



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/MyAccount.

Note: scan your statement in portrait orientation, not landscape.

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1 News from Midco®
Midco has been connecting homes and businesses across the region since 1931, providing innovative technology paired with reliable service you can depend on.

2 Invoice & Account Number: Invoice Date: XX/XX/XX, Invoice Number: 000000000000000000, Invoice # #: XXXXX, Statement # #: XXXXX, 1 of 3

3 Billing Summary
Account Number: 0000000000
Total Amount Due: \$XXXXXX
Payment Due Date: XX/XX/XX

4 Account Activity/Current Charges/Total Amount Due:
Account Activity: Previous Balance \$XXXX, Payments Received -\$XXXX, Balance Forward \$0.00
Current Charges: Internet Services \$XXXX, Home Services \$XXXX, & Surcharges \$XXXX
Total Amount Due: \$XX.XX
Payment Due Date: 11/20/15

5 Remittance Form: Total Amount Due: \$XXXXXX, Payment Due Date: XX/XX/XX, Account Number: 0000000000. Includes fields for Name/Address Corrections Noted, Make checks payable to, and MICR line: ⑉ 2 3 ⑆ 101351516303 00024763 103151516303 00024763 6

Online: Midco.com/Business Phone: 1.800.888.1300 Email: 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/MyAccount. 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.

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ADDITIONAL STATEMENT DETAIL PAGES

1 **Automatic Payment Authorization (EFT)**

2 **Payment Detail**

Account	Payment Date	Previous Balance	Amount	Balance Forward
19300001	XX/XX/XX	422.00	-422.00	0.00
TOTAL		\$422.00	-\$422.00	\$0.00

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3 **Current Charges Detail**

4 **Circuit Information**

ServiceID	Date	Amount	Circuit Information
Data			
Ethernet Virtual Circuit	1/01/10	XX.XX	MRC: 400.00 Service Provider CID: HND0EVC1800000/MC/701
Country Sales Tax		XX.XX	M&A #: 20481.978 Retail Date: 01/20/05
State Sales Tax		XX.XX	Location A: LOCATION 1, HNDOT, ND Term: 36
Total for Account: 000000000		XXX.XX	

Hosting Services:

Service	Quantity	Unit	Rate	Amount
Email Hosting	12	10/08-01/07	XX.XX	
Virtual Servers	1	10/08-01/07	XX.XX	
Desktop as a Service (DaaS)	1	10/08-01/07	XX.XX	
RAM	1	10/08-01/07	XX.XX	
CPU	1	10/08-01/07	XX.XX	
Data Backup	1	10/08-01/07	XX.XX	
Storage Area Network (SAN)	1	10/08-01/07	XX.XX	
Email Storage (EO SIB)	1	10/08-01/07	XX.XX	

Total Current Charges

Data	XXX.XX
Hosting Services	XXX.XX
Taxes, Fees & Surcharges	XXX.XX

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5 **Toll-Free Details**

Account Number	Number	Time	Rate	Duration	Amount
000000000	800-555-5555				
VALUED BUSINESS CUSTOMER					
530-555-8817	BERKELEY, CA	09/25	8:15 pm	DD 0:30	0:03
530-555-8817	BERKELEY, CA	09/25	8:16 pm	DD 0:12	0:01
701-555-3737	GRANDFORKS, ND	09/09	10:00 pm	DD 0:24	0:02
701-555-3737	GRANDFORKS, ND	09/01	9:40 pm	DD 0:30	0:03
701-555-3737	GRANDFORKS, ND	09/14	6:05 pm	DD 0:06	0:01
701-555-3737	GRANDFORKS, ND	09/16	10:00 pm	DD 0:06	0:01
701-555-3737	GRANDFORKS, ND	09/22	9:42 pm	DD 0:06	0:01
701-555-3737	GRANDFORKS, ND	09/26	9:34pm	DD 0:06	0:01
701-555-0084	FARGO, ND	09/23	4:10 pm	DD 0:54	0:05
701-555-0677	ROLLA, ND	10/03	5:02 pm	DD 1:00	0:05
701-555-4375	GRANDFORKS, ND	09/23	9:33 pm	DD 0:01	0:01
701-555-4375	GRANDFORKS, ND	09/24	5:33 pm	DD 0:06	0:01
808-555-3942	HONOLULULU, HI	09/16	6:44 pm	DD 0:42	0:04

Long Distance Charges: 701-555-5555 5.00 \$0.29 Long Distance Charges: 701-555-5555 5.00 \$0.29

6 **Long-Distance Details**

Account Number	Number	Date	Time	Rate	Duration	Amount
000000000	701-555-5555					
VALUED BUSINESS CUSTOMER						
530-555-8817	BERKELEY, CA	09/25	8:15 pm	DD 0:30	0:03	
530-555-8817	BERKELEY, CA	09/25	8:16 pm	DD 0:12	0:01	
701-555-3737	GRANDFORKS, ND	09/09	10:00 pm	DD 0:24	0:02	
701-555-3737	GRANDFORKS, ND	09/01	9:40 pm	DD 0:30	0:03	
701-555-3737	GRANDFORKS, ND	09/14	6:05 pm	DD 0:06	0:01	
701-555-3737	GRANDFORKS, ND	09/16	10:00 pm	DD 0:06	0:01	
701-555-3737	GRANDFORKS, ND	09/22	9:42 pm	DD 0:06	0:01	
701-555-3737	GRANDFORKS, ND	09/26	9:34pm	DD 0:06	0:01	
701-555-1084	FARGO, ND	09/23	4:10 pm	DD 0:54	0:05	
701-555-0677	ROLLA, ND	10/03	5:02 pm	DD 1:00	0:05	
701-555-4375	GRANDFORKS, ND	09/23	9:33 pm	DD 0:01	0:01	
701-555-4375	GRANDFORKS, ND	09/24	5:33 pm	DD 0:06	0:01	
808-555-3942	HONOLULULU, HI	09/16	6:44 pm	DD 0:42	0:04	

7 **Frequently Asked Questions**

If you plan on moving, please call Midco three weeks prior to your move to ensure that you experience no interruption of service.

Call Before You Dig
There may be underground wires located in your yard. Digging into an underground wire could result in serious personal 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.

South Dakota 1.800.795.9124
North Dakota 1.800.795.9555
Minnesota 1.800.252.7166
Wisconsin 1.800.242.8571
Kansas 1.800.344.7233

Online: Midco.com/Business Phone: 1.800.888.1300 Email: Business.Support@Midco.com

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

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 (internet and networking, data center services, cable TV or voice) on the account, including taxes and fees.

4 Circuit Information: This detailed explanation outlines specialized services including:

- **PON:** Purchase order number (received from the business)
- **A Location:** Information pertaining to where the circuit resides in/at Midco facilities
- **Z Location:** Information pertaining to the customer's premises where services are installed*
- **CLLI:** Code for location
- **NPA/NXX:** Area code/prefix
- **MRC:** Monthly recurring charge
- **LATA:** Local access and transport area
- **Term:** Length of service contract

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

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

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