



Understanding Your Bill – Video Transcription

Your Sparklight billing statement is not only used to provide you with the amount to each month but also serves as a way for us to communicate important updates regarding your account. This video will help you understand how to read your Sparklight bill.

On the top left portion of the first page, you will see a large area where we typically communicate important information about your account such as helpful hints, upgrade opportunities or upcoming changes that may impact you. To the right of this section, you will find the hours of operation and phone number for your local office as well as the web address for our support site. Below this, you will find your billing summary which includes your account number, service address, previous balance, the last payment received (listed as multiple payments), any adjustments made to your bill, your monthly service charges (listed as monthly services), taxes and fees, as well as your total balance and due date. Remember that Sparklight bills for services one month in advance.

From the left side of page 2 of your bill, you will find a comprehensive breakdown of your charges from page 1. This section provides a detailed explanation of your services and charges including equipment rental usage, charges and any applicable taxes or fees. This information may continue on page 3.

The right side of page 2 contains information identifying your local franchise authority. If paying your bill by mail, be sure to include the remittance portion of your statement and use the envelope provided in your bill. When paying by mail, we recommend that you use a check or money order payable to Sparklight for your security.

For further billing assistance, visit support.sparklight.com or call our billing representatives from 8 a.m. to 5 p.m. Monday through Friday at 877-692-2253.