



May 15, 2023

Dear CNSNext Customer:

Thank you for choosing CNSNext for your telecommunication needs. We are proud to serve the communities of Cairo, Camilla, Baconton, Doerun, Moultrie, Norman Park, Pelham and Thomasville with the Internet, telephone, and cable television services you rely on. We are excited to share with you some changes that we are making to improve your customer experience. As part of this initiative, we are consolidating many of our customer service functions, including billing services. This means that many of our customers will now have a different billing and payment date from what you currently receive.

Our consolidated billing initiative will go into effect on **July 1, 2023**. ***This means that beginning with your July statement, your payment due date and amount billed may look different from what you typically experience.*** This is because your billing cycle is changing, resulting in a shorter or longer billing period for the month of July, depending on where your account falls in your current cycle. The new billing and due dates will now be consistent for all CNSNext customers in each city and are as follows:

| City | Bill Date | Due Date |
|--|------------------|------------------|
| Cairo | 21 st | 8 th |
| Camilla (includes Pelham and Baconton) | 8 th | 26 th |
| Moultrie (includes Doerun and Norman Park) | 1 st | 18 th |

If you are currently enrolled in automatic payments, we suggest that you log into your account prior to your due date to verify that your draft date is accurate for your new billing due date. We also recommend that you verify the amount to be drafted so that you can ensure that funds are available for the payment method selected.

If you are not currently enrolled in automatic payments, we invite you to take advantage of this convenient method for paying your monthly CNSNext invoice. You can get started by visiting CNSNext.com, clicking the "Pay My Bill" tab and then selecting the city where you receive services. Also, please note that online bill pay is now available for the communities of Cairo and Moultrie, giving you even more convenience with your monthly payment.

Thank you again for choosing CNSNext. Our Customer Care team is available to answer any questions you may have about this transition and can be reached at the numbers below:

Cairo: (229) 377-1722, option 2
Camilla: (229) 336-2220
Moultrie: (229) 985-1974

Sincerely,

Chief Executive Officer, CNSNext