Understanding My Grande Bill

1 Statement of Service Includes:

- Billing Date
- Service Period (days of month service provided)
- Account Number
- Telephone Number

2 Account Summary Includes:

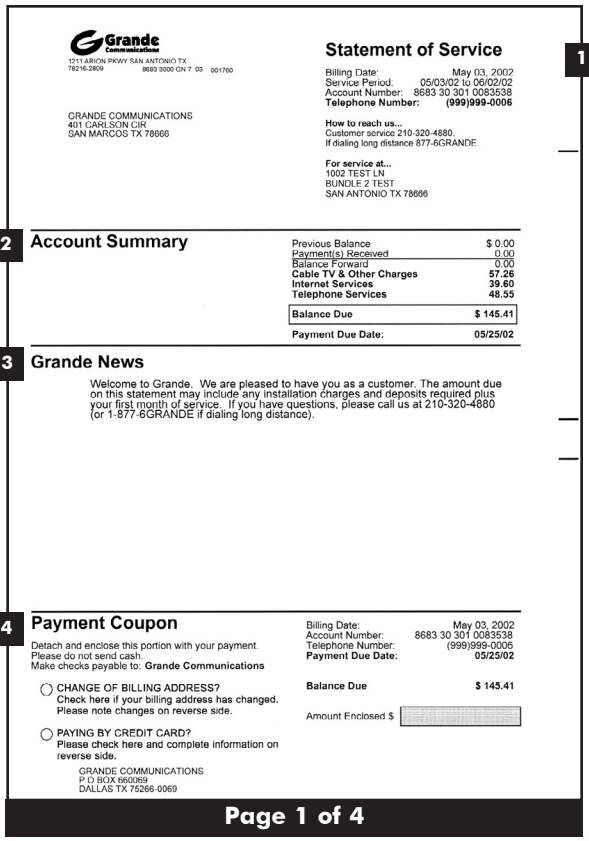
- Previous Balance
- Payment Received
- Balance Forward (if any)
- Amount due for each service (includes bundle discount if applicable)
- Balance Due
- Payment Due Date

3 Grande News Includes:

- Monthly updates to Grande Customers including special offers, new channels or channel line up changes.

4 Payment Coupon Includes:

- Payment slip which should be detached and mailed with payment.



Grande Communications
1211 ARION PKWY SAN ANTONIO TX 78216-2809
8683 3000 GN 7 03 001760

GRANDE COMMUNICATIONS
401 CARLSON CIR
SAN MARCOS TX 78666

Statement of Service

Billing Date: May 03, 2002
Service Period: 05/03/02 to 06/02/02
Account Number: 8683 30 301 0083538
Telephone Number: (999)999-0006

How to reach us...
Customer service 210-320-4880.
If dialing long distance 877-6GRANDE.

For service at...
1002 TEST LN
BUNDLE 2 TEST
SAN ANTONIO TX 78666

Account Summary

Previous Balance	$ 0.00
Payment(s) Received	0.00
Balance Forward	0.00
Cable TV & Other Charges	**57.26**
Internet Services	**39.60**
Telephone Services	**48.55**
Balance Due	**$ 145.41**
Payment Due Date:	**05/25/02**

Grande News

Welcome to Grande. We are pleased to have you as a customer. The amount due on this statement may include any installation charges and deposits required plus your first month of service. If you have questions, please call us at 210-320-4880 (or 1-877-6GRANDE if dialing long distance).

Payment Coupon

Detach and enclose this portion with your payment.
Please do not send cash.
Make checks payable to: **Grande Communications**

Billing Date: May 03, 2002
Account Number: 8683 30 301 0083538
Telephone Number: (999)999-0006
Payment Due Date: 05/25/02

Balance Due $ 145.41

Amount Enclosed $

CHANGE OF BILLING ADDRESS?
Check here if your billing address has changed.
Please note changes on reverse side.

PAYING BY CREDIT CARD?
Please check here and complete information on reverse side.

GRANDE COMMUNICATIONS
P O BOX 660069
DALLAS TX 75266-0069

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5

- Billing Date
- Account Number

6 Correspondence Includes:

- Information about how to contact Grande with any questions.

7 Customer Protection Includes:

- How to contact the PUC if you have any questions about unauthorized charges.

8 Essential Charges; Late Fees and Returned Checks:

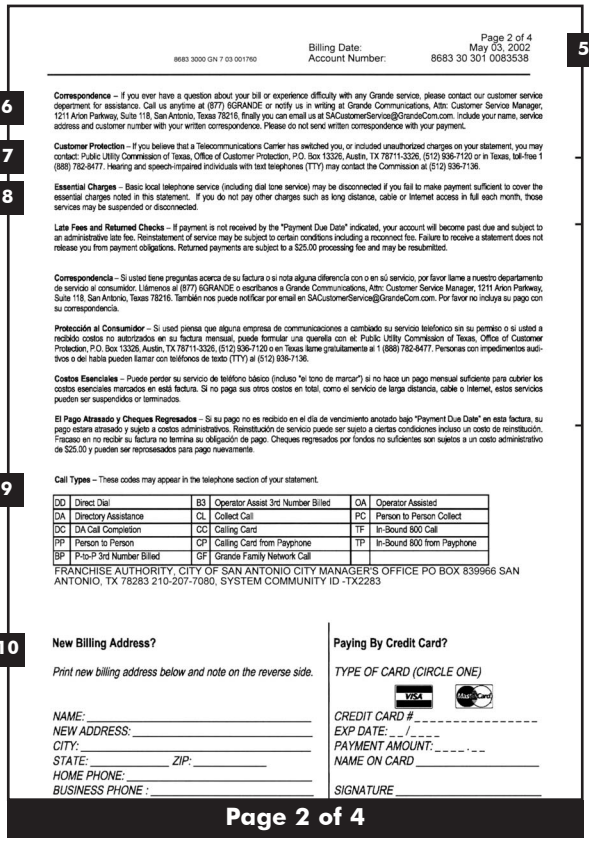
- Explanation of actions that will be taken if payment is not received.

9 Call Types Includes:

- The codes and explanation of call types associated with the codes.

10 New Billing Address? Paying by Credit Card?

- Info to share with Grande to keep your account current.



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8683 3000 GN 7 03 001760
Billing Date: May 03, 2002
Account Number: 8683 30 301 0083538

Correspondence – If you ever have a question about your bill or experience difficulty with any Grande service, please contact our customer service department for assistance. Call us anytime at (877) 6GRANDE or notify us in writing at Grande Communications, Attn: Customer Service Manager, 1211 Arion Parkway, Suite 118, San Antonio, Texas 78216, finally you can email us at SACustomerService@GrandeCom.com. Include your name, service address and customer number with your written correspondence. Please do not send written correspondence with your payment.

Customer Protection – If you believe that a Telecommunications Carrier has switched you, or included unauthorized charges on your statement, you may contact: Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326, (512) 936-7120 or in Texas, toll-free 1 (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Commission at (512) 936-7136.

Essential Charges – Basic local telephone service (including dial tone service) may be disconnected if you fail to make payment sufficient to cover the essential charges noted in this statement. If you do not pay other charges such as long distance, cable or Internet access in full each month, those services may be suspended or disconnected.

Late Fees and Returned Checks – If payment is not received by the "Payment Due Date" indicated, your account will become past due and subject to an administrative late fee. Reinstatement of service may be subject to certain conditions including a reconnect fee. Failure to receive a statement does not release you from payment obligations. Returned payments are subject to a $25.00 processing fee and may be resubmitted.

Correspondencia – Si usted tiene preguntas acerca de su factura o si nota alguna diferencia con o en sú servicio, por favor llame a nuestro departamento de servicio al consumidor. Llámenos al (877) 6GRANDE o escríbanos a Grande Communications, Attn: Customer Service Manager, 1211 Arion Parkway, Suite 118, San Antonio, Texas 78216. También nos puede notificar por email en SACustomerService@GrandeCom.com. Por favor no incluya su pago con su correspondencia.

Protección al Consumidor – Si usted piensa que alguna empresa de communicaciones a cambiado su servicio telefonico sin su permiso o si usted a recibido costos no autorizados en su factura mensual, puede formular una querella con el: Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326, (512) 936-7120 o en Texas llame gratuitamente al 1 (888) 782-8477. Personas con impedimentos auditivos o del habla pueden llamar con teléfonos de texto (TTY) al (512) 936-7136.

Costos Esenciales – Puede perder su servicio de teléfono básico (incluso "el tono de marcar") si no hace un pago mensual suficiente para cubrir los costos esenciales marcados en está factura. Si no paga sus otros costos en total, como el servicio de larga distancia, cable o Internet, estos servicios pueden ser suspendidos o terminados.

El Pago Atrasado y Cheques Regresados – Si su pago no es recibido en el día de vencimiento anotado bajo "Payment Due Date" en esta factura, su pago estara atrasado y sujeto a costos administrativos. Reinstitución de servicio puede ser sujeto a ciertas condiciones incluso un costo de reinstitución. Fracaso en no recibir su factura no termina su obligación de pago. Cheques regresados por fondos no suficientes son sujetos a un costo administrativo de $25.00 y pueden ser reprosesados para pago nuevamente.

Call Types – These codes may appear in the telephone section of your statement.

DD	Direct Dial	B3	Operator Assist 3rd Number Billed	OA	Operator Assisted
DA	Directory Assistance	CL	Collect Call	PC	Person to Person Collect
DC	DA Call Completion	CC	Calling Card	TF	In-Bound 800 Call
PP	Person to Person	CP	Calling Card from Payphone	TP	In-Bound 800 from Payphone
BP	P-to-P 3rd Number Billed	GF	Grande Family Network Call		

FRANCHISE AUTHORITY, CITY OF SAN ANTONIO CITY MANAGER'S OFFICE PO BOX 839966 SAN ANTONIO, TX 78283 210-207-7080, SYSTEM COMMUNITY ID -TX2283

New Billing Address?

Print new billing address below and note on the reverse side.

NAME: _____
NEW ADDRESS: _____
CITY: _____
STATE: _____ *ZIP:* _____
HOME PHONE: _____
BUSINESS PHONE : _____

Paying By Credit Card?

TYPE OF CARD (CIRCLE ONE)

VISA MasterCard

CREDIT CARD # _____
EXP DATE: __ /____
PAYMENT AMOUNT: _____
NAME ON CARD _____
SIGNATURE _____

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Grande
INTERNET | PHONE | CABLE
For you, the world.℠

FOR MORE INFORMATION:

AUSTIN **512.220.4880**
SAN MARCOS **512.878.4880**
SAN ANTONIO **210.320.4880**

www.grandecom.com

se habla español

Understanding My Grande Bill

11 Cable TV & Other Account Charges Includes:

- All monthly charges for Cable TV (Includes bundle discount when applicable)
- All taxes and fees

12 Monthly Charges Includes:

- Detailed charges for cable service

14 Internet Services Includes:

- All monthly Internet charges (Includes bundle discount if applicable)
- All taxes and fees

15 Monthly Charges Includes:

- Detailed charges for Internet service

16 Telephone Services Includes:

- All monthly charges for local telephone services (Includes bundle discount if applicable)
- Some taxes and fees

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8683 3000 GN 7 03 001760

Billing Date: May 03, 2002
Account Number: 8683 30 301 0083538

11 Cable TV & Other Account Charges

Monthly Charges	50.51
Taxes & Fees	6.75
Cable TV & Other Total	**$ 57.26**

12 Monthly Charges

Date	Description	Amount
05/03	Bundle 2 Chce Adventurer Cable Portion Includes: Digital Receiver, 45 Music Choice Channels, Interactive Program Guide, Localsource And Access To PPV Movies & Events, Choice Of Premium Service, Digital Programming, Basic Cable ($10), And Expanded Cable.	$ 40.93
05/03	HBO - The Works	$ 9.58
	Subtotal	**$ 50.51**

Taxes & Fees

Date	Description	Amount
05/03	Franchise Fee	$ 2.53
05/03	Sales Tax	$ 4.18
05/03	FCC User Fee	$ .04
	Subtotal	**$ 6.75**

14 Internet Services

Monthly Charges	38.30
Taxes & Fees	1.30
Internet Services Total	**$ 39.60**

15 Monthly Charges

Date	Description	Amount
05/03	Bundle 2 Chce Adventurer Internet Portion Includes: High Speed Internet Serviced Including Broadband Modem Rental With 1.5 Mbps Down/ 256 kbps Up.	$ 38.30
	Subtotal	**$ 38.30**

Taxes & Fees

Date	Description	Amount
05/03	Sales Tax	$ 1.30
	Subtotal	**$ 1.30**

16 Telephone Services

Monthly Charges	36.11
Taxes & Fees	12.44
Telephone Services Total	**$ 48.55**

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13 Taxes & Fees Includes:

- FCC User Fee
- Franchise Fee
- Sales Tax

For more information about taxes and fees, visit our website at:

www.grandecom.com

17 Monthly Charges Includes:

- Detailed charges for telephone service

18 Taxes & Fees Includes:

- Subcriber Line Charge
- Local Number Port Fee
- 911 Service Fee
- Sales Tax
- TX Gross Receipts Assessment
- TX TIF Assessment
- Federal Excise Tax
- Texas USF Charge
- Municipal Franchise Fee

For more information about taxes and fees, visit our website at:

www.grandecom.com

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8683 3000 GN 7 03 001760

Billing Date: May 03, 2002
Account Number: 8683 30 301 0083538

17 Monthly Charges

Date	Description	Amount
05/03	Bundle 2 Chc Adventurer* Phone Portion Includes: Basic Line, Voice Mail, Caller ID, Call Waiting, Call Forwarding, 3-way Calling, Speed Dial, Call Return, Auto Redial, Anonymous Call Rejection, And 150 Minutes Of Long Distance With $.07/Minute Thereafter.	$ 36.11
	Subtotal	**$ 36.11**

* For essential charges refer to page 2. Para costos esenciales refierase a la pagina numero 2.

Taxes & Fees

Date	Description	Amount
05/03	Subscriber Line Charge*	$ 4.35
05/03	Local Number Port Fee*	$ .33
05/03	911 Service Fees	$ .24
05/03	Sales Tax	$ 3.23
05/03	Texas Gross Receipts Assessment	$ .07
05/03	Texas TIF Assessment	$ .51
05/03	Federal Excise Tax	$ 1.20
05/03	Texas USF Charge	$ 1.47
05/03	Municipal Franchise Fee	$ 1.04
	Subtotal	**$ 12.44**

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