



Dear CASSCOMM Customer,

We are switching to a new billing system **effective October 3, 2016**. We are pleased to announce that your November statement will have an updated look! Your new monthly bill should be easier to read, but instructions will be included for your convenience. Regardless of the method in which you currently receive your monthly bill, **you will receive a paper bill in November and be assigned a new account number.**

The current online bill pay system will be available to make payments through **September 22, 2016**. **Beginning September 23, 2016**, you will **no longer** be able to use the current online system. We are excited to roll out this new billing format and hope you will find it to be a better customer experience. In the meantime, we apologize for any inconvenience during this transition.

**To get your new account number, you will need to call our office **after October 3, 2016** or wait until it appears on your new billing statement in November.**

**Registering with the new system is easy and will only take a few minutes by using the following instructions.**

1. Starting on **October 3<sup>rd</sup>**, contact the office to receive your new account number and register your security code.
2. Click on the “Pay Bill” button on the top right corner of the homepage.
3. When the initial screen appears, choose “Click here to register.”
4. You’ll then enter the registration portal. Please enter the following information when prompted:
  - Your new account number will be 10 digits and start with 390.
  - Your 7-digit secret code, please call the office directly to access your new account number and your secret code.
  - Your e-mail address
  - A username
  - Password
  - Responses to security question
5. After these steps are complete, you will be instructed to log-in. At this time, you can enter your credit card information into the payment system. You can also set up automatic payments.

You will receive an e-mail notifying you when your bill is ready and confirmation of received payments.

If you have any questions regarding this process, please contact us at 1-800-252-1799.

Customers using **their bank's online bill pay system** to pay their CASSCOMM bill will need to re-enter their newly assigned CASSCOMM account number with their bank. You may have access to change this number by logging into your online banking or you may have to call your bank directly to make this change. Make sure you have your new account number ready when speaking to your bank.

If you would like to sign up for automatic withdrawal from your bank account, click the link below to print out and mail in [http://home.casscomm.com/Uploads/1autopay9.22\\_001.pdf](http://home.casscomm.com/Uploads/1autopay9.22_001.pdf) .

Thank you for your continued business and we look forward to serving you in the future for all your cable, telephone and internet needs.

Sincerely,

CASSCOMM