



Dear Valued Customer,

We are pleased to share with you some exciting updates that are happening at CNSNext. As part of our ongoing commitment to delivering the best service possible, we are implementing several initiatives that are designed to enhance your overall experience as a CNSNext customer.

**NextStream Deadline Date Extended to September 30:**

*In an effort to allow more time for customers to convert from traditional cable to NextStream, and considering the below listed changes, we have extended the conversion deadline date of August 31, 2024 to September 30, 2024. It is important to reach out to get your home or office account on the schedule to be converted. **If you would like to learn more, you can visit [cnsnext.com/nextstream](https://cnsnext.com/nextstream) and fill out an application for services at [cnsnext.com/nextstream-services-application](https://cnsnext.com/nextstream-services-application).***

**Grand Opening of CNSNext’s Regional Customer Engagement Facility:**

For many years, our local City staff has assisted CNSNext in the support of our customers. To better streamline our customer engagement operations, CNSNext will be moving to a consolidated facility to better serve all Cairo, Camilla, Moultrie and Thomasville customers. Located in Thomasville, GA, this office will serve as the customer engagement center for all customer support operations, including technical assistance and billing and payment support. Although our customer service functions will be consolidated to Thomasville, CNSNext will remain owned and operated by your local municipalities. Effective August 26, 2024, all in-person customer support, billing inquiries and customer payments should be directed to our new location at 77 Williamsburg Avenue, Thomasville, GA 31757. You may continue receiving customer support by telephone by contacting us at 1-844-721-8029 or online at CNSNext.com.

**Upgrade to our Billing Platform:**

In addition to our new Regional Customer Engagement Facility, we are thrilled to announce the implementation of our new billing software. This upgrade represents a significant investment in enhancing our capabilities to serve you better. The new software brings several improvements, including enhanced security, streamlined processing and improved accessibility. Our new billing platform will launch in August.

**New Invoice Look:**

As part of our upgraded billing platform, we are introducing a fresh look for our invoices. Our new invoice design reflects our commitment to professionalism and attention to detail. Some key highlights of the new design include clear and concise layouts and enhanced readability. ***Most importantly, you will now receive a separate invoice for your CNSNext services. Effective August 2024, your CNSNext service charges will no longer be included on your City of Thomasville utility bill.***

**What You Need to Know:**

While we are confident that these changes will enhance your experience with us, we understand that transitions can sometimes be challenging. Rest assured; we are committed to making this transition as smooth as possible for you. Here's what you need to know:

(see on back of sheet)

## 1. Key Dates to Remember:

- a. August 16, 2024- This will be the last billing date for utilities and CNSNext services combined.
  - i. Invoices received *prior to August 16, 2024*, that include utility and CNSNext charges, must be remitted to the City of Thomasville. For your convenience, you may continue to pay these services online (Thomasville.org), by mail (P.O. Box 1540 Thomasville, GA 31797) or in person (111 Victoria Place).
  - ii. Invoices received *after August 16, 2024*, that include only CNSNext charges must be remitted to CNSNext using one of the convenient payment options listed below.
- b. August 21-23, 2024- CNSNext offices will be limited in their ability to provide billing, and customer support due to ongoing system conversions
- c. August 26, 2024- Public Grand Opening of CNSNext's Regional Customer Engagement Facility

## 2. Payment Options for CNSNext services invoiced after August 16, 2024:

- a. Mail: Checks should be made payable to CNSNext and mailed to P.O. Box 7810, Thomasville, GA 31758-7810
- b. Online: Pay via our new online portal (additional details are forthcoming)
- c. By Phone: Call 1-844-721-8029 to make payment conveniently by phone
- d. In Person: Beginning August 26, 2024, in person payments will be accepted at the CNSNext Customer Engagement Facility, 77 Williamsburg Avenue, Thomasville, GA.

### Have questions or want to know more about these changes?

If you would like to learn more about all the changes that are coming, or have questions about NextStream, please join us at one of the following community meetings:

July 18: 3:30-5:30 at Thomas County Public Library, Flipper Room (201 N. Madison St, Thomasville, GA)

July 30: 4:30-6:00 at De Soto Trail Regional Library (145 E Broad St, Camilla, GA)

July 31: 2:00-4:00 at Thomas County Public Library, Flipper Room (201 N. Madison St, Thomasville, GA)

August 1: 10:30 – 12:00 at Moultrie-Colquitt County Chamber of Commerce, 3<sup>rd</sup> Floor (116 1<sup>st</sup> Ave SE, Moultrie, GA)

August 6: 10:30 – 12:00 at Roddenbery Memorial Library (320 N Broad St, Cairo, GA)

August 8: 11:30 - 1:00 at De Soto Trail Regional Library (145 E Broad St, Camilla, GA)

August 8: 2:30 – 4:00 at Moultrie-Colquitt County Chamber of Commerce, 3<sup>rd</sup> Floor (116 1<sup>st</sup> Ave SE, Moultrie, GA)

We understand changes can be hard but rest assured that our commitment to delivering excellent service remains unwavering. We are committed to working with our customers to navigate these changes together. Our goal is to exceed our customers' expectations, and we are confident that these enhancements will better position CNSNext to deliver on our promise to you.

Thank you for your continued support and trust in CNSNext. If you have any questions or concerns, please feel free to contact us at 1-844-721-8029.

Warm regards,

Your CNSNext Team