



On behalf of the entire Telemedia staff, we'd like to take this opportunity to welcome you as a new customer. We are thrilled to have you with us.

As a new member of Telemedia, there are a few important information items that you will need to know:

BILLING AND PAYMENTS

**You have been registered as a user of SmartHub web and SmartHub mobile, using the email and security password that you provided to us on your service application. Download the mobile app for iOS or Android or login here on the web: <https://telemediasolutions.smarthub.coop/Login.html>*

**As a SmartHub user, you will receive an electronic notification that your bill has been processed and is ready to view/pay. You will have the option to turn off paper bills, but by default, they will remain on for all customers.*

**Monthly bills are processed at the end of each month, for the upcoming month. (ex. April 27, we will be processing May billing)*

**The first bill that you receive, your services will be prorated to cover the month ahead and any days in the prior month that you were connected to the service. (ex: connect day April 3, your May billing will show 31 days in May, 27 days in April, so you can expect your first bill to be higher based on the number of days the service was connected prior to the current billing month.*

**Bills that are not paid by the end of the month (bills that were due on the 17th) will be subject to disconnection and a reconnection fee will be added to your next monthly bill. We do send automated reminder calls 1 week before disconnects.*

**Payments are due by the 17th of each month to avoid late fees, which are added on the 18th day of each month.*

**Payments can be scheduled on a future date (up to 2 weeks) when using SmartHub, set up on automatic recurring payments, or paid using our automated phone system at 833-890-7735 and following the command prompts.*

**We do allow customers to make 1 payment arrangement within a 6 month period to help when you need it. (We are working with people who have covid related job issues, financial issues) We just ask that you call us prior to the disconnect date which is currently the 2nd Tuesday of each month.*

**If your services do become disconnected, the entire balance is required to be paid before the services will be restored. You can do that in one lump sum or you can do it in a few payments, however the service will be restored when the final payment is made. For faster service restoration, it is recommended that you pay any reconnection balances through SmartHub as it will create a reconnect order for you, even on nights and weekends. The oncall technician will get a notification that your payment has been received and your service will be restored. Payments via the phone system do NOT generate an automatic order.*

**We also invite you to use our SmartHub Wifi app should you need to manage devices that are on the network. Your login information will be the same as your SmartHub login. You can also gain access to this feature from inside the SmartHub web application under Manage Devices.*

TECHNICAL SUPPORT

Telemedia offers 24/7 technical support via phone at 812-967-3171 option 1. Any **outage of service, whether telephone or internet during nights and weekends, will be reported to our oncall staff and looked at as soon as possible. If necessary, we can also send a repair technician to your location at your convenience.*

**If your service is working (not a complete outage) but is suffering with slow speeds, wifi issues, etc., you will likely be contacted on the next business day to schedule an appointment.*