HAPPY NEW YEAR 2018!

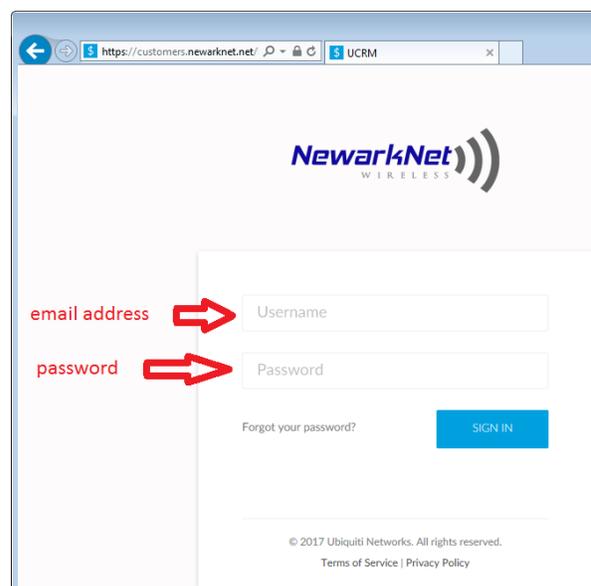## NEW AUTOMATED BILLING SYSTEM INSTRUCTIONS

Happy New Year to all our NewarkNet customers and thank you for your continued business. To make NewarkNet even easier to continue to use and manage we've implemented a new billing system. This new billing system should be much easier to use and access than previous ways we have collected payment in the past.

On January 1st 2018 you should have received three emails (if we have an email address on file for you):
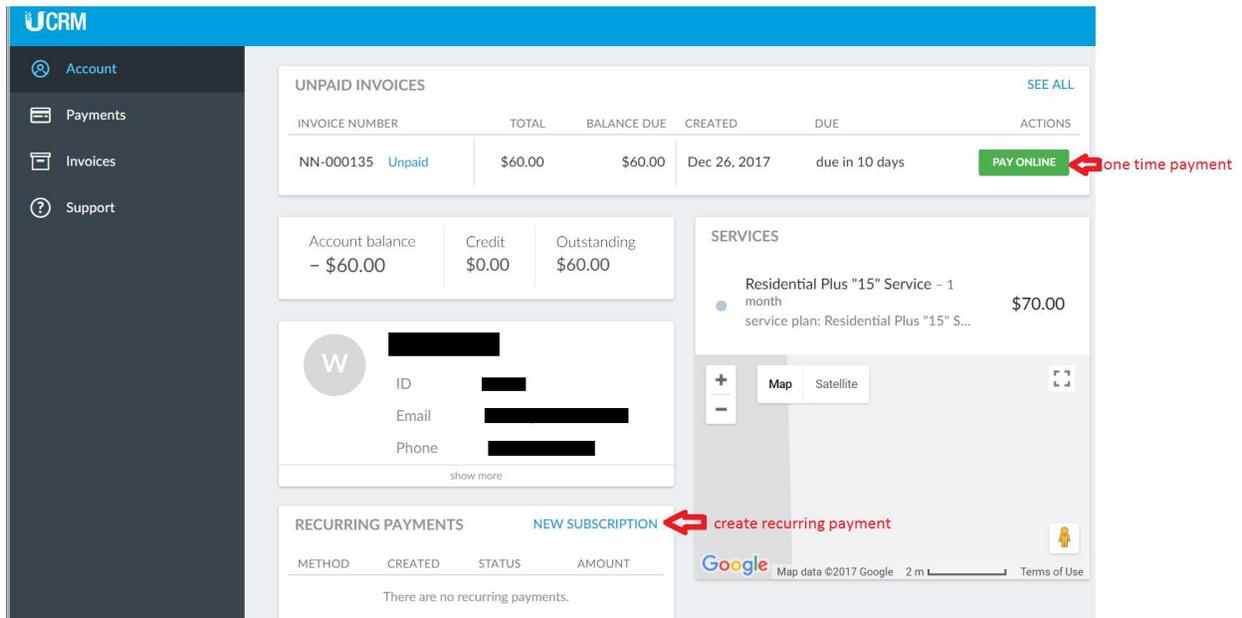
1) The first message is your invoice for service for the month, you will continue to receive these invoices on the first of each month in your email.
2) The second email you should've received is a message inviting you to login to the new billing system and create a password. In the future you can login to this system at any time, your username is the email address we send the invoices to and the password is whatever you setup by following the invitation link.
3) The third message should have been an email including these instructions.

If you didn't receive an email, but want to use this system be sure let us know what email address you'd like us to use for you. If you want to use this billing system without an email address, this is not recommended, but possible -- contact us for details.

To access the new billing system go to www.newarknet.net, click the "Pay Online" link on the left side.
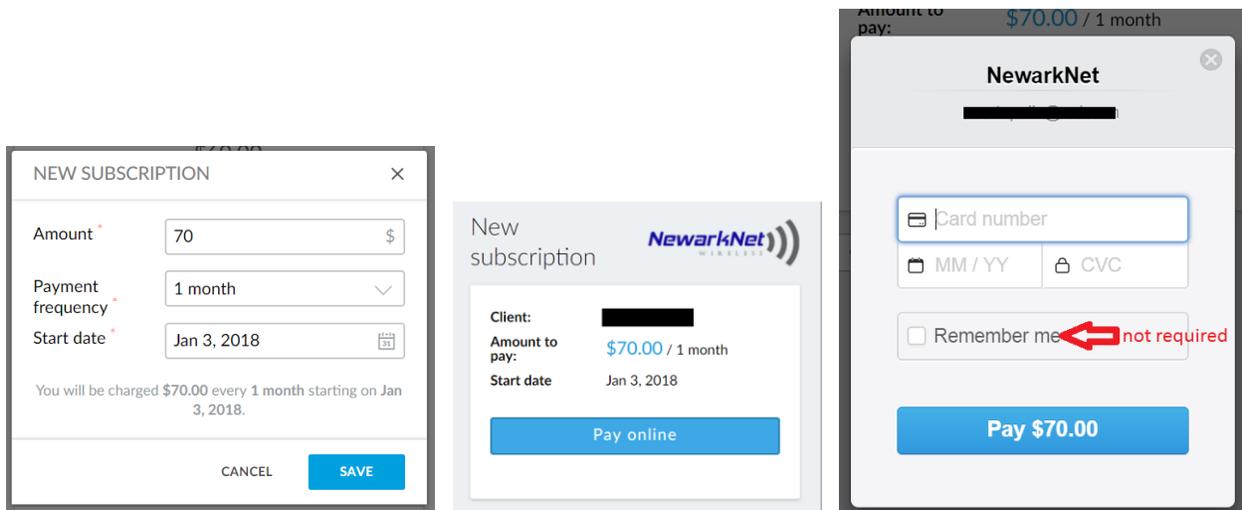
Once you are logged into the system, you can use a credit or debit card (electronic checking transfers will be added soon) to either make a one time payment or create a recurring payment "subscription".

We recommend if you have an outstanding balance, beyond your currently monthly service charge, to pay in full the amount with a one time payment with the "pay online" button. Then create a new recurring payment subscription to begin the following month (example : Feb 2, 2018) with a monthly frequency.

If your only amount due is your current monthly service charge, and you want to create a recurring monthly payment subscription, we recommend you click the "new subscription" button and set it for the next day. After following the steps below, you will be enrolled in automated billing.

Even though the final button says "Pay $70.00", your account will not be charged until the date shown in the previous step. Then each following month the same amount will be charged until terminated.

Automated payment subscriptions aren't "smart", they will only bill your account for the amount you specify -- this remains true no matter what your current balance is. For example, if you change service plans, you will need to delete your payment subscription and re-create it for a new amount. Any payment subscription can be deleted by you at any time. Payment subscriptions cannot be edited. For example, if you get a new credit card with a different number or expiration date, you will need to delete your subscription and create a new one with the updated number / expiration date.

RECURRING PAYMENTS			NEW SUBSCRIPTION		
METHOD	CREATED	STATUS	AMOUNT		
Stripe	Dec 30, 2017	pending (will start on Jan 3, 2018)	$70.00 / 1 month	🗑	← Delete payment subscription at any time

Finally, we highly recommend payments are scheduled in the first 10 days of the month as invoices are usually due by the 14th of the month. This new billing system has the ability to automatically suspend service after invoices are past due. The good news is the system will also automatically restore service once the account is paid in full without waiting for a NewarkNet staff member to take manual action. So, if you find yourself in the unfortunate circumstance of having suspended service due to non-payment you can use a smartphone with cellular service or another internet connection (like a friend's house or workplace) to go to www.newarknet.net, click the "Pay Online" button to restore your service.

Again, thank you for your continued business and we hope you will enjoy the convenience and automation features of our new billing system in 2018 and beyond.

NewarkNet