

Overview

MyCCI (MyCCIAccount.com) is Consolidated Communications' secure, personalized online account access and management tool for residential and business customers.

- View payment history, including current and previous statements
- Make one-time bill payments or schedule automatic bill payments
- Select preferred method of contact and bill delivery, including paperless billing
- Add secondary user profiles to allow a family member or co-worker to manage the same account
- View service orders and appointment details
- Troubleshoot Internet, phone and voicemail issues
- Submit Support Tickets
- Seasonally suspend and restore eligible voice, Internet and bundled services

Registration Tips

If you have not already registered for the MyCCI Customer Portal (formerly MyFairPoint), please follow these steps.

TIP: If you have a MyFairPoint Customer Portal account, your existing credentials will continue to work on the MyCCI Customer Portal.

Click on the “**Register Now**” button under “New User?” at <https://www.MyCCIAccount.com> to get started.

1. **Account Information.** To register make sure you have the following information handy: Billing Account Number, or BAN, and the billing ZIP code associated with your BAN.
2. **Verification.** You may choose to either verify your account through your PIN located on your bill or by having a PIN sent to you via the email address on file. If you choose to verify from your statement PIN simply enter it on the screen. If you choose to verify your account through your email PIN, check your email account and then enter the PIN from the email onto the screen.
3. **Create Password.** Simply create a password and add a security question that you can remember.
4. **Terms of Service.** Please review and accept the Terms of Service for the MyCCI Customer Portal.
5. **Click “Finish”** and you're done!

TIP: Desktop users: Use a web browser like Internet Explorer 8.0 or newer, Google Chrome 27 or newer, Firefox Build 20 or newer or Apple Safari 5.1.7 or newer. Mobile phone/tablet users: Utilize iOS5, Safari 5.1.7 or newer or Chrome for Android.

My Account

The My Account screen is essentially the home page or dashboard of the MyCCI Customer Portal.

- Check your account balance, including new and past due charges
- Quickly link to enroll in Paperless Billing or Automatic Payments
- View current or archived orders
- Create seasonal suspend / restoral orders or revise dates for these orders
- Get answers to frequently asked questions

My Profile – Setting Preferences

MyCCI allows you to establish and update communications and payment preferences about your account information and bills, as well as link multiple Consolidated Communications accounts or designate additional people to have access to your account information. And, because MyCCI is optimized for both computer and mobile viewing experiences, you can update your preferences anytime, anywhere.

Online Payment

If you are not currently paying your bill online, now would be a great time to register for online payment preferences through MyCCI. All major credit cards and checking account transfers are acceptable means of online payment. You can also disable automatic payments online.

Paperless Billing

Consolidated Communications' Paperless Billing program helps reduce environmental impact and helps you get your monthly statements faster than mailed statements and in a very organized electronic fashion. We do not offer paperless billing directly through financial institutions, so please establish paperless billing preferences on the MyCCI Customer Portal to ensure you receive your monthly paperless statement and avoid late payment fees. You can also disable paperless billing settings on the My Profile page.

Notification Settings

Get alerts via email or text message when your monthly statement is available (notification occurs on the day of the billing). You can also sign up to receive email and text messages two days before your payment is due as a friendly reminder. If you register both a primary and an alternate email address, the notifications will be sent to both email addresses.

Linking Multiple Customer Billing Accounts

You can combine access to residential and business accounts or combine access for multiple residential accounts or multiple business accounts now through the MyCCI Customer Portal.

Assigning Additional Users to the Account

Link additional users to your account and decide whether or not to assign them access to only view the information or to take action on your behalf via the Portal. When the primary account holder designates a secondary user or view-only user, they must give the username and temporary password provided on the set-up confirmation screen to the person being designated as the secondary or view-only user for them to complete the registration process themselves.

Passwords and Security Questions

Change your password or security question any time online. We require stringent password criteria to ensure passwords are not easily guessed by anyone but the user. We also ask that customers set up a security question and answer to prevent unauthorized access to their account after multiple failed login attempts.

Password Requirements:

- 10 characters long
- At least one uppercase letter
- At least one lowercase letter
- At least one special character (e.g. &,!, \$, etc.)
- May not contain an account username
- May not contain an account number

TIP: Portal users will receive email notifications to complete the process for changing certain preferences. If you do not receive these notifications please check your SPAM filter and validate that the email address we have on file on the My Profile page is accurate. Users will also receive email notifications when any change is made to the My Profile page in order to provide an additional security measure in case there has been unauthorized access to the account.

My Bill – Bill Summary, Bill History, Payment History, Payment Options

MyCCI offers customers 24/7 access to current and historical invoice and payment information, as well as the ability to make online payments.

Bill Summary

Get an at-a-glance view of your current balance, previous charges, past due charges and details on new charges for the current billing period. Quickly select previous billing periods in order to view historical information.

Bill History

Get an at-a-glance view of your previous 12 statement due dates and amounts. Download or print a PDF of your current and previous statements for each billing period of the year.

Payment History

Get an at-a-glance view of your previous 12 payments and the date they were received by Consolidated Communications.

Payment Options

Learn about accepted payment methods and quickly access links to make a one-time online payment or enroll in automatic payments.

My Support – Troubleshoot Phone, Troubleshoot Internet, Check Support Ticket Status

My Support provides guided troubleshooting support for the most common phone and Internet issues customers may experience –whenever they need it. The My Support section also allows customers to open a Support Ticket to have their issue looked into by one of our experts if they can't resolve it on their own. Customers may also use the My Support section to check on the status of a submitted Support Ticket. The following support scenarios are included on the portal:

- **Troubleshoot Phone Issue**
 - No dial tone
 - Problem making calls
 - Problem receiving calls
 - Noise or static on the line
 - Voicemail issues
 - Other (this opens a Support Ticket directly)
- **Troubleshoot Internet Issue**
 - Internet is not working
 - Internet speed issues
 - No DSL light or hard flashing DSL light
- **Check Support Ticket Status**
 - View submitted tickets
 - View closed tickets

TIP: You will be alerted prior to opening a Trouble Ticket that you may be charged for repair work if you do not subscribe to a Wire Maintenance/Network Care plan. Customers may also call our 24/7 phone and Internet support hotlines for immediate assistance instead of submitting a ticket online.

My Orders – All Orders, Order Search, Order Inquiry, Manage Orders

View a list of orders, check order status and due dates, search for previous orders, submit an order inquiry and manage orders.

All Orders

View service orders, the date the order was submitted and date the order was due, as well as the status of the order.

Order Search

Search for an order number to find out more details about an order. Select from predetermined date ranges or enter a custom date range for the order using the calendar feature.

Order Inquiry

Submit a message to Customer Service online, or if you need immediate assistance, call our 24/7 support teams at 1.844.YOUR.CCI. You will be asked to provide the following information:

- Order Number, or 'I don't know it' if you are unsure
- Reason for inquiry - this will help expedite handling of the inquiry

- Order Type - choose Residential or Business to route the question to the correct service center for the fastest response

Manage Orders

Consolidated Communications Seasonal Plans allow you to put your Internet and/or phone service on “vacation” while you’re away – for a reduced monthly rate. Now, it’s easy and convenient to plan ahead with our new online tool. Schedule seasonal suspend or restore dates for eligible services, or make changes to existing scheduled suspend and restore dates. On your scheduled restore date, your Internet and/or phone services will resume automatically. View seasonal suspend and restore orders under the My Account landing page and by selecting View Orders or Search Orders.

TIP: Not all orders can be placed online. A call must be made to Customer Service to:

- Seasonally suspend or restore only part of a bundle (versus the entire bundle).
- Cancel a submitted seasonal suspend or restore order.
- Place an order for new service.
- Upgrade existing service.