



**\*\*\*\* IMPORTANT NOTICE \*\*\*\***

06/1/2009

Dear Valued Customer,

In the coming months there will be several changes to the CyberLynk billing and support systems. This notice will outline the changes that are happening.

**Billing**

- CyberLynk will now offer online account management, payment processing and order processing. The URL used to access your billing account will be <https://secure.cyberlynk.net/>
- If you pay via credit card the charge will now read 'CyberLynk Network' instead of 'CyberLynk – Hostess'
- Paper Invoices will no longer be mailed via the US Postal Service. All invoices will be emailed to the account contact in PDF format.
- *Once your account has been converted to the new billing system you will receive the login information via email*
- All customer Bill Dates will be changed to the 1<sup>st</sup> of the month after the migration to the new billing system

**Support**

- The URL to access the web based ticket system will change from <http://support.cyberlynk.net> to <https://secure.cyberlynk.net/support/>

**Why are we making these changes?**

The CyberLynk family of companies is growing. In the past we have operated as totally independent units. Over time it has become ineffective to run multiple billing and support systems and we have decided to consolidate to one system. You will continue to receive the same hosting plans, pricing, support etc.

**Can I continue to use the same support & billing addresses?**

Yes. You can continue to contact CyberLynk with the following email addresses:

support@cyberlynk.net  
sales@cyberlynk.net  
billing@cyberlynk.net

If you have any questions about these changes please feel free to contact CyberLynk at 800-862-5965 or support@cyberlynk.net

Thank you,

The CyberLynk staff