

A GUIDE TO UNDERSTANDING YOUR BILL

In our efforts to improve service, we have redesigned our bill to make it easier to read. Please take a moment to review this sample explanation of your bill. To answer additional questions, visit www.alaskacommunications.com/changes. At Alaska Communications, our priority is fulfilling our commitment to our customers.

1

P.O. Box 196666
ANCHORAGE AK 99519-6666

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

AURORA BOREALIS
1234 1ST AVE
ANCHORAGE AK 99519

Statement Date	Sep 1, 2020
Account Number	9876543
Invoice Number	66584
Total Due By Sep 24, 2020	\$233.59
Amount Enclosed	\$ _____

Make checks payable to and include the Account Number.

ALASKA COMMUNICATIONS
P.O. Box 196666
ANCHORAGE AK 99519-6666

09876543000000233591

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.



STAY CONNECTED TO
WHAT MATTERS MOST

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



Statement Date	Sep 1, 2020
Account Number	9876543
Invoice Number	66584
Due Date	Sep 24, 2020
Total Due	\$233.59

Summary of Charges	
Previous Balance	\$215.15
Payments Received through Sep 15	-\$215.15
Balance Forward	\$0.00
Service Charges	\$210.18
Usage Charges	\$3.40
Taxes, Fee, and Surcharges	\$20.01
Total Current Charges	\$233.59

2 Amount Due \$233.59

Due Sep 24, 2020

Whoa, something's different - what's new? You may notice your bill looks different. We've been working to improve your experience, making things easier to read on your bill, and improve how you manage your account. You'll receive a separate mailer about all the improvements, and you can also get more information at AlaskaCommunications.com/changes. Check out your NEW personal portal at AlaskaCommunications.com/AccountView. Enjoy!

Alaska Communications System Holdings, Inc. • TIN 91-1921377
For bill questions or account changes, visit www.alaskacommunications.com/changes or call

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 your location pertaining to this account can be found on page 3

Change of Address		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 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, email 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 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.

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 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 or mail to the following address:



STATEMENT DATE: Sep 1, 2020
 ACCOUNT NUMBER: 9876543
 INVOICE NUMBER: 66584

3 **Payments & Adjustments**

Description	Amount
AUG 01 PAYMENT	-\$215.15
Payments & Adjustments	-\$215.15

4 **Service Summary**

Service	Amount
1234 1ST AVE 20F	
Internet Service (907) 555-1111	\$63.79
	\$169.80
Total Current Charges	\$233.59

5 **Service Details**

Alaska Communications

Service Details for 1234 1ST AVE 20F

Home Voice Plus Bundle	Amount
Charges for (907)555-1111	
One Time Charges	
Field Visit Charge	\$99.00
Total One Time Charges	\$99.00
Full Month Charges (Aug 01 - Aug 31)	
Home Voice Service	
Easy Choices-100 Minute Plan	\$5.95
ACS Instate Long Distance	\$0.00
Full Month Charges Total (Aug 01 - Aug 31)	\$5.95
Full Month Charges (Sep 01 - Sep 30)	
Home Voice Service	
Custom Calling Feature Pkg	\$22.00
*Residential Line	\$2.00
*Federal Subscriber Line Chrg	\$6.50
*Alaska Network Access Fee	\$3.69
Full Month Charges Total (Sep 01 - Sep 30)	\$41.44
ACS Long Distance Usage (See Call Details)	\$3.40
(907)555-1111 Subtotal	\$149.79
Charges for Internet	
Full Month Charges (Sep 01 - Sep 30)	
Unlimited Internet Service	
Unlimited Internet	\$89.99
Home Voice Plus Bundle Credit	-\$17.20
Full Month Charges Total (Sep 01 - Sep 30)	\$72.79
Discounts	
MILDISC10_HOME INTERNET SAVE 10%	-\$9.00
Discounts Total	-\$9.00
Internet Subtotal	\$63.79

6 **Taxes and Fees**

Regulatory Cost Charge - Local	\$1.33
Alaska Universal Service Fund	\$11.59
Federal Excise Tax	\$1.31

Home Voice Plus Bundle	Amount
Federal Universal Service Fund	\$3.30
Telecom Relay Surcharge	\$0.09
E911 - Anchorage Borough	\$2.00
Taxes and Fees Total	\$19.62

Usage Taxes and Fees	Amount
Alaska Universal Service Fund	\$0.34
Regulatory Cost Charge - Intrastate	\$0.05
Taxes and Fees Total	\$0.39

Home Voice Plus Bundle Total **\$233.59**

Subtotal for 1234 1ST AVE 20F **\$233.59**

ACS Long Distance

Service Details for 1234 1ST AVE 20F

7 **Call Details**

Call Summary	Calls	Min	Amount
Easy Choices-100 Minute Plan (907) 555-1111			
Interstate Rated Calls/Discount	3	3.0	\$0.00
Easy Choices-100 Minute Plan Total			\$0.00
Fixed Rate - Intrastate (907) 555-1111			
Intrastate Fixed Rate	13	34.0	\$3.40
Fixed Rate - Intrastate Total			\$3.40
Total Usage Charges			\$3.40

(907) 555-1111					
ACS Long Distance					
Date	Time	Called #	From/To Place	*Type	Min Amount
8/01	11:27a	(907) 555-2424	NOME AK	DDAL	5.0 0.50
8/01	11:56a	(907) 555-9999	FAIRBANKS AK	DDAL	1.0 0.10
8/01	12:13p	(907) 555-0303	ANCHORAGE AK	DDAL	4.0 0.40
8/01	4:51p	(907) 555-0469	NOME AK	DDAL	6.0 0.60
8/03	8:29p	(907) 555-9999	BETHEL AK	DDAL	1.0 0.10
8/03	8:36p	(907) 555-9999	BETHEL AK	DDAL	1.0 0.10
8/03	8:37p	(907) 555-9999	BETHEL AK	DDAL	1.0 0.10
8/03	8:38p	(907) 555-9999	BETHEL AK	DDAL	1.0 0.10
8/03	8:40p	(907) 555-9999	BETHEL AK	DDAL	2.0 0.20
8/05	3:16p	(907) 555-1515	SOLDOTNA AK	DDAL	5.0 0.50
8/06	11:52a	(907) 555-2299	NOME AK	DDAL	1.0 0.10
8/06	11:53a	(907) 555-2297	NOME AK	DDAL	6.0 0.60
8/06	12:07p	(907) 555-0303	WALES AK	DDAL	1.0 0.10
13 Calls for (907) 555-1111					34.0 \$3.40

Taxes and Fees	Amount
Alaska Universal Service Fund	\$0.34
Regulatory Cost Charge - Intrastate	\$0.05
Taxes and Fees Total	\$0.39

Total Usage for (907) 555-1111 **\$3.79**

*Type	Explanation	Calls
DDAL	DIRECT DIALED ALASKA	13

Subtotal for 1234 1ST AVE 20F **\$3.79**

3 PAYMENTS & ADJUSTMENTS

- Reflects the amount paid with any other adjustments

4 SERVICE SUMMARIES

- 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 this listed address/location
- 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 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 alaskacomcommunications.com/Support/Tax-and-User-Fee-Summary

7 TOTAL VOICE USAGE

- This section lists billable charges (calls, use, etc.) or the listed service and phone charges

8 TOTAL CALL USAGE

- This section highlights the total usage for call and voice usage
 - Amount is the total billed use— not necessarily all call or data used
 - For call details, please visit your *AccountView* portal