

# Welcome To Your New GRUCom Statement

Need help understanding your bill from GRUCom? We are here to help!

## Page 1

### 1. CONTACT US

Flexible options to help you reach us.

### 2. SUMMARY

This section is designed to provide you with a high-level summary of all account and service activity. Additional details are available beginning on Page 2 of your bill.

### 3. BILL DATE

Displays the as of date.

### 4. BILLING ACCOUNT INFORMATION

Your new 7-digit Customer Number, 3-digit Statement Number, and 4-digit Security PIN. You will need this information the first time you register your account online, and when you make payments online or via telephone.

### 5. PREVIOUS BILL ACTIVITY

Summarizes your previous bill balance and payments received. Refer to Page 2 of your bill for additional details.

### 6. CURRENT BILL ACTIVITY

Summarizes charges for the current billing period incl. service charges, service credits, taxes, fees, and surcharges (if applicable). Refer to Page 2 of your bill for additional details specific to each type of service.

### 7. TOTAL AMOUNT DUE

The total balance of your GRUCom Billing Account.

### 8. MESSAGING CENTER

Important account information or news from GRUCom.

**GRUCom**  
FIBER OPTIC COMMUNICATIONS

PO Box 147117 Station E1-D  
Gainesville, FL 32614-7117

Page 1 of 3

**IMPORTANT MESSAGES**

**WE'VE UPGRADED OUR BILLING SYSTEM!**

Learn all about this change at [www.grucom.com/new-bill](http://www.grucom.com/new-bill)

**NEW WAYS TO PAY YOUR GRUCom BILL**

- Pay Online**  
[www.grucom.com/pay-my-bill](http://www.grucom.com/pay-my-bill)
- Pay By Phone**  
Toll-free: 1-833-366-7105
- Pay By Mail**  
GRUCom, PO Box 919772  
Orlando, FL 32891-9772

**Automatic payments set up through your bank account?**

Update your bank with your new GRUCom Billing Account information!

**PLEASE REVIEW IMPORTANT REMITTANCE INFORMATION SHOWN ON THE BACK OF THE PAYMENT COUPON.**

**REMITTANCE SECTION**

Bill Date: 09/01/2020  
Customer Number: 1234567  
Statement Number: 001  
Past Balance: \$0.00  
Current Balance Due 09/21/2020: \$1,485.62  
**Total Amount Due: \$1,485.62**  
Amount Enclosed: \$ \_\_\_\_\_  
Please write Customer Number and Statement Number on check and make check payable to:

**GRUCom Fiber Optic Communications**  
PO Box 919772  
Orlando, FL 32891-9772

0001001234567 00 000000000 000123456

**1** Contact Us By Phone  
352-334-3200  
Toll Free 1-866-238-1256

**2** **SUMMARY**

**3** Bill Date 09/01/2020

**4** **Billing Account Information**

Billing Account Name BILL SAMPLE  
Customer Number 1234567  
Statement Number 001  
Security PIN 1234

**5** **Previous Bill Activity**

Previous Balance \$1,485.62  
Total Payments -\$1,485.62  
Balance Forward \$0.00

**6** **Current Bill Activity**

Data Center Services \$375.00  
Data Transport Services \$730.00  
Internet Services \$255.00  
Taxes, Fees, and Surcharges \$125.62  
Total Current Charges \$1,485.62

**7** **Total Amount Due: \$1,485.62**

**9** **GRUCom**  
FIBER OPTIC COMMUNICATIONS  
PO Box 147117 Station E1-D  
Gainesville, FL 32614-7117  
Return Service Requested

**10** **11**

### 9. PAYMENT COUPON

Simply tear off and return with your check or money order for the Total Amount Due by the Due Date. Or make a payment online by visiting [www.grucom.com/pay-my-bill](http://www.grucom.com/pay-my-bill).

### 10. PAYMENT DUE DATE & TOTAL AMOUNT DUE

To avoid the possibility of incurring late fees, GRUCom recommends paying your bill immediately upon receiving your monthly statement.

### 11. PAYMENT ADDRESS

GRUCom maintains a dedicated payment address that is separate from GRU. Please do NOT co-mingle your GRUCom payment with any other payments to GRU.

## Page 2

The information presented on Page 2 of your GRUCom billing statement is designed to provide additional details about all account activity shown in the Summary section of Page 1. Some sections may not appear on your bill if they do not apply to your account.

### 12. PAYMENTS

This section provides detailed information regarding all payments received or returned since your previous billing statement.

### 13. SERVICE CATEGORY CHARGES

These sections provide additional information about each of the different sub-categories of products and services charged on your GRUCom account.

### 14. TAXES, FEES, AND SURCHARGES

Consolidated details of taxes, surcharges and fees applied to your account, in one simplified section.

## Back of Coupon (bottom of page 2)

### 15. PAYMENT OPTIONS

This section contains important information regarding how to pay your bill.

## Page 3

### 16. DETAILED BILLING INFORMATION

This section provides specific information which is unique to each service or circuit on your GRUCom billing account. The itemized charges, taxes, surcharges and fees applicable for each service or circuit can be found in this section. Other important information displayed here may include the service/circuit identifier (i.e. your Circuit ID), the service address (multiple addresses may be displayed for multi-point services), the location/service name alias (i.e. Main Street Office), purchasing or contracting information (i.e. your PO Number), service specific usage details (i.e. Call Details), etc.

GRUCom FIBER OPTIC COMMUNICATIONS		Customer Number:	Statement Number:	Bill Date:	Amount Due:
		1234567	001	09/01/2020	\$1,485.62
<b>12 PAYMENTS</b>					
Payment Received	08/19/2020	Check			-\$1,485.62
					-\$1,485.62
<b>13 DATA CENTER SERVICES</b>					
GRU Colocation Lease	Qty 1	Service Period 08/01/2020 08/31/2020			\$375.00
					\$375.00
<b>DATA TRANSPORT SERVICES</b>					
GRU EtherLink	Qty 2	Service Period 08/01/2020 08/31/2020			\$730.00
					\$730.00
<b>INTERNET SERVICES</b>					
GRU Broadband Internet Access	Qty 2	Service Period 08/01/2020 08/31/2020			\$80.00
GRU Internet Access	Qty 1	Service Period 08/01/2020 08/31/2020			\$175.00
					\$255.00
<b>14 TAXES, FEES, AND SURCHARGES</b>					
State Sales Tax					\$22.50
Wild Spaces Surtax					\$1.88
School Surtax					\$1.88
State CST Tax					\$54.32
Local CST Tax					\$45.04
					\$125.62

  

BILLING AND PAYMENT FOR GRUCom SERVICES ARE HANDLED SEPARATELY FROM ALL OTHER GRU UTILITY SERVICES.					
GRUCom ACCEPTS MANY FORMS OF ONLINE/ELECTRONIC PAYMENTS AND ACCEPTS PAYMENTS MADE BY CHECK.					
GRUCom DOES NOT ACCEPT CASH PAYMENTS.					
GRUCom DOES NOT ACCEPT ANY FORM OF WALK-IN, DRIVE-UP, OR DROP-OFF PAYMENTS.					
PAYMENTS FOR GRUCom SERVICES MAY ONLY BE MADE ELECTRONICALLY, ONLINE OR BY MAIL AS FOLLOWS:					
-FOR ONLINE AND ELECTRONIC PAYMENT OPTIONS: Please visit <a href="http://www.grucom.com/pay-my-bill">www.grucom.com/pay-my-bill</a>					
-TO PAY BY TELEPHONE: Please call 1-833-366-7105.					
-TO MAKE A PAYMENT BY MAIL WITH CHECK OR MONEY ORDER: Please write your Customer Number AND Statement Number on your check and make payable to GRUCom. Return stub and check to: GRUCom, PO Box 919772, Orlando, FL 32891-9772.					
STILL HAVE QUESTIONS? THE GRUCom BILLING DEPARTMENT CAN BE CONTACTED AT (352) 334-3200 OR <a href="mailto:billing@grucom.com">billing@grucom.com</a> .					

GRUCom FIBER OPTIC COMMUNICATIONS		Customer Number:	Statement Number:	Bill Date:	Amount Due:
		1234567	001	09/01/2020	\$1,485.62
<b>16 DATA CENTER SERVICES - GRU COLOCATION LEASE</b>					
111	GRUCom ID:	COLO RACK C713X			\$401.26
	POINT A	301 SW 5TH ST			
	POINT Z				
	CHARGE DETAIL:	Colo Space Lease (L)	08/01/2020	08/31/2020	\$375.00
		State Sales Tax			\$22.50
		Wild Spaces Surtax			\$1.88
		School Surtax			\$1.88
<b>DATA TRANSPORT SERVICES - GRU ETHERLINK</b>					
222	GRUCom ID:	GDETH552301AA			\$414.68
	POINT A	522 E UNIVERSITY AVE			
	POINT Z	301 SW 5TH ST			
	CHARGE DETAIL:	EtherLink (EA1) (L)	08/01/2020	08/31/2020	\$365.00
		State CST Tax			\$27.16
		Local CST Tax			\$22.52
<b>INTERNET SERVICES - GRU BROADBAND INTERNET ACCESS</b>					
444	GRUCom ID:	GDETH817301AC			\$40.00
	POINT A	817 E UNIVERSITY AVE			
	POINT Z	301 SW 5TH ST			
	CHARGE DETAIL:	BB Internet Access (L)	08/01/2020	08/31/2020	\$40.00
<b>INTERNET SERVICES - GRU INTERNET ACCESS</b>					
555	GRUCom ID:	GDETH915301AB			\$40.00
	POINT A	9150 NW 16TH AVE			
	POINT Z	301 SW 5TH ST			
	CHARGE DETAIL:	BB Internet Access (L)	08/01/2020	08/31/2020	\$40.00
<b>INTERNET SERVICES - GRU INTERNET ACCESS</b>					
777	GRUCom ID:	GDETH301301XX			\$175.00
	POINT A	301 SW 5TH ST			
	POINT Z	301 SW 5TH ST			
	CHARGE DETAIL:	Internet Access (L)	08/01/2020	08/31/2020	\$175.00