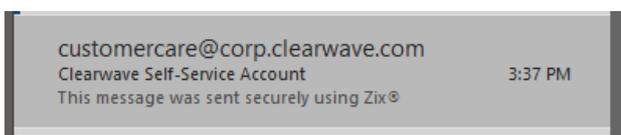


Clearwave Fiber Electronic Invoice System

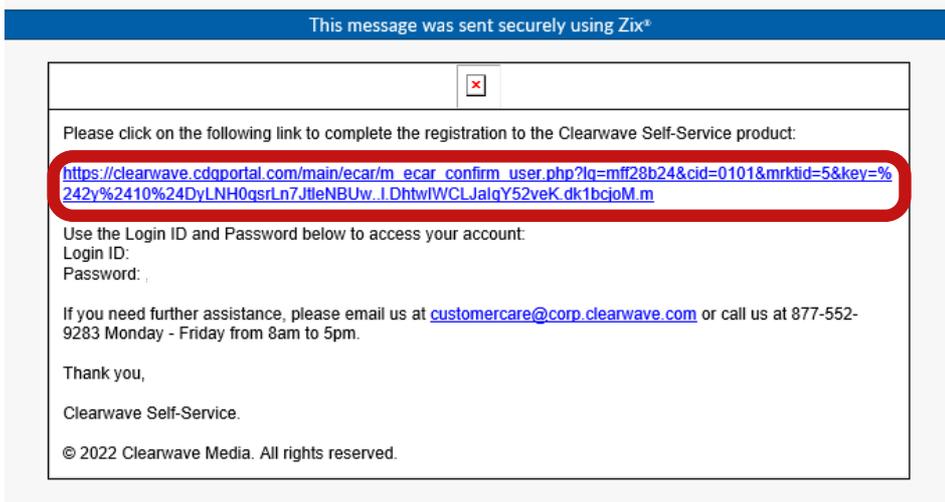
Dear Customer,

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.

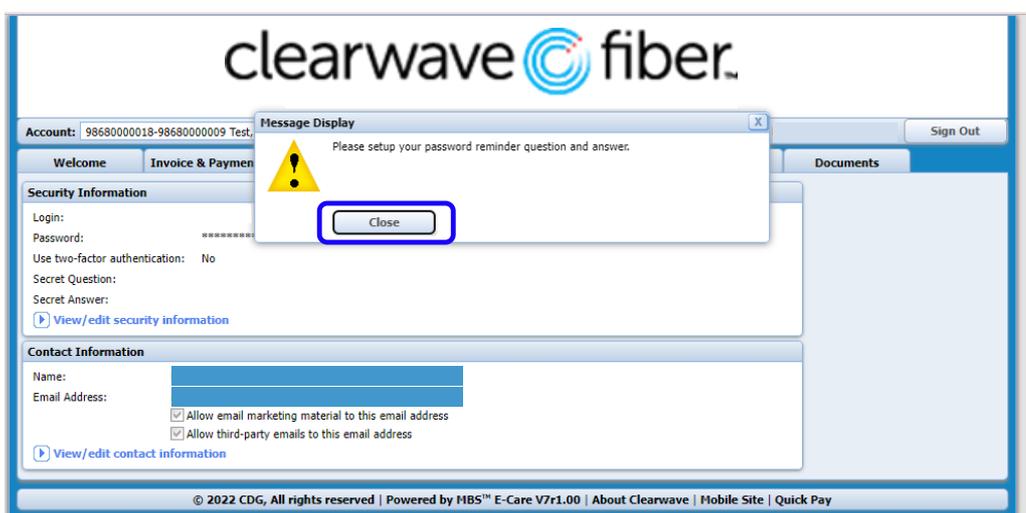
Once you sign up for E-Care you will receive a link to complete your registration as shown below. For future use, please use the following url: <https://clearwave.cdgportal.com/>



Email Subject as shown in your inbox

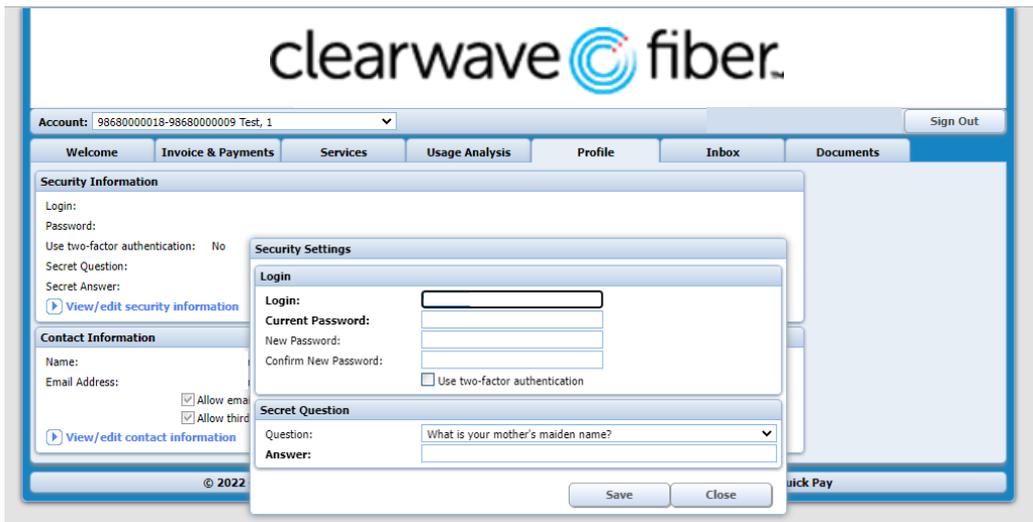


From the email, select the **link** to complete your registration. You will need the Login ID and Password for the next steps



Once you select the link, you should see the popup to the left. Select **Close** to continue registration.

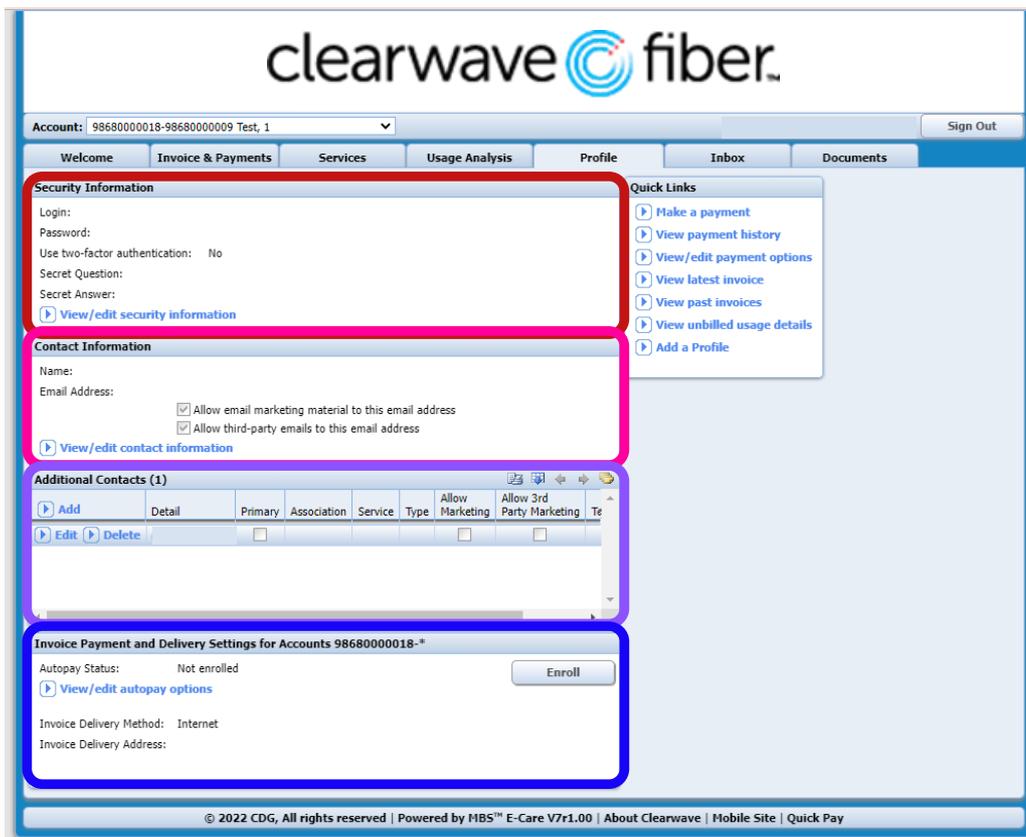
Clearwave Fiber Electronic Invoice System



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



This popup will confirm your registration is complete. Select **Close** to continue.

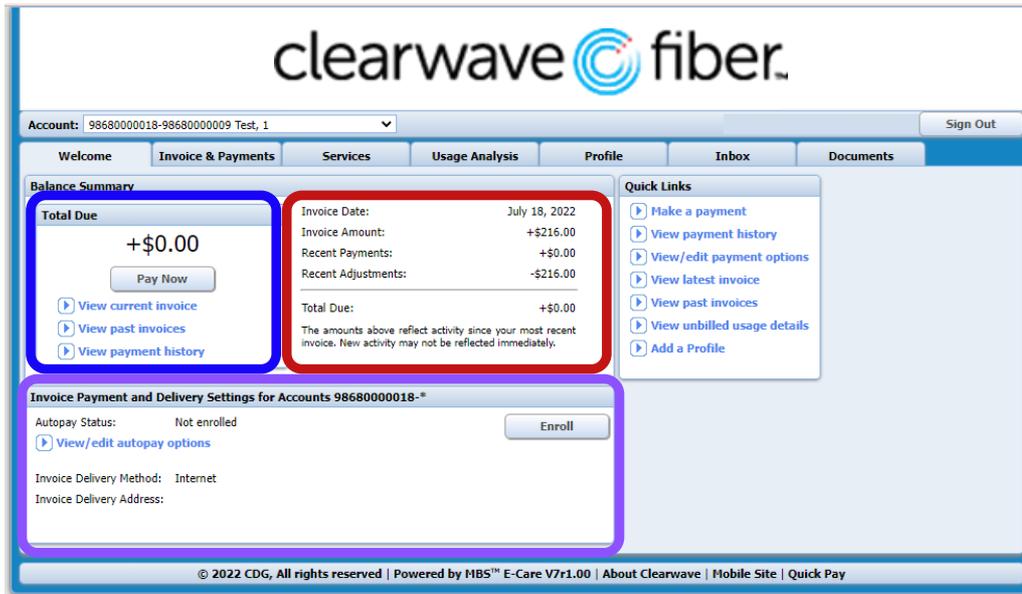


Profile:

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

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

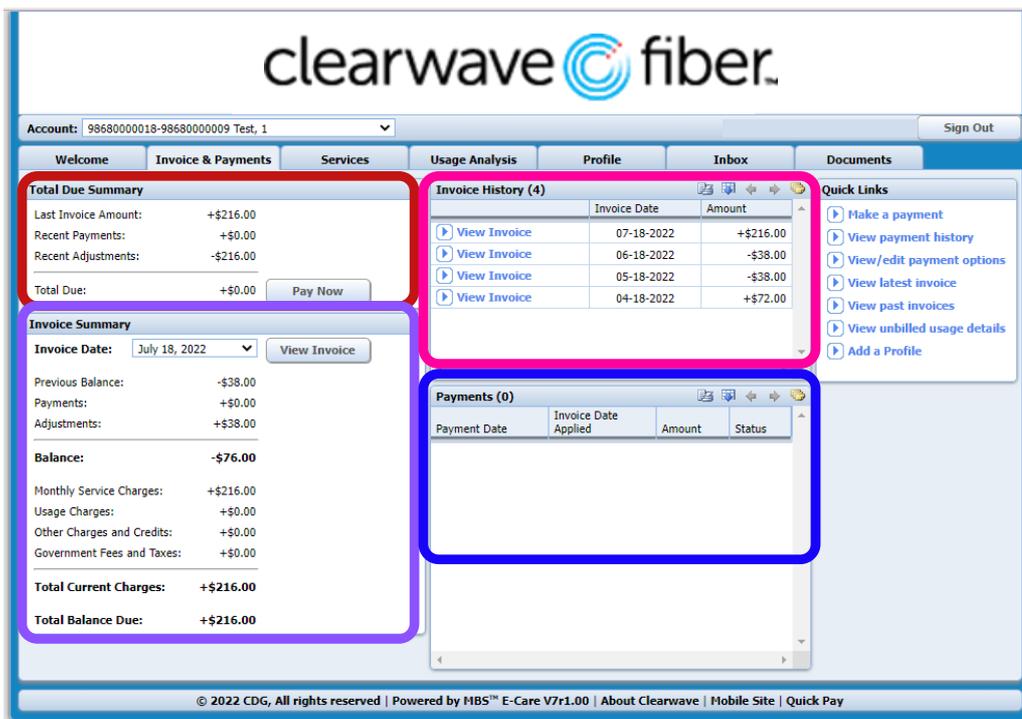
Clearwave Fiber Electronic Invoice System



Welcome:

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

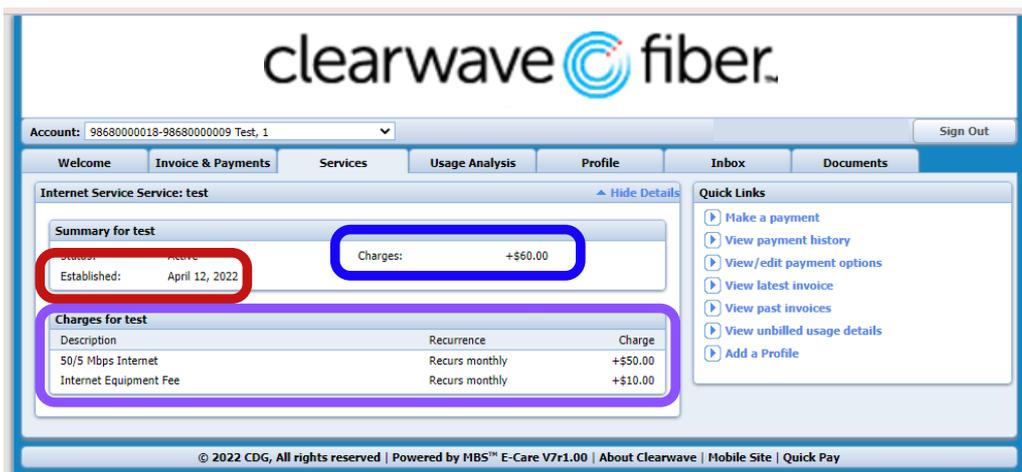
- View Invoice Information
- Pay Current Invoice
- Edit Autopay Information



Invoices & Payments:

From the invoices and payments tab, you can view:

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

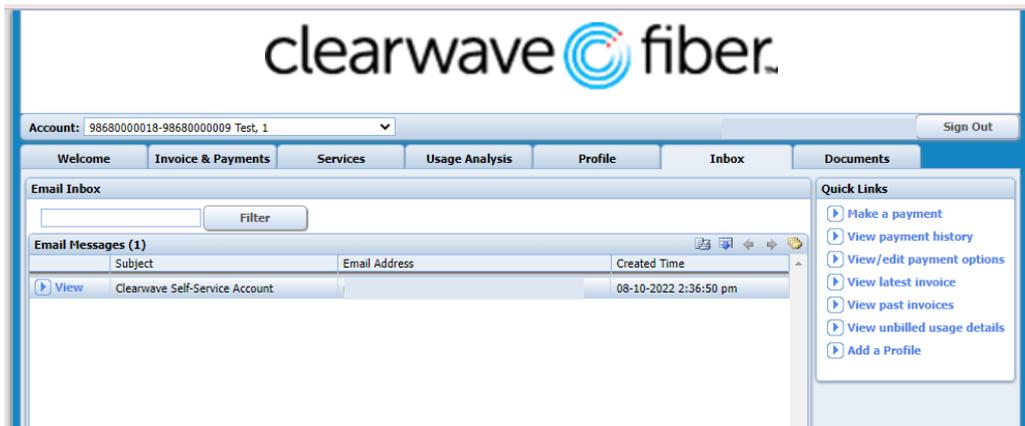


Services:

From the services tab, you can view:

- Established Date
- Recurring Charges
- Breakdown of Charges

Clearwave Fiber Electronic Invoice System



Inbox:

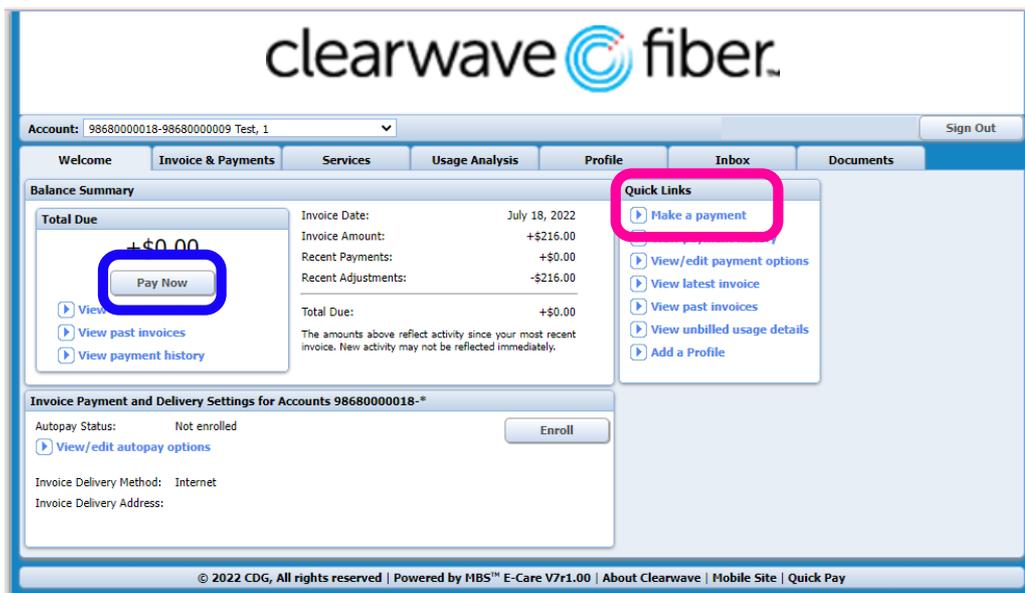
From the inbox tab you can view any emails sent in regards to your billing



Documents:

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

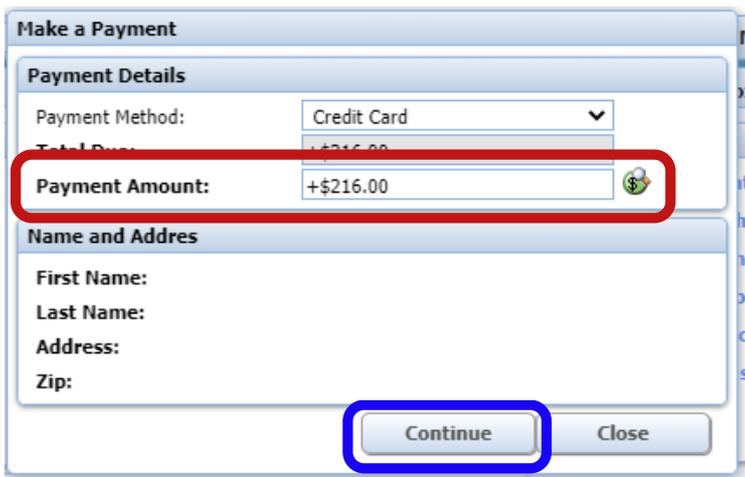
Making a Payment



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.

E-Care

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Make a Payment

Payment Details

Payment Method: Credit Card

Total Due: +\$216.00

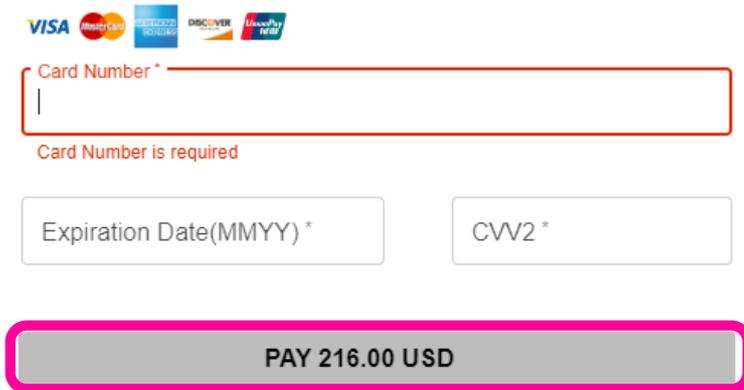
Payment Amount: +\$216.00

Name and Address

First Name:
Last Name:
Address:
Zip:

Continue **Close**

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



VISA MasterCard American Express DISCOVER Discover/Novus

Card Number *

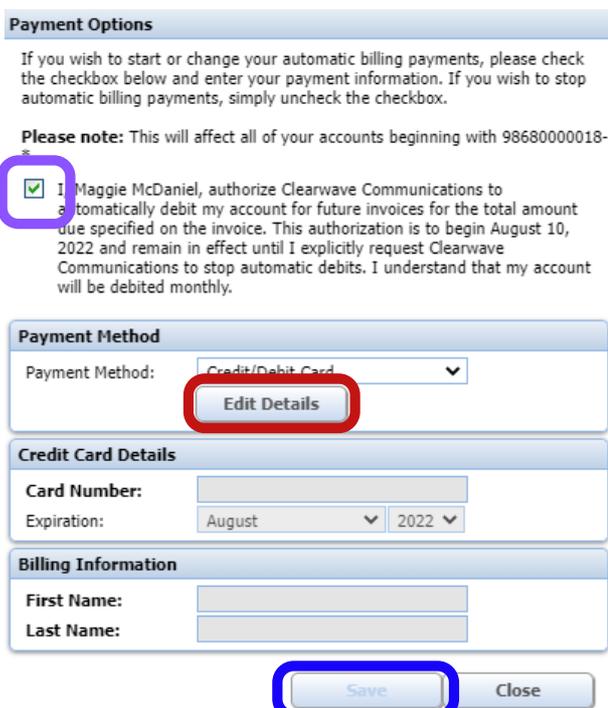
Card Number is required

Expiration Date(MMY) * CVV2 *

PAY 216.00 USD

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

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 automatically 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

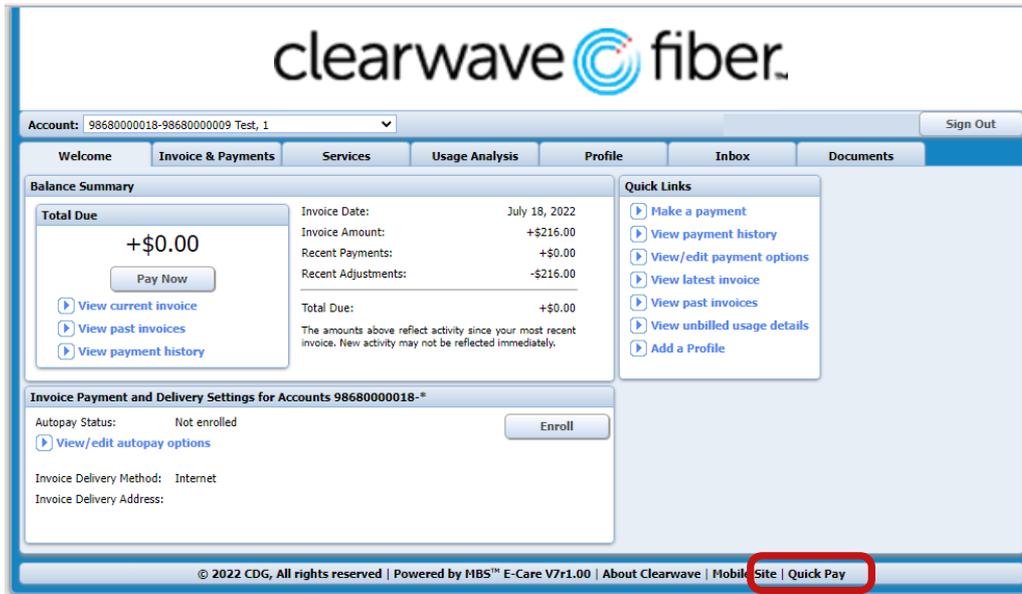
First Name:

Last Name:

Save **Close**

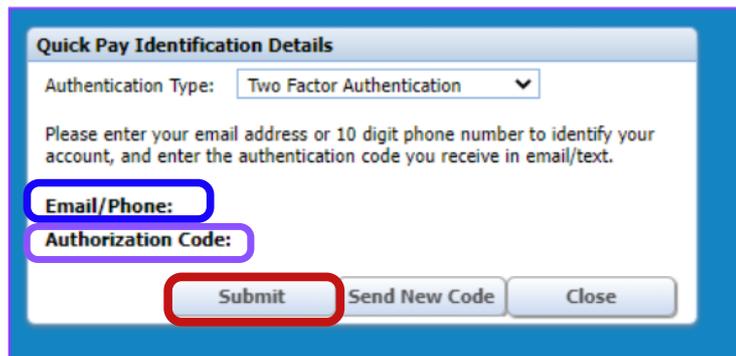
Select "View/edit autopay options" from the Welcome or Profile tab. From there, select the **check box** to authorize autopay. Click **Edit Details** to add card information or a bank draft. Once you are complete, select **save** to finish setting up autopay.

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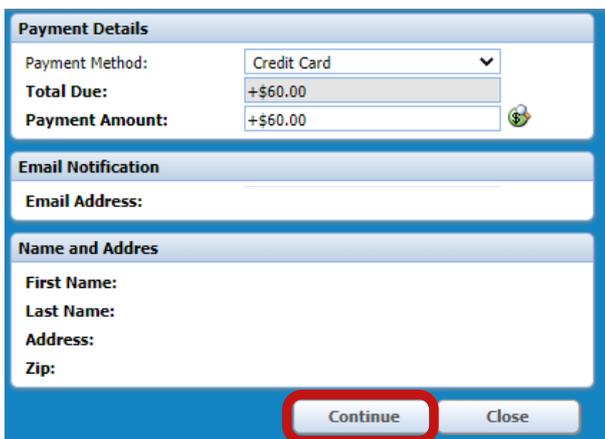
Quick Pay:

You can also select quick pay to set up a shortcut payment location



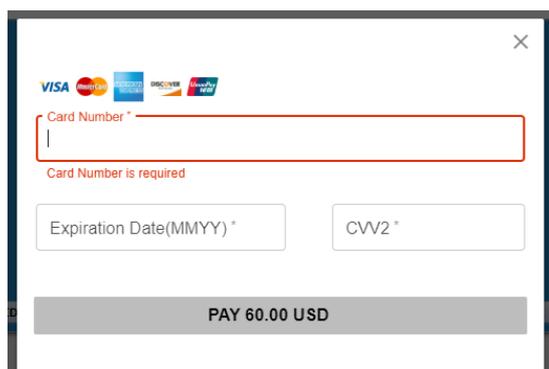
Quick Pay:

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.



Quick Pay:

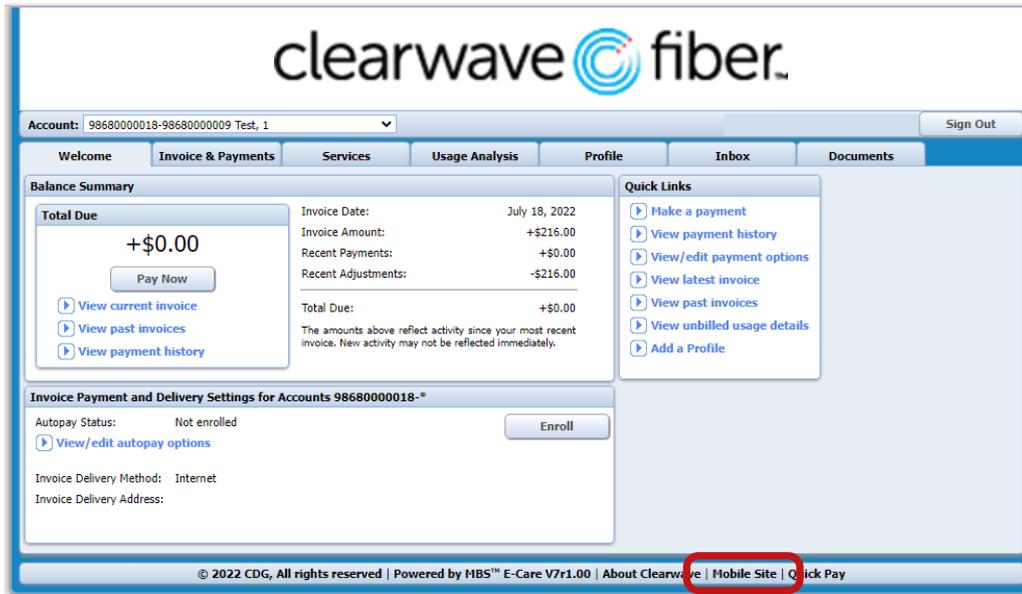
Verify your information and select **continue** to move forward.



Quick Pay:

Input your card information and select **pay**.

Clearwave Fiber Electronic Invoice System



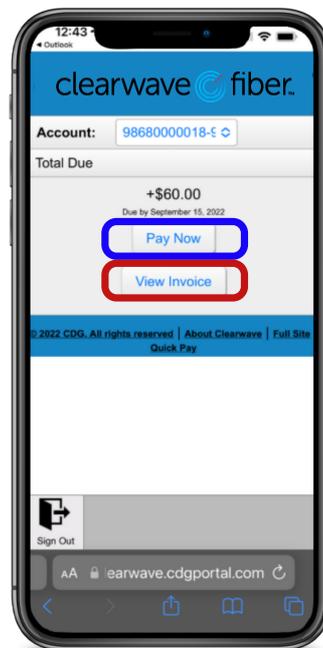
Ecare Mobile:

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



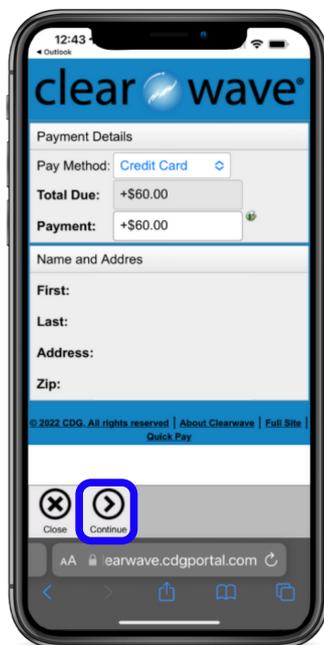
Ecare Mobile:

Type in your login and password. Select **login** to continue.



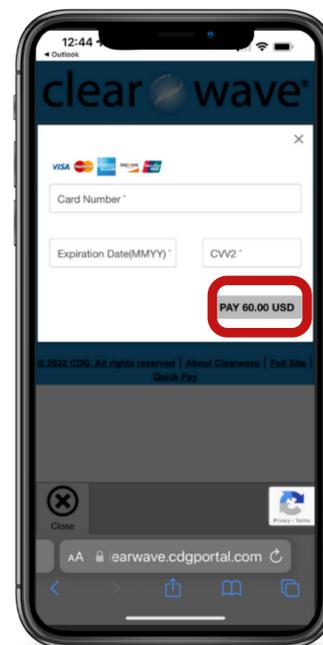
Ecare Mobile:

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



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.