

## >> statement details

Charges for monthly recurring services, such as *Premier Pak*, *premiercast*® and Advantage premium packages are billed one month in advance. Charges for iN DEMAND movies, pay-per-view events, and other individual fee-based services are reflected on the statement after services are rendered.

### 5 New Charges:

- **americast® Charges:** Monthly recurring service charges (including prorated charges) for the entertainment packages you've selected. Also includes installation charges, cable service charges for each TV and premium channel charges.
- **iN DEMAND:** Movies and other pay-per-view events purchased, showing date and time of event.
- **Fees & Taxes:** All applicable fees, such as one-time charges, late fees, and taxes.

### 6 Adjustments:

All applicable credits and adjustments.

### 7 Payments:

Payments applied to your account since your last statement.

**Sample statement - back**

**BELLSOUTH** *Your Personal Statement*

JANE DOE  
Billing Date: March XX, 200X  
Account Number: 12345 678910- 1

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**Statement Details**

**New Charges**

americast® Charges		Total
Dates of Service	Description	Amount
03/01	Installation of americast service	xxx.xx
03/01-03/31	Premier Pak	xx.xx
03/01-03/31	HBO Advantage	xx.xx

**iN DEMAND**

Dates of Service	Description	Amount
03/12	movie title	xx.xx
03/14	movie title 8:00 PM	xx.xx
	movie title 10:00 PM	xx.xx

**Fees and Taxes**

Dates of Service	Description	Amount
03/17	Late Fee	xx.xx

**Adjustments**

Service Adjustments		Total
Dates of Service	Description	Amount
03/05	Service Adjustment	-x.xx

**Payments**

Dates of Service	Description	Amount
03/05	Credit Card	xx.xx

**Comments**

Please let us know how we are doing. We value your opinion and would like to hear what you think about our service. Please provide your comments below.

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# how to read your statement

Thank you for selecting BellSouth® Cable TV Service. BellSouth constantly strives to bring you the very best in video entertainment. Our goal is to provide you with quality products, at competitive rates with superior customer service.

Your billing statement has been designed to provide you with all the information you need to track your account activity. If you have any questions, please call us at the number printed on your monthly statement.

### Sample statement - front

**BELLSOUTH**  
BellSouth Entertainment  
PO Box 12345  
Any Town, ST 99999

Page 1  
Billing Date: March XX, 200X  
Account Number: 12345 678910-1

How to reach us ...  
To reach Customer Service  
please call: 999-999-9999

For Service at ...

1  
JANE DOE  
123 MAIN STREET  
YOUR TOWN, ST 99999-9999

Statement Summary

Amount of the last bill	x.xx
New Charges	xxx.xx
<b>Balance due</b>	<b>xxx.xx</b>

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Entertainment Notes

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Payment Coupon

JANE DOE  
Billing Date: March XX, 200X  
Account Number: 12345 678910-1

Please enclose with your payment. Make checks payable to BellSouth. Do not send cash.

Balance Due: \$xxx.xx  
Payment due date: March XX, 200X

Amount enclosed \$

If paying by credit card  
Check here  VISA  
 Mastercard

Account Number: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

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BellSouth Entertainment  
PO Box 12345  
Any Town, ST 99999

36010231740016 000168807 0

BES V871 1097

## >> how to read your bill

- 1 Important addresses and phone numbers. Please contact us with address and/or telephone changes and corrections.
- 2 A summary of your recent account activity and balance due. See reverse side for current account detail.
- 3 *americast*® programming highlights, special events and special notices.
- 4 Tear-off portion of the bill to be included with your payment. Please include your account number on all checks and money orders. Also, comments regarding our service may be made on the reverse side of this payment coupon.

## >> a note about prorated charges

When your service is new, or when you change your existing level of service, your account will reflect a prorated charge on your next billing cycle. All prorated charges and dates of service are shown in the Statement Details section.

One-time charges, including installation charges, pay-per-view events and IN DEMAND movies, are not prorated.