

# HOW TO READ YOUR BILL

PAGE 1



PO BOX 38  
Ray ND 58849-0038  
701-568-3331  
www.nccray.com

TELEPHONE NO:

ACCOUNT NO:

Previous Bill	Payment/Adj	Current Billing	Total Due
\$226.32	\$226.32CR	\$226.34	\$226.34

## MESSAGE CENTER

Your All In TV Amount is: \$156.00.

FOR BILLING INQUIRIES CALL: (701)568-3331

FOR BILLING INQUIRIES CALL: (701)568-3331

PAYMENTS RECEIVED AFTER 03-26 ARE NOT POSTED TO THIS STATEMENT

WE APPRECIATE THE PROMPT MANNER IN WHICH YOU HAVE PAID YOUR ACCOUNT

The NCC family is growing! We are thrilled to add our neighbors in Williston, Trenton, Fortuna, Ambrose and East Westby to the fold. PLEASE NOTICE: Due to the transition in our billing system, May statement will be delayed in getting mailed to customers. If you access your statement from NCC on SmartHub it will not be available until May 3rd.

NCC will return to our normal business hours M-F 8:00am to 5:00pm beginning on Monday October 7th. NCC will be closed on Good Friday on Friday, April 18th. Our after-hours support can be reached by calling our office at 568-3331. Employees will be on call for any emergency outages. Happy Easter!

NCC is required to post annual notifications to subscribers. This notice was included in the printed March newsletter that was mailed to all customers. It can also be found by going to nccray.com.

The Minnesota Twins baseball games will be carried on a dedicated channel, which will be channel 305 on NCC Video and channel 23 on Advanced TV. There will only be content on this channel when a game is being broadcast.

## BILL AT A GLANCE 04/01/2025

BALANCE FROM LAST BILLING 226.32  
PAYMENTS RECEIVED 03-07 226.32CR  
BALANCE INTO BILLING .00

### SUMMARY BY SERVICE TYPE

Voice Charges 1.68  
Broadband Charges 5.00  
Video Charges 39.14  
Other Fees & Charges 11.39  
NORTH DAKOTA LONG DISTANCE 4.97  
DELUXE BUNDLE 164.76  
CURRENT BILLING AMOUNT 226.34

Total Due: Please Pay This Amount 226.34

STRONG CONNECTIONS  
ARE built here

Please return lower portion with your payment...retain upper portion for your records



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04/01/2025 000010

ACCOUNT NO:  
TELEPHONE NO:

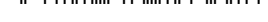
☐ Check for Address Change

Payment Due	Total Due
04/15/2025	\$226.34
Enter Amount Paid	

NORTHWEST COMMUNICATIONS COOP.

PO BOX 38

RAY ND 58849-0038



365260000056550070396523710000226349

**A. The Bill Header Section** is a quick way to look at your previous and current due along with any payments or adjustment that had occurred in the past period.

**B. Your summary** for each type of service and charge associated will display in the "Bill at a Glance" column. Please note, your Current Billing amount may be different from the Amount Due, based on prior payment history. If payments were made since your last billing statement they may appear here based on the date received.

**C. The Message Center** is a good location to check for important notices from us. We also encourage you to register your email with Smarthub, our online account management system.

**D. Please tear off the remittance stub** and include with your payment. Please do not attach the payment to the stub.

# HOW TO READ YOUR BILL (CONT.)

## PAGE 2



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ACCOUNT NO: [REDACTED]  
TELEPHONE NO: [REDACTED]  
BILL DATE: 04/01/2025  
Page: 2 of 4

Landline Telephone Customers Please Notice: Effective April 1, 2025, the FCC increased the Federal Universal Service Charge (FUSC) from 36.3% to 36.6% for Telephone line charges. This change will be reflected on your May bill as follows: for residential telephone line service the charge will be \$2.38/mo., single business line will be \$3.48/mo., and multi-line business telephone line will be \$4.47/mo.



PLEASE INDICATE CHANGE OF ADDRESS/PAYMENT HERE.

**E**

Address	
Delivery Address	
City	State Zip

<b>Credit Card Payment</b>	
<input type="checkbox"/> VISA	<input type="checkbox"/> MasterCard
<input type="checkbox"/> DISCOVER	<input type="checkbox"/> AMERICAN EXPRESS
Name on Card	
Card Number	
Expiration Date	CSV Number
Signature(required)	

<b>ACH/EFT Payment</b>	
<input type="checkbox"/> Checking <input type="checkbox"/> Savings	
Name on Bank Account	
Bank Account Number	Routing Number
Bank Name	
Signature(required)	

If you would like your payment to recur every month, please contact our office.

**E. With this form you can sign up to have your monthly payment automatically deducted** on the 12th of each month from your checking account or a debit or credit card. If this date falls on a holiday/weekend, payment is made the following business day. Please complete the form and return in the envelope provided with a voided check. Please allow 30 to 60 days for automatic deductions to begin. If you prefer to have your payment made on a date different than the 12th of each month, you can Add or Schedule a payment on a specific date through the SmartHub customer portal.

**NOTE: If you sign up for automatic withdrawal and do not want to receive a paper statement, please notify us of that option.**

## BILL TIP:

**NCC bills in advance and services are pro-rated from the day the service is installed. For example, if your installation occurred within the middle of the month, you could see one full month of service, plus the additional number of days of service from the previous month reflected on billing.**

# HOW TO READ YOUR BILL (CONT.)

## PAGE 3



PO BOX 38  
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ACCOUNT NO: [REDACTED]  
TELEPHONE NO: [REDACTED]  
BILL DATE: 04/01/2025  
Page: 3 of 4

### MONTHLY USAGE FOR TELEPHONE NO: [REDACTED]

Description	Date	Quantity	Amount
BALANCE INTO BILLING			.00
<b>Voice Charges</b>	04/01-04/30		
*EAS CHARGE		1 @ 1.50	1.50
ROBOCALL CALLING FEATURE			
FEDERAL TAX			.05
NORTH DAKOTA STATE TAX			.08
CROSBY CITY TAX			.05
<b>Voice Charges SUBTOTAL</b>			1.68
<b>Other Fees &amp; Charges</b>	04/01-04/30		
*E 911 CHARGE - DIVIDE COUNTY		1 @ 1.50	1.50
*FEDERAL UNIVERSAL SERVICE CHG RESIDENT		1 @ 2.38	2.38
*FED SUB LINE RES/SINGLE		1 @ 6.50	6.50
*TELECOMMUNICATIONS RELAY SERVICE FUND		1 @ 0.03	.03
FEDERAL TAX			.27
NORTH DAKOTA STATE TAX			.44
CROSBY CITY TAX			.27
<b>Other Fees &amp; Charges SUBTOTAL</b>			11.39
<b>DELUXE BUNDLE</b>	04/01-04/30		162.38
*RESIDENCE LN			
FCC FEE			
STANDARD BROADBAND 100M			
NCC VIDEO EXPANDED PACKAGE			
FEDERAL TAX			.65
NORTH DAKOTA STATE TAX			1.08
CROSBY CITY TAX			.65
<b>DELUXE BUNDLE SUBTOTAL</b>			164.76
<b>TOTAL</b>			177.83

<b>SUMMARY FOR:</b> [REDACTED]	04/01-04/30		
<b>Broadband Charges</b>			
WIFI FEE	1 @ 5.00		5.00
<b>Broadband Charges SUBTOTAL</b>			5.00
<b>TOTAL</b>			5.00

<b>SUMMARY FOR:</b> [REDACTED]	04/01-04/30		
<b>Video Charges</b>			
NCC VIDEO 2 STREAMS			
NCC VIDEO SHR DVR			
LOCAL BROADCAST FEE	1 @ 36.30		36.30
NCC VIDEO FRANCHISE FEE-BAS/EXP PACKAGE	1 @ 2.84		2.84
NCC VIDEO CHANNEL MAP			
<b>Video Charges SUBTOTAL</b>			39.14
<b>TOTAL</b>			39.14

\*Essential Services are indicated by an asterisk. Failure to pay these services may result in your telephone service being disconnected.

SUB-TOTAL	221.97
NORTH DAKOTA LONG DISTANCE TOTAL CHARGES	4.37
CURRENT BILLING AMOUNT	226.34

**Total Due: Please Pay This Amount**

The carrier you have chosen for your long distance (InterLATA) calls is NDLD.  
The carrier you have chosen for your long distance (IntraLATA) calls is NDLD.



**F. On each of the pages you will notice the subscriber account information** in the upper right hand corner of the statement. Please ensure that this information is correct.

**G. You may notice telephone numbers associated with other services.** These numbers help us make associations to the services within our billing system and are not working telephone numbers.

### H. Explanation of Other Fees & Charges on Your Bill

**Federal Universal Service (USF) Charge:** A monthly, per-line surcharge assessed to the customer to recover NCC's contribution to the Federal Universal Service Fund. This fund supports telecommunications and information services in schools, public libraries, and rural health-care facilities. The fund also subsidizes local service to high-cost areas and low-income customers. The FCC regulates this charge and it is reviewed quarterly as a percentage of your total monthly telephone charges based on Single Line User – Residential or Business, or Multi Line Business.

**Federal Subscriber Line Charge (SLC):** A flat, monthly charge established by the FCC to partially reimburse telephone service providers for the cost of construction and maintaining the local network. This charge is applied to all customers who have telephone lines in their home or business and is determined based on if the customer is residential or business single-line or business multi-line.

**Telecommunications Relay Service Fund:** A flat, monthly fee used for providing special needs equipment, facilities and services for people who are deaf to use the

telecommunications network. The requirements for collecting and remittance of the fees are state specified and mandated by state law.

**E911 Charge:** The 911 Emergency Service Fee is a charge imposed by the county in which the customer resides to finance Enhanced 911 services to citizens. It is a per-line flat, monthly fee determined by each county and is mandated by State law.

**Access Recovery Fee (ARC):** The FCC established this charge to transition a portion of the costs of providing service in high cost areas to the end user customer. The ARC is only applicable to companies with rates at a certain level. NCC's rate for local residential telephone service are at a level that the ARC is not required. Business customers do still get assessed this charge as a flat, monthly fee.

**Federal, State, County and City Taxes:** Taxes assessed as a percentage of each customer's telecommunication purchases as mandated by each state, local and federal requirements.

## BILL TIP:

**\*\*Your bill may vary from the samples provided. You may see additional pages based upon usage or the number of services on your account. If you have specific questions, please call our office.**

# HOW TO READ YOUR BILL (CONT.)

## PAGE 4



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TELEPHONE NO: [REDACTED]  
BILL DATE: 04/01/2025  
Page: 4 of 4



NORTH DAKOTA LONG DISTANCE USAGE FOR TELEPHONE NO: [REDACTED]  
CONTACT NCC FOR INFORMATION 1(701)568-3331

### NORTH DAKOTA LONG DISTANCE CHARGES AND CREDITS

04-01	NDLD 10 CENT NATIONWIDE PLUS		3.95
	NORTH DAKOTA STATE TAX	.20	
	CROSBY CITY TAX	.12	.32
	NORTH DAKOTA LONG DISTANCE CHARGES & CREDITS		4.27
	NORTH DAKOTA LONG DISTANCE DETAIL OF ITEMIZED CALLS		
	N DAKOTA TAX ADJUSTMENT 2.50% of 3.95		.10
	NORTH DAKOTA LONG DISTANCE SUBTOTAL		.10
	NORTH DAKOTA LONG DISTANCE CHARGES & CREDITS		4.27
	NORTH DAKOTA LONG DISTANCE TOTAL ITEMIZED CHARGES		4.37

**I. If you selected a North Dakota Long Distance carrier with NCC**, the long distance detail legend will help to identify the type of call that was made from your phone as well as any Optional Calling Plans that were applied to the call. This section will also display the monthly recurring charge from your Optional Calling Plan (if any) and your carrier rates. If you subscribe to our unlimited LD you will not have call detail for these calls. Please contact our office if you may need a call detail.

**J. Toll detail is provided to you in this section.** Calls are rated based on your Optional Calling Plan (if any) and your carrier rates. If you have specific questions about long distance, please call our office.

**K. The bottom of each call detail page** will have a subtotal listed for the calls made the final page will display the total of all long distance charges and the taxes applied (if applicable).