



September 17, 2018

To all of our Valued Customers:

As mentioned in our letter to you last month, Winn Telecom is in the process of transferring to a new billing vendor. The transition process between vendors has caused some significant adjustments to our payment processing systems. First of all you will not receive a mid-September bill as would be normal. Your first bill from our new provider will be sent out on October 10<sup>th</sup>. Thus, the first bill cycle will be longer, covering approximately 1 ½ months, resulting in a larger first bill. Starting in November and all subsequent months, bills will be sent out on the first of each month and you will see your normal monthly billing amount return.

If you were signed up for automatic payment, that service has been shut off and unfortunately you will have to reestablish that ability after your October bill has arrived. If you need to make a payment in the interim, you can call our Billing Manager, Christopher Spurbeck at 989-953-9897 to set that up. Credit card payment can be made through us but only up until September 20<sup>th</sup>, as our credit card processor will also be changing in this transition. With automatic or credit card payment, you will be given directions on your first bill of how to set up your preferred payment choice. If you have any questions then or now, please do not hesitate to reach out to Christopher, who is more than happy to assist you. You can also send checks or money orders to us at 402 North Mission Street, Suite 1, Mount Pleasant, MI 48858 or visit our office in person.

Winn Telecom wishes to thank you for your business. We sincerely apologize for any billing issues you may have experienced in the past eight months. Our goal was to produce a short half month bill in September followed by a normal 30 day bill in October. Unfortunately, we were unable to accomplish this which will result in a larger bill in October. We genuinely regret this situation but we are confident that once the transition is complete and we are on the new regular cycle, starting November 1, bills will be easier to read and the system will be much smoother for all.

As always, we are eager to serve you or answer any questions you may have.

Sincerely,

*Mark Graf*

Mark Graf, GM  
Winn Telecom