


# A GUIDE TO UNDERSTANDING YOUR BILL

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PO BOX 196666  
ANCHORAGE AK 99519-6666

**Statement Date** Aug 4, 2020

Account Number 1234567  
Invoice Number 12355  
Total Due By Aug 27, 2020 \$265.48  
Amount Enclosed \$

Make checks payable to Alaska Communications and include the Account Number  
Please visit [AlaskaCommunications.com/AccountView](http://AlaskaCommunications.com/AccountView)

☐ Change of address: check here and complete the change of address section on the reverse side of this remit.

Kenai Help You? Fishing Shoppette  
186 W 81 ST  
ANCHORAGE AK 99503

ALASKA COMMUNICATIONS  
PO BOX 196666  
ANCHORAGE AK 99519-6666

01234567000000265487

To ensure proper credit, please return the top portion of this page with your payment. Please do not staple, tape or fold.  
KEEP THIS PORTION FOR YOUR RECORDS.

## 1 THIS IS A SAMPLE

- Your bill may look slightly different based on the products and services we provide

## 2 TOTAL AMOUNT DUE

- Summary of charges, plus usage, taxes, fees, and surcharges, minus any credits and previous payments
- Details for usage, taxes, credits, etc. at all locations pertaining to this account can be found on page 3



STAY CONNECTED TO  
**WHAT MATTERS MOST**

Providing reliable internet, voice, data, and  
IT services to Alaska and beyond.



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**Amount Due \$265.48**  
Due Aug 27, 2020

Statement Date Aug 4, 2020	
Account Number	1234567
Invoice Number	12355
Due Date	Aug 27, 2020
Total Due	\$265.48
Summary of Charges	
Previous Balance	\$174.00
Payments Received through Aug 18	-\$174.00
<b>Balance Forward</b>	<b>\$0.00</b>
Service Charges	\$249.70
Usage Charges	\$0.08
Taxes, Fee, and Surcharges	\$15.70
<b>Total Current Charges</b>	<b>\$265.48</b>

Alaska Communications • PO Box 196666 • Anchorage, AK 99519  
Alaska Communications System Holdings, Inc. • TIN 91-1921377  
For bill questions or account changes, visit [AlaskaCommunications.com/AccountView](http://AlaskaCommunications.com/AccountView)  
or call 907-563-8000 or toll free 800-808-8083

<b>Change of Address</b>		NAME	EFFECTIVE DATE
STREET ADDRESS		DAYTIME CONTACT NUMBER	
CITY	STATE	ZIP CODE	HOME TELEPHONE

### EASY WAYS TO PAY YOUR BILL

**Online** - Go to [AlaskaCommunications.com/AccountView](http://AlaskaCommunications.com/AccountView) to quickly and securely manage your account and pay your bill anytime. You'll need your account number, found on the front of this invoice. Make a one-time payment or set up AutoPay to automatically charge your Alaska Communications account balance to your VISA®, MasterCard®, Discover® card, or bank account every month.

**Pay by Phone** - Use our secure, 24-hour, automated phone system to pay your bill using your Visa, MasterCard, or Discover card. In Anchorage, call 907-563-8000 or 907-563-EASY (907-563-3279). Outside Anchorage, call toll free at 800-808-8083. Have your account number available. The account number is located on the front of the invoice.

**Contact Us** - Have questions on how to log into AccountView, update your payment method, or want to speak to a customer representative? Visit [www.AlaskaCommunications.com/ContactUs](http://www.AlaskaCommunications.com/ContactUs), email [ConsumerCare@acsalaska.com](mailto:ConsumerCare@acsalaska.com), or call 800-808-8083 and we'll point you in the right direction.

**Pay by Mail** - Send your payment in the return envelope included with your bill. (Note: ensure your account is not prepaid or on AutoPay first). Include the remittance slip from your bill and write your account number on the memo line of your check. Please do not send cash or credit card information through the mail. If you do not have the return envelope, the mailing address is as follows: ALASKA COMMUNICATIONS PO BOX 196666 ANCHORAGE AK 99519-6666

ALASKA COMMUNICATIONS  
PO BOX 196666  
ANCHORAGE AK 99519-6666

### ABOUT US

Alaska Communications (NASDAQ: ALSK) is Alaska's leading broadband and managed IT service provider. We are a trusted partner for businesses, schools, health care providers, state and local governments, with a commitment to exceptional customer service. Our network serves as our cloud enablement platform with superb security and reliability, built on a string of "firsts" in Alaska – the first internet service provider, the first Metro Ethernet, MPLS and VPLS provider, the first Carrier Ethernet 2.0 certified provider, and the first Microsoft® ExpressRoute partner. We take pride in our technology and network. We take greater pride in our people. Alaska Communications stands for local, reliable, and trustworthy customer service.

### INTERNET TECHNICAL SUPPORT

Internet support information is available at [AlaskaCommunications.com/Support](http://AlaskaCommunications.com/Support) or by calling 800-808-8083.

### IMPORTANT TIPS

**Stay Current:** Keep your credit card and/or other payment information up to date. Expired or incorrect info may discontinue you from AutoPay and can impact your service(s) with us. Update your account anytime at [AlaskaCommunications.com/AccountView](http://AlaskaCommunications.com/AccountView).

**Avoid Extra Charges:** Declined and/or returned payments may be assessed a returned payment fee. (\*). Failure to remit the amount due by 5:00 p.m. on the indicated due date may result in a late fee being assessed. A deposit may also be required.

**Authorize Payment:** Providing a check as payment authorizes Alaska Communications to use your banking account information to make a one-time electronic fund transfer from your account, or to process the payment as a check transaction.

### BILLING INFORMATION

In addition to the charges for Alaska Communications services, this bill may contain charges from other companies for which we bill; however, all charges are combined into one Amount Due. If a payment has already been made toward these charges, please deduct it from the total amount due. When a bill is not paid in full, all companies represented on the bill will receive an equal allocation of the payment received. To the extent that such allocations result in a payment shortfall, any of these companies may pursue collection measures including service disconnection. To avoid having your local telephone service disconnected for non-payment when a bill is not paid in full, customers need to clearly designate the portion of payment intended for local service. Applicable local service charges are designated on your bill with an asterisk (\*).

### CHARGES FOR PAY-PER-CALL (900) SERVICE

Pay-per-call (900) telephone charges may be disputed if you believe the charges are unauthorized, fraudulent or illegal. Your telephone service may not be disconnected for failure to pay for pay-per-call telephone service. The "900" service provider may exercise its right to collect for legitimate charges. Access to pay-per-call (900) services may be involuntarily blocked for failure to pay legitimate charges. Pay-per-call (900) number blocking is available upon request.

### CONTACT ALASKA COMMUNICATIONS

Visit [www.AlaskaCommunications.com](http://www.AlaskaCommunications.com) to learn more about our products, services, or to learn more about Alaska Communications in your community. Customer Service can be reached at 800-808-8083. Please send general, non-payment related correspondence to [ConsumerCare@acsalaska.com](mailto:ConsumerCare@acsalaska.com) or mail to the following address:

STATEMENT DATE  
Aug 4, 2020ACCOUNT NUMBER  
1234567INVOICE NUMBER  
12355

3	Payments & Adjustments
Description	Amount
AUG 01 PAYMENT	-\$174.00
Payments & Adjustments	-\$174.00

4	Service Summary
Service	Amount
123 MAIN ST (907) 555-1122	\$127.05
186 W 81 ST	
Account Based Service	\$0.00
(907) 555-1111	\$29.43
Internet Service	\$109.00
Total Current Charges	\$265.48

5	Service Details
Alaska Communications	
Service Details for 123 MAIN ST	

Business Voice Service	Amount
Charges for (907)555-1122	

One Time Charges	
Field Visit Charge	\$82.30
Total One Time Charges	\$82.30

Partial Month Charges (Jul 30 - Aug 03)	
Business Voice Service	
*Business Complex	\$0.00
Partial Month Charges Total (Jul 30 - Aug 03)	\$0.00

Full Month Charges (Aug 04 - Sep 03)	
Business Voice Service	
Non Published Number N/C	\$0.00
*Business Complex	\$40.00
ACS Tlac Exempt	\$0.00
Full Month Charges Total (Aug 04 - Sep 03)	\$40.00

Discounts	
20% 3 YR BUS PARTNER PLAN	-\$8.00
Discounts Total	-\$8.00

(907)555-1122 Subtotal	\$114.30
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6	Taxes and Fees
Regulatory Cost Charge - Local	\$1.32
Alaska Universal Service Fund	\$11.43
Taxes and Fees Total	\$12.75
Business Voice Service Total	\$127.05

Subtotal for 123 MAIN ST	\$127.05
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Service Details for 186 W 81 ST	
Business Voice & Internet Service	Amount

Charges for v.industries	
Full Month Charges (Aug 04 - Sep 03)	
Business Internet Service	

7	Business Voice & Internet Service	Amount
Business Internet 4 Mbps		\$109.00
Full Month Charges Total (Aug 04 - Sep 03)		\$109.00

v.industries Subtotal	\$109.00
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Charges for (907)555-1111	
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Full Month Charges (Aug 04 - Sep 03)	
Business Voice Service	
Non Published Number N/C	\$0.00
*Business Line- Simple	\$33.00
ACS Tlac Exempt	\$0.00
Full Month Charges Total (Aug 04 - Sep 03)	\$33.00

Discounts	
20% 3 YR BUS PARTNER PLAN	-\$6.60
Discounts Total	-\$6.60

ACS Long Distance Usage (See Call Details)	\$0.08
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(907)555-1111 Subtotal	\$26.48
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Taxes and Fees	
Alaska Universal Service Fund	\$2.64
Regulatory Cost Charge - Local	\$0.30
Taxes and Fees Total	\$2.94

Use Taxes and Fees	
Alaska Universal Service Fund	\$0.01
Taxes and Fees Total	\$0.01
Business Voice & Internet Service Total	\$138.43

Subtotal for 186 W 81 ST	\$138.43
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ACS Long Distance	
Service Details for 186 W 81 ST	

Account Based Service	Amount
Account Based Charges	

Full Month Charges (Jul 04 - Aug 03)	
Platinum Plus - Intrastate	\$0.00
Interstate Value Plan	\$0.00

Account Based Service Total	\$0.00
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8 Call Details			
Call Summary	Calls	Min	Amount

Platinum Plus - Intrastate			
(907) 555-1111			
Intrastate Rated Calls	2	1.3	\$0.08
Platinum Plus - Intrastate Total			\$0.08
Total Usage Charges			\$0.08

(907) 555-1111	
ACS Long Distance	

Date	Time	Called #	From/To Place	*Type	Min	Amount
7/15	12:42p	(907) 301-5180	ANCHORAGE AK	DDAL	0.5	0.03
7/28	10:34a	(907) 205-1041	ANCHORAGE AK	DDAL	0.8	0.05

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alaskacommunications.com

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### 3 PAYMENTS & ADJUSTMENTS

- Reflects the amount paid with any other adjustments

### 4 SERVICE SUMMARY

- A summary of charges for all locations
- Detailed charges for each service and location continue below

### 5 SERVICE DETAILS SECTION

- If applicable, this section details the products and services purchased from Alaska Communications for each listed address/location
- If there are multiple locations on one account, additional locations will be listed
- If there are additional services, you'll see service details listed
- Totals for all detail sections will be added and totaled on the first page
- Feature package for your product will show – for feature details, please visit [AlaskaCommunications.com/products](http://AlaskaCommunications.com/products) or log into your *AccountView*

### 6 USAGE TAXES AND FEES

- This section lists any taxes, surcharges, and fees for each location and service
- Charges are totaled on page one of your invoice (in at least 2 places)
- For a breakdown of Regulatory Cost Charge and Alaska USF, visit [alaskacommunications.com/Support/Tax-and-User-Fee-Summary](http://alaskacommunications.com/Support/Tax-and-User-Fee-Summary)

### 7 TOTAL USAGE AND VOICE/ INTERNET USAGE

- The above reflects total billed use—not necessarily all the calls or data used
- For all call detail, please visit your *AccountView* portal

### 8 CALL DETAILS

- Under this section you'll find billable charges (calls, use, etc.) for the listed services and phone charges
  - Each product is listed separately
  - Each service location is listed separately



STATEMENT DATE  
Aug 4, 2020

ACCOUNT NUMBER  
1234567

INVOICE NUMBER  
12355

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### (907) 555-1111

ACS Long Distance

Date	Time	Called #	From/To Place	*Type	Min	Amount
2 Calls for (907) 555-1111						1.3 \$0.08

#### Taxes and Fees

Alaska Universal Service Fund	\$0.01
<b>Taxes and Fees Total</b>	<b>\$0.01</b>

**Total Usage for (907) 555-1111** **\$0.09**

*Type	Explanation	Calls
DDAL	DIRECT DIALED ALASKA	2

**Subtotal for 186 W 81 ST** **\$0.09**

## 8 CALL DETAILS

- Under this section you'll find billable charges (calls, use, etc.) for the listed services and phone charges
  - Each product is listed separately
  - Each service location is listed separately