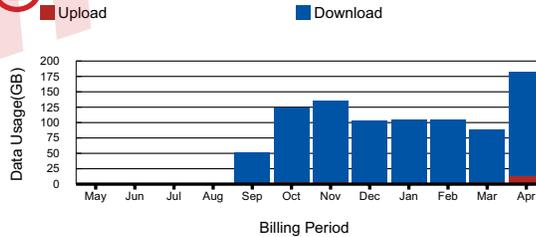# How to Read your Mid-Rivers Bill

The SAMPLE bill below guides you through your Mid-Rivers statement, with red numbers indicating key features that are described in detail under the corresponding number on the right.

Mid-Rivers
COMMUNICATIONS

P.O. BOX 280 — 904 C AVENUE — CIRCLE MT 59215-0280

Bill At A Glance

MID-RIVERS TELEPHONE

BALANCE FROM LAST BILLING		39.55
PAYMENTS RECEIVED	04-16	39.55CR
BALANCE INTO BILLING		.00

SUMMARY BY SERVICE TYPE

RECURRING CHARGES	21.95
INTERNET DATA	36.60
CURRENT BILLING AMOUNT	**58.55**
Credit Card Payment -- Do Not Pay	**58.55**

SmartHub
a smart way to manage your data use from your smartphone or tablet.

Get the app
that lets you manage all aspects of your Mid-Rivers account online from your mobile device!

① INTERNET: (xxx)xxx-xxxx   **ACCOUNT NO:** XXXXXXX

Previous Bill	Payment/Adj	Current Billing	Total Due
$39.55	$39.55CR	$58.55	$58.55

② Monthly Internet Usage for (xxx) xxx-xxxx

■ Upload   ■ Download

Data Usage(GB) — chart axis: 200 175 150 125 100 75 50 25 0
Billing Period: May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr

Usage information for any additional Agreements and other usage details are available on My Mid-Rivers (SmartHub)

Internet Usage Detail from 03/17-04/16

③

- Spotify: 3.901 GB
- iCloud: 5.253 GB
- SSL v3: 5.982 GB
- Instagram: 6.313 GB
- HTTP2 over TLS: 6.419 GB
- Hulu: 9.250 GB
- Facebook: 23.684 GB
- Other Usage: 35.290 GB
- Netflix: 42.149 GB
- YouTube: 39.932 GB
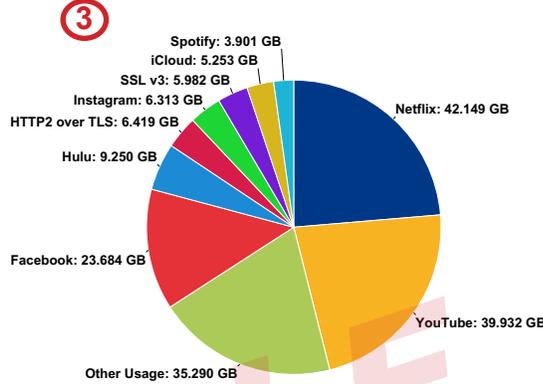
Usage details for any additional Agreements are available on My Mid-Rivers (SmartHub).

Please return lower portion with your payment...retain upper portion for your records. Please do not attach payment to the stub.

Mid-Rivers
COMMUNICATIONS

P.O. BOX 280 — 904 C AVENUE — CIRCLE MT 59215-0280

⑥

Payment Due	Total Due
05/18/2020	$58.55
Enter Amount Paid	
Credit Card	

05/01/2020 000000
MID-RIVERS TELEPHONE
ACCOUNT NO: xxxxxxx
INTERNET: (xxx)xxx-xxxx

MID-RIVERS TELEPHONE COOP
904 C AVENUE
P.O. BOX 280
CIRCLE MT 59215-0280

2851200000926220093343306310000058559

☐ *Check for Address Change*

This is not a bill.

1. The top right corner of page 1 of your bill shows your previous month's bill amount, along with any payments or adjustments. If you see a "CR" after any amount that simply means the payment received has been applied or credited (CR) to your account. The current billing & total amount due can also be found in the top right corner.

2. The "Monthly Internet Usage" Chart shows your Internet use for the current billing period as well as the 12 month history of your monthly Internet data use. A billing period begins on the 17th of each month and ends on the 16th of the following month. If you do not have Internet you will see other images here.

3. The "Last Month Internet Use Detail" Pie Chart shows the top applications for how you used your Internet during the period billed on this statement. See the reverse for descriptions of the data use types shown. If you do not have Internet you will see other images here.

4. The summary of your services is located on the left of the first page of your bill. The summary of services shows you a breakdown of each monthly service cost. Details of your services can be found starting on page 3 (not shown on this sample) of your bill.

5. The billboard will feature information on Mid-Rivers services or other developments important to our customers. Mid-Rivers will also share important messages at the top of page 2 (not shown on this sample) of your bill in the message center.
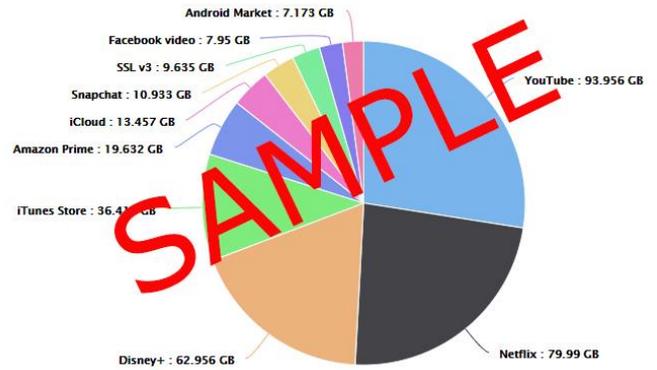
6. The due date of your next payment is located in the top right corner of the payment stub. **Please return your payment and the payment stub** to Mid-Rivers by the due date unless your bill is set up for auto-pay as in this example.

Mid-Rivers bills include a pie chart for Internet customers showing the TYPES of Internet data used during the current billing period.

Customers with more than one Internet connection can use SmartHub or the My Mid-Rivers app to view detailed usage for all connections.

Sometimes you may see descriptions that are unfamiliar. The key below can help you determine the possible sources of that usage. **Not all possible descriptions are shown here**, so if you have questions you can always contact us.

Pie chart labels:
- Android Market : 7.173 GB
- Facebook video : 7.95 GB
- SSL v3 : 9.635 GB
- Snapchat : 10.933 GB
- iCloud : 13.457 GB
- Amazon Prime : 19.632 GB
- iTunes Store : 36.4?? GB
- Disney+ : 62.956 GB
- YouTube : 93.956 GB
- Netflix : 79.99 GB

CDN	There are several different Content Delivery Network (CDN) providers like **Akamai, AWS, CloudFront, AOL, Limelight** and others that may show up on your usage. A CDN is a group of servers that helps minimize delays in loading web page content by reducing the physical distance between the server and the end user. CDNs deliver a variety of content including 4K and HD video, audio streams, apps, games, OS updates, data records and much more. Learn more at https://www.akamai.com/us/en/cdn/what-is-a-cdn.jsp
DNS	Domain Name Service (DNS) is the "phone book" of the Internet. When you go to a site like www.midrivers.com, your browser connects with a DNS server to translate "midrivers.com" into our IP (Internet Protocol) address. When you access any Internet resource, one or more "DNS lookups" takes place. Many sites use content from several different sites, so each site referenced on the page must also be looked up. Each lookup is small (about 100 bytes) and typically will not show up as one of the top ten types of traffic. *A large amount of this traffic could be an indicator of some type of malware or directed attack.*
Flash video over HTTP	Streaming media, such as video content on YouTube, Amazon or other streaming applications.
FTP Transfer	File Transfer Protocol (FTP) is used to transfer electronic files, typically larger files, from one computer to another.
HTTP or HTTP Download	Hypertext Transfer Protocol (HTTP) is the set of rules for transferring files (text, graphic images, sound, video, and other multimedia files) on the Internet. As soon as you open a web browser, you are using HTTP.
HTTP Media Stream	Another type of Internet protocol for streaming media, such as video content or music/audio.
HTTP2 over TLS	Transferring files over the Internet using a secure protocol. Typically, Internet addresses that start with "https."
NTP	Network Time Protocol (NTP) is a networking protocol for syncing a group of computers to the Coordinated Universal Time (UTC). Networks use NTP for many functions like scheduled data backups. *A large amount of this traffic could be an indicator of some type of malware or directed attack.*
Other Usage	Combined usage of from all other applications that are not in the Top 10 and listed separately.
SSL v3	Secure Socket Layer (SSL) is an encryption security protocol used to secure websites or other communications. This could include any website you log in to for secure access or other secure applications.
Steam	A platform for downloading, playing, discussing and creating online games.
Twitch	An online site that allows users to watch or broadcast live streaming or pre-recorded video of video games, often including commentary like a live sports broadcast.
Unknown	Information on the source of the data wasn't readily available at the time bills were generated or the traffic was unidentified.
UpLynk	Enables multiscreen playback with a single streaming adaptive video format.