

# 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.

### Page 1



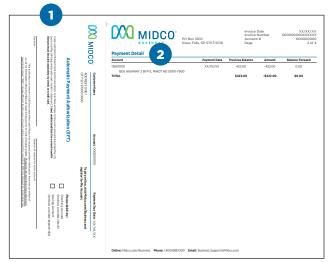
- **News from Midco:** Check this area for important messages about service updates, new programming and services available in your area.
- Invoice & Account Number: For your convenience, we include the invoice and account number at the top of each page. If you have multiple accounts that are linked together, the account number will show your "parent" account.
- 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.
- 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.
- 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.

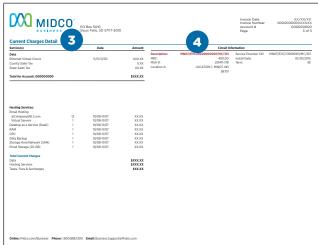
### How to Read Your Monthly Statement

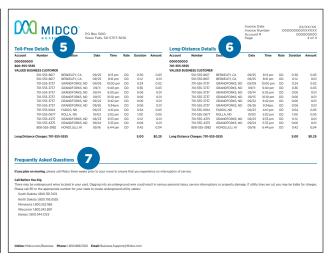
A guide of what to expect on your Midco Business statement

### PAGE 2

#### ADDITIONAL STATEMENT DETAIL PAGES







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

- Toll-Free Details: See the details of calls that make up your overall toll-free charges, with details sorted by number.
- Long-Distance Details: View a listing of calls that make up your overall long-distance charges, with details sorted by number.
- **Frequently Asked Questions:** This area contains additional details about service charges, fees, taxes, surcharges and other Midco service information.