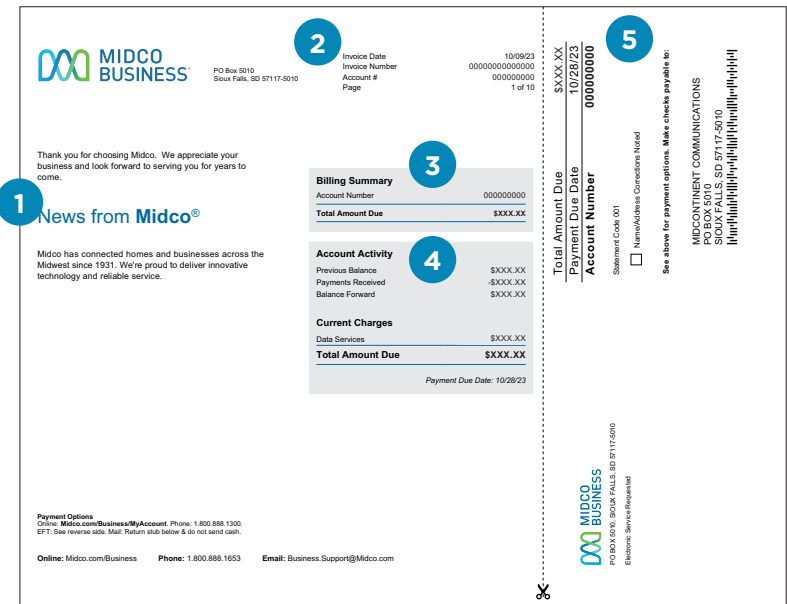


# How to read your monthly statement.

A guide of what to expect on your Midco Business® statement.

We know that attention to detail is how you keep your business running smoothly. That's why we make sure your monthly statement has plenty of information, while still remaining user-friendly. You can also conveniently and easily manage your service and account using My Account at [Midco.com/Business](https://Midco.com/Business).

The number of pages and detail in your statement will vary depending on services, charges and usage.



**1 News from Midco®**

Thank you for choosing Midco. We appreciate your business and look forward to serving you for years to come.

Midco has connected homes and businesses across the Midwest since 1921. We're proud to deliver innovative technology and reliable service.

**2 Invoice & Account Number**

Invoice Date: 10/09/23  
 Invoice Number: 0000000000000000  
 Account #: 000000000  
 Page: 1 of 10

**3 Billing Summary**

Account Number	000000000
Total Amount Due	\$XXX.XX

**4 Account Activity**

Previous Balance	\$XXX.XX
Payments Received	\$XXX.XX
Balance Forward	\$XXX.XX
<b>Current Charges</b>	
Data Services	\$XXX.XX
<b>Total Amount Due</b>	<b>\$XXX.XX</b>

Payment Due Date: 10/28/23

**5 Remittance Form**

Total Amount Due: \$XXX.XX  
 Payment Due Date: 10/28/23  
 Account Number: 000000000

Statement Code 001  
 Name/Address Corrections Noted

See above for payment options. Make checks payable to:  
 MIDCONTINENT COMMUNICATIONS  
 PO BOX 5010 SOU FALLS, SD 57112-5010  
 MIDCO BUSINESS  
 PO BOX 5010 SOU FALLS, SD 57112-5010  
 MIDCO BUSINESS

Payment Options  
 Online: [Midco.com/Business/MyAccount](https://Midco.com/Business/MyAccount). Phone: 1.800.888.1300.  
 EFT: See reverse side. Mail: Return stub below & do not send cash.

Online: [Midco.com/Business](https://Midco.com/Business) Phone: 1.800.888.1653 Email: [Business.Support@Midco.com](mailto:Business.Support@Midco.com)

- 1 News from Midco:** Check this area for important messages about service updates, new programming and services available in your area.
- 2 Invoice & Account Number:** For your convenience, we include the invoice and account number at the top of each page. If you have multiple accounts that are linked together, the account number will show your "parent" account.
- 3 Billing Summary:** Your account number and total amount due can be found here. Please use your account number for any customer service questions or when paying online at [Midco.com/Business](https://Midco.com/Business). To avoid a late fee, please pay the total amount due by the date indicated.
- 4 Account Activity/Current Charges/Total Amount Due:** This section includes previous balance, payment received and balance forward, as well as an overview about new Current Charges and Total Amount Due.
- 5 Remittance Form:** If you're mailing a payment, please return this form with the Midco address visible through the envelope window. No remittance is necessary if you have a recurring payment plan through auto pay or Midco's online bill pay. This stub can be used if you have multiple accounts linked together; there's no need to remit multiple stubs. This form can also be used to submit name or address corrections for your account.

# How to read your monthly statement.

A guide of what to expect on your Midco Business statement.

**1** **Automatic Payment Authorization (EFT):** Use this form for electronic funds transfer authorization (EFT). Use this form if you'd like your payments debited from a bank account.

**2** **Payment Detail:** Most recent payments made for different accounts/service locations are listed here.

**3** **Current Charges Detail:** This area details charges for each service on the account, including taxes and fees.

**4** **Phone Detail:** Here you'll find your phone service lines and features associated with each line, such as voicemail and directory listings. This area shows the overall charges for long-distance and toll-free, as well as the phone numbers associated with the charges.

**5** **Frequently Asked Questions:** This area contains additional details about service charges, fees, taxes, surcharges and other Midco service information.

**What is the Universal Service Fund?**  
The Federal Communications Commission (FCC) created the Universal Service Fund (USF). This fee helps make wire and broadband services affordable and available to all Americans, including low-income consumers and those living in areas where the costs of providing service are high. It also includes public and nonprofit schools and libraries serving low-income communities, as well as rural health care providers. Congress mandated that all telecommunications companies providing interstate service contribute to the USF. A carrier may include this contribution on a customer's monthly bill.

**What is the Carrier Cost Recovery Fee?**  
The Carrier Cost Recovery Fee includes multiple charges associated with voice services. These include: Access Charge, the Administration Recovery Fee, the Access Recovery Charge, the Local Number Portability Fee and the Preconditioned Carrier Charge. This does not reflect a direct government charge.

**What are Federal Access Charges?**  
These charges - proposed and authorized by the Federal Communications Commission (FCC) - provide for access to and maintenance of the local network.

**What is the Administration Recovery Fee?**  
All carriers providing interstate telecommunications must support relay services, which enable phone conversations between people with speech/hearing impairments and those without.

**What is the Access Recovery Charge (ARC) Fee?**  
The Access Recovery Charge (ARC) is a fee related to changes in FCC rules. This monthly fee is a way to recover the costs of providing access to the phone network.

**What is the Preconditioned Carrier Charge?**  
This charge is for selecting and routing calls to a long-distance carrier.

**What is the Local Number Portability Fee?**  
The Federal Communications Commission permits phone companies to add this charge to all phone lines as compensation for creating systems that allow residential and business phone customers to retain their existing phone numbers (all the same location) when switching from one local phone service to another.

**What is the County Government 911 Emergency Surcharge?**  
Local governments mandate this surcharge to help pay for emergency services such as fire and rescue.

**What is the Telecom Relay Service Charge?**  
This adds service charge help to pay for the state relay carrier, which transmits and translates calls for hearing-impaired people.

**What is the Gross Receipts Tax?**  
This tax is on gross receipts derived from the furnishing of phone services. The service provider collects the tax and reports the collection annually to the Department of Revenue.

**What is Midco's policy on refunds for credit card transactions?**  
When a customer pays money on an account by credit or debit card, and there needs to be a partial or full refund to that card because of the customer's transaction, it's Midco's policy to issue a credit to the customer's account as long as it is within 30 days of the credit transaction. There may be an error in the amount charged to card by Midco, we may issue a credit to the customer's credit card with a manager's approval.

**What is Midco's policy for returned payments?**  
If any payment is returned unpaid, Midco will apply a fee to your monthly statement. The fee will be determined by the merchant non-sufficient funds (NSF) fee allowed by applicable law.

**For customers who have authorized recurring payments:** You authorize Midco to make a one-time electronic funds transfer (EFT) from your account to collect a fee. This fee will be determined by the merchant non-sufficient funds (NSF) fee allowed by applicable law.

**Is a move in your future?**  
If you plan on moving, please call 1.800.888.1833 or visit Midco.com/Move at least two weeks prior to your move to ensure a smooth transition of services. This complete a change of address form with the U.S. Postal Service at USPS.com to make sure your mail always reaches you.

**Call Before You Dig:** There may be underground wires located in your yard. Digging into an underground wire could result in service interruption, injury, service interruptions or property damage. If utility lines are cut, you may be liable for charges. Please call 811 or the appropriate number for your state to locate underground utility cables.

This has an on gross receipts derived from the furnishing of phone services. The service provider collects the tax and reports the collection annually to the Department of Revenue.

South Dakota: 1.800.795.2474  
Minnesota: 1.800.252.1816  
Wisconsin: 1.800.242.2101  
Kansas: 1.800.344.7233

Online: Midco.com/Business Phone: 1.800.888.1833 Email: Business.Support@Midco.com

**6** **Toll-Free Details:** See the details of calls that make up your overall toll-free charges, with details sorted by phone number.

**7** **Long-Distance Details:** View a listing of calls that make up your overall long-distance charges, with details sorted by phone number.

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