

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

Filing Entity: Shentel Communications, LLC

FRN (if applicable): **22045405**

Name of Person Filling Out Form: Ann Flowers

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

Email Address of Person Filling Out Form: [ann.flowers@emp.shentel.com](mailto:ann.flowers@emp.shentel.com)

Phone Number of Person Filling 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](mailto: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 Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
510150702001002	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702001032	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	The service address for the identified customer is within the census block, although the billing address is outside the census block	
510150702001040	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702002048	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702002055	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702003003	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702003008	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702003035	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
510150702003046	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Service Order		

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
510150702003050	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	Higher broadband speeds are offered in this census block, although the identified customer does not subscribe to the higher speed	
510150702003051	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	Higher broadband speeds are offered in this census block, although the identified customer does not subscribe to the higher speed	
510150702003077	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511650704001004	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511650704001010	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511650704001013	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511650704001026	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	Higher broadband speeds are offered in this census block, although the identified customer does not subscribe to the higher speed	
511650704001044	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511650704002002	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
51165011003001	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511770402011094	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511770402011109	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511770408003002	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511770408003013	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	Higher broadband speeds are offered in this census block, although the identified customer does not subscribe to the higher speed	
511770408003014	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511770408003025	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement	Voice services are offered in this census block, although the identified customer does not subscribe	
511770408003027	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		
511870202001083	VA	Shentel Communications, LLC	22045405	Shentel Communications, LLC provides unsubsidized broadband services meeting the Commission's performance and pricing criteria to this census block. Its affiliate, Shenandoah Telephone Company, a rate of return carrier, provides voice services meeting the Commission's performance and pricing criteria to this census block.	Factual Statement of Company Officer: Customer Billing Statement		

Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments	OMB Control Number 3060-1188
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OMB Control Number 3060-1188

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: EHM

Date: 8/14/2014

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: AEF

Date: 8/14/2014

**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**

## APPENDIX A

to

### **Shentel Communications, LLC CAF Phase II Challenge Filing**

WC Docket No. 14-93; DA 14-942

### FACTUAL STATEMENT

Pursuant to the challenge procedures set forth under DA 14-942, DA 13-113, and other authorities, I, Edward H. McKay, Vice President – Wireline and Engineering of **Shentel Communications, LLC** (“**Shentel Communications**”) provide this factual statement in support of Shentel Communications’ unserved-to-served challenge of 28 served and 14 serviceable census blocks identified by the Bureau’s June 30 Public Notice (DA 14-942).

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 Shentel Communications’ 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 Shentel Communications. The first Form 505, designated as Shentel Communications 505-1, identifies 28 census blocks which Shentel Communications “serves” (as that term is defined in the Bureau’s June 20 Public Notice, and as further explained in this paragraph). In these blocks Shentel Communications is: (1) offering unsubsidized broadband service; (2) has broadband-capable physical assets in the block; and, (3) has a current or former customer. The second Form 505, designated as Shentel Communications 505-2, identifies the 14 census blocks in which Shentel Communications has deployed broadband-capable physical assets. Shentel Communications serves these blocks with broadband service, even though it does not have current or former customers in the block.

Telephone physical assets and services in all blocks identified on each form are provided by an affiliate of Shentel Communications, Shenandoah Telephone Company, a rate-of-return ILEC providing traditional landline telephone services. In all of the census blocks identified in 505-1 and 505-2, Shentel Communications and Shenandoah Telephone Company have deployed physical facilities and offer broadband and voice services, respectively, that meet the price and performance metrics established by the Commission.

Additional evidence supporting Shentel Communications' challenge is included in Appendix B. In form Shentel Communications 505-1, Appendix B provides customer billing statements for the served census blocks. In form Shentel Communications 505-2, Appendix B consists of a waiver request for the blocks where Shentel Communications 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.<sup>1</sup> The voice service is offered at a price that is reasonably comparable to, or below, rates in urban areas.

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<sup>1</sup> 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).

# **APPENDIX B**



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

BRIDGEWATER VA

## STATEMENT INFORMATION

Statement:	
Billing Date	08/01/14
<b>Due Date:</b>	<b>08/20/14</b>
<b>Total Amount Due:</b>	<b>\$164.94</b>
Amount Enclosed:	\$

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

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

9900001453840011140801000164940141

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	
Bill Date	08/01/14
Due Date	08/20/14

### Previous Charges

Previous Bill Amount	\$244.59
Payments Received	\$161.48 cr
Balance Forward	\$83.11

### Current Charges

Telephone	\$23.49
Internet	\$49.95
Taxes & Surcharges	\$8.39
Total Current Charges	\$81.83

**Total Amount Due** **\$164.94**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

## 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](http://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: \_\_\_\_\_

**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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 20 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

**Payment Policy**

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

**Reporting Service Problems**

Repair service can be reached 24 hours a day, 7 days a week by calling the following numbers:

SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

Your local telephone service may be disconnected for failure to pay for regulated services, such as local dial tone provided by Shenandoah Telephone Company. Your telephone service may not be disconnected for nonpayment of long distance charges or other services not regulated by the Virginia State Corporation Commission. Customer may lose access to long distance carriers or other companies to whom they owe past due amounts. If you pay only part of your bill, the amount you pay will first be applied to regulated service charges. Any remaining balance will be credited to non-regulated service charges.

Non-payment of services asterisked under Detail of STC Charges may result in disconnection of your local telephone service.

**Information on Services**

The information pages located in the front of your ShentelPages telephone directory provide important facts about our services, calling features, and policies. More information on all Shentel services is available at www.shentel.com. If you have questions or would like to order a service, please contact Customer Service at 540-984-5224 or toll free 1-800-SHENTEL from outside the local service area.



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

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Unlisted Number Service	1	\$1.50
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
	Late Charge	1	\$1.24
<b>Totals</b>			<b>\$23.49</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.80
State Comm Tax	\$1.27
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$6.60</b>

**[REDACTED] Total \$30.09**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**



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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: 08/01/14  
**Due Date:** 08/20/14  
**Total Amount Due:** \$78.92  
Amount Enclosed: \$

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

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



9900001450770021140801000078920148

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: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$326.93  
Payments Received: \$326.93 cr  
Balance Forward: \$0.00

**Current Charges**

Internet: \$49.95  
Telephone: \$20.75  
Taxes & Surcharges: \$8.22  
Total Current Charges: \$78.92

**Total Amount Due \$78.92**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

**IMPORTANT MESSAGES**

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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](http://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: \_\_\_\_\_

**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 540-984-5224 or toll free 1-800-SHENTEL.**

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Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

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- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

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

**INTERNET**

**Service Charges for 507627 ID: [REDACTED]**

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**

**TELEPHONE**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
<b>Totals</b>			<b>\$20.75</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.71
State Comm Tax	\$1.19
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$6.43</b>

**[REDACTED] Total \$27.18**

\* Non-payment of charges asterisked may result in disconnection of local telephone service



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
MOUNT SOLON RD  
MOUNT SOLON VA ██████████

**→ STATEMENT INFORMATION**

Statement: ██████████  
Billing Date: 08/01/14  
**Due Date:** 08/20/14  
**Total Amount Due:** \$105.35  
Amount Enclosed: \$ \_\_\_\_\_

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

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014  
ATTAFDTDAFATAAAFTFFF TAAAF TAFDAFFATATAAADTTATTF AFDDAFFFDAFDTFDA

9900003271530011140801000105350148

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: ██████████  
Bill Date: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$105.36  
Payments Received: \$105.36 cr  
Balance Forward: \$0.00

**Current Charges**

Internet: \$49.95  
Telephone: \$45.81  
Taxes & Surcharges: \$9.59  
Total Current Charges: \$105.35

**Total Amount Due \$105.35**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

**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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

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**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:              540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:       See above
- IN PERSON:         Shentel Customer Service Building  
                                 106 S Main St., Edinburg, VA, and most  
                                 Shenandoah County, VA banks
- DROP BOX:         Customer Service Building (see above)

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

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# Know what's below.

# Call **811** before you dig.

## INTERNET

### Service Charges for [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

### Taxes, Fees & Surcharges

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**

## TELEPHONE

### Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Caller ID	1	\$4.00
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	HRBG Prem Connection-Res ALLO	1	\$13.00
08/01/14-08/31/14	STN Prem Connection-Res ALLO	1	\$8.00
08/01/14-08/31/14	Shentel Penny Plan USA INTRA	1	\$0.06
<b>Totals</b>			<b>\$45.81</b>

### Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.83
State Comm Tax	\$2.44
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.80</b>

**529824 Total \$53.61**

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### Calling Plan [REDACTED]

Description	Amount
HRBG Prem Connection-Res ALLOTMENT 1000 MINS.	\$13.00
STN Prem Connection-Res ALLOTMENT MINS.	\$8.00

### Long Distance Detail [REDACTED]

Date	Time	To Number	Location	Min	Amount
07/13	09:09A	<span style="background-color: black; color: black;">[REDACTED]</span>	BERGTON VA	0:19	.06

### Calling Plan [REDACTED]

Description	Amount
Shentel Penny Plan USA INTRASTATE .14 VALUE	\$0.06

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

PEACH ORCHARD LN  
MOUNT SOLON VA

**STATEMENT INFORMATION**

Statement: [REDACTED]  
Billing Date: 08/01/14  
**Due Date: 08/20/14**  
**Total Amount Due: \$243.34**  
Amount Enclosed: \$

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

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014  
TF AF TT AFF FT DAD F DF DT DF DF DAT DT AD DF TDD F TD TD F AF AD FT T D A D A A A D F D T T F D

9900001446080021140801000243340140

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: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$161.93  
Payments Received: \$0.00  
Balance Forward: \$161.93

**Current Charges**

Internet: \$49.95  
Telephone: \$23.17  
Taxes & Surcharges: \$8.29  
Total Current Charges: \$81.41

**Total Amount Due: \$243.34**

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**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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- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

**Reporting Service Problems**

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

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

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**394278 Total \$51.74**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
	Late Charge	1	\$2.42
<b>Totals</b>			<b>\$23.17</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.78
State Comm Tax	\$1.19
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$6.50</b>

**[REDACTED] Total \$29.67**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

EMMANUEL CHURCH RD  
MOUNT SOLON VA

STATEMENT INFORMATION

Statement: [Redacted]  
Billing Date: 08/01/14  
Due Date: 08/20/14  
Total Amount Due: \$91.29  
Amount Enclosed: \$

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

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014  
TFDDDFFTTADTDFAFDITATADTAF AATDATTDDTDADAAAADF TF DDDDFATDDFDTAD

9900001447810011140801000091290141

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: 08/01/14  
Due Date: 08/20/14

Previous Charges

Previous Bill Amount: \$99.77  
Payments Received: \$99.77 cr  
Balance Forward: \$0.00

Current Charges

Telephone: \$32.36  
Internet: \$49.95  
Taxes & Surcharges: \$8.98  
Total Current Charges: \$91.29

**Total Amount Due \$91.29**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

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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- MAIL:             PO Box 37014 Baltimore, MD 21297
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- BANK DRAFT:    See above
- IN PERSON:      Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
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# Know what's below.

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## TELEPHONE

Service Charges for ██████████ Telephone: ██████████

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Calling Name Delivery	1	\$5.95
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	HRBG Value Connection ALLO	1	\$2.24
08/01/14-08/31/14	Staunton Econ Connection ADDL	1	\$3.42
<b>Totals</b>			<b>\$32.36</b>

### Taxes, Fees & Surcharges

Description	Tax Amount
Federal Excise Tax	\$0.89
State Comm Tax	\$1.77
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.19</b>

**██████████ Total** **\$39.55**

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### Long Distance Detail

Date	Time	To Number	Location	Min	Amount
06/27	01:39P	██████████	STAUNTON VA	6:48	.63
06/27	11:09P	██████████	STAUNTON VA	0:29	.09
07/01	12:52P	██████████	STAUNTON VA	2:57	.27
07/01	12:56P	██████████	STAUNTON VA	2:34	.27
07/01	12:59P	██████████0	STAUNTON VA	10:31	.99
07/06	06:30P	██████████	STAUNTON VA	9:58	.90
07/10	07:51P	██████████	STAUNTON VA	2:58	.27

### Calling Plan

Description	Amount
HRBG Value Connection ALLOTMENT 60 MINS.	\$2.24
Staunton Econ Connection ADDL 38 MINS .0900/MIN	\$3.42

## INTERNET

Service Charges for ██████████ ID: ██████████

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

### Taxes, Fees & Surcharges

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**██████████ Total** **\$51.74**



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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 RIVER RD  
MOUNT SOLON VA ██████████

**→ STATEMENT INFORMATION**

Statement: ██████████  
Billing Date: 08/01/14  
**Due Date:** 08/20/14  
**Total Amount Due:** \$86.98  
Amount Enclosed: \$

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

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

9900001455160011140801000086980143

Please detach and return above portion with your payment



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Saturday 9:00am-1:00pm  
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Web: www.shentel.com

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**STATEMENT SUMMARY**

**Statement Information**

Statement: ██████████  
Bill Date: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$87.05  
Payments Received: \$87.05 cr  
Balance Forward: \$0.00

**Current Charges**

Telephone: \$28.20  
Internet: \$49.95  
Taxes & Surcharges: \$8.83  
Total Current Charges: \$86.98

**Total Amount Due \$86.98**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

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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SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

Your local telephone service may be disconnected for failure to pay for regulated services, such as local dial tone provided by Shenandoah Telephone Company. Your telephone service may not be disconnected for nonpayment of long distance charges or other services not regulated by the Virginia State Corporation Commission. Customer may lose access to long distance carriers or other companies to whom they owe past due amounts. If you pay only part of your bill, the amount you pay will first be applied to regulated service charges. Any remaining balance will be credited to non-regulated service charges.

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**Information on Services**

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

**TELEPHONE**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Unlisted Number Service	1	\$1.50
08/01/14-08/31/14	Calling Name Delivery	1	\$5.95
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
<b>Totals</b>			<b>\$28.20</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.94
State Comm Tax	\$1.57
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.04</b>

**175651 Total \$35.24**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**467799 Total \$51.74**



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

TOWERS RD  
MOUNT SOLON VA

9900001447290011140801000086860143

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	
Bill Date	08/01/14
Due Date	08/11/14

### Previous Charges

Previous Bill Amount	\$86.27
Payments Received	\$86.27 cr
Balance Forward	\$0.00

### Current Charges

Telephone	\$28.07
Internet	\$49.95
Taxes & Surcharges	\$8.84
Total Current Charges	\$86.86

<b>Total Amount Due</b>	<b>\$86.86</b>
-------------------------	----------------

## STATEMENT INFORMATION

Statement:	
Billing Date	08/01/14
<b>Due Date:</b>	<b>08/11/14</b>
<b>Total Amount Due:</b>	<b>\$86.86</b>
Amount To Be Drafted:	\$86.86

No payment required at this time. Your account will be drafted on 08/11/14 or the first business day that follows.

## 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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- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
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SHENANDOAH CO, VA.....**1-800-SHENTEL**

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Call 811 before you dig.**

**TELEPHONE**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Automatic Bill Pay Credit*	1	\$1.50 cr
08/01/14-08/31/14	Calling Name Delivery	1	\$5.95
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	HRBG Value Connection ALLO	1	\$2.24
08/01/14-08/31/14	Staunton Econ Connection ADDL	1	\$0.63
<b>Totals</b>			<b>\$28.07</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.89
State Comm Tax	\$1.63
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.05</b>

**Totals**

**[REDACTED] Total \$35.12**

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**Long Distance Detail [REDACTED]**

Date	Time	To Number	Location	Min	Amount
07/14	01:32P	[REDACTED]	STAUNTON VA	0:41	.09
07/21	01:10P	[REDACTED]	STAUNTON VA	5:06	.54

**Calling Plan [REDACTED]**

Description	Amount
HRBG Value Connection ALLOTMENT 60 MINS.	\$2.24
Staunton Econ Connection ADDL 7 MINS .0900/MIN	\$0.63

**INTERNET**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**Totals**

**[REDACTED] Total \$51.74**



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

TALL OAKS LN  
MOUNT SOLON VA

**STATEMENT INFORMATION**

Statement: [REDACTED]  
Billing Date: 08/01/14  
**Due Date: 08/20/14**  
**Total Amount Due: \$100.25**  
Amount Enclosed: \$

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

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

9900001455260011140801000100250141

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

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**STATEMENT SUMMARY**

**Statement Information**

Statement: [REDACTED]  
Bill Date: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$102.29  
Payments Received: \$102.29 cr  
Balance Forward: \$0.00

**Current Charges**

Telephone: \$40.87  
Internet: \$49.95  
Taxes & Surcharges: \$9.43  
Total Current Charges: \$100.25

**Total Amount Due \$100.25**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14



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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- MAIL:             PO Box 37014 Baltimore, MD 21297
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- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
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SHENANDOAH CO, VA.....**1-800-SHENTEL**

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# Know what's below.

# Call **811** before you dig.

## TELEPHONE

**Service Charges for 175663 Telephone:** [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Calling Name Delivery	1	\$4.76
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	Call Waiting	1	\$2.00
08/01/14-08/31/14	HRBG Prem Connection-Res ALLO	1	\$13.00
08/01/14-08/31/14	Staunton Econ Connection ADDL	1	\$0.36
<b>Totals</b>			<b>\$40.87</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.91
State Comm Tax	\$2.20
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.64</b>

**175663 Total** **\$48.51**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**Long Distance Detail** [REDACTED]

Date	Time	To Number	Location	Min	Amount
07/01	08:56A	[REDACTED]	STAUNTON VA	0:08	.09
07/01	06:52P	[REDACTED]	STAUNTON VA	0:32	.09
07/07	09:34A	[REDACTED]	STAUNTON VA	1:14	.18

**Calling Plan** [REDACTED]

Description	Amount
HRBG Prem Connection-Res. ALLOTMENT 1000 MINS.	\$13.00
Staunton Econ Connection ADDL 4 MINS .0900/MIN	\$0.36

## INTERNET

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total** **\$51.74**



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510150702003046

Copy of Service order where 3.0 DSL was installed April 2010. Customer has since moved and no other customer in this Census block has ordered broadband internet service.

Billing	Comments	Log
Name	[REDACTED]	
Account Type	Internet	Account Status Pending
Order Type	Internet New Install	Order Status History
Options		[Dropdown]
Attributes	Internet Plans	Charges
Internet Users	Line Equipment	DSL Modems
Cor	[Navigation]	
Service Class	Internet-DSL	SRL Code [Text]
Service Name	[REDACTED]	
Phone Number	[Text]	Toll Number [Text]
Wire Maintenance	No Wire Maintenance	
Toll Restriction	No	Toll Limit .00
Disconnect Exempt	No	Directory Exempt No
900 Blocking	Voluntary	Local Service Exempt <input type="checkbox"/>
List Type	Published	Sta Pgm No
Directory Copies	0	Print Labels 0
In house message	[Text]	
Service Address	[REDACTED] KYLES MILL RD MOUNT SOLON, VA 22843 PSAP: AUGUST - Comm: MTSL	or Zip Code [Text]
Property	NORTH RIVER	

510150702003050



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

SCENIC HWY  
MOUNT SOLON VA

### STATEMENT INFORMATION

Statement:	
Billing Date	08/01/14
<b>Due Date:</b>	<b>08/20/14</b>
<b>Total Amount Due:</b>	<b>\$71.80</b>
Amount Enclosed:	\$

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

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014  
TTFFDATTDFATFADADATFTDFDFAF1TTFFDDDDFTFDTFTFFDFFTAATFTTFFDFAFD

9900001447080011140801000071800141

Please detach and return above portion with your payment



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

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Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com

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### STATEMENT SUMMARY

#### Statement Information

Statement	
Bill Date	08/01/14
Due Date	08/20/14

#### Previous Charges

Previous Bill Amount	\$71.56
Payments Received	\$71.56 cr
Balance Forward	\$0.00

#### Current Charges

Telephone	\$23.49
Internet	\$39.95
Taxes & Surcharges	\$8.36
<b>Total Current Charges</b>	<b>\$71.80</b>

**Total Amount Due \$71.80**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14



\*\*\*\*\*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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**TELEPHONE**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	HRBG Value Connection ALLO	1	\$2.24
08/01/14-08/31/14	Shentel Penny Plan USA INTRA	1	\$0.50
<b>Totals</b>			<b>\$23.49</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.71
State Comm Tax	\$1.33
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$6.57</b>

**[REDACTED] Total \$30.06**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**Calling Plan [REDACTED]**

Description	Amount
HRBG Value Connection ALLOTMENT 60 MINS.	\$2.24

**Long Distance Detail [REDACTED]**

Date	Time	To Number	Location	Min	Amount
06/26	09:57A	[REDACTED]	HARRISONBG VA	3:04	.47
06/28	09:18P	[REDACTED]	STAUNTON VA	0:09	.03

**Calling Plan [REDACTED]**

Description	Amount
Shentel Penny Plan USA INTRASTATE 1.18 VALUE	\$0.50

**INTERNET**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 3.0	1	\$39.95
<b>Totals</b>			<b>\$39.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$41.74**



08/01/14

\$71.80

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

BADGER RD  
MOUNT SOLON VA

9900001454910011140801000067480146

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	
Bill Date	08/01/14
Due Date	08/11/14

### Previous Charges

Previous Bill Amount	\$67.55
Payments Received	\$67.55 cr
Balance Forward	\$0.00

### Current Charges

Telephone	\$24.05
Internet	\$34.95
Taxes & Surcharges	\$8.48
Total Current Charges	\$67.48

<b>Total Amount Due</b>	<b>\$67.48</b>
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## STATEMENT INFORMATION

Statement:	
Billing Date	08/01/14
<b>Due Date:</b>	<b>08/11/14</b>
<b>Total Amount Due:</b>	<b>\$67.48</b>
Amount To Be Drafted:	\$67.48

No payment required at this time. Your account will be drafted on 08/11/14 or the first business day that follows.

## 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.

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**Please visit our website at [www.shentel.com](http://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: \_\_\_\_\_

**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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 20 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

**Payment Policy**

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

**Reporting Service Problems**

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

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

**TELEPHONE**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Calling Name Delivery	1	\$5.95
08/01/14-08/31/14	Budget Telephone Service*	1	\$11.60
<b>Totals</b>			<b>\$24.05</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.81
State Comm Tax	\$1.35
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$6.69</b>

**[REDACTED] Total \$30.74**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

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

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 1.5	1	\$34.95
<b>Totals</b>			<b>\$34.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$36.74**

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

NASH RD  
MOUNT SOLON VA

**STATEMENT INFORMATION**

Statement: [REDACTED]  
Billing Date: 08/01/14  
**Due Date:** 08/20/14  
**Total Amount Due:** \$87.85  
Amount Enclosed: \$

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

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

9900002870910011140801000087850140

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: 08/01/14  
Due Date: 08/20/14

**Previous Charges**

Previous Bill Amount: \$89.26  
Payments Received: \$89.26 cr  
Balance Forward: \$0.00

**Current Charges**

Telephone: \$29.01  
Internet: \$49.95  
Taxes & Surcharges: \$8.89  
Total Current Charges: \$87.85

**Total Amount Due \$87.85**

Any unpaid balance is subjected to a 1.5% late charge on 08/21/14

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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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- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

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FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

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Call 811 before you dig.**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
08/01/14-08/31/14	Unlisted Number Service	1	\$1.50
08/01/14-08/31/14	Calling Name Delivery	1	\$4.76
08/01/14-08/31/14	Premium Telephone Service*	1	\$14.25
08/01/14-08/31/14	Call Waiting	1	\$2.00
<b>Totals</b>			<b>\$29.01</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.96
State Comm Tax	\$1.61
Universal Service Fee	\$1.26
ARC Fee-Residential	\$1.50
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
<b>Totals</b>	<b>\$7.10</b>

**[REDACTED] Total \$36.11**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**



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511650104001004



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

CRANEY ISLAND RD  
NEW MARKET VA

**STATEMENT INFORMATION**

Statement: [Redacted]  
Billing Date: 08/15/14  
**Due Date: 09/05/14**  
**Total Amount Due: \$162.19**  
Amount Enclosed: \$

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

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

9900001477390021140815000162190145

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: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$255.65  
Payments Received: \$169.67 cr  
Balance Forward: \$85.98

**Current Charges**

Internet: \$49.95  
Telephone: \$18.00  
Taxes & Surcharges: \$8.26  
Total Current Charges: \$76.21

**Total Amount Due \$162.19**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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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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                         106 S Main St., Edinburg, VA, and most  
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**Know what's below.  
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**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**435553 Total \$51.74**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Budget Telephone Service*	1	\$13.70
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
07/21/14-08/14/14	Prorate Add Budget Telephone S*	1	\$10.96
07/21/14-08/14/14	Prorate Del Premium Telephone*	1	\$13.64 cr
07/21/14-08/14/14	Prorate Del Inward Billed Numb	1	\$0.80 cr
	Late Charge	1	\$1.28
<b>Totals</b>			<b>\$18.00</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.63
State Comm Tax	\$1.00
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.47</b>

**[REDACTED] Total \$24.47**

\* Non-payment of charges asterisked may result in disconnection of local telephone service



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

CRANEY ISLAND RD  
NEW MARKET VA

**STATEMENT INFORMATION**

Statement: [REDACTED]  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$87.27  
Amount Enclosed: \$

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

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

9900000080780011140815000087270142

Please detach and return above portion with your payment



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Web: www.shentel.com

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**STATEMENT SUMMARY**

**Statement Information**

Statement: [REDACTED]  
Bill Date: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$87.28  
Payments Received: \$87.28 cr  
Balance Forward: \$0.00

**Current Charges**

Internet: \$49.95  
Telephone: \$28.30  
Taxes & Surcharges: \$9.02  
Total Current Charges: \$87.27

**Total Amount Due: \$87.27**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14



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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Call 811 before you dig.**

**INTERNET**

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**32886 Total \$51.74**

**TELEPHONE**

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Call Waiting	1	\$1.75
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
08/15/14-09/14/14	1 Call Svc Up To 4 Jacks	1	\$1.00
08/15/14-09/14/14	Single-Line TT Phone	1	\$2.00
<b>Totals</b>			<b>\$28.30</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.84
State Comm Tax	\$1.44
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
State Sales Tax	\$0.09
Local Sales Tax	\$0.02
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.23</b>

**[REDACTED] Total \$35.53**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

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511650104001013



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

CRANEY ISLAND RD  
NEW MARKET VA

STATEMENT INFORMATION

Statement: [Redacted]  
Billing Date: 08/15/14  
Due Date: 09/05/14  
Total Amount Due: \$80.37  
Amount Enclosed: \$

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

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

9900000263930011140815000080370147

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: 08/15/14  
Due Date: 09/05/14

Previous Charges

Previous Bill Amount: \$80.39  
Payments Received: \$80.39 cr  
Balance Forward: \$0.00

Current Charges

Internet: \$39.95  
Telephone: \$31.05  
Taxes & Surcharges: \$9.37  
Total Current Charges: \$80.37

**Total Amount Due \$80.37**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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!



\*\*\*\*\*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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 20 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

**Payment Policy**

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

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**INTERNET**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> ID: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 3.0	1	\$39.95
<b>Totals</b>			<b>\$39.95</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
USF Surcharge		\$1.66
Federal Excise Tax		\$0.05
State Comm Tax		\$0.08
<b>Totals</b>		<b>\$1.79</b>

[REDACTED] **Total** **\$41.74**

**TELEPHONE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Calling Name Delivery	1	\$7.50
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$31.05</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
Federal Excise Tax		\$1.01
State Comm Tax		\$1.73
Right-of-Way Fee		\$1.02
E-911 Fee		\$0.75
Universal Service Fee		\$1.26
State Tax Surcharge		\$0.31
ARC Fee-Residential		\$1.50
<b>Totals</b>		<b>\$7.58</b>

[REDACTED] **Total** **\$38.63**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

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511650104001026



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

ENDLESS CAVERNS RD  
TIMBERVILLE VA

STATEMENT INFORMATION

Statement: [Redacted]  
Billing Date: 08/15/14  
Due Date: 09/05/14  
Total Amount Due: \$72.27  
Amount Enclosed: \$

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

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

9900000377450011140815000072270141

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: 08/15/14  
Due Date: 09/05/14

Previous Charges

Previous Bill Amount: \$72.28  
Payments Received: \$72.28 cr  
Balance Forward: \$0.00

Current Charges

Internet: \$39.95  
Telephone: \$23.55  
Taxes & Surcharges: \$8.77  
Total Current Charges: \$72.27

**Total Amount Due \$72.27**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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: \_\_\_\_\_

**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 540-984-5224 or toll free 1-800-SHENTEL.**

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SHENANDOAH CO, VA.....**1-800-SHENTEL**

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

**INTERNET**

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 3.0	1	\$39.95
<b>Totals</b>			<b>\$39.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$41.74**

**TELEPHONE**

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$23.55</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.79
State Comm Tax	\$1.35
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.98</b>

**[REDACTED] Total \$30.53**

\* Non-payment of charges asterisked may result in disconnection of local telephone service



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511650104001044

Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

HULINGS LN  
TIMBERVILLE VA

**STATEMENT INFORMATION**

Statement: [REDACTED]  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$92.27  
Amount Enclosed: \$

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

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

9900003326090011140815000092270147

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: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$206.06  
Payments Received: \$206.06 cr  
Balance Forward: \$0.00

**Current Charges**

Telephone: \$23.55  
Internet: \$59.95  
Taxes & Surcharges: \$8.77  
Total Current Charges: \$92.27

**Total Amount Due** \$92.27

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

**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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- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

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

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$23.55</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.79
State Comm Tax	\$1.35
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.98</b>

**[REDACTED] Total \$30.53**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**

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511650104002002



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
██████████ SUNDANCE MOUNTAIN RD  
NEW MARKET VA ██████████

**→ STATEMENT INFORMATION**

Statement: ██████████  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$85.08  
Amount Enclosed: \$

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

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

9900000187210011140815000085080147

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: ██████████  
Bill Date: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$85.09  
Payments Received: \$85.09 cr  
Balance Forward: \$0.00

**Current Charges**

Internet: \$49.95  
Telephone: \$26.15  
Taxes & Surcharges: \$8.98  
Total Current Charges: \$85.08

**Total Amount Due \$85.08**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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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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106 S Main St., Edinburg, VA, and most  
Shenandoah County, VA banks
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**Know what's below.  
Call 811 before you dig.**

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Call Waiting	1	\$1.40
08/15/14-09/14/14	CF Fixed-All Calls	1	\$1.20
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$26.15</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.87
State Comm Tax	\$1.48
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.19</b>

**[REDACTED] Total \$33.34**

\* Non-payment of charges asterisked may result in disconnection of local telephone service



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
PEE WEE RUN RD  
BERGTON VA ██████████

**→ STATEMENT INFORMATION**

Statement: ██████████  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$94.44  
Amount Enclosed: \$ \_\_\_\_\_

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

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

9900000085040011140815000094440146

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: ██████████  
Bill Date: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$199.58  
Payments Received: \$199.58 cr  
Balance Forward: \$0.00

**Current Charges**

Internet: \$49.95  
Telephone: \$34.74  
Teen Service: \$0.00  
Taxes & Surcharges: \$9.75  
Total Current Charges: \$94.44

**Total Amount Due \$94.44**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

**IMPORTANT MESSAGES**

**MAKE IT EASY WITH THE AUTOMATIC PAYMENT PLAN**



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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](http://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: \_\_\_\_\_

**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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 20 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

**Payment Policy**

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

**Reporting Service Problems**

Repair service can be reached 24 hours a day, 7 days a week by calling the following numbers:

SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

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# Know what's below.

# Call before you dig.

## INTERNET

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**

## TELEPHONE

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

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Enhanced Ringing	1	\$1.31
08/15/14-09/14/14	Calling Name Delivery	1	\$5.62
08/15/14-09/14/14	Call Waiting	1	\$1.31
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
08/15/14-09/14/14	Single-Line TT Phone	1	\$2.00
08/15/14-09/14/14	Shentel Penny Plan USA INTER	1	\$0.95
<b>Totals</b>			<b>\$34.74</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
Federal Excise Tax	\$1.04
State Comm Tax	\$1.82
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.41
State Tax Surcharge	\$0.31
State Sales Tax	\$0.09
Local Sales Tax	\$0.02
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.96</b>

**[REDACTED] Total \$42.70**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**Long Distance Detail [REDACTED]**

Date	Time	To Number	Location	Min	Amount
07/22	11:04A	[REDACTED]	DAYTON OH	3:21	.51
08/06	02:05P	[REDACTED]	LEXINGTON KY	0:32	.09
08/06	02:07P	[REDACTED]	LEXINGTON KY	2:14	.35

**Calling Plan [REDACTED]**

Description	Amount
Shentel Penny Plan USA INTERSTATE 2.24 VALUE	\$0.95

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
ORKNEY SPRING RD  
BROADWAY VA ██████████

9900002484830011140801000092280141

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	██████████
Bill Date	08/01/14
Due Date	08/11/14

### Previous Charges

Previous Bill Amount	\$92.35
Payments Received	\$92.35 cr
Balance Forward	\$0.00

### Current Charges

Telephone	\$23.55
Internet	\$59.95
Taxes & Surcharges	\$8.78
Total Current Charges	\$92.28

<b>Total Amount Due</b>	<b>\$92.28</b>
-------------------------	----------------

## STATEMENT INFORMATION

Statement:	██████████
Billing Date	08/01/14
<b>Due Date:</b>	<b>08/11/14</b>
<b>Total Amount Due:</b>	<b>\$92.28</b>
Amount To Be Drafted:	\$92.28

No payment required at this time. Your account will be drafted on 08/11/14 or the first business day that follows.

## 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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                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

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

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Premium Telephone Service*	1	\$17.05
08/01/14-08/31/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$23.55</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.80
State Comm Tax	\$1.35
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.99</b>

**[REDACTED] Total \$30.54**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/01/14-08/31/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**



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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 MAPLE RD  
MOUNT JACKSON VA ██████████

## → STATEMENT INFORMATION

Statement:	██████████
Billing Date	07/01/14
<b>Due Date:</b>	<b>07/20/14</b>
<b>Total Amount Due:</b>	<b>\$166.65</b>
Amount Enclosed:	\$ _____

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

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

9900003186660011140701000166650147

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	██████████
Bill Date	07/01/14
Due Date	07/20/14

### Previous Charges

Previous Bill Amount	\$170.82
Payments Received	\$87.80 cr
Balance Forward	\$83.02

### Current Charges

Telephone	\$24.79
Internet	\$49.95
Taxes & Surcharges	\$8.89
Total Current Charges	\$83.63

<b>Total Amount Due</b>	<b>\$166.65</b>
-------------------------	-----------------

Any unpaid balance is subjected to a 1.5% late charge on 07/21/14

## 📌 IMPORTANT MESSAGES

### CONTACTING THE STATE CORPORATION COMMISSION:

As your telephone provider, Shentel strives for customer satisfaction. However, if you feel Shentel was unable to adequately address your service issue, you may contact the

**State Corporation Commission**  
**Division of Communications**  
between 8:15 a.m. and 5 p.m.  
Monday through Friday  
at 1-800-552-7945 or  
TDD 1-804-371-9206.

The SCC may also be reached via mail at:

**Division of Communications**  
PO Box 1197  
Richmond, VA 23218;  
fax to 804-371-9068  
or you may go online at  
**[www.scc.virginia.gov/puc/TelephoneComplaint.aspx](http://www.scc.virginia.gov/puc/TelephoneComplaint.aspx)**

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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

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- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
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- SHENANDOAH CO, VA and BERGTON.....**611**
- FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

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As communicated previously, the **Access Recovery Charge (ARC)** prescribed by the Federal Communications Commission (FCC) has increased \$0.50 per line per month for residential and single-line business customers and \$1.00 per line per month for multi-line business customers.

**TELEPHONE**
**Service Charges for [REDACTED] Telephone: [REDACTED]**

Date	Description	Qty	Amount
07/01/14-07/31/14	Premium Telephone Service*	1	\$17.05
07/01/14-07/31/14	Interstate Access Charge	1	\$6.50
	Late Charge	1	\$1.24
<b>Totals</b>			<b>\$24.79</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.84
State Comm Tax	\$1.35
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.33
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.10</b>

**[REDACTED] Total \$31.89**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

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

Date	Description	Qty	Amount
07/01/14-07/31/14	Internet DSL Service 5.0	1	\$49.95
<b>Totals</b>			<b>\$49.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$51.74**



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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

SENEDO RD  
QUICKSBURG VA

9900000310360011140815000098370140

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	
Bill Date	08/15/14
Due Date	08/25/14

### Previous Charges

Previous Bill Amount	\$98.39
Payments Received	\$98.39 cr
Balance Forward	\$0.00

### Current Charges

Internet	\$59.95
Telephone	\$29.05
Taxes & Surcharges	\$9.37
Total Current Charges	\$98.37

<b>Total Amount Due</b>	<b>\$98.37</b>
-------------------------	----------------

## STATEMENT INFORMATION

Statement:	
Billing Date	08/15/14
<b>Due Date:</b>	<b>08/25/14</b>
<b>Total Amount Due:</b>	<b>\$98.37</b>
Amount To Be Drafted:	\$98.37

No payment required at this time. Your account will be drafted on 08/25/14 or the first business day that follows.

## 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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                         106 S Main St., Edinburg, VA, and most  
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**Know what's below.  
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**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Calling Name Delivery	1	\$7.50
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
08/15/14-09/14/14	Automatic Bill Pay Credit*	1	\$1.50 cr
08/15/14-09/14/14	Paperless Bill Credit*	1	\$0.50 cr
<b>Totals</b>			<b>\$29.05</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$1.01
State Comm Tax	\$1.73
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.58</b>

**[REDACTED] Total \$36.63**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
S MIDDLE RD  
QUICKSBURG VA ██████████

**→ STATEMENT INFORMATION**

Statement: ██████████  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$82.52  
Amount Enclosed: \$

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

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

9900000074190011140815000082520145

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**

**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.

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**Please visit our website at [www.shentel.com](http://www.shentel.com) or call 1-800-SHENTEL to sign up today!**



**STATEMENT SUMMARY**

**Statement Information**

Statement: ██████████  
Bill Date: 08/15/14  
Due Date: 09/05/14

**Previous Charges**

Previous Bill Amount: \$82.53  
Payments Received: \$82.53 cr  
Balance Forward: \$0.00

**Current Charges**

Telephone: \$33.10  
Internet: \$39.95  
Taxes & Surcharges: \$9.47  
Total Current Charges: \$82.52

**Total Amount Due \$82.52**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

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- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
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**Reporting Service Problems**

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SHENANDOAH CO, VA and BERGTON.....**611**

FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

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

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Calling Name Delivery	1	\$6.00
08/15/14-09/14/14	Call Waiting	1	\$1.40
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
08/15/14-09/14/14	Wiring Maint Per Jack	1	\$0.15
08/15/14-09/14/14	Single-Line TT Phone	1	\$2.00
<b>Totals</b>			<b>\$33.10</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$1.01
State Comm Tax	\$1.72
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
State Sales Tax	\$0.09
Local Sales Tax	\$0.02
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.68</b>

**Total** **\$40.78**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 3.0	1	\$39.95
<b>Totals</b>			<b>\$39.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**Total** **\$41.74**

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

██████████  
RIDGE RD  
NEW MARKET VA ██████████

9900003313230011140815000088650143

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	██████████
Bill Date	08/15/14
Due Date	08/25/14

### Previous Charges

Previous Bill Amount	\$88.66
Payments Received	\$88.66 cr
Balance Forward	\$0.00

### Current Charges

Telephone	\$20.20
Internet	\$59.95
Taxes & Surcharges	\$8.50
Total Current Charges	\$88.65

<b>Total Amount Due</b>	<b>\$88.65</b>
-------------------------	----------------

## STATEMENT INFORMATION

Statement:	██████████
Billing Date	08/15/14
<b>Due Date:</b>	<b>08/25/14</b>
<b>Total Amount Due:</b>	<b>\$88.65</b>
Amount To Be Drafted:	\$88.65

No payment required at this time. Your account will be drafted on 08/25/14 or the first business day that follows.

## 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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                         106 S Main St., Edinburg, VA, and most  
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**Know what's below.  
Call 811 before you dig.**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Budget Telephone Service*	1	\$13.70
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$20.20</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.69
State Comm Tax	\$1.18
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.71</b>

**[REDACTED] Total \$26.91**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

SWITCHBACK RD  
NEW MARKET VA

## → STATEMENT INFORMATION

Statement: [REDACTED]  
Billing Date: 08/15/14  
**Due Date:** 09/05/14  
**Total Amount Due:** \$41.74  
Amount Enclosed: \$

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

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

9900000082030021140815000041740145

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: 08/15/14  
Due Date: 09/05/14

### Previous Charges

Previous Bill Amount: \$41.74  
Payments Received: \$41.74 cr  
Balance Forward: \$0.00

### Current Charges

Internet: \$39.95  
Taxes & Surcharges: \$1.79  
Total Current Charges: \$41.74

**Total Amount Due** **\$41.74**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

## 📌 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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- MAIL:             PO Box 37014 Baltimore, MD 21297
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- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
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SHENANDOAH CO, VA.....**1-800-SHENTEL**

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**SHENTEL**<sup>®</sup>  
Always connected to you

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

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 3.0	1	\$39.95
<b>Totals</b>			<b>\$39.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$41.74**

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Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

1 DAVIS LN  
NEW MARKET VA

9900000082770011140815000099870144

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	
Bill Date	08/15/14
Due Date	08/25/14

### Previous Charges

Previous Bill Amount	\$99.89
Payments Received	\$99.89 cr
Balance Forward	\$0.00

### Current Charges

Internet	\$59.95
Telephone	\$30.55
Taxes & Surcharges	\$9.37
Total Current Charges	\$99.87

<b>Total Amount Due</b>	<b>\$99.87</b>
-------------------------	----------------

## STATEMENT INFORMATION

Statement:	
Billing Date	08/15/14
<b>Due Date:</b>	<b>08/25/14</b>
<b>Total Amount Due:</b>	<b>\$99.87</b>
Amount To Be Drafted:	\$99.87

No payment required at this time. Your account will be drafted on 08/25/14 or the first business day that follows.

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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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SHENANDOAH CO, VA.....**1-800-SHENTEL**

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

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Premium Telephone Service*	1	\$17.05
08/15/14-09/14/14	Calling Name Delivery	1	\$7.50
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
08/15/14-09/14/14	Paperless Bill Credit*	1	\$0.50 cr
<b>Totals</b>			<b>\$30.55</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$1.01
State Comm Tax	\$1.73
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$7.58</b>

**[REDACTED] Total \$38.13**

\* Non-payment of charges asterisked may result in disconnection of local telephone service



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511870202001083



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

BOWMANS MILL RD  
MIDDLETOWN VA

STATEMENT INFORMATION

Statement: [Redacted]  
Billing Date: 08/15/14  
Due Date: 09/05/14  
Total Amount Due: \$90.27  
Amount Enclosed: \$

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

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

9900003001590011140815000090270140

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: 08/15/14  
Due Date: 09/05/14

Previous Charges

Previous Bill Amount: \$91.66  
Payments Received: \$91.66 cr  
Balance Forward: \$0.00

Current Charges

Telephone: \$21.70  
Internet: \$59.95  
Taxes & Surcharges: \$8.62  
Total Current Charges: \$90.27

**Total Amount Due \$90.27**

Any unpaid balance is subjected to a 1.5% late charge on 09/06/14

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!



\*\*\*\*\*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 540-984-5224 or toll free 1-800-SHENTEL.**

**Payment Policy**

Shentel bills its customers monthly. Unpaid balances are subject to a late charge if not paid within 20 days of the bill date. If it becomes necessary to disconnect a customer for nonpayment, the customer will be notified in writing five (5) days prior to the disconnection of the service. A service reconnection fee is required to restore service.

**Payment Policy**

Please write the amount paid on the remittance portion of the bill and your statement number on your check. When making payment by mail or at a local bank, please allow five (5) business days for crediting to your account. Payments made by phone will be credited to your account by the next business day. When making your payment online, your account will be credited immediately.

**The following are accepted methods of payment:**

- ONLINE:            www.shentel.com
- MAIL:             PO Box 37014 Baltimore, MD 21297
- PHONE:          540-984-5224 or 1-800-SHENTEL
- BANK DRAFT:    See above
- IN PERSON:     Shentel Customer Service Building  
                         106 S Main St., Edinburg, VA, and most  
                         Shenandoah County, VA banks
- DROP BOX:      Customer Service Building (see above)

**Reporting Service Problems**

Repair service can be reached 24 hours a day, 7 days a week by calling the following numbers:

- SHENANDOAH CO, VA and BERGTON.....**611**
- FROM YOUR WIRELESS PHONE OR FROM OUTSIDE  
SHENANDOAH CO, VA.....**1-800-SHENTEL**

**State Corporation Commission Regulated Services**

Your local telephone service may be disconnected for failure to pay for regulated services, such as local dial tone provided by Shenandoah Telephone Company. Your telephone service may not be disconnected for nonpayment of long distance charges or other services not regulated by the Virginia State Corporation Commission. Customer may lose access to long distance carriers or other companies to whom they owe past due amounts. If you pay only part of your bill, the amount you pay will first be applied to regulated service charges. Any remaining balance will be credited to non-regulated service charges.

Non-payment of services asterisked under Detail of STC Charges may result in disconnection of your local telephone service.

**Information on Services**

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

**TELEPHONE**

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Economy Telephone Service*	1	\$15.20
08/15/14-09/14/14	Interstate Access Charge	1	\$6.50
<b>Totals</b>			<b>\$21.70</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
Federal Excise Tax	\$0.74
State Comm Tax	\$1.25
Right-of-Way Fee	\$1.02
E-911 Fee	\$0.75
Universal Service Fee	\$1.26
State Tax Surcharge	\$0.31
ARC Fee-Residential	\$1.50
<b>Totals</b>	<b>\$6.83</b>

**[REDACTED] Total \$28.53**

\* Non-payment of charges asterisked may result in disconnection of local telephone service

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
08/15/14-09/14/14	Internet DSL Service 10.0	1	\$59.95
<b>Totals</b>			<b>\$59.95</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
USF Surcharge	\$1.66
Federal Excise Tax	\$0.05
State Comm Tax	\$0.08
<b>Totals</b>	<b>\$1.79</b>

**[REDACTED] Total \$61.74**



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511870202001094



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

Check here if providing any customer information on reverse side.

LONG MEADOW RD  
MIDDLETOWN VA

STATEMENT INFORMATION

Statement: [Redacted]  
Billing Date: 08/15/14  
Due Date: 09/05/14  
Total Amount Due: \$123.30  
Amount Enclosed: \$

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

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

9900000276300011140815000123300144

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: 08/15/14  
Due Date: 09/05/14

Previous Charges

Previous Bill Amount: \$126.61  
Payments Received: \$126.61 cr  
Balance Forward: \$0.00

Current Charges

Internet: \$59.95  
Telephone: \$52.41  
Taxes & Surcharges: \$10.94  
Total Current Charges: \$123.30

**Total Amount Due \$123.30**

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