



Pulse  
815 14 St SW, Suite C240  
Loveland, CO 80537

For in-person support, stop by our **Customer Experience Center at the Forge Campus:**  
814 14th St SW, Suite C240  
Loveland, CO 80537  
Open Mon-Fri 8-5

**Customer Service & Billing**  
Available Mon-Fri 8-5  
970-541-4990

**24/7 Technical Support**  
970-744-4226

[www.PulseFiber.org](http://www.PulseFiber.org)

TDD: 711  
For closed captioning & accessibility: 970-744-4226 or [PulseSupport@LovelandPulse.com](mailto:PulseSupport@LovelandPulse.com).  
Español - Si usted desea recibir esta cuenta traducida al Español, por favor envíe un correo electrónico en Español a [PulseBilling@LovelandPulse.com](mailto:PulseBilling@LovelandPulse.com) o llame al 970-541-4990.

Please detach and enclose the section below with your payment and write your account number on your check.



William Sample  
123 FIBER DR  
Loveland CO 80537

**William Sample**

For services at:  
123 Fiber Dr  
Loveland CO 80537

**1** Account Number 001-009302  
Billing Date 11/25/2024

**2** Previous Activity  
Previous balance \$221.01  
Payments through 11/25/24 (\$221.01)  
Balance Forward \$0.00

**3** New Activity  
Internet \$44.95  
Video \$145.95  
Other \$2.50  
Voice \$16.50  
Taxes & Fees \$11.11  
Total New Activity \$221.01

**4** Total Due By 12/9/2024  
\$221.01

Account Number 001-000XYZ  
Due Date 12/9/2024  
Amount Due \$221.01

**5** Auto Pay

**6** Make Check Payable and Remit To:  
Pulse  
PO Box 2799  
Loveland, CO 80539

00100930200000221019

**1** **Billing Date:** Bill date which is the beginning of the monthly bill cycle.

**2** **Previous Activity:** Last month's balance and payments made since your previous bill.

**3** **New Activity:** A summary of all new charges on the account.

**4** **Total Due By:** This includes the current charges on your bill, any unpaid balance from previous billing cycles, and subtracts any credits applied to your account. It also shows the date your payment is due.

**5** **Auto Pay:** This line appears if you are enrolled in Auto Pay.

**6** **Mail to Address:** Please note this is different than our physical address.

## Did you know?

**Pulse was made specifically for you -** the residents and businesses of Northern Colorado. Investing in Pulse is an investment in our local economy. The Pulse utility is part of [Loveland Water and Power](#).

**Make your life easier with Auto Pay!**  
With Auto Pay, your monthly bill will be paid automatically using the bank account or credit card you select. To enroll, just log in to your Pulse My Account and sign up under the Billing section.

**We're here to help.**

Please reach out with any questions, comments or concerns.

Billing & Customer Service:  
970-541-4990  
Available by phone Mon-Fri 8-5

Walk-ins welcome Mon-Fri 8-5  
815 14th Street SW, Suite #C240  
Loveland, CO 80537



Details by Service Address

Account Number 001-000XYZ  
Billing Date 11/25/2024

**William Sample**

Account # 000XYZ  
123 FIBER DR  
Loveland CO 80537

**Payments**

Mailed Payment Coupon (Lockbox)	11/8	(\$221.01)
<b>Total</b>		<b>(\$221.01)</b>

**Internet**

(\$9.95) Bundle Breakdown: Bundle I01 / V01 / VT3 Discount	11/25-12/24	\$0.00
Internet: Starter - 100 Mbps	11/25-12/24	\$44.95
WiFi: Base	11/25-12/24	\$0.00
<b>Internet (Excluding Taxes)</b>		<b>\$44.95</b>

**Video**

(\$9.95) Bundle Breakdown: Bundle I01 / V01 / VT3 Discount	11/25-12/24	\$0.00
TV: Premier	11/25-12/24	\$145.95
<b>Video (Excluding Taxes)</b>		<b>\$145.95</b>

**Other**

Mailed Paper Bill	11/25-12/24	\$2.50
<b>Other (Excluding Taxes)</b>		<b>\$2.50</b>

**Voice**

(\$9.95) Bundle Breakdown: Bundle I01 / V01 / VT3 Discount	11/25-12/24	(\$9.95)
Fee: Regulatory Cost Recovery Fee	11/25-12/24	\$1.50
Voice: Local & Long Distance	11/25-12/24	\$24.95
<b>Voice (Excluding Taxes)</b>		<b>\$16.50</b>

**Taxes and Fees**

Fee: CO Telco Relay Service	\$0.03
Fee: Colorado 911 Surcharge	\$0.09
Fee: Colorado 988 Surcharge	\$0.14
Fee: Colorado HCSM	\$0.35
Fee: PEG	\$0.50
Fee: Universal Service Fund	\$0.49
Fee: Video Franchise Fee	\$7.30
Fee: e911	\$1.10
Tax: City	\$0.50
Tax: County	\$0.13
Tax: State	\$0.48
<b>Taxes and Fees</b>	<b>\$11.11</b>

<b>Account Total</b>	<b>\$221.01</b>
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**7** Provides a comprehensive breakdown of all regular monthly charges for services including Internet, PulseTV, and/or Voice.

**8** Full details on bundled services, bundled pricing, and discounts.

**9** **Other:** Any additional one-time or recurring fees for services not included in other sections. Examples include installation fees, charges for receiving a paper bill or a one-time credit.

**-** **Partial/Prorated Charges** (*not pictured*): Displays if you made a change to your Pulse services in the middle of the service period. This can show as a charge or a credit depending on if you added or removed services.

**10** **Taxes and Fees:** A breakdown of all applicable Federal, State, and local taxes and fees. To learn more about these fees, visit [www.PulseFiber.org/RateCard](http://www.PulseFiber.org/RateCard)

**11** **Account Total:** This is the total *amount due for this billing cycle*, based on the services, fees, and any applicable taxes listed on your bill.

Log in to your account at [www.PulseFiber.org/MyAccount](http://www.PulseFiber.org/MyAccount)

**We're here to help.**  
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