



Faster. Smarter. Fiber.

Dear Valued Customer,

In our continuing effort to improve your experience, we are upgrading our customer and billing system software to better serve you. We want to make you aware of the new features and how this will affect your experience. Our goal is to make this transition as seamless as possible for you.

Effective **May 1, 2021**, you will see a new bill layout, as well as other changes that could affect your next payment. There is a **NEW CUSTOMER PORTAL** that you will use going forward to pay online and access your account.

**WHAT IS CHANGING? (Requires action on your part)**

- **New CUSTOMER PORTAL:** You will be required to enroll in the new customer portal **beginning on Monday, May 3<sup>rd</sup>**.

Go to either <https://point-broadband.com/payments/>

(select "All Other Fiber Customers") or go to

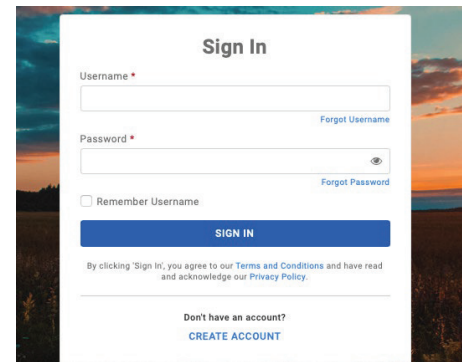
<https://customerportal.point-broadband.com/>

Be sure to bookmark this new site for easy access going forward

Enter your current Username on the log-in screen

Click "Forgot Password"

Follow the prompts to set up your security questions and new password.



**If you have AutoPay, please check your account after your payment date to make sure your May payment has paid automatically. If not, you may need to re-register for this option on the portal.**

We truly appreciate the opportunity to serve you. If you have questions or concerns, please feel free to contact us at (844) 407-6468 and one of our team members will be happy to assist you.

Sincerely,  
Your Point Broadband Team