

Understand Your OzarksGo Bill

Use this OzarksGo bill breakdown to get a better understanding of your OzarksGo charges and billing details.



PO Box 1368
Fayetteville, AR 72702
479.684.4900
www.ozarksgo.net

Reduce the clutter with paperless billing. Visit ozarksgo.net/paperless for information.

Page 1 of 6

John Doe 123 Any St.
Account Number 99999999
Statement Date 05/25/2021

Billing Summary

Balance From Last Billing	\$174.61
Payments Received - Thank you!	-\$174.61
Balance Forward	\$0.00

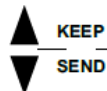
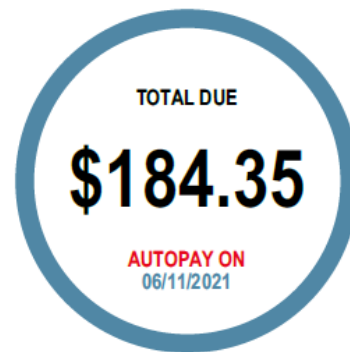
Service Summary

Bundle	-\$20.00
Internet Charges	\$54.90
Telephone Charges	\$34.74
Digital TV Charges	\$114.71

Current Charges	\$184.35
Total Due on 06/11/2021	\$184.35
AutoPay - Do Not Pay	

\$4.93 late charge applies after 5 p.m. on 06/11/2021

Sending us a check? Did you know we offer a bank draft payment option? Stop worrying about due dates and misplaced bills. Call 800-521-6144 for more information.



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Account Number	99999999
Service Type	Internet/Phone/TV
Total Due on 06/11/2021	\$184.35
AutoPay - Do Not Pay	

☐ Please check if returning information on the reverse side.

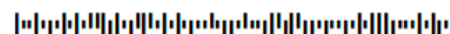
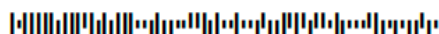


JOHN DOE
123 ANY ST
SPRINGDALE AR 72762-9999

4 20

OZARKSGO
PO BOX 22114
TULSA OK 74121-2114

17



1009999999900000000018435

FRONT OF BILL

OzarksGo Contact Information

1



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Billing Summary

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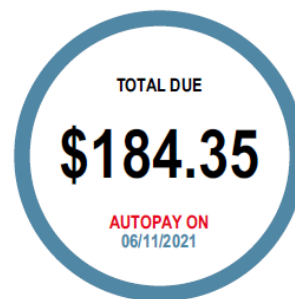
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Message Center

4

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Bill Amount and Due Date



1. OzarksGo Contact Information

- a. Website, Address, and Phone Number:** Access your MyOzarks account, report an outage, or contact OzarksGo at ozarksgo.net or by calling us at 479-684-4900.

2. Billing Summary

- a. Balance Forward:** This includes any charges or adjustments that rolled over from the previous service period.
- b. Service Summary:** A detailed breakdown of individual charges that make up current charges. These can include internet, TV package or telephone charges, bundle discount credit, state and local taxes, and charges for any other services.
- c. Total Amount Due:** This is the total amount due during the billing period, plus outstanding charges, credits, and late fees.

3. Bill Amount and Due Date

- a. Total Amount Due:** The total amount due for services already used during the service period, and the payment due date or the date an automatic payment will occur.

4. Message Center

- a. Important billing messages related to your account, and promotions for OzarksGo.**

FRONT OF BILL STUB

Payment Stub

SEND

5

ozarks go

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Account Number 99999999
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Total Due on 06/11/2021 \$184.35
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☐ Please check if returning information on the reverse side.

6

4 20

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100999999900000000018435

Billing Information

5. Payment Stub

- a. **Below the Perforated Line:** This portion of the bill should be returned in the return address envelope included in your bill, along with your bill payment each month.

6. Billing Information

- a. **AutoPay:** Billing amount automatically drafted from your account.
- b. **Late Payment:** The total amount that will be due if you make a payment after the due date.

BACK OF BILL STUB

General Information

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GENERAL INFORMATION

If you have questions or concerns with billing or service, or for a delayed payment agreement, you may contact us at 1-800-521-6144 or by mail at PO Box 1368, Fayetteville, AR 72702. You may also visit our website at www.ozarksgo.net or stop by a local office during our normal business hours Monday through Friday 8:00 a.m. to 5:00 p.m.

Online bill pay through your financial institution - Remit payment to OzarksGo LLC, P.O. Box 1368, Fayetteville, AR 72702

Troubleshooting and Reporting Service Interruption
If you experience an interruption of service:

- Restart your computer or device.
- Check your ONT device for three green lights labeled; Power, Broadband and Service.
- Reset the ONT/router by unplugging it from the wall for about 30 seconds and plug it back in.

If the problem continues please call our office at 479-684-4900. If calling after normal business hours, your call will be redirected to our after-hours support center. When calling please have your account number to avoid additional service delays.

Do we have incorrect or outdated contact information?

Please provide us with your correct/updated mailing address, if different than bill is currently addressed, phone number and email address:

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Home Phone _____ Cell Phone _____

Online Bill Pay
Provides access to your OzarksGo account, see payment and billing history, make payments through SmartHub. Visit www.ozarksgo.net to register.

Pay By Phone
To use our secure automated payment system to pay your bill please dial 1-855-386-9904.

MyOzarks App
Download our free app to your smart phone to pay your bill or report outages. Search for MyOzarks in your app store.

Office Locations
Fayetteville, AR
Springdale, AR
Stilwell, OK
Westville, OK

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Ways to Pay

7. General Information

- a. This portion of the bill outlines how to contact OzarksGo, troubleshooting ONT/router issues, technical support phone number, and space to update your contact information.

8. Ways to Pay

- a. This section includes ways to pay your OzarksGo bill. You can pay via the website, by phone, in person at our office locations, or through the MyOzarks app.

CURRENT CHARGE DETAILS

Current Customer Charges

Service Location: 123 ANY ST

Account: 99999999

Internet Service

Service: Primary

Bundle

Monthly Charges - 05/23/21 to 06/22/21

Bundle Disc 3 Services

-20.00

Bundle Subtotal

-20.00

Internet Charges

Monthly Charges - 05/23/21 to 06/22/21

Internet-Residential-100 Mbps

49.95

Internet-Managed Wireless

4.95

Internet Charges Subtotal

54.90

Total Current Internet Service

34.90

Telephone Service

Service: Primary - 479-555-5555

Telephone Charges

Monthly Charges - 05/23/21 to 06/22/21

Phone-Residential

24.95

E-911 VOIP (Qty: 1)

1.30

Telecom Relay Surcharge (Qty: 1)

0.02

State Deaf & Disabled Fund (Qty: 1)

0.02

FCC Regulatory Fee VOIP

0.08

Carrier Cost Recovery Fee

0.01

Arkansas State Tax

1.89

Washington County Tax

0.44

Springdale City Tax

0.58

Springdale Res Franchise Tax

1.25

State Universal Service Fund

0.99

Federal Universal Service Fee

3.21

Telephone Charges Subtotal

34.74

OzarksGo Long Distance

OzarksGo USAGE FOR TELEPHONE: 479 555-5555

Billing Inquiries: 479-684-4900 or online at www.ozarksgo.net.

LONG DISTANCE CHARGES

Calls

Minutes

Charge

4

139

0.00

4 LDS MESSAGES FOR 139.0 MINUTES

0.00

Total Current Telephone Service

34.74

Television Service

Service: Primary

Digital TV Charges

Monthly Charges - 05/23/21 to 06/22/21

Advanced TV

82.95

Set Top Box (Qty: 1)

5.95

Whole Home DVR (Qty: 1)

12.95

Arkansas State Tax

5.66

Washington County Tax

1.31

Springdale City Tax

1.74

Springdale Res Franchise Tax

4.15

Digital TV Charges Subtotal

114.71

Total Current Television Service

114.71

Total Current Charges: 123 ANY ST

184.35

9. Current Customer Charges

- A detailed breakdown of the individual charges that make up your current bill. These can include internet service, television or telephone charges, telecom charges, state and local taxes, state and federal universal service funds, Broadcast TV surcharges, set top boxes, and DVR boxes.