



SMARTHUB IS COMING SOON



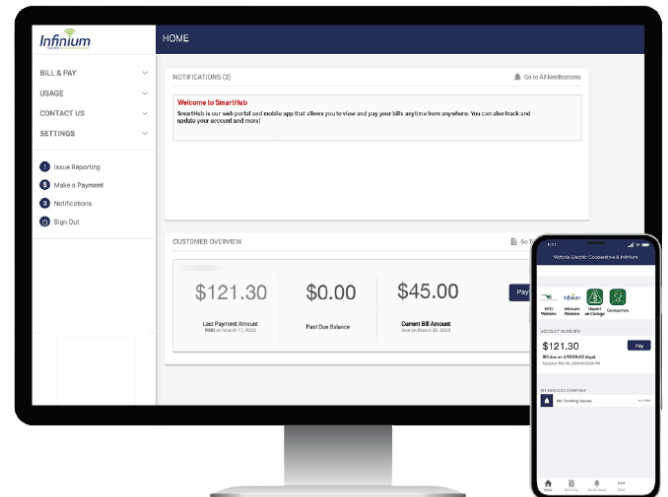
Infinium is excited to introduce SmartHub—our new and improved payment system designed to enhance your overall subscriber experience. With SmartHub, subscribers will have convenient, 24/7 access to their account, making it easier than ever to pay bills, set up automatic payments, and receive important alerts and service updates—all from your phone or computer.


As Infinium transitions to this new system, the current payment platform will be temporarily unavailable from May 25 through May 31. During this time, debit and credit card payments will not be accepted. However, subscribers may still make payments using cash or check at our office, or the night drop box.

Subscribers currently enrolled in Auto Pay or Bank Draft should note that beginning June 1, they will need to re-enroll in SmartHub to continue using those features.


Infinium appreciates your patience and understanding during this transition. Additional details and step-by-step instructions will be shared soon and posted on our website. If you have any questions, please don't hesitate to contact our Customer Service Representatives at (361) 582-5550.

We're excited to bring you this new and improved way to stay connected and in control of your account!



 **WEB AND MOBILE INSTRUCTIONS**

After launch day on June 1st, instructions for registering your account and re-activate your Auto Pay will be available on our SmartHub support page at infinium.coop

 **NEED SOME ASSISTANCE?**

After launch day on June 1st, if you have any questions or issues with the registration process, you may contact customer service at (361) 582-5550. Infinium will also offer extended hours to further assist subscribers.

Extended hours:

June 1-5 (M-F): 7:00 AM – 6:00 PM
June 6 (S): 9:00 AM – 4:00 PM