# **Navigating Your Fiber Bill**







The Customer acknowledges and agrees that Customer's use of internet access services provided by WAVE Rural Connect, LLC (WAVE), shall be governed by all terms and conditions of use policies adopted by WAVE, and any amendments thereto, including, but not limited to, duration of Customer's obligations, and prohibition of any unlawful communications or use, all of which are published on WAVE's website, accessible at www.averuralconnect.com.

**KEEP** SEND



**Wave Rural Connect** PO Box 77 Ozark, AR 72949-0077 Account Number Service Type

Total Due on 08/01/2024

Amount due after Aug 1, 2024

Please check if returning information on the reverse side.

SCAN NOW TO PAY ONLINE!

Welcome to WAVE Rural Connect New Bill Format!



JOHN M DOE JANE DOE 123 ANYWHERE ST. GREENWOOD AR 00000-0000

Make Checks Payable to:

WAVE RURAL CONNECT **OZARK, AR 72949-0077** 

Կոլիկ-ԱոգիլԱոգի-Միկեգրո-Միկոլի-Մրուհ-Ագրկիլ



123456789

\$86.95

\$86.95

Internet

- 1. **Service Address:** The address where we are providing service for this bill. This may be different than the mailing address.
- 2. Account Summary: The most important information regarding your bill is placed inside a circle in the top center of your bill. Accounts with past due notices will be flagged with a red circle and red text indicating when a payment must be received to avoid a late fee.
- 3. Billing Summary: This section provides the account balance. If there is a past due amount, it will be clearly shown.
- 4. Payment Stub: If you are paying by check, please return this stub with your payment to ensure the payment is properly credited to your account. The payment stub also provides you with your account number, account summary, and amount due.
- 5. Important Messages: This area displays messages related directly to your account or service, and other messages from the Wave.



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# Navigating Your Fiber Bill

Side 2

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# **Service Location: 123 ANYWHERE ST**

Account: 123456789

Internet Service

Service: Primary Internet

Monthly Charges - 08/03/24 to 09/02/24 RESIDENTIAL 1 GIG BASIC MANAGED WIRELESS

Internet Subtotal

**Total Current Internet Service** 

\$79.95 \$86.95 \$86.95

**Total Current Charges: 123 ANYWHERE ST** 

\$86.95



### **GENERAL INFORMATION**

If you have questions or concerns with billing or service, or for a delayed payment agreement, you may contact us at **1-833-4WAVERC** or by mail at **PO Box 77, Ozark, AR 72949.** You may also visit our website at <a href="https://www.waveruralconnect.com">www.waveruralconnect.com</a> or stop by a local office during our normal business hours Monday through Friday 8:00 a.m. to 5:00 p.m.
Online bill pay through your financial institution - Remit payment to www.waveruralconnect.com, P.O. Box 77, Ozark, AR 72949

Please view terms and conditions at www.waveruralconnect.com

Mailing Address

Troubleshooting and Reporting Service Interruption
If you experience an interruption of service:

Restart your computer or device.

Check your ONT device for three green lights labeled: Power, Broadband and Service.

Reset the ONT/router by unplugging it from the wall for about 30 seconds and plugging it back in.

If the problem continues please call our office at 1-888-212-7626. If calling after normal business hours, your call will be redirected to our after-hours support center. When calling please have your account number to avoid additional service delays.

### Do we have incorrect or outdated contact information?

Please provide us with your correct/updated mailing address, if different than bill is currently addressed, phone number and email address:



Online Bill Pay Provides access to your WAVE account, see payment and billing history, make payments through SmartHub. Visit www.waveruralconnect.com to register.



### Pav Bv Phone

automated payment system to pay your 1-833-4WAVERC

Home Phone Cell Phone



### MvWaveApp

Download our free app to your smart phone to pay your bill or report outages. Search for MyWave in your app



Office Locations Van Buren AR Waldron, AR

Pocola, OK

RURAL CONNECT

# 1. Find account details

Here you will find detailed information about your account such as type of fiber service, service plan information & bill service dates.

# 2. Current Charges

A breakdown of your current charges per fiber plan.

## 3. Payment Options

There are several convenient ways to pay your bill. Each is identified in this section.

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www.waveruralconnect.com