

Cable Bill Information

About Your Cable Bill

Account Related Fees

We know you'll try your best to keep your account current with us. However, in some cases it will be necessary to assess late payment and special handling charges as follow:

- **Late Fee**
Payments received after the due date shown on your billing statement will be subject to a late fee.
- **Insufficient Funds Charge**
When your Mediacom payment reaches the bank before your money does, your check will be returned to us with a notice of insufficient funds. Due to the resulting payment delay and office handling, a fee applies.
- **Field Collection Charge**
When we are required to go to your home to collect payment for past due service, a field collection charge applies.

Payment Options

Mediacom is pleased to offer you a variety of payment options:

- **E-Care – Online Billing**
Access your account and make payments from home, office or anywhere you have a computer with internet access.
- **BillPay Advantage**
BillPay Advantage allows you to automatically pay your monthly bill using your checking account. It's a safe, reliable payment method that saves you time and money. Electronic BillPay can be accessed by going to Mediacom's website, www.mediacomcable.com and clicking on the Customer Service tab. Once you are in Customer Service, select "My Account" to access and/or register for BillPay.
- **Credit Card Payment**
Mediacom also accepts MasterCard®, Visa® and Discover®.

Note that the American Express® card is not accepted for use with Electronic BillPay. However, customers can continue to make payments with an American Express® card by calling one of our Contact Centers.

Your account with us is assigned a certain billing "cycle" period, always starting on the same day each month. Your monthly billing statement will be similar to the example shown.

1. Our local address
2. Date your statement was produced
3. Your Mediacom account number
4. Our phone number
5. Your name and service or billing address
6. Summary of charges and payments
7. Date payment is due
8. Additional information and messages
9. Date your statement was produced
10. Your Mediacom account number

Mediacom 123 Main Street Anytown, USA 01234	Statement of Service Page 1 of 2 Billing Date: January 22, 2008 Account Number: 83810400700001208
Johnny Q. Public 123 Maple St. Heartland, USA 12345-6789	How to reach us... Customer Service 1-888-333-4039 Mediacom 123 Main Street Anytown, USA 01234
Account Summary Please see reverse side for account details	Amount of Last Bill 132.71 Payments & Credits -132.71 Monthly Charges 121.75 Fees and Taxes 10.96 Balance Due 132.71 Balance Due Date 02/11/08
For Your Information	
Digital Cable from Mediacom® is your ticket to the best that television has to offer, providing over 150 channels of the latest hit movies, specials, sports, news and information. Receive up to 45 channels of CD quality music, an interactive program guide and more!	
Home Wire Maintenance Plan Now you can protect yourself from unexpected service charges with our Home Wire Maintenance Plan. For a nominal charge, you can make sure that you're never charged for a service call again. Call our office for details.	
Discover a new dimension of exclusive Internet content. Mediacom Online™ lets you experience high-quality streaming audio and video, including news clips, movie trailers, music videos and sports broadcasts. Play the latest computer games, download financial and reference information. All without the delay of dial-up connections. Get connected now!	
Payment Coupon Please detach and enclose this coupon with your payment. Please do not send cash. Make check payable to Mediacom®.	Billing Date: January 22, 2008 Account Number: 83810400700001208 Name: Johnny Q. Public 123 Maple St. Heartland, USA 12345-6789 Amount Due 132.71 02/11/08 Amount Enclosed \$
<input type="checkbox"/> Check here if new billing address. Note changes on page 2 of this bill.	
Mediacom® 123 Main Street Anytown, USA 01234	
123456789012345678901234	

Options include:

- Set up automatic recurring payments and/or make a one-time payment using a credit card (Visa®, MasterCard®, Discover®).
- Set up automatic recurring payments and/or make a one-time payment using a debit card (Visa®, MasterCard®).
- Set up automatic recurring payments and/or make a one-time payment via Electronic Funds Transfer (EFT).
- View recent account activity such as payments, charges, and credits.
- View current and past statements (current + two past).
- Change billing address and phone number on account.

While Mediacom does not require customers to register for Electronic BillPay, it is highly recommended. The features that customers like about using electronic BillPay are it saves time, money and it's convenient. With a couple of clicks, customers can manage their account, avoid calling the office, and make a payment without the hassle of writing and mailing a check.



- 11. Your name and service or billing address
- 12. Amount due this statement
- 13. Date payment is due
- 14. Payment amount
- 15. Change of address box
- 16. Payment return address
- 17. Account detail
- 18. Previous balance
- 19. Payments
- 20. Monthly charges
- 21. Taxes and fee(s)
- 22. Amount due this statement
- 23. Important account information
- 24. Change of address form

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Account Detail This statement is for service from 01/01/08-01/31/08

Previous Balance	132.71	18
Payments		
9/10 Payment - Thank You	-132.71	19
Monthly Charges		
01/01-01/31 Broadcast Basic Service	20.90	20
01/01-01/31 Expanded Basic	29.05	
01/01-01/31 One Star Digital	11.95	
01/01-01/31 Mediacom Online	45.95	
01/01-01/31 Digital Converter	6.00	
01/01-01/31 Wire Maintenance	3.95	
01/01-01/31 VOD Movie	3.95	
Subtotal	121.75	
Taxes and Fee(s)		
Franchise Fee	3.65	21
Tax	7.31	
Balance Due	\$ 132.71	22

Important Account Information

23 Mediacom® is proud to be your cable company and a part of your community. We are dedicated to providing you with the best possible service. Should you have any questions regarding your service, please call 1-888-333-4039.

New Billing Address? **24**

Please print only new billing information and check the box on the reverse side. Thank you.

New Address _____

City _____ State _____ Zip _____

Work Phone () _____ Home Phone () _____

123456789012345678901234