



AFFORDABLE CONNECTIVITY PROGRAM

Are you getting your \$30 per month internet discount?

See if you are eligible: getinternet.gov

1 Statement Date	May 9, 2023
Account Number	000000
Invoice Number	SAMPLE
Past Due After	May 23, 2023
Total Amount Due	\$336.56

2 Summary of Charges	
Previous Balance	\$336.56
Payments Received through May 09	-\$336.56
Balance Forward	\$0.00
Service Charges	\$302.00
Taxes and Fees	\$34.56
Total Current Charges	\$336.56

3 Amount Due	\$336.56
Total Due By May 23, 2023	

The total due will be charged to the payment method on file in the amount of \$336.56 on May 23, 2023. The payment will show on your KUB Fiber account the same day. Payments may take up to two business days to post to your account.

4 Payment Options

Set up Auto Pay to automatically deduct your balance from your bank account, credit card, or debit card. Set up online at www.kub.org or call (865)-524-2911.

Make a payment online and manage your account by registering on our customer portal at www.kub.org.

Make a payment by phone during normal business hours by calling (865)-524-2911.



PO Box 59017
Knoxville TN 37950

Statement Date	May 9, 2023
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Account Number	000000
Invoice Number	SAMPLE
Automatic Payment	\$336.56

Please do not remit additional payment.

Payments received after May 9 are not included.



John Doe
123 Vols Way
Knoxville TN 37921

ATTN: FIBER BILLING DEPT.
KNOXVILLE UTILITIES BOARD
PO BOX 59017
KNOXVILLE TN 37950-9017

1. Statement and Account Information

Statement and account Information provides valuable overall invoice information including past due date and total amount due.

2. Summary of Charges

This section details the previous month's balance and payment information, including service charges, taxes, and fees to demonstrate how the total charges are calculated.

3. Amount Due

This section displays the total amount you need to pay by the due date seen below. If you are enrolled in Auto Pay, that will be represented in this section instead of "Amount Due".

4. Payment Options

This sections highlights the three easy payment options offered by KUB Fiber.

A. Auto Pay: Auto Pay automatically deducts your Amount Due from your selected payment type every month.

B. Online Payment: Register for KUB's customer portal to make manual payments online. Online payments can be made at any time, any day.

C. Phone Payment: Contact KUB's 100% local customer service for manual payments, only available 7 a.m. - 9 p.m. Monday - Saturday.

5. Payments & Adjustments

Previous statement payments and adjustments will be noted here. Extra or remaining funds from previous statements can impact your statement Amount Due.

6. Service Summary

This section provides general service information, including: services provided on your account, total service costs, the taxes and fees on services, and confirms the address where services are provided. If there are any inconsistencies in your Service Summary, please contact KUB Fiber at 865-524-2911.

7. Service Details

Service Details reflect all service charges on your account. This includes all internet, TV, or phone services and any upgrades or additions.

8. Smart Gig Addition

Our Smart Gig package is an optional \$15/month service that provides customers highly effective hardware and services. For more information, please visit <https://www.kub.org/smart-gig-managed-wifi-service>.

9. Taxes & Fees

Your bill includes federal, state, and local taxes and fees. These charges vary depending on what products and services you have. This area of the statements provides an itemized list of the taxes and fees referenced in the statement summary.



ACCOUNT NAME	ACCOUNT NUMBER	INVOICE DATE	INVOICE NUMBER
John Doe	000000	May 9, 2023	SAMPLE

5 Payments & Adjustments	
Description	Amount
APR 23 CREDIT CARD PAYMENT	-\$336.56
Total Payments & Adjustments	-\$336.56

6 Service Summary	
Service	Amount
123 Vols Way	
Internet Service	\$80.00
TV Service	\$187.00
(865)-111-1111	\$35.00
Taxes and Fees	\$34.56
Total Current Charges	\$336.56

7 Service Details

7 Service Details for 123 Vols Way	
Residential Internet, Phone & TV Service	Amount
Charges for Internet Service	
Full Month Charges (May 09 - Jun 08)	
* The Gig (1 Gigabit Symmetrical Internet Service)	\$65.00
* Smart Gig Managed WiFi Service	\$15.00
Total Full Month Charges (May 09 - Jun 08)	\$80.00
Subtotal	\$80.00

8 Charges for TV Service	
Full Month Charges (May 09 - Jun 08)	
* Gold TV (6 Concurrent Streams)	\$130.00
* Spanish Language TV	\$5.00
* HBO	\$15.00
* Showtime	\$10.00
* Cinemax	\$12.00
* Starz	\$10.00
TV Features	
* Additional 4 Concurrent Video Streams	\$5.00
Total Full Month Charges (May 09 - Jun 08)	\$187.00
Subtotal	\$187.00

9 Residential Internet, Phone & TV Service	
Description	Amount
Charges for (865)-111-1111	
Full Month Charges (May 09 - Jun 08)	
* Phone Unlimited (Unlimited Long-Distance Continental US)	\$35.00
Total Full Month Charges (May 09 - Jun 08)	\$35.00
Subtotal	\$35.00

9 Taxes and Fees	
Federal TRS Fee - Interstate	\$.26
Federal TRS Fee - Other	\$.22
Federal Universal Service Fund	\$ 2.45
Local Franchise Fee	\$ 9.35
Tennessee 911 Fee	\$ 1.50
Knox County Sales Tax on TV	\$ 3.56
Tennessee Sales Tax on TV	\$ 12.20
Tennessee Sales Tax on Non-Video Service	\$ 3.71
Knox Sales Tax on Non-Video Service	\$ 1.28
Total Taxes and Fees	\$34.56

Total for Residential Internet, Phone & TV Service	\$336.56
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9 Voice services provided by LogicomUSA.	
Total for 123 Vols Way	\$336.56