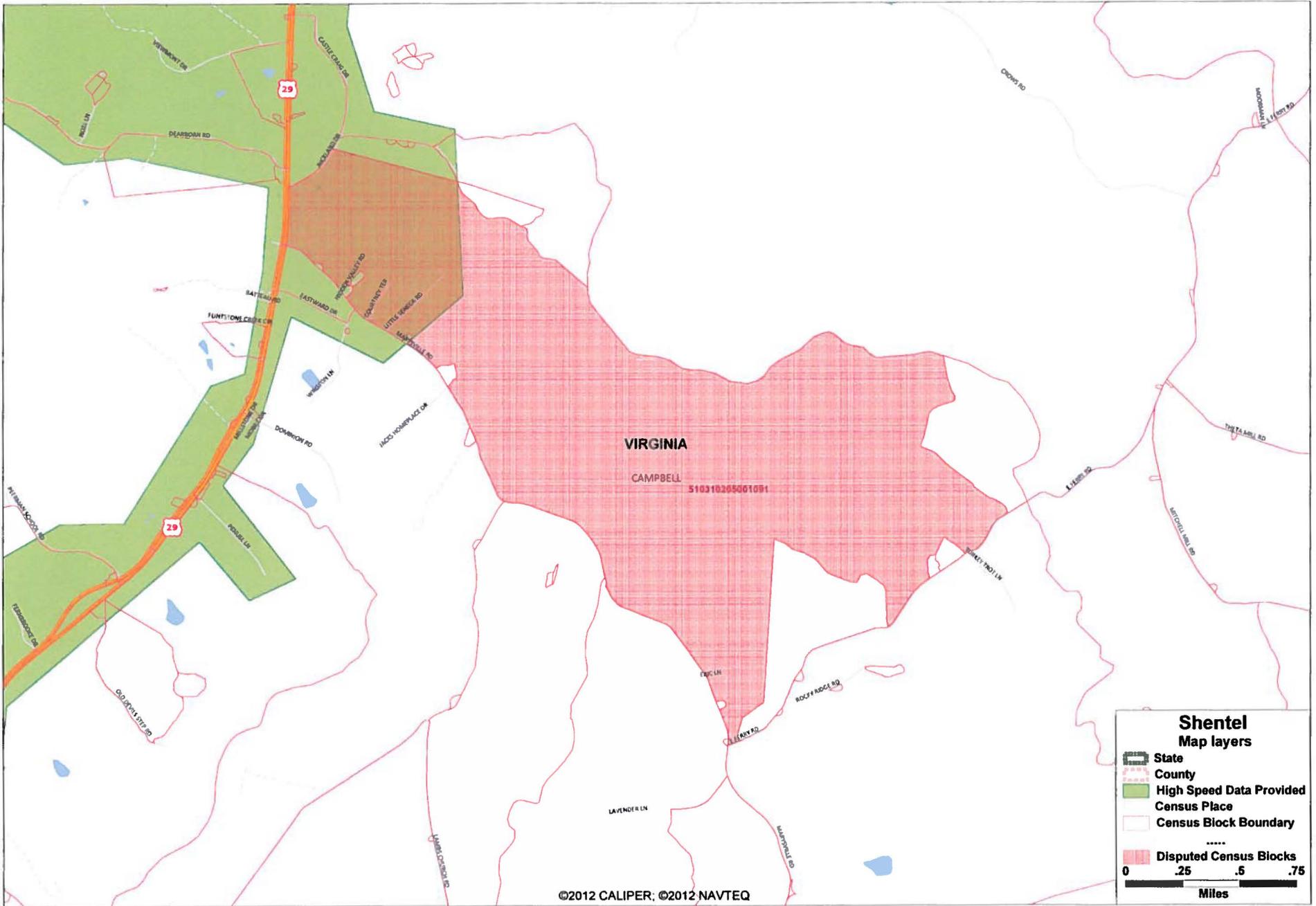
INTERNET

Service Charges for [REDACTED]		Qty	Amount
Date	Description		
09/16/13-10/15/13	MACH II Internet	1	\$41.95
Totals			\$41.95
[REDACTED] Total			\$41.95

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**Exhibit D
Maps**

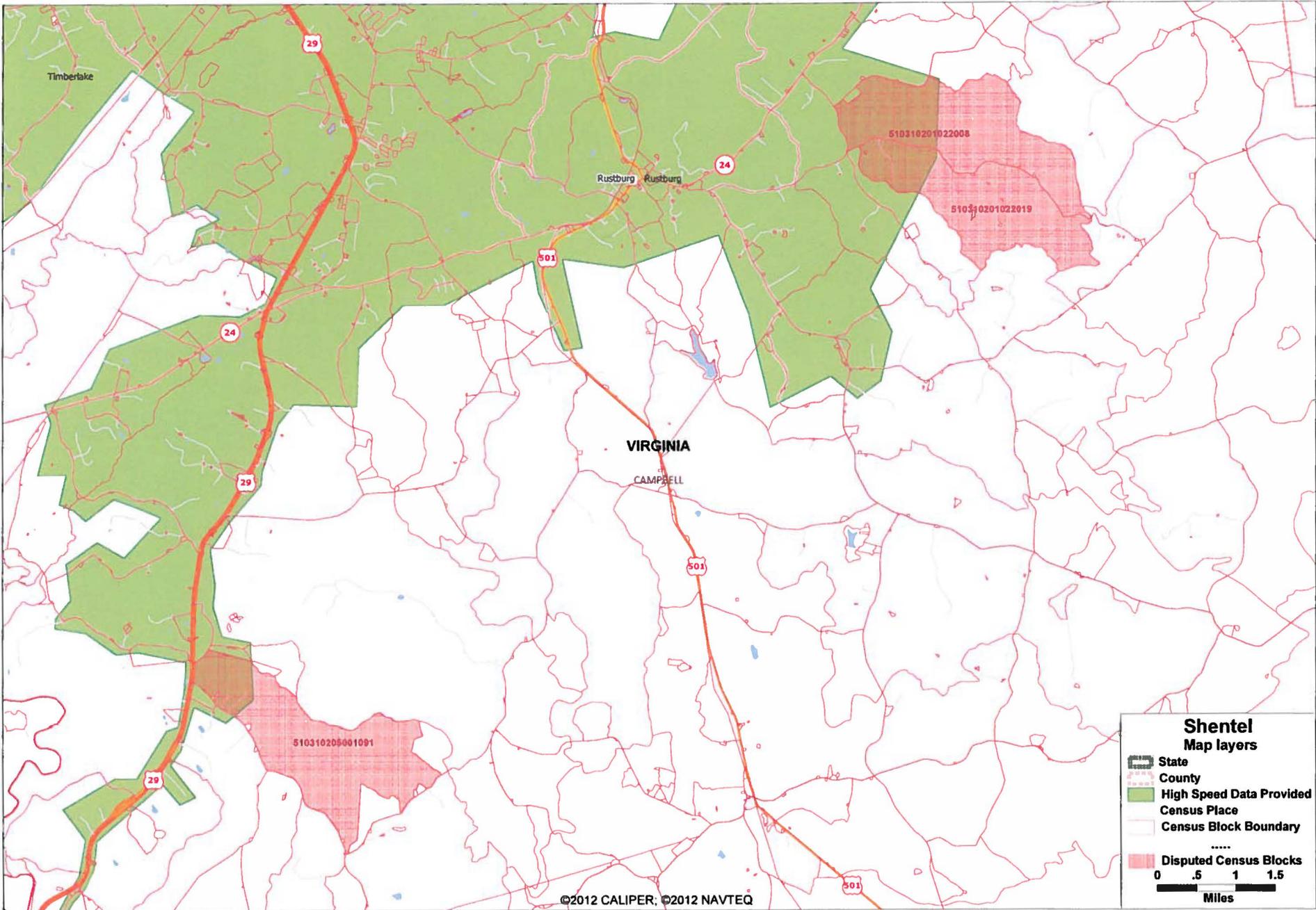
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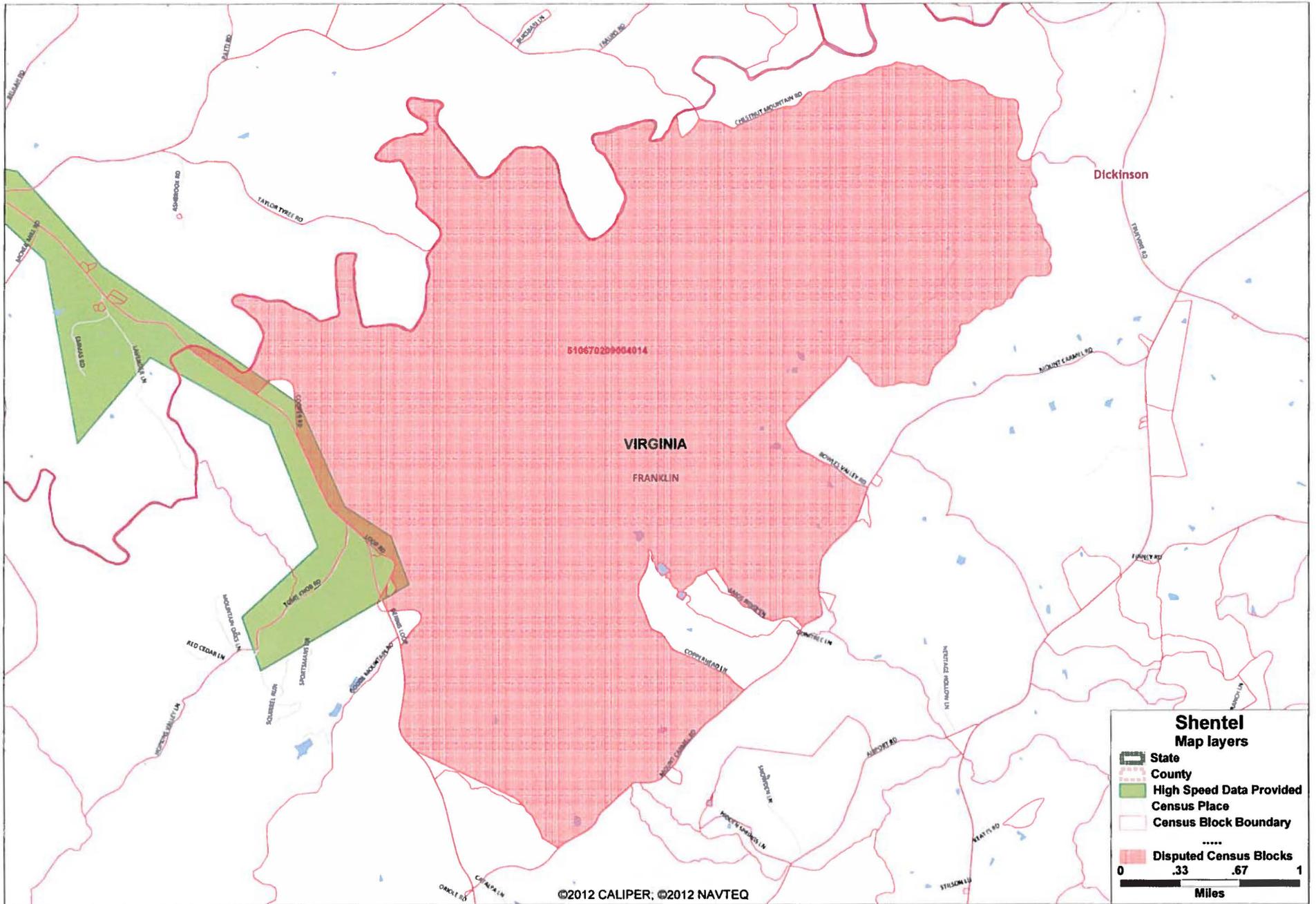


VIRGINIA

CAMPBELL
510310205001091

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**Shentel
Map layers**

-  State
-  County
-  High Speed Data Provided
-  Census Place
-  Census Block Boundary
-  Disputed Census Blocks

0 .33 .67 1
Miles

