

Life moves at the speed of light — and paying your bill doesn't have to slow you down. With our MyConnectAcct web and mobile app, it won't. Here's how to get started with MyConnectAcct, so you can stay connected and make the most of the account management tool you have at your fingertips.

**On the go and in control...
Manage your account
like never before**

What is MyConnectAcct and what's in it for me?

You may have heard about MyConnectAcct, our innovative tool for account management, but what can it do for you? MyConnectAcct can help you take control of your account like never before.

MyConnectAcct has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, add or change your service options, contact customer service and get the latest info.

Easy Bill Pay

As soon as you create an account and log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with previous bill history.

Making payments through MyConnectAcct is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

Stay in the Know

You'll also be able to see important notices with MyConnectAcct. You'll be able to select how you want to be notified about your bill, including email and text messaging.

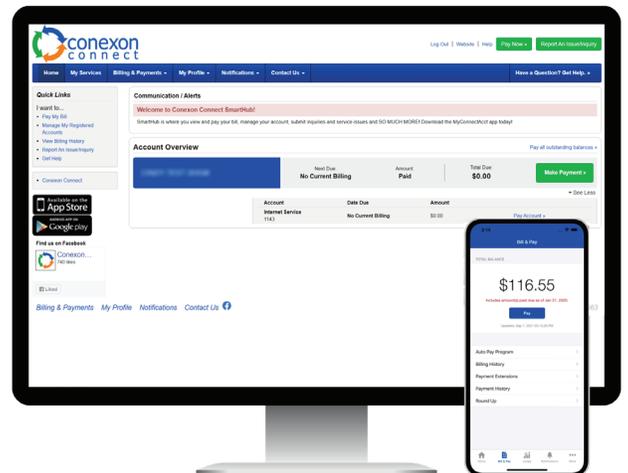
Report Issues

Reporting a service issue is a snap with the MyConnectAcct mobile app. There's no need to call the office — just let us know about the issue with a few clicks. You can also contact us for customer service requests or with any questions you may have.

How do I register for MyConnectAcct?

You are required to register as a new user through MyConnectAcct in order for you to receive an electronic bill and pay your bill online. This account is separate from the account you created to pre-register for services, and is separate from the MyConnectHome app and account you will use to manage your network and devices. (Visit ConexonConnect.com for more about MyConnectHome.)

- To get started, download the free, secure MyConnectAcct app from the Apple App Store or Google Play Store.
- You may also access the tool online with any web browser at MyConnectAcct.com.
- When you get to the MyConnectAcct login screen, click the **New User?**
- **Sign up to access our Self Service Site** link at the bottom of the screen.
- Use your account number to register for MyConnectAcct.
- After you have successfully registered with MyConnectAcct, you'll be emailed a temporary password to log in for the first time.
- The first time you log in, you'll be asked to create your new password.
- Once you register for your online account, you will need to update your payment options.
- **Please note** - Auto Pay members will need to enter their debit/credit card information into the new MyConnectAcct system.
- At the end of the registration process, we encourage you to select our paperless billing option so you can receive your new bill immediately, no matter where you are at.



How do I locate my account number?

To register your account in MyConnectAcct, you will need your account number and an email address. You can find your new account number on your monthly bill.

Where can I get my questions answered?

If you have any questions or issues with the registration process, you may contact us by sending an email to support@conexonconnect.com or calling 844-54CONNECT. We also have more resources and answers to frequently asked questions at ConexonConnect.com.