

HOW TO READ YOUR NEW GCI PHONE & INTERNET INVOICE

When our customers talk, we listen. We understand the importance of an easy to read invoice with minimal environmental impact. Please note the changes and new format of the GCI telephone and Internet invoice below. Please note you will continue to receive a separate invoice for your cable TV services, if applicable.

We also provide our customers with eBill service, which allows you to access and pay your account online. You can sign up at <https://myebill.gci.com>.



GCI
PO Box 99001
Anchorage, AK 99509-9001
Address Service Requested

Check here for change of address (see reverse for details)

9623058507 <B34>
BILL SAMPLE
123 MAIN STREET
ANYTOWN, USA 12345-6789

0000220012345678995



GCI
PO Box 99001
Anchorage, AK 99509-9001

Account Summary

Account Number:	123-45678
Invoice Number:	12345678
Billing Date:	08/01/2010
Due Date:	08/24/2010

Previous Activity

Amount Due on Last Invoice	\$219.91
Payments Received	-\$219.91
Balance Forward	\$0.00

Current Activity

Wireless Services	\$220.01
Total Current Activity	\$220.01
Total Due:	\$220.01

Remittance Section

Account Number:	123-45678
Invoice Number:	12345678
Billing Date:	08/01/2010
Due Date:	08/24/2010
Total Due:	\$220.01
Amount Enclosed:	\$

Please put your account number on your check and make payable to: **GCI**

GCI
P.O. Box 99001
Anchorage, AK 99509-9001

Important Messages

Some usage detail has been suppressed on this invoice. To view all usage, please go online to www.gci.com.

With GCI Ebill receive and pay your GCI invoice online and save a stamp too! Sign up at <http://www.gci.com>

Thank you for using GCI!

Remittance Slip
Include this tear off slip when you make your payment. Change your address on the back.

Important Messages
Look here for important information, special offers, new services or other reminders from GCI.

Invoice Information
This section gives you a summary of all your current charges and payments.

Summary of Charges
This section lists all Telephone and Internet services you receive from GCI and their corresponding charges. It also breaks down all taxes applied. If more space is needed, the information will continue on page 2, beginning in the left-hand column.

If this is your first invoice, it may include charges for more than one full month and one-time charges for activation, making it higher than subsequent invoices.



Account Number	Invoice Number	Due Date	Amount Due
123-456789	12345678	08/24/2010	\$220.01

Wireless Phone Summary					
Wireless Number	Service Charges	Usage Charges	Fees & Adjustments	Taxes & Surcharges	Total Charges
907-123-4567	\$102.98	\$0.00	\$0.00	\$4.73	\$107.71
907-123-4567	\$52.98	\$0.00	\$0.00	\$3.17	\$56.15
907-123-4567	\$52.98	\$0.00	\$0.00	\$3.17	\$56.15
Total Wireless Phone Summary	\$208.94	\$0.00	\$0.00	\$11.07	\$220.01

Charge Detail		
Usage Charges Description	Usage Amount	Total Amount
Plan	71.00 min	\$0.00
Minutes	379.00 min	\$0.00
Mobile to Mobile	82.00 min	\$0.00
Night and Weekend	1.00 events	\$0.00
Text Messaging		

Payments Received	
01 - Pmt - Check/MO	\$219.91
Total Payments Received	\$219.91

Detail
Immediately following the Summary of Charges, you will see detailed information about each of your GCI services. This information may continue on subsequent pages, depending on the number of services you receive.

Wireless Services	
907-123-4567	Wireless Services
Description	Administrative
Fee	Nationwide
Unlimited	Plus Fee
Taxes and Surcharges	Description
Alaska	Universal
Service	Fund
E911	Surcharge
Federal	Universal
Service	Service
Fund	Usage Charges
Description	Description
Plan	Minutes
Minutes	Mobile to
Mobile	Mobile
Minutes	Night and
Night and	Weekend
Weekend	Minutes
Minutes	Text
Text	Messaging
Messaging	
	907-123-4567
	Wireless Services
	Description
	Administrative
	Fee
	Nationwide
	Unlimited
	Plus
	Platter
	Fee
	Taxes and Surcharges
	Description
	Alaska
	Universal
	Service
	Fund
	E911
	Surcharge
	Federal
	Universal
	Service
	Fund

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Have you moved or changed your phone number?
Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: _____ Account Name: _____
 New Address: _____ City: _____ State: _____ Zip: _____
 Contact Name: _____ Phone Number: _____
 Work Number: _____ Signature: _____

We accept the following credit cards for payment: DISCOVER VISA MASTERCARD AMERICAN EXPRESS JCB

Please choose one: Monthly Recurring One Time Only

Card Number: _____ Expiration Date: _____ CVV#: _____
 Billing Address: _____ City: _____ State: _____ Zip: _____
 Amount Authorized: \$ _____ Signature: _____

Withdrawal from Checking (IMPORTANT: Please enclose a copy of a voided check)
 Please use automatic withdrawal from checking for all future charges Please use automatic withdrawal from checking this time only

Amount Authorized: \$ _____ Signature: _____
 By signing above I authorize GCI or its financial institution to automatically charge my account for the amount due for each box checked.

Paying Your Invoice
Methods of Payment:
 • Online at: www.gci.com with GCI's eBill
 • Mail: PO Box 99001, Anchorage, AK 99509-9001
 • Visit a GCI Store or payment drop box near you.
 • Charge to your Visa, MasterCard, Discover, American Express, or JCB credit card or your debit/ATM card.

Please allow sufficient time for payment to reach our offices.

Payment Due Date
Payment is due by the date shown on the front of this invoice. Amounts not paid by the due date are subject to a monthly finance charge of .875% (maximum 10.5% yearly). In addition, a \$2.00 Late Fee will be charged every time an account goes from current to delinquent.

Autopay Processing
Your account will be charged one day before the payment due date for the balance due. Please contact GCI at least 7 days before the due date with any concerns to allow time for correction.

Credit Card Policy
A credit card that has been declined, or has expired, is subject to the Payment Due Date policy outlined above.

Return Payment Charge
A \$30.00 fee (subject to change) will be charged for payments returned from any bank account.

Interruption of Service
Invoices that contain a past due balance or balance forward are subject to interruption of service. Your telephone service may not be disconnected for failure to pay for 900 Telephone Service Charges. 900 Telephone charges may be disputed if you believe the charges are unauthorized, fraudulent, or illegal. Additional fees may be required to reactivate service. For payment arrangements please contact the Collections department at 868-2788 (in Anchorage) or 1-800-880-2738 (nationwide).

The Best Rate
Are you paying the best rate? GCI offers a variety of excellent savings plans for our customers. If you have any questions about the rate you are paying for any of GCI's services, please call Customer Service.

Enhanced Lifeline
An Enhanced Lifeline customer's basic telephone service cannot be disconnected for failure to pay toll charges; however, the Company may disconnect access to interexchange services should the customer not pay incurred toll charges.

Moving? Adding a second telephone line?
Please notify GCI of any changes that may affect your account, such as telephone number, address or name changes. If your GCI calling card is the same as your home or business phone number, this card must be reissued when you change telephone numbers.

Questions about your invoice?
Please direct inquiries to GCI Customer Service at 265-5400 (in Anchorage) or 1-800-800-4800 (nationwide) or by email to rcs@gci.com. If any invoiced charges are incorrect, please notify GCI within 90 days of invoice date to ensure proper credit.

For disputes that you are not able to resolve directly with GCI, the Regulatory Commission of Alaska can be reached at 276-6222 (in Anchorage), or 1-800-390-2782 (nationwide).

GCI Privacy Statement
GCI respects the privacy of all of our customers and we do not sell or provide any customer information to third parties.

As your service provider, GCI has access to specific information about your account that we use for billing purposes, to provide and change service, and to contact our customers about account service issues. We also use the information to tell our customers about other GCI products that we think might be a better value or more-suited to your service needs.

GCI has a duty to protect the confidentiality of this information and the federal law provides you with the right to restrict the use of this information. If you would prefer not to be contacted about GCI products other than your current products, please let us know via email at gci/privacy@gci.com or call GCI Residential Customer Service at 265-5400 (in Anchorage) or 1-800-800-4800 (nationwide). Your request will have no effect on the services you receive today and will remain in place until you tell us to change it.

Change of Address
Fill out this form and mail to GCI if you've had a change of address. Be sure to check the box on the front notifying us that this information has changed.

Credit Card Payment
Fill out this section to pay your invoice by major credit card. Be sure to include the three-digit security code on the back and check the box indicating the credit card type.

Customer Care Information
If you have questions about your account, here is where our Customer Care number is located, along with the addresses where you can send inquiries and payment.

There is also additional information about GCI and your services.

