Clearwave Fiber Electronic Invoice System

Dear Customer,

You are receiving this document as a guide to utilize our electronic invoice system known as E-Care. Here you can gain password protected options for viewing monthly bills, choosing electronic payment methods, and accessing other account information such as unbilled usage, balances and service details.

Once you sign up for E-Care you will receive a link to complete your registration as shown below. For future use, please use the following url: <u>https://clearwave.cdgportal.com/</u>

Istomercare@corp.clearwave.com	CUSTOMERC
earwave Self-Service Account 3:37 PM	Clearwave Se
is message was sent securely using Zix®	This message

Email Subject as shown in your inbox

This messa	ge was sent securely using Zix®
	×
Please click on the following link to complete t	the registration to the Clearwave Self-Service product:
https://clearwave.cdqportal.com/main/ecar/m 242y%2410%24DyLNH0qsrLn7JtteNBUw.I.D	ecar_confirm_user.php?lg=mff28b24&cid=0101&mrktid=5&key=% htwlWCLJalgY52veK.dk1bcjoM.m
Use the Login ID and Password below to acce Login ID: Password: ,	ess your account:
If you need further assistance, please email u 9283 Monday - Friday from 8am to 5pm.	s at <u>customercare@corp.clearwave.com</u> or call us at 877-552-
Thank you,	
Clearwave Self-Service.	
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From the email, select the link to complete your registration. You will need the Login ID and Password for the next steps

clearwave 🔘 fiber.		
Account: 98680000018-98680000009 Test, Message Display		Sign Out
Welcome Invoice & Paymen	Documents	
Security Information		
Login: Password: Close		
Use two-factor authentication: No		
Secret Question:		
Secret Answer: View/edit security information		
Contact Information		
Name: Email Address:		
View/edit contact information		
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Once you select the link, you should see the popup to the left. Select Close to continue registration.

Message Display

Close

1

Your security options have been saved successfully.

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Account: 986800000	18-98680000009 Te	st, 1 🗸 🗸			_		Sign Out
Welcome	Invoice & Paym	ents Services	Usage Analysis	Profile	Inbox	Documents	
Security Informatio	n						
Password: Use two-factor auther Secret Question:	ntication: No	Security Settings					
Secret Answer: View/edit secu	rity information	Login: Current Password:	<u> </u>				
Contact Information	n	New Password:					
Name: Email Address:		Confirm New Password:	Use two-factor author	entication			
	Allow emai	Secret Question					
View/edit cont	act information	Question: Answer:	What is your mother's	maiden name?	~		
	© 2022			Save	Close	uick Pay	

Use the <u>credentials from</u> <u>your email</u> to login and select a new password. You will also need to update your security question. Select save to complete registration.





Profile:

From the profile tab, you can modify information such as:

- Security Information
- Contact Information
- Additional Contacts
- Payment and Delivery

Clearwave Fiber Electronic Invoice System



Welcome:

The welcome tab is a highlevel overview of your billing information. From the Welcome tab, you can:

- View Invoice Information
- Pay Current Invoice
- Edit Autopay Information

		clear	wave	e 🌀 f	iber.		
Account: 986800000	18-98680000009 Test, 1	~					Sign Out
Welcome	Invoice & Payment	s Services	Usage Analysis	Profile	Inbox	Docun	nents
Total Due Summary			Invoice History (4		B 🕸 🔶 🔶	🕘 Quick L	inks
Last Invoice Amount:	+\$216.00			Invoice Date	Amount	🄶 🕩 Ma	ike a payment
Recent Payments:	+\$0.00		View Invoice	07-18-202	22 +\$216.00	🕨 Vie	ew payment history
Recent Adjustments:	-\$216.00		View Invoice	06-18-202	22 -\$38.00	▶ Vie	w/edit payment options
Total Duoi	1 60.00	Davi Navi	View Invoice	05-18-202	22 -\$38.00	D Vie	ew latest invoice
Total Due:	+\$0.00	Pay Now	View Invoice	04-18-202	22 +\$72.00	D Vie	ew past invoices
Invoice Summary						D Vie	ew unbilled usage details
Invoice Date: J	uly 18, 2022 🗸	View Invoice				→ → Ad	d a Profile
Previous Balance:	-\$38.00		Payments (0)				
Payments:	+\$0.00		T uyincites (0)	Invoice Date			
Adjustments:	+\$38.00		Payment Date	Applied /	Amount Status		
Balance:	-\$76.00						
Monthly Service Chard	ges: +\$216.00						
Usage Charges:	+\$0.00						
Other Charges and Cr	redits: +\$0.00						
Government Fees and	d Taxes: +\$0.00						
Total Current Charg	ges: +\$216.00						
Total Balance Due:	+\$216.00						
			1		•	-	
			<u> </u>				
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Invoices & Payments: From the invoices and payments tab, you can view:

- Total Balance Due
- Invoice Summary
- Previous Invoices
- Payment History



Services:

From the services tab, you can view:

- Established Date
- Recurring Charges
- Breakdown of Charges

Clearwave Fiber Electronic Invoice System

Account: 986800000	18-98680000009 Test, 1	lear	wave	e©f	iber.		Sign Out
Welcome	Invoice & Payments	Services	Usage Analysis	Profile	Inbox	Documents	
Email Inbox Email Messages (1) Subje	Filter) ct wave Self-Service Account	Email Addres	35	Created 08-10-20	23 禄 ቀ ↓ Time 222 2:36:50 pm	Quick Links P Hake a payn P View payne P View varmer P View varmer	ment ent history ayment options invoice vivoices ed usage details e

<u>Inbox:</u>

From the inbox tab you can view any emails sent in regards to your billing

	C	clear	wave	e©f	iber.		
Account: 98680000	018-98680000009 Test, 1	~					Sign Out
Welcome	Invoice & Payments	Services	Usage Analysis	Profile	Inbox	Documents	
Attachments						Quick Links	
Documents (0)	Filter	Related Service		Modified Time		 Make a pay View payme View /edit p View latest View past ii View unbill Add a Profil 	ment ent history wyment options invoice ed usage details le

Documents:

From the Documents tab, you will have access to any documents that reside on your account

Making a Payment

	C	clear	wave	e©) f	iber.		
Account: 98680000	018-98680000009 Test, 1	~						Sign Out
Welcome	Invoice & Payments	Services	Usage Analysis	Profi	ile	Inbox	Documents	
Balance Summary					Quick L	inks		
View View past View payn	¢0 00 Pay Now invoices tent history	Invoice Amount: Recent Payments: Recent Adjustments: Total Due: The amounts above rei invoice. New activity m	+\$ -\$ flect activity since your mos ay not be reflected immedial	;216.00 +\$0.00 ;216.00 +\$0.00 t recent tely.	 Vie Vie Vie Vie Ad 	w/edit payment optio w latest invoice w past invoices w unbilled usage deta d a Profile	ns ils	
Invoice Payment a Autopay Status: View/edit aut Invoice Delivery Met Invoice Delivery Add	nd Delivery Settings for A Not enrolled opay options chod: Internet Iress:	ccounts 9868000001	8-*	Enroll				
	© 2022 CDG, A	ll rights reserved Po	wered by MBS™ E-Care	2 V7r1.00 Al	bout Clea	wave Mobile Site Q	uick Pay	

To make a payment, select the Pay Now option. You can also make a payment by selecting Make a payment from Quick Links on any tab.



Clearwave Fiber Electronic Invoice System

Make a Payment			
Payment Details			
Payment Method:	Credit Card	~	
Total Dura	1 4246.00		
Payment Amount:	+\$216.00	\$	
Name and Addres			
First Name:			
Last Name:			
Address:			
Zip:		_	
	Continue	Close)

Once you have filled out the Payment Amount, verify the address and select Continue.



PAY 216.00 USD

Auto Pay

Payment Options

If you wish to start or change your automatic billing payments, please check the checkbox below and enter your payment information. If you wish to stop automatic billing payments, simply uncheck the checkbox.

Please note: This will affect all of your accounts beginning with 98680000018-

✓ I. Maggie McDaniel, authorize Clearwave Communications to a tomatically debit my account for future invoices for the total amount due specified on the invoice. This authorization is to begin August 10, 2022 and remain in effect until I explicitly request Clearwave Communications to stop automatic debits. I understand that my account will be debited monthly.

Payment Method	
Payment Method:	Credit/Debit Card
	Edit Details
Credit Card Details	
Card Number:	
Expiration:	August 💙 2022 🂙
Billing Information	
First Name:	
Last Name:	
	Save Close

Input your card information and select PAY to process the payment.

Select "View/edit autopay options" from the Welcome or Profile tab. From there, select the check box to authorize autopay. Click Edit Details to add card information or a bank draft. Once you are complete, select save to finish setting up autopay.

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<u>Quick Pay:</u> You can also select quick pay to set up a shortcut payment location

Quick Pay Identificati	ion Details
Authentication Type:	Two Factor Authentication
Please enter your email account, and enter the	address or 10 digit phone number to identify your authentication code you receive in email/text.
Email/Phone: Authorization Code:)
50	ubmit Send New Code Close

Quick Pay:

This will ask you for input either your email or phone number where you will receive an authorization code to input. Select submit to move forward.

Payment Details		
Payment Method:	Credit Card	~
Total Due:	+\$60.00	
Payment Amount:	+\$60.00	\$
Email Notification		
Email Address:		
Name and Addres		
Name and Addres First Name:		_
Name and Addres First Name: Last Name:		
Name and Addres First Name: Last Name: Address:		
Name and Addres First Name: Last Name: Address: Zip:		

VISA 💷 🚥 🖤	×
Card Number*	
Expiration Date(MMYY) *	CVV2 *
PAY 60.00 USD	

<u>Quick Pay:</u> Verify your information and select continue to move forward.

<u>Quick Pay:</u> Input your card information and select pay.

Clearwave Fiber Electronic Invoice System



Ecare Mobile:

You can access the mobile version by selecting mobile site or logging in on your mobile device.



Ecare Mobile: Type in your login and password. Select login to continue.



Ecare Mobile: Select view invoice to populate your latest bill details. Click pay now to make a payment.

 12:43
 Image: Control of the second secon

Ecare Mobile: After selecting "pay now", verify your account information and select continue.



Ecare Mobile: Fill in your card information and select pay to complete your payment.