

If you are an autopay customer:

Autopayments were delayed as a result of our transition to a new billing platform. If your autopayment did not run, your bill has yet to reflect that payment and thus may look double its normal size. We expect to have your payment processed and a new invoice out to you by Oct. 5 or earlier.

IDEATEK TELCOM, LLC
PO BOX 2875
WICHITA, KS 67201

ideatek

Statement # **1**

Service Period **2021-10-01 to 2021-10-31**

Statement Date **2021-10-01**

Due Date **2021-10-31**

Account Number **1234**

Customer Name
Customer Street
Customer City, State, Zip

What is this?? Turns out we goofed up and combined previous balance and new charges in the same line!

Charges	\$160.00
Taxes / Fees	\$0.90
Credits	(\$0.00)
Payments Applied	(\$0.00)
Previous Balance	\$0.00
Total due by 2021-10-31	\$160.90

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Gigabit (1000/100) x 1	\$70.00
Premium Wi-Fi x 1	\$10.00
City Sales Tax - Buhler	\$0.10
County Sales Tax - Reno County	\$0.15
State Sales Tax - Kansas	\$0.65
Previous Balance x 1	\$80.00

Your previous balance is shown on the 2nd page of your bill, but it should have shown here on the 1st page.

You also have the option to review your account online and update your payment information directly. Please note that only new and open invoices will be found in the new system (although we have a record of all previous transactions). <https://portal.ideatek.com/>

We appreciate your business very much and apologize for the inconvenience this may have caused.

Feel free to reply directly to this email.

Sincerely,

Your IdeaTek Support Team