

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

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\$30 per month  
internet discount?

See if you are eligible:  
[getinternet.gov](http://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
<b>Balance Forward</b>	<b>\$0.00</b>
Service Charges	\$302.00
Taxes and Fees	\$34.56
<b>Total Current Charges</b>	<b>\$336.56</b>

3	<b>Amount Due</b>	<b>\$336.56</b>
		<b>Total Due By May 23, 2023</b>

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](http://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](http://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
Account Number	000000
Invoice Number	SAMPLE
<b>Automatic Payment</b>	\$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

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

5	Payments & Adjustments		Residential Internet, Phone & TV Service	
	Description	Amount		Amount
	APR 23 CREDIT CARD PAYMENT	-\$336.56	Charges for (865)-111-1111	
	Total Payments & Adjustments	-\$336.56	Full Month Charges (May 09 - Jun 08)	
			* Phone Unlimited (Unlimited Long-Distance Continental US)	\$35.00

6 Service Summary		Total Full Month Charges (May 09 - Jun 08)	
Service	Amount	Subtotal	9
123 Vols Way		Taxes and Fees	
Internet Service	\$80.00	Federal TRS Fee - Interstate	\$26.00
TV Service	\$187.00	Federal TRS Fee - Other	\$22.00
(865)-111-1111	\$35.00	Federal Universal Service Fund	\$2.45
Taxes and Fees	\$34.56	Local Franchise Fee	\$9.35
<b>Total Current Charges</b>	<b>\$336.56</b>	Tennessee 911 Fee	\$1.50
		Knox County Sales Tax on TV	\$3.56

7 Service Details		
Service Details for 123 Vols Way		
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

Residential Internet, Phone & TV Service		Amount	Total Taxes and Fees		\$34.56	
Charges for Internet Service			Total for Residential Internet, Phone & TV Service			\$336.56
Full Month Charges (May 09 - Jun 08)			Voice services provided by LogicomUSA.			
8	* The Gig (1 Gigabit Symmetrical Internet Service)	\$65.00	Total for 123 Vols Way			\$336.56
	* Smart Gig Managed WiFi Service	\$15.00				
	Total Full Month Charges (May 09 - Jun 08)		\$80.00			
	Subtotal		\$80.00			

Charges for TV Service	
Full Month Charges (May 09 - Jun 08)	
* Gold TV	\$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
<b>Total Full Month Charges (May 09 - Jun 08)</b>	<b>\$187.00</b>
<b>Subtotal</b>	<b>\$187.00</b>

Residential Internet, Phone & TV Service	Amount
Charges for (865)-111-1111	

<b>Full Month Charges (May 09 - Jun 08)</b>	
* Phone Unlimited (Unlimited Long-Distance Continental US)	\$35.00
<b>Total Full Month Charges (May 09 - Jun 08)</b>	<b>\$35.00</b>
<b>Subtotal</b>	<b>\$35.00</b>

Taxes and Fees	
Federal TRS Fee - Interstate	\$26.00
Federal TRS Fee - Other	\$2.25
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

<b>Total Taxes and Fees</b>	<b>\$34.56</b>
<b>Total for Residential Internet, Phone &amp; TV Service</b>	<b>\$336.56</b>

Voice services provided by LogicomUSA.

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<b>Total for 123 Vols Way</b>	<b>\$336.56</b>
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Statement and account Information provides valuable overall invoice information including past due date and total amount due.

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.

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".

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.

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

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.

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

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>.

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.