

# Your newly designed Hargray bill

Easier to read...Tells you more

- We have changed the format of your bill to separate the charges of the cost of your service and the required cost of providing the service to you.


The first page of your bill provides a summary of all payments and charges. The second page of your bill provides general information.

The remaining pages reflect the charges from page one. These are not new charges, just itemized on the bill to show the service cost separately.


If you have any questions concerning your new bill, contact Hargray toll-free at 1-800-800-7988

- 1. Bill Stub:** The bottom portion of the bill is torn off and returned with payment. If you pay in person at one of our Hargray locations, please bring the stub with you.
- 2. Mailing Address:** Name and mailing address of person responsible for payment.
- 3. Current Charges Due:** Payment of your Hargray bill is due by this date.
- 4. Total Amount Due:** Includes current charges and any unpaid balances.
- 5. Amount Enclosed:** Write the amount being paid here.
- 6. Bill Date:** Date the bill issued.
- 7. Customer Number:** All charges are identified with this number.
- 8. Account Summary:** A list of the monthly service charge, other charges and credits, usage charges, taxes/surcharges and total of current charges.
- 9. Previous Balance:** A record of charges appearing on the last month's bill.
- 10. Payments and Adjustments:** An itemized record of any payments or adjustments applied since your last bill.
- 11. Caring Coins Contribution\*:** An itemized record of your current month contribution. If you do not participate in Caring Coins, this line will not appear on your bill.
- 12. InterLATA Long Distance Carrier\*:** This is a record of your out-of-state Long Distance Provider.
- 13. IntraLATA Long Distance Carrier\*:** This a record of your in-state Long distance Provider.
- 14. Great Offers from Hargray:** Advertising section for the latest specials Hargray has to offer you.
- 15. Service Interruption Notice:** If your "Past Due" balance is due, this will notify you that your service will be interrupted if not paid by due date.

\* These charges will only appear on your bill if you use these services



5 Buck Island Rd. PO Box 346 Bluffton, SC 29910

<b>7</b>	<b>CUSTOMER NAME</b> Mary Jones <b>CUSTOMER NUMBER</b> 100012345 <b>PHONE NUMBER</b> 843-815-1234 (See Monthly Service details for additional numbers) <b>BILL DATE</b> 5/15/04 <b>6</b>											
<b>8</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #f2f2f2;">Account Summary</th> </tr> <tr> <td>Monthly Service Charges</td> <td style="text-align: right;">\$ 173.30</td> </tr> <tr> <td>Other Charges, Credits, and Usage</td> <td style="text-align: right;">104.55</td> </tr> <tr> <td>Taxes and Surcharges</td> <td style="text-align: right;">34.30</td> </tr> <tr> <td><b>Total Current Charges</b></td> <td style="text-align: right;"><b>312.15</b></td> </tr> </table>	Account Summary		Monthly Service Charges	\$ 173.30	Other Charges, Credits, and Usage	104.55	Taxes and Surcharges	34.30	<b>Total Current Charges</b>	<b>312.15</b>	
Account Summary												
Monthly Service Charges	\$ 173.30											
Other Charges, Credits, and Usage	104.55											
Taxes and Surcharges	34.30											
<b>Total Current Charges</b>	<b>312.15</b>											
<b>15</b>	<b>Please Note:</b> If I have not received your payment by 5/25/04 for the total "Past Balance" shown here, your service will be interrupted. You will not be receiving any other late notice.	<b>10</b>										
		<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Previous Balance</td> <td style="width: 50%; text-align: right;">84.47</td> </tr> <tr> <td>Payment Received - April 28</td> <td style="text-align: right;">-30.15</td> </tr> <tr> <td><b>Past Balance - Due Immediately</b></td> <td style="text-align: right;"><b>\$ 54.32</b></td> </tr> <tr> <td><b>Total Amount Due</b></td> <td style="text-align: right;"><b>\$ 366.47</b></td> </tr> </table>	Previous Balance	84.47	Payment Received - April 28	-30.15	<b>Past Balance - Due Immediately</b>	<b>\$ 54.32</b>	<b>Total Amount Due</b>	<b>\$ 366.47</b>		
Previous Balance	84.47											
Payment Received - April 28	-30.15											
<b>Past Balance - Due Immediately</b>	<b>\$ 54.32</b>											
<b>Total Amount Due</b>	<b>\$ 366.47</b>											
<b>14</b>	<b>Great Offers From Hargray</b> Get Hargray's High-Speed Internet service for \$39.99. Call 888-5000 or visit us at www.hargray.com  Unlimited Nationwide Long Distance is here! And it's only \$19.99. Call 888-5000 to start taking advantage of this great value.	<b>9</b>										
		<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Current Charges Due</b></td> <td style="width: 50%; text-align: right;"><b>6/01/04</b></td> </tr> </table> <p>Our records show you changed your long distance carrier to Hargray LD on 5/02/04</p>	<b>Current Charges Due</b>	<b>6/01/04</b>								
<b>Current Charges Due</b>	<b>6/01/04</b>											
		<b>4</b>										
For billing inquiries please call 757-0411 or 1-888-757-2211 Checks should be made payable to Hargray												
<b>1</b>	 Hargray Remittance Center PO Box 2000 Hilton Head Isl. SC 29938-2000	<b>3</b>										
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Current Charges Due</td> <td style="width: 50%; text-align: right;">6/01/04</td> </tr> <tr> <td>Total Amount Due</td> <td style="text-align: right;"><b>\$ 366.47</b></td> </tr> <tr> <td><b>Past Balance - Due Immediately</b></td> <td style="text-align: right;"><b>\$ 54.32</b></td> </tr> <tr> <td>Amount Enclosed</td> <td></td> </tr> </table>	Current Charges Due	6/01/04	Total Amount Due	<b>\$ 366.47</b>	<b>Past Balance - Due Immediately</b>	<b>\$ 54.32</b>	Amount Enclosed			
Current Charges Due	6/01/04											
Total Amount Due	<b>\$ 366.47</b>											
<b>Past Balance - Due Immediately</b>	<b>\$ 54.32</b>											
Amount Enclosed												
		<b>5</b>										
		<input type="checkbox"/> Check here for address change										
<b>2</b>	123 Tree Lane Bluffton SC 29910-1966	Mary Jones 100012345 843-815-1234 5/15/04										
		008438151234000100113										

(page 1)

*This is an example of the new Hargray bill. We have included many services as an example. Your individual bill will differ depending on which services you have with Hargray.*

# Your new Hargray bill explained

16

## Taxes, Surcharges and Fees

**Basic Telephone Service:** The FCC requires that basic telephone service charges be noted as such on the bill indicating what amounts can be paid if you want to retain just that service. Asterisks (\*) are used to note such services.

**County E911 Charge:** A monthly surcharge that provides ongoing maintenance of 9-1-1 system and construction of 9-1-1 equipment.

**FCC Access Charge (Residential or Business):** In order to assure the availability of affordable local telephone service, a Federal Subscriber Line Charge helps providers of local telephone service cover the installation and maintenance costs of outside telephone wires, underground conduit, telephone poles and other facilities that link each telephone customer to the telephone network.

**Universal Service Fund (USF):** All telecommunications carriers that provide telecommunications services are required by Federal and State authorities to contribute a percent of revenue to preserve and advance affordable telephone service through the state's Universal Service Fund (USF). Potential beneficiaries of this fund are rural communities, low income telephone subscribers, schools, libraries and rural health care facilities.

**Telecommunication Relay:** The Americans with Disabilities Act requires all telecommunication carriers offering voice services to provide access to a Dual Party Relay Service and contribute to a shared fund to support the service. This service enables an individual who is hearing or speech impaired to communicate with others through access to Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

## Billing Information

**Payments:** The remittance section slip should always accompany your payment. The amount shown a Balance Forward should be paid upon receipt of the bill to avoid possible interruption of service. Payments that you have made but that do not appear may be deducted from the Total Amount Due.

**Credit Balances:** A negative sign (-) next to the charge denotes a credit. If (-) appears next to the Total Due, do not pay.

**Proration (Partial Month Billing):** Services and equipment are billed one month in advance. If you begin service or make additions or changes to existing services in the middle of a billing period, your bill will show a "proration". The amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days.

**Late Payment/Returned Check:** Amounts unpaid 30 days from bill date are subject to a late charge of 1.5%. Returned checks are subject to a fee of \$25.00. We will not be responsible for payments and/or bills lost in the mail. Accounts interrupted as a result of non-payment are subject to a reconnect fee.

## Who to Call

Answers to billing, service questions and complaints, explanations of various charges and instructions on how to verify the accuracy of this bill can be obtained by calling our Customer Service toll-free or local number shown on each page of this bill.

17

## Change of Address

Please check the box on the reverse side and print information clearly.

Effective Date \_\_\_\_\_ Account Name \_\_\_\_\_  
 New Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Home Number \_\_\_\_\_ Work Number \_\_\_\_\_

*If you have any questions concerning the above charges please call 843-757-0411*

(page 2)

**16. General Information:** This section explains charges for taxes/surcharges, fees, billing and Who To Call for complaints or questions.

**17. Change of Address:** This stub may be torn off and returned with your payment. A Hargray associate will make the necessary changes to your account.

\* These charges will only appear on your bill if you use these services

Section 1		Page 1	May 15, 2004	Customer # - 1000045678
<b>18</b>	<b>Monthly service from May 15 through June 14</b>			
<b>19</b>	<b>Telephone Service (843-815-4003)</b>			
	(101 Bluffton Drive)			
	Local Service*		12.35	
	Wire Maintenance Plan		2.00	
	Call Forwarding		1.25	
	Call Waiting		2.00	
	Call Central		3.75	
<b>20</b>	<b>Directory Advertising</b>		300.00	
	<b>Total</b>		<b>321.35</b>	
<b>21</b>	<b>Cable TV</b>			
	(101 Bluffton Drive)			
	Full Basic - Expanded Line Up		34.95	
	Showtime - Bundle		12.00	
	Extra CATV Outlets (2 @ \$1.50)		3.00	
	<b>Total</b>		<b>49.95</b>	
<b>22</b>	<b>High Speed Internet</b>			
	(User Name: Jim Baker)			
	High Speed Internet Service		39.95	
	<b>Total</b>		<b>39.95</b>	
<b>23</b>	<b>Multi-Service Package (843-815-1234)</b>			
	Platinum Entertainment Package		151.95	
	Premium CATV Package			
	Basic CATV with Expanded Lineup			
	All Premium Channels			
	Digital Sports Package			
	Digital Basic			
	Digital Features			
	Set Top Box			
	High-Speed Internet			
	Telephone Package			
	Basic Telephone Service*			
	Voice Mail			
	Caller ID			
	Call Waiting			
	Extended Area Service			
	<b>Total</b>		<b>151.95</b>	

(page 3)

**18. Monthly Service Charges:** An itemized breakdown of this month's charges.

**19. Telephone Service\*:** This is an itemized record of the charges for your telephone service.

**20. Directory Advertising\*:** This is a record of your monthly charge for advertising in the Hargray Yellow Pages.

**21. Cable TV\*:** This is a record of the monthly charge for Cable TV Service.

**22. High Speed/Internet\*:** This is a record of the monthly charge for High Speed/Internet service.

**23. Multi-Service Package\*:** This is a record of the monthly charge for Multi-Service bundled services.

Section 1		Page 2	May 15, 2004	Customer # - 1000012345
<b>24</b>	<b>Other Charges, Credits, and Usage</b>			
	Partial Month Billing, Telephone - May 3 through May 14 (843-815-1234)		15.45	
	Partial Month Billing, Cable TV - May 3 through May 14		25.34	
	Partial Month Billing, Internet - May 3 through May 14		25.34	
	Installation Charges		12.00	
	<b>Total</b>		<b>78.13</b>	
<b>25</b>	<b>Payments and Adjustments</b>			
	<b>Payments</b>			
	Payments Received April 28		30.15	CR
	<b>Adjustments</b>			
	<b>Total</b>		<b>30.15</b>	<b>CR</b>
<b>26</b>	<b>Long Distance and Local Toll</b>			
	To Beaufort			
	176 Measured Extended Area Calling Minutes @ .08		14.08	
	Long Distance (See call details in Section 2)		12.34	
	<b>Total</b>		<b>26.42</b>	
	<b>Total Other Charges, Credits, and Usage</b>		<b>104.55</b>	
<b>27</b>	<b>Taxes and Mandatory Fees</b>			
	Access Charge* (2 @ \$6.50)		13.00	
	Emergency 911 Surcharge*		.57	
	FCC Universal Service Charge Basic*		.46	
	Telephone Relay Service*		.11	
	Cable TV Franchise Fee		1.75	
	Taxes - Federal		5.02	
	- State		13.39	
	<b>Total Taxes and Mandatory Fees</b>		<b>34.30</b>	
	<b>Total Monthly Service Charges</b>		<b>173.30</b>	
	<b>Total Other Charges, Credits, and Usage</b>		<b>104.55</b>	
	<b>Total current charges</b>		<b>312.15</b>	<b>28</b>

(page 4)

**24. Other Charges, Credits and Usage:** This is a record of your partial month billing for all services (if you are a new customer), Installation charges and any one time charges.

**25. Payments and Adjustments:** This reflects any payments or adjustments that were made during this bill cycle.

**26. Long Distance and Local Toll\*:** This is a record of your Long Distance Charges and local MEAS (Measured Extended Area Service). Your itemized list of calls is detailed in Section 2.

**27. Taxes and Mandatory Fees:** This is a record of the taxes and mandatory fees Hargray is required to charge for providing services to you.

**28. Total Current Charges:** This is a total for all your Monthly services you use with Hargray.