

Information:

Drawer: Accounts Payable - Invoices

Vendor Number: 1658897

Vendor Name: Radiate Holdings LP,DBA Astound Broadband

Check Details:

Check Number: 0336429

Check Amount: \$ 424.33

Check Date: 3/4/2025

Invoice Details:

Invoice Number: 4171618010017386

Invoice Date: 2/16/2025

PO Number: B0002318

Voucher Number: V0874884

Document Type: AP Invoice

Document Below



Service Location:
425 FAWELL BLVD
CIK
GLEN ELLYN, IL 60137-6708
Account PIN: 002023

Business Name:
Statement Date:
Account Number:
Payment Due Date:
Invoice Number:

COLLEGE OF DUPAGE
02/16/2025
0201-4171618-01
03/14/2025
417161801-0017386

Contact Us:

Website: astoundbusiness.com
Telephone: 833-249-2786

IMPORTANT MESSAGES**PREVIOUS CHARGES**

Previous Balance	426.00	
Payments Received	-426.00	CR
Balance Forward	0.00	

CURRENT CHARGES

High Speed Internet	132.98
Digital Cable TV	220.20
Taxes, Surcharges & Fees	71.15
Total Current Charges	424.33

Total Amount Due: \$424.33

To avoid a late fee, please ensure the total amount due is received by the date listed on the statement.

BO002318
Please Pay: \$424.33

Astound Business Solutions is the #1 Internet Service Provider

Eight-time recognized business ISP
thanks to our customers!

- #1 cable ISP for Overall Satisfaction
- Rated #1 ISP in Customer Service
- Voted #1 Likelihood to Recommend cable ISP
- #1 cable ISP in Reliability and Tech Support
- Ranked #1 cable ISP for Ease of Use

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Please detach and return below portion with your payment

REMITTANCE SECTION

Account Number:	0201-4171618-01
Billing Date:	02/16/2025
Due Date	03/14/2025
Total Amount Due:	\$424.33
Amount Enclosed:	\$ _____

Please put your account number on your check and make payable to: RCN
We accept Visa, Mastercard, Discover, American Express, Check, Money
Order or Cash. Cash payments are accepted at a Local Office, a
payment center near you or at any Western Union location.

MAKE CHECKS PAYABLE AND REMIT TO:

RCN
PO BOX 11816
NEWARK, NJ 07101-8116



PO Box 1330 Wilkes-Barre, PA 18703
Electronic Service Requested

COLLEGE OF DUPAGE
APT CHC
425 FAWELL BLVD
GLEN ELLYN IL 60137-6599

DO NOT MAIL PAYMENT TO ABOVE ADDRESS

1010001014417161801030042433

All services, including telecommunications services, are provided by RCN Telecom Services of Illinois, LLC d/b/a Astound Business Solutions.

Telephone Customers

Non-payment of the following telephone charges will not result in disconnection of your basic local service: Toll charges, 900 numbers, inside wiring, 911 surcharge, Line Features (i.e. Call Waiting, 3-Way Calling, Caller ID, etc.), Operator Charges, DA Charges and Directory Advertising. Please be advised non-payment of all other telephone services will result in disconnection of your basic local telephone service.

Right To Dispute Your Bill

If you are dissatisfied with our telephone service for any reason and you are unable to obtain resolution after speaking with our Universal Agents, you may contact Customer Service Division, Illinois Commerce Commission, Ste C-800, 160 N. LaSalle St., Chicago, IL 60651 1.800.524.0795

Utility Alert Network

In compliance with Illinois State Law and to avoid service interruptions, please call one of the free notification services that alerts utility facility owners and companies of planned digging in areas with any underground facilities at least 48 hours prior to digging or excavating activities. In Chicago, please call Utilities Alert Network (CUAN) at 312.744.7000. Outside of Chicago, call the Joint Utilities Locating Information for Excavators (JULIE) at 1.800.892.0123.

Returned Payments

All checks returned due to non-sufficient funds will be resubmitted electronically. A maximum \$30.00 administrative fee may be electronically debited. If at any time your check or automatic credit card payment is rejected or returned, Astound Business Solutions will consider this a denied payment. You will be charged a \$25 denied payment fee, in addition to any late fees incurred as a result of the denied payment and all other amounts owed to Astound Business Solutions.

Video Closed Captioning- For immediate technical concerns or service issues with Closed Captioning, please call (toll free) 833-249-2786, fax (570) 270-1535, or email us at: closedcaptioninghelp@rcn.com. Formal written complaints should be addressed to Derwin Brown, Vice President, Legal Affairs, Astound Business Solutions, 100 Baltimore Drive, Wilkes-Barre, PA 18702.

Astound Business Solutions Privacy Policy

Astound Business Solutions understands how important personal privacy is to you and we are committed to fully protecting your rights. We want our customers to be aware of what information Astound Business Solutions collects and how it is handled. You may view our current privacy policy online at: <https://www.astound.com/business/legal-disclosures/privacy-policy/>.

Astound Business Solutions Customer Terms & Conditions

When you utilize our services, we want to ensure you are aware of the terms & conditions you agree to. A copy of our current Customer Terms and Conditions are available to view online at: <https://www.astound.com/business/legal-disclosures/terms-conditions/>.

AutoPay Customers

Please visit <https://astound.com/support> or call 833-249-2786 if your method of payment changes, you have a new expiration date or replacement card, so we may update our records.

Attention Autopay Customers

Illinois enacted a new Consumer Protection Law on January 1, 2008. This law required changes to the billing system. If you are an autopay customer, funds will be drawn 4 days earlier than the due date in order to avoid conflicts or create past due amounts.

MAKE LIFE A LITTLE SIMPLER.

Manage your account with convenient online tools – anytime, anywhere. We make it simple with options including **autopay**, **paperless billing**, **account notifications** and more.

Check it out today! Easy as 1-2-3.

1. Go to **my.astound.com**
2. Log in to your account
3. Scroll down and enroll

You can change your preferences at any time. It's easy, convenient and part of our no-contact, self-care toolset.



Go Paperless



**Pay Bill Quickly
& Securely**



**View Online
Statements**

Visit my.astound.com



PAYMENTS

The payments listed were received prior to the statement date at the top of the page. All payments received after this date will appear on your next statement.

Date	Description	Amount
02/04	Payment Received - Thank You!	-426.00 CR
		-\$426.00 CR



HIGH SPEED INTERNET

This section contains monthly data services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/14 - 03/13	Bus Cable Modem	1	11.00
	Performance High Spd Int 300/20	1	99.99
	Additional Bus 5 Static IPs	1	21.99
			\$132.98



DIGITAL CABLE TV

This section contains monthly cable services/charges that are not part of a bundle.

Date	Description	Qty	Amount
02/14 - 03/13	TV Converter	3	28.00
	Bus Basic Cable	1	157.20
	Bus Digital Service	1	25.00
	Bus HDTV Service	1	0.00
	Bus HDTV Pak	1	10.00
			\$220.20

TAXES, SURCHARGES & FEES

This section includes total taxes, fees, and surcharges on your monthly and non-monthly charges/credits. For an explanation, visit our website <https://www.astound.com/business/legal-disclosures/taxes/>.

	Description	Amount
Cable	Franchise and Peg Fees	14.90
	Regulatory Fee	0.10
	Broadcast TV Surcharge	29.90
	Sports Programming Surcharge	26.25
		\$71.15

"Micheli, Max" <michelim874@cod.edu>

Multimedia Services - RCN / Radiate Holdings Cable Bill - February 2025

"Micheli, Max" <michelim874@cod.edu>

Mon, Feb 17, 2025 at 06:24 PM UTC

CC: Nocera, James <nocera@cod.edu>, Mitchell, Barbara <mitchell@cod.edu>

BCC:

Hello,

Please see the attached invoice from RCN / Radiate Holdings.

Thank You,

Max Micheli
Multimedia Project Specialist
Multimedia Services - College of DuPage
(630) 942 3089

1 attachment

RCN Statement 0201-4171618-01.2025-02-16.17386.pdf