



Key Questions and Answers for Managing Your Account and Billing

How do I manage my account and bills?

Conexon Connect offers you the ability to manage your account through our MyConnectAcct feature, accessible through the website or by downloading the app from the Apple App Store or Google Play. The feature allows you to change your services, pay bills, view billing history, and manage your account.

How do I pay my bill?

Conexon Connect offers online bill payment that you can pay/manage through your MyConnectAcct. Forms of payment include: E-check, Automatic bank draft (ACH), VISA, MasterCard or Discover. You also have the option of taking a payment into the retail locations listed below via VanillaPay service for a \$1.50 convenience fee. Checks can also be mailed to the PO Box address listed on the payment voucher.



Since Connect is working with my electric cooperative, will I pay my internet bill with my electric bill?

No. The partnership between your electric provider and Connect simply means Connect is serving as your internet services provider (ISP). You will continue to receive your electric bill as normal from the co-op, while your fiber broadband bill (internet and/or phone) will be sent from Conexon Connect.

Why is my first month's bill higher than your advertised rate?

Your first month's bill is prorated, meaning it will capture billing from your install date to the next available bill cycle as well as a month in advance (as is standard industry practice). Conexon Connect has four billing cycles based on your install date (7th, 14th, 22nd and 28th). The example below shows service installed on 11/29, billed on 12/7 bill cycle. The next bill cycle will reflect the expected Monthly Charges, billing for your service a month in advance.

Internet Service

Service: Primary

Internet

Monthly Charges - 12/07/21 to 01/06/22	
Residential 100MB Internet-Essential Pkg (Qty: 1)	49.95
Partial Month Charges/Credits	
Residential 100MB Internet-Essential Pkg (Qty: 1) - 11/29/21 to 12/06/21	13.32

Internet Subtotal	63.27
Total Current Internet Service	63.27

How were my Partial Month Charges calculated?

Partial month charges are calculated by taking the Monthly Service Charge divided by the number of days in the "from" month to get the per-day rate. The per-day rate multiplied by the number of days in the partial month equates to the Partial Month Charge.

Contact us at Billing@ConexonConnect.com with additional questions.