

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.



Bill At A Glance

MID-RIVERS TELEPHONE

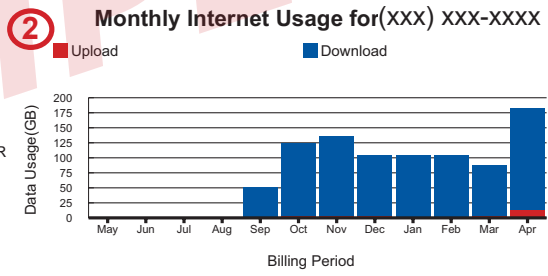
BALANCE FROM LAST BILLING 04-16 39.55
 PAYMENTS RECEIVED 39.55CR
 BALANCE INTO BILLING .00

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

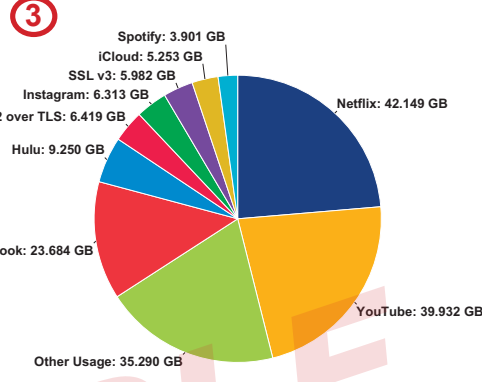
1 INTERNET: (xxx)xxx-xxxx ACCOUNT NO: xxxxxxxx

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



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



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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!

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



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Payment Due	Total Due
05/18/2020	\$58.55

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

Enter Amount Paid
Credit Card

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

Check for Address Change

2851200000926220093343306310000058559

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.

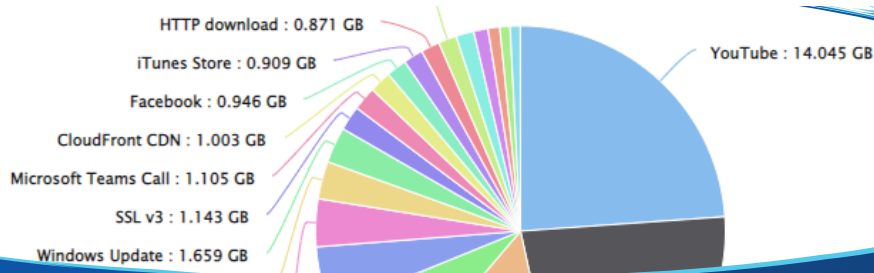
3. The "Last Month Internet Use Detail" Pie Chart shows the top applications for how you used your Internet during the period billed on this statement. See the reverse for descriptions of the data use types shown. If you do not have Internet you will see other images here.

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.

This is not a bill.



UNDERSTANDING DATA USAGE

To help you understand and manage Internet data usage, Mid-Rivers Internet bills include a pie chart showing your Top 20 types of data used during the current billing period. Detailed usage information is also available any time in SmartHub or the My Mid-Rivers app.

Sometimes you may see usage categories that are unfamiliar. The key below can help explain some of the less recognizable sources of usage. Not all possible categories are listed here, so if you have questions you can always contact us.

Quic Ieft - Quick UDP Internet Connection (QUIC) is an encrypted network protocol designed by Google to make web traffic more secure, efficient, and faster. It is used by apps and services that require speedy online service like gaming, streaming, and Voice over IP (VoIP).

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 into for secure access or other secure applications.

CloudFront CDN - A CDN (Content Delivery Network) is a group of servers that helps minimize delays in loading web pages by reducing the physical distance between the server and the end user. There are several different CDN providers like Akamai, AWS, CloudFront, AOL, Limelight and others. CDNs deliver a variety of content like 4K and HD video, audio streams, apps, games, OS updates, data records and much more. Learn more at www.akamai.com/us/en/cdn/what-is-a-cdn.jsp.

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.

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 the URL into our IP address. Each DNS lookup is very small (about 100 bytes) and typically will not show up as a Top 20 category of traffic. **A large amount of DNS traffic on your bill could be an indicator of malware or a directed attack.**

Flash video over HTTP - Streaming media, such as YouTube or other streaming video.

FTP Transfer - File Transfer Protocol (FTP) is used to transfer electronic files - typically larger files - from one computer to another.

HTTP or HTTP Download - HTTP is the set of rules for transferring files (text, pictures, sound, video and other multimedia) 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 like video or 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 used 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 NTP traffic could be an indicator of malware or a directed attack.**