

June 3, 2024

## Important Billing Changes to your Consolidated Communications account on June 3, 2024

Dear Customer,

You recently received a welcome letter from Lightcurve, as of June 3, 2024, you will no longer be billed by Consolidated Communications and your account is now with Lightcurve.

Please note: your service is not changing, this only impacts billing dates, payments and online account access.

### WHAT SHOULD I EXPECT AS A CUSTOMER OF LIGHTCURVE?

You can now contact the Lightcurve team for any billing or service questions.

#### 1 Your billing date will not change

Last issued Bill for Consolidated Communications	May 15 <sup>th</sup>
First Bill for Lightcurve services	June 14 <sup>th</sup>
First Bill due date for Lightcurve customers	July 1 <sup>st</sup>

#### 2 Automatic Payments

If your Consolidated Communications account was set up for autopay, you will need to establish a new recurring payment agreement after June 3. We are not able to move payment information from one system to another as a protection to your private information. Go to <https://getlightcurve.com/welcome-consolidated-customers/> and select Setup Autopay and follow the instructions to set up as a New User.

#### 3 Online Bill Pay

You will need to create an online account to view and manage your account and pay your bill online. Your account number will remain the same, which you will need to access your new online payment center. Your account number will also be on your first bill. You can also

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download the Smart Hub app for iOS and Android devices. Go to <https://getlightcurve.com/welcome-consolidated-customers/> and select Download SmartHub App and follow the instructions.

**4 What if I want to pay by check?**

If you prefer to pay through your bank bill pay system or mail a check, you must update your mailing address to:

**Lightcurve**  
**PO Box 34540**  
**Seattle, WA 98124-1540**

Consolidated Communications will no longer process your payments.

**NOTE: DO NOT USE YOUR CONSOLIDATED COMMUNICATIONS ACCOUNT LOG IN FOR LIGHTCURVE SMART HUB.**

Please visit our welcome page at <https://getlightcurve.com/welcome-consolidated-customers/> for additional information about your account and how to access your new account tools and existing email accounts.

If you have any questions regarding your account, please contact a customer care team member at [800.832.5725](tel:800.832.5725).

Sincerely,

Customer Care  
Lightcurve