

Navigating Your Fiber Bill

Side 2

1

Page 2 of 2

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

\$79.95

\$7.00

Internet Subtotal

\$86.95

Total Current Internet Service

\$86.95

Total Current Charges: 123 ANYWHERE ST

\$86.95

2

SAMPLE

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 www.waveruralconnect.com 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

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.

3

Do we have incorrect or outdated contact information?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:

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Home Phone _____ Cell Phone _____



Online Bill Pay

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



Pay By Phone

To use our secure automated payment system to pay your bill please dial 1-833-4WAVERC



MyWaveApp

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



Office Locations

Ozark, AR
Van Buren, AR
Waldron, AR
Pocola, OK



Follow us



www.waveruralconnect.com