



NH Broadband Billing Transition FAQs

What is changing about my NH Broadband service?

NH Broadband is making some billing changes designed to ultimately streamline and enhance our customers' billing experience with us. Although your billing statement will reflect some visible differences, your actual fiber broadband service is not changing.

What is changing about my bill?

Your billing statement, which will now be generated from our Conexon Connect platform, will reflect some visible branding differences. The most significant billing change you will see is for the time period being billed. Currently your service is billed in arrears, covering the prior month's service up to the statement date. Invoices generated by the new platform will reflect service billed in advance, from the statement date through a month ahead.

When will this billing change happen?

This change is effective with the July billing cycle.

- Your final invoice from our current billing platform will be generated on June 20, covering your service from May 20 through June 19.
- Your first bill from the Conexon Connect platform will be generated on July 7, covering your service from July 7 through Aug. 6.
- Any remaining balances from your June invoice, along with your billing for the platform transition (prorated) period of June 20 through July 6, will appear on this July 7 invoice.

Given the change in billing period and potential confusion for our customers, *we will be issuing you a credit for one month of free service.* You will see that reflected as a "courtesy" credit on your first bill from the Conexon Connect platform. The picture below illustrates the billing transition and credit:

Bill Date	Proration Period	Billing Period Covered
6/20/2023 (Current platform - billing in arrears)	N/A	5/20-6/19
7/7/2023 (New platform - billing in advance)	The proration period of 6/20-7/6 will be on your July 7 bill	7/7-8/6 (FREE Month via courtesy credit)

If my last invoice from the current platform is on June 20 and the first one from the Conexon Connect platform is July 7, am I paying two months at once?

No. Your June 20 invoice will reflect your balance up to that date. Your July 7 invoice from the Conexon Connect platform will reflect the balance from July 7 through Aug. 6 as well as the short period of time as we move from the current billing platform to the Conexon Connect platform (prorated period). Because we know this change is confusing, we are issuing a credit for one month's service. This will appear as a "courtesy credit" on your July 7 billing statement. (Please see sample above)

Who do I call for billing questions?

- For customer service and billing questions, please call (866) 431-1928
- For technical or equipment questions, please call (866) 431-7617

Will I have to pay more for my service?

No, the price of your fiber broadband service is not changing.

Will my router still be free?

Yes, there will be no charge for the router for customers where it was included in their original service package pricing.

Who do I pay for service?

Beginning with the July 7 billing cycle, you will make payments to Conexon Connect.

Can I still do autopay?

Yes, in fact, we encourage paperless billing, online payments and automatic bank debit. Once you receive and pay your June 20 bill, we ask that you contact your bank to change any automatic payments to Conexon Connect. Please set up any AutoPay account information to ensure a smooth transition of your Bill Pay. This process can take up to 30 days to be effective. Plan on making your first payment on the new billing platform with an alternative method of payment to ensure timely processing of your payment. You will know AutoPay is in effect when you receive your August Bill statement from Conexon Connect that reflects "AutoPay" in the Amount Due section. Our system will never draft an AutoPay if a payment has already been posted for that bill cycle.

Effective 7/7- you can begin mailing payments to the new remittance address that will be reflected on your 7/7/23 Bill Statement from Conexon Connect:

Dept #6494

Conexon Connect LLC

PO Box 11407

Birmingham AL 35246-6494

How do I set up an online account?

After receiving your final bill generated on the current platform (6/20/23), you will receive an email containing a link to register in MyConnectAcct, Conexon Connect's online bill management portal. Follow the steps to set up your online account.

Will my bill cycle still be the same?

No. The current platform bills in arrears, covering the prior month's service up to the statement date. Invoices generated by the new platform will reflect service billed in advance, from the statement date through a month ahead.