

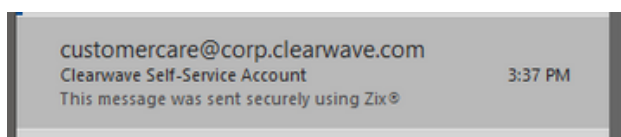
## Clearwave Fiber Electronic Invoice System

Dear Customer,

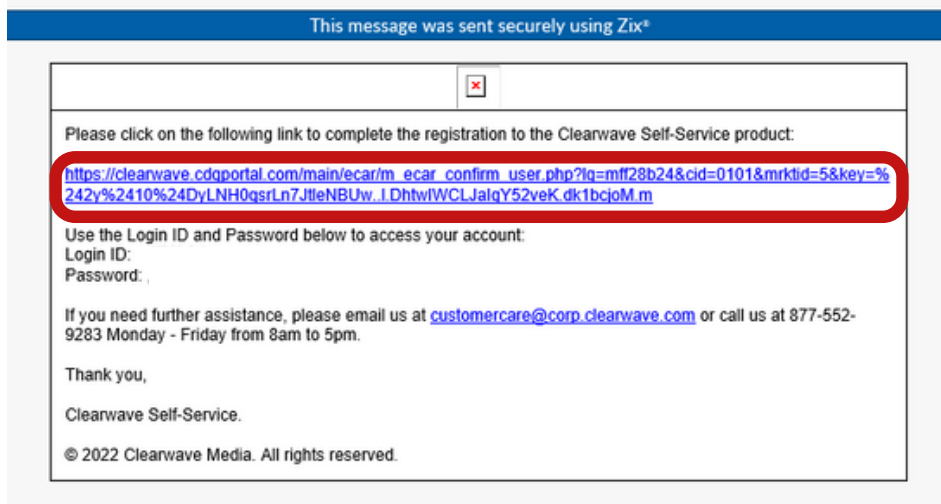
You are receiving this document as a guide to utilize our electronic invoice system known as E-Care. Here you can gain password protected options for viewing monthly bills, choosing electronic payment methods, and accessing other account information such as unbilled usage, balances and service details.

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

For security purposes, your password will need to be reset.

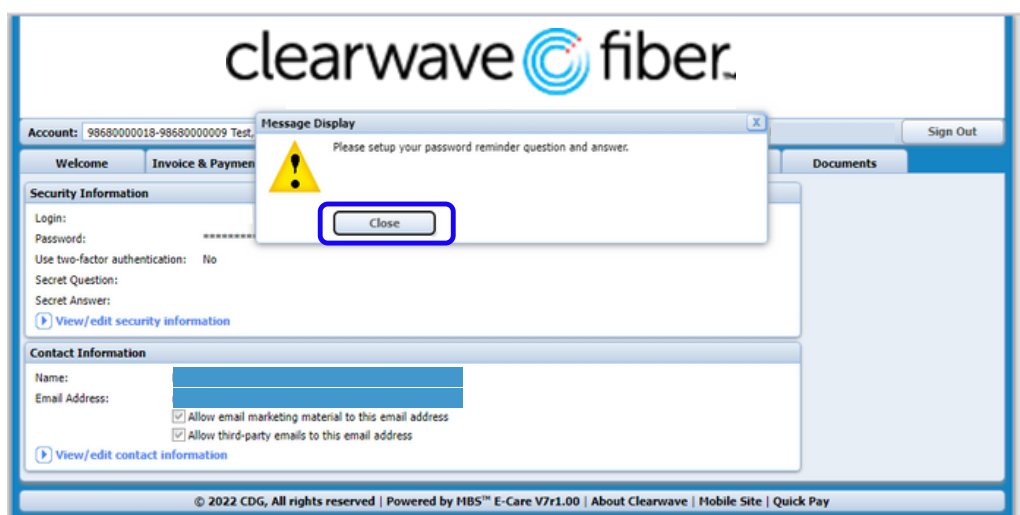


Email Subject as shown in your inbox



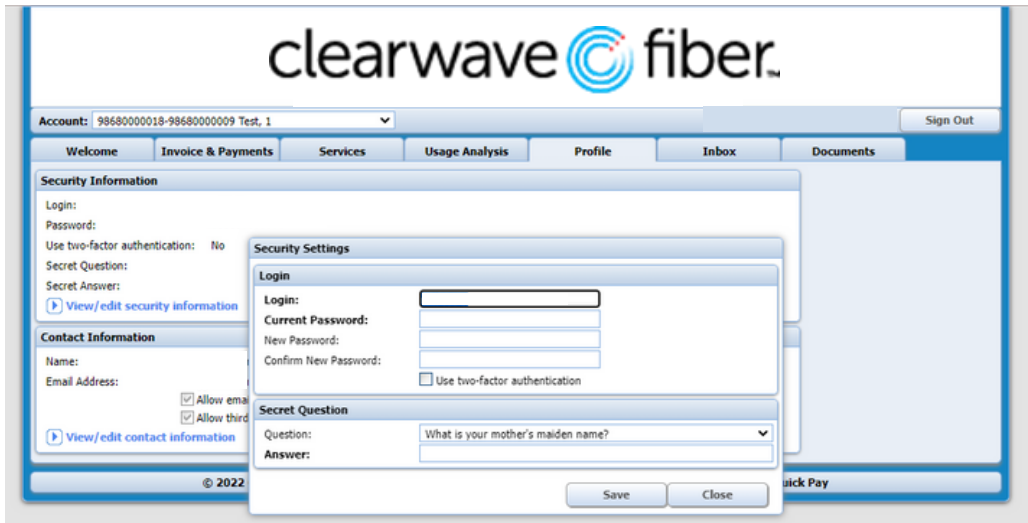
From the email, select the **link** to login.

You Login ID will be the same ID as before. If you did not have a login ID, this will be the email associated with your account. Use the temporary password provided to continue.



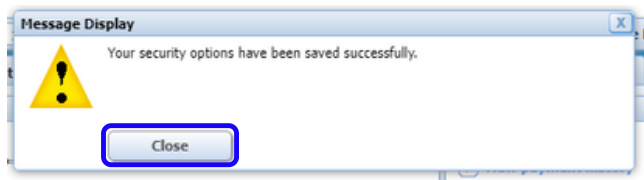
Once you select the link, you should see the popup to the left. Select **Close** to continue.

## Clearwave Fiber Electronic Invoice System

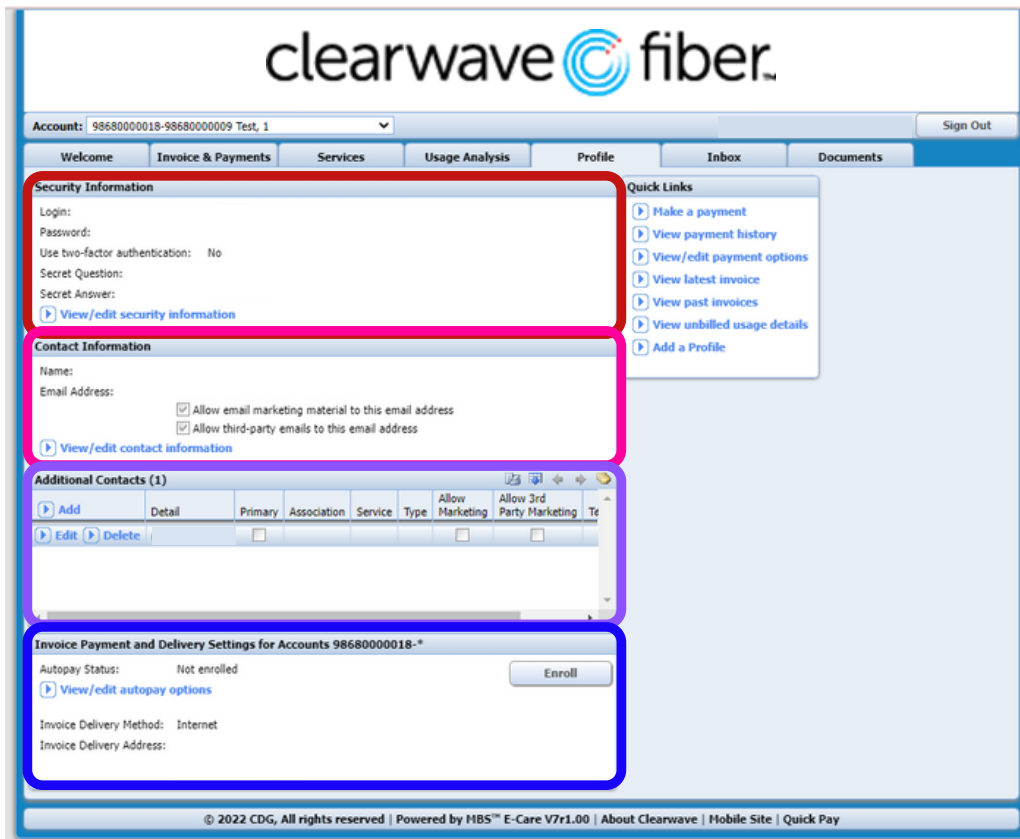


The screenshot shows the Clearwave Fiber E-Care system interface. The 'Security Settings' modal window is open, displaying fields for Login, Current Password, New Password, Confirm New Password, and a checkbox for 'Use two-factor authentication'. Below these is the 'Secret Question' section with a dropdown menu and an answer field. The background shows the main dashboard with tabs for Welcome, Invoice & Payments, Services, Usage Analysis, Profile, Inbox, and Documents. The 'Security Information' section on the left includes fields for Login, Password, Secret Question, and Secret Answer, along with links to 'View/edit security information' and 'View/edit contact information'.

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.



This popup will confirm your setup is complete. Select [Close](#) to continue.



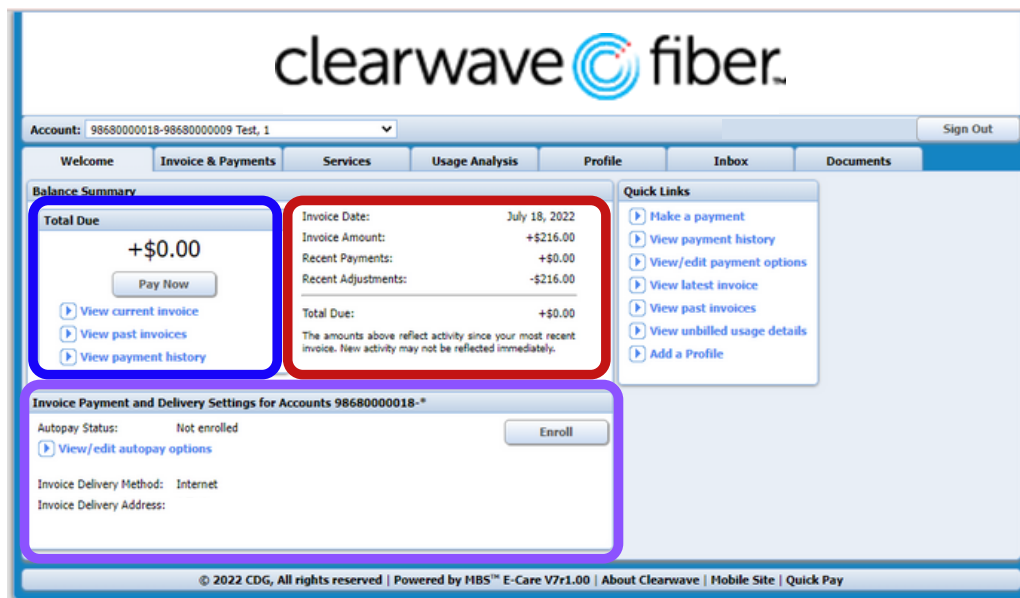
The screenshot shows the Clearwave Fiber E-Care system interface with the 'Profile' tab selected. The 'Security Information' section is highlighted with a red box, the 'Contact Information' section with a pink box, the 'Additional Contacts (1)' section with a purple box, and the 'Invoice Payment and Delivery Settings for Accounts 9868000018-\*' section with a blue box. The 'Quick Links' section on the right includes links for 'Make a payment', 'View payment history', 'View/edit payment options', 'View latest invoice', 'View past invoices', 'View unbilled usage details', and 'Add a Profile'. The footer contains copyright information and links for 'About Clearwave', 'Mobile Site', and 'Quick Pay'.

**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



**clearwave fiber**

Account: 9868000018-9868000009 Test, 1 Sign Out

**Welcome** | Invoice & Payments | Services | Usage Analysis | Profile | Inbox | Documents

**Balance Summary**

Total Due: **+\$0.00**  
[Pay Now](#)  
[View current invoice](#)  
[View past invoices](#)  
[View payment history](#)

Invoice Date: July 18, 2022  
 Invoice Amount: +\$216.00  
 Recent Payments: +\$0.00  
 Recent Adjustments: -\$216.00  
 Total Due: +\$0.00  
The amounts above reflect activity since your most recent invoice. New activity may not be reflected immediately.

**Quick Links**

- [Make a payment](#)
- [View payment history](#)
- [View/edit payment options](#)
- [View latest invoice](#)
- [View past invoices](#)
- [View unbilled usage details](#)
- [Add a Profile](#)

**Invoice Payment and Delivery Settings for Accounts 9868000018-\***

Autopay Status: Not enrolled [Enroll](#)  
[View/edit autopay options](#)

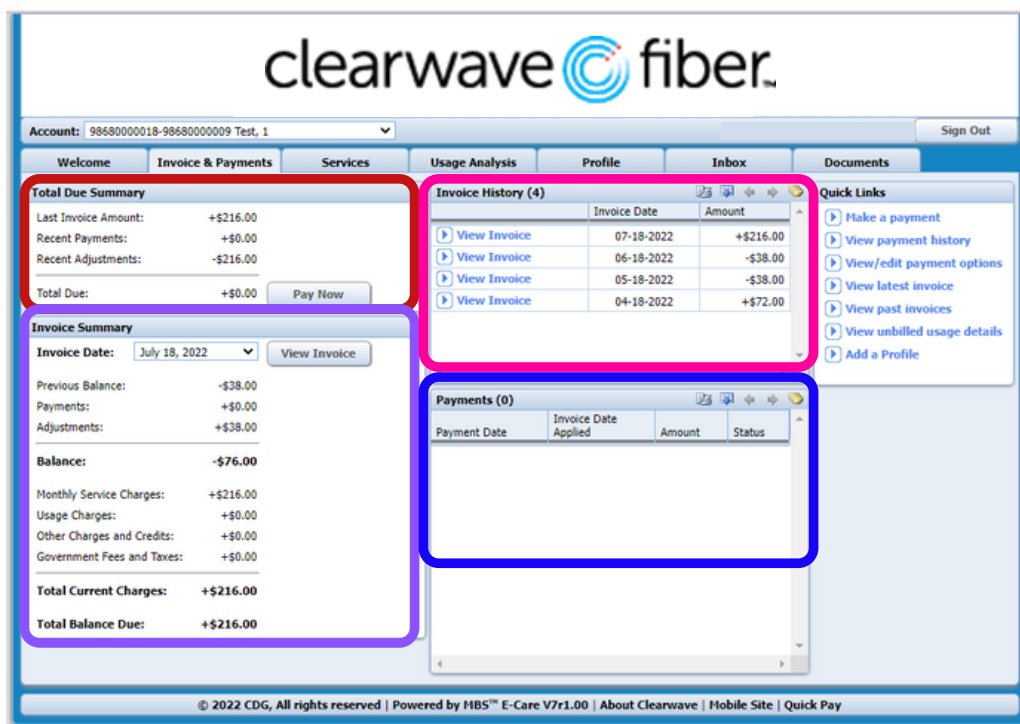
Invoice Delivery Method: Internet  
 Invoice Delivery Address:

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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](#)



**clearwave fiber**

Account: 9868000018-9868000009 Test, 1 Sign Out

**Welcome** | **Invoices & Payments** | Services | Usage Analysis | Profile | Inbox | Documents

**Total Due Summary**

Last Invoice Amount: +\$216.00  
 Recent Payments: +\$0.00  
 Recent Adjustments: -\$216.00  
 Total Due: +\$0.00 [Pay Now](#)

**Invoice Summary**

Invoice Date: July 18, 2022 [View Invoice](#)

Previous Balance: -\$38.00  
 Payments: +\$0.00  
 Adjustments: +\$38.00  
**Balance: -\$76.00**  
 Monthly Service Charges: +\$216.00  
 Usage Charges: +\$0.00  
 Other Charges and Credits: +\$0.00  
 Government Fees and Taxes: +\$0.00  
**Total Current Charges: +\$216.00**  
**Total Balance Due: +\$216.00**

**Invoice History (4)**

Invoice Date	Amount
07-18-2022	+\$216.00
06-18-2022	-\$38.00
05-18-2022	-\$38.00
04-18-2022	+\$72.00

**Payments (0)**

Payment Date	Invoice Date Applied	Amount	Status
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**Quick Links**

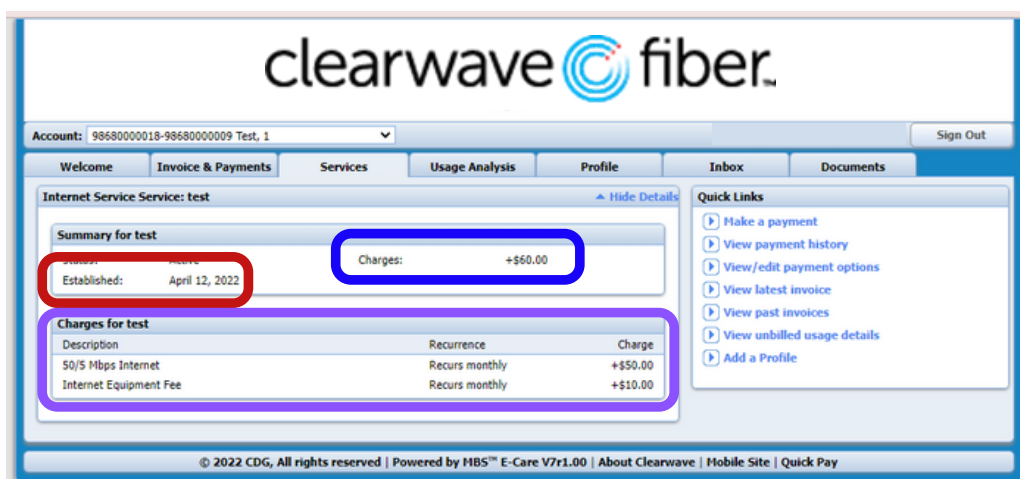
- [Make a payment](#)
- [View payment history](#)
- [View/edit payment options](#)
- [View latest invoice](#)
- [View past invoices](#)
- [View unbilled usage details](#)
- [Add a Profile](#)

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Invoices & Payments:

From the invoices and payments tab, you can view:

- [Total Balance Due](#)
- [Invoice Summary](#)
- [Previous Invoices](#)
- [Payment History](#)



**clearwave fiber**

Account: 9868000018-9868000009 Test, 1 Sign Out

**Welcome** | **Invoices & Payments** | **Services** | Usage Analysis | Profile | Inbox | Documents

**Internet Service Service: test** [Hide Details](#)

**Summary for test**

Established: April 12, 2022 [Charges: +\\$60.00](#)

**Charges for test**

Description	Recurrence	Charge
\$0/5 Mbps Internet	Recurs monthly	+\$50.00
Internet Equipment Fee	Recurs monthly	+\$10.00

**Quick Links**

- [Make a payment](#)
- [View payment history](#)
- [View/edit payment options](#)
- [View latest invoice](#)
- [View past invoices](#)
- [View unbilled usage details](#)
- [Add a Profile](#)

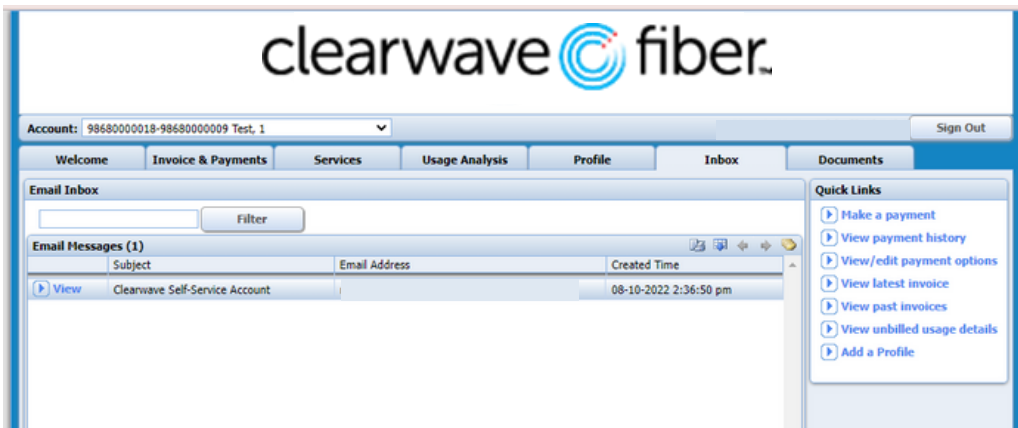
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Services:

From the services tab, you can view:

- [Established Date](#)
- [Recurring Charges](#)
- [Breakdown of Charges](#)

## Clearwave Fiber Electronic Invoice System

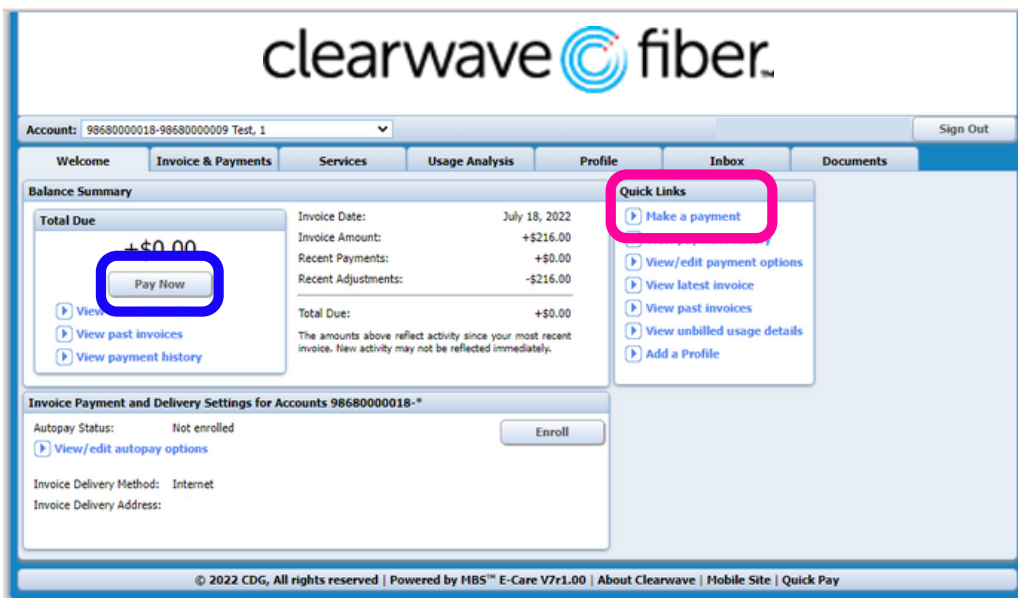
Inbox:

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

Documents:

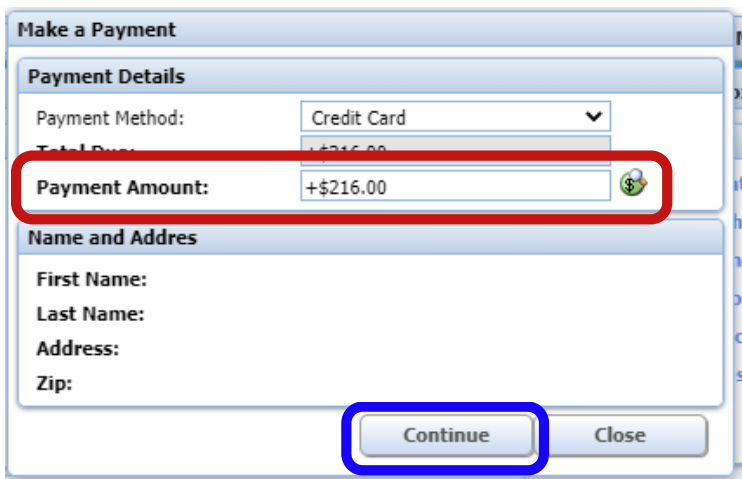
From the Documents tab, you will have access to any documents that reside on your account

## 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.

## Clearwave Fiber Electronic Invoice System



**Make a Payment**

**Payment Details**

Payment Method: Credit Card ▼

Total Due: +\$216.00

**Payment Amount:** +\$216.00

**Name and Address**

First Name:

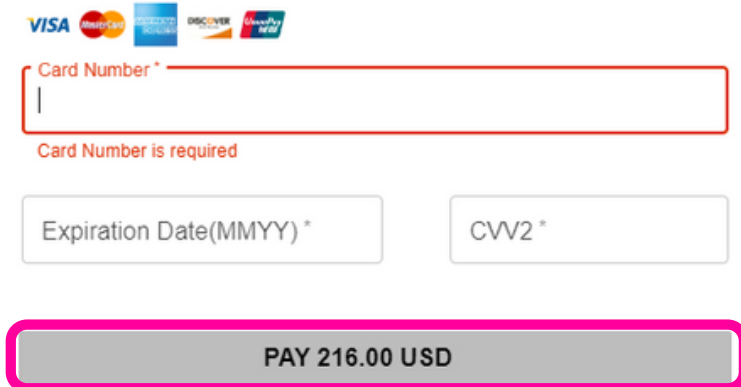
Last Name:

Address:

Zip:

**Continue** **Close**

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



VISA MasterCard American Express DISCOVER Discover+ Net+

**Card Number \***

Card Number is required

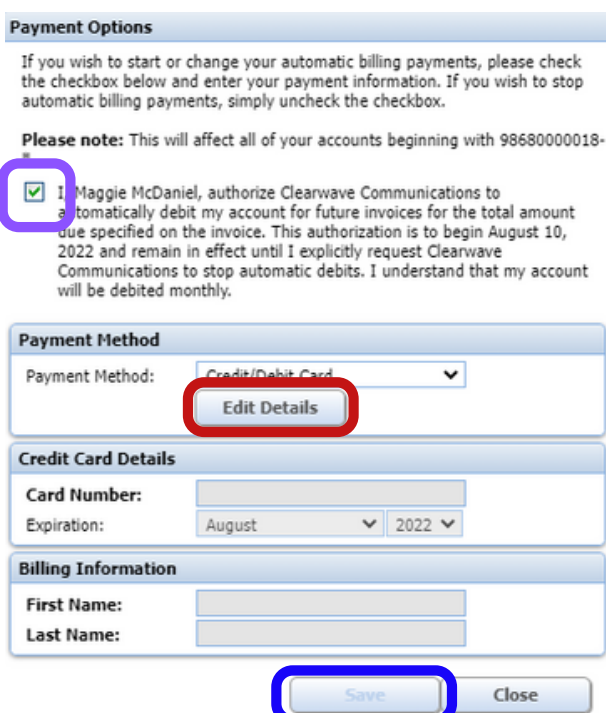
Expiration Date(MMY) \*

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**

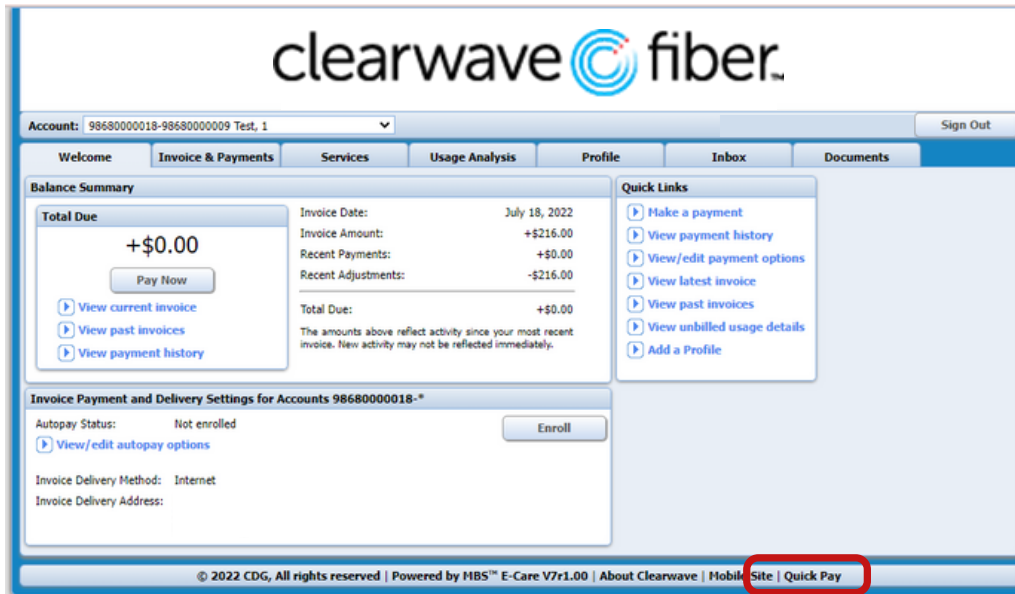
First Name:

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.

## Clearwave Fiber Electronic Invoice System



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Account: 98680000018-98680000009 Test, 1 Sign Out

Welcome Invoice & Payments Services Usage Analysis Profile Inbox Documents

**Balance Summary**

Total Due: **+\$0.00**

[Pay Now](#)

[View current invoice](#)

[View past invoices](#)

[View payment history](#)

Invoice Date: July 18, 2022

Invoice Amount: +\$216.00

Recent Payments: +\$0.00

Recent Adjustments: -\$216.00

Total Due: +\$0.00

The amounts above reflect activity since your most recent invoice. New activity may not be reflected immediately.

**Quick Links**

- [Make a payment](#)
- [View payment history](#)
- [View/edit payment options](#)
- [View latest invoice](#)
- [View past invoices](#)
- [View unbilled usage details](#)
- [Add a Profile](#)

**Invoice Payment and Delivery Settings for Accounts 98680000018-\***

Autopay Status: Not enrolled [Enroll](#)

[View/edit autopay options](#)

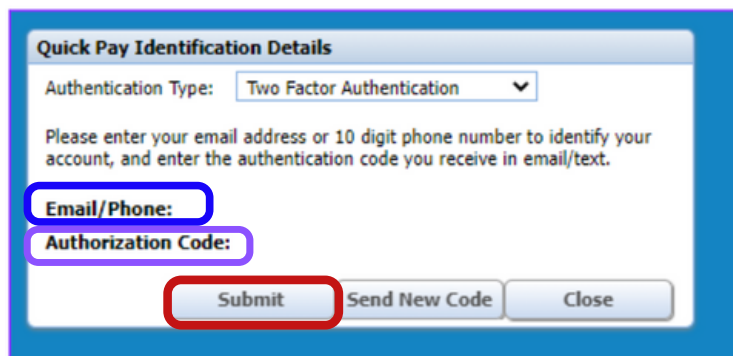
Invoice Delivery Method: Internet

Invoice Delivery Address:

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Quick Pay:

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



**Quick Pay Identification Details**

Authentication Type: **Two Factor Authentication**

Please enter your email address or 10 digit phone number to identify your account, and enter the authentication code you receive in email/text.

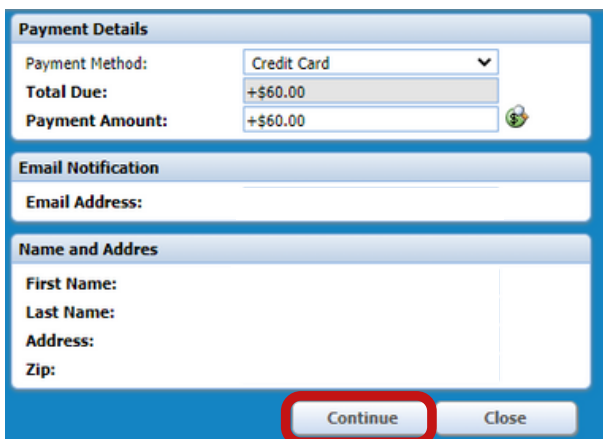
**Email/Phone:**

**Authorization Code:**

**Submit** 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 Address**

First Name:

Last Name:

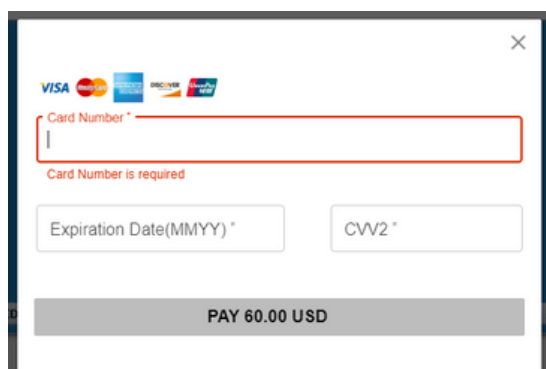
Address:




Zip:

**Continue** Close

Quick Pay:

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



VISA   

Card Number \*

Card Number is required

Expiration Date(MMYY) \*

CV2 \*

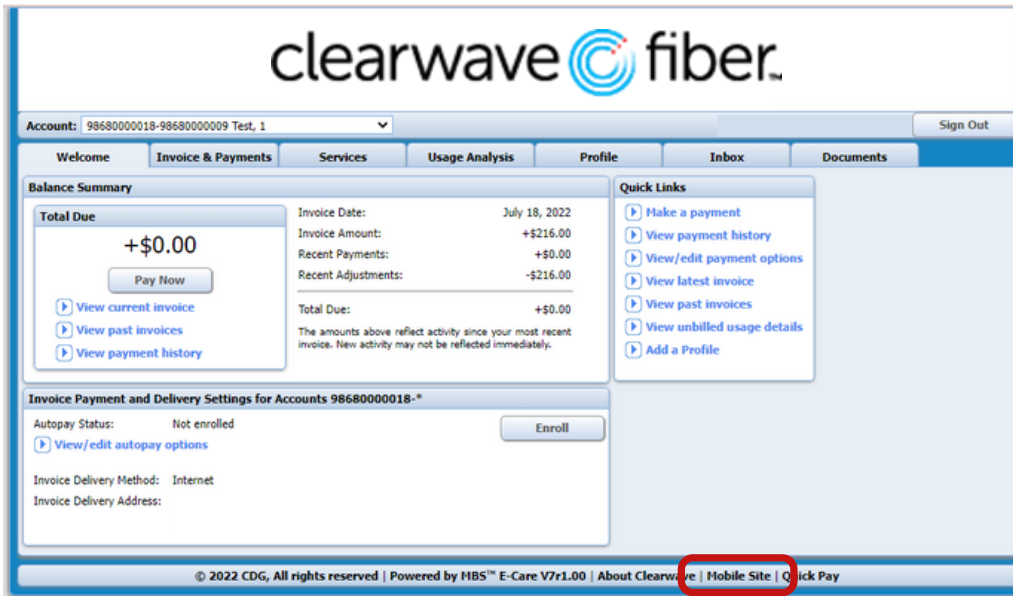
**PAY 60.00 USD**


Quick Pay:

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



## Clearwave Fiber Electronic Invoice System



clearwave  fiber.

Account: 98680000018-98680000009 Test, 1 Sign Out

Welcome Invoice & Payments Services Usage Analysis Profile Inbox Documents

**Balance Summary**

Total Due: **+\$0.00**

Pay Now

View current invoice  
View past invoices  
View payment history

Invoice Date: July 18, 2022  
Invoice Amount: +\$216.00  
Recent Payments: +\$0.00  
Recent Adjustments: -\$216.00  
Total Due: +\$0.00

The amounts above reflect activity since your most recent invoice. New activity may not be reflected immediately.

**Quick Links**

Make a payment  
View payment history  
View/edit payment options  
View latest invoice  
View past invoices  
View unbilled usage details  
Add a Profile

**Invoice Payment and Delivery Settings for Accounts 98680000018-\***

Autopay Status: Not enrolled  
View/edit autopay options

Invoice Delivery Method: Internet  
Invoice Delivery Address:

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Ecare Mobile:

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



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Login:   
Password:

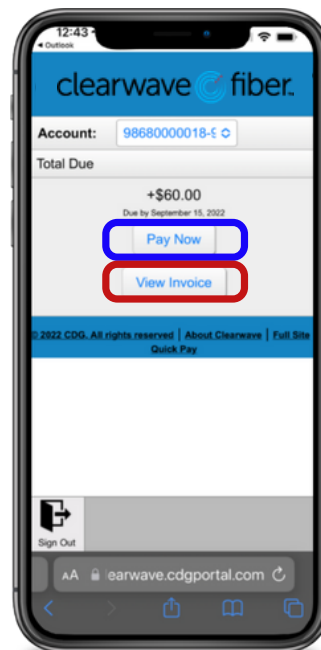
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Login Register Reset


AA earwave.cdgportal.com

Ecare Mobile:

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



clearwave  fiber.

Account: 98680000018-

Total Due: **+\$60.00**  
Due by September 15, 2022

Pay Now  
View Invoice

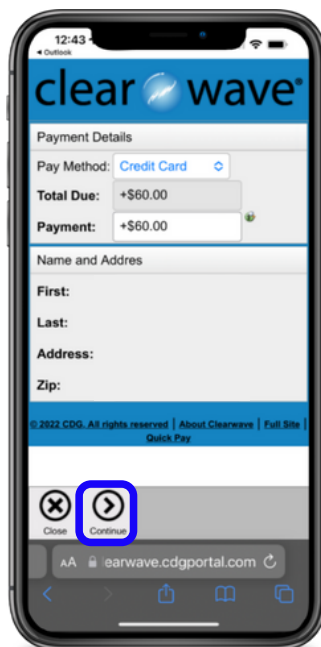
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Sign Out

AA earwave.cdgportal.com

Ecare Mobile:

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



clearwave

Payment Details

Pay Method: Credit Card

Total Due: +\$60.00  
Payment: +\$60.00

Name and Address

First:  
Last:  
Address:  
Zip:

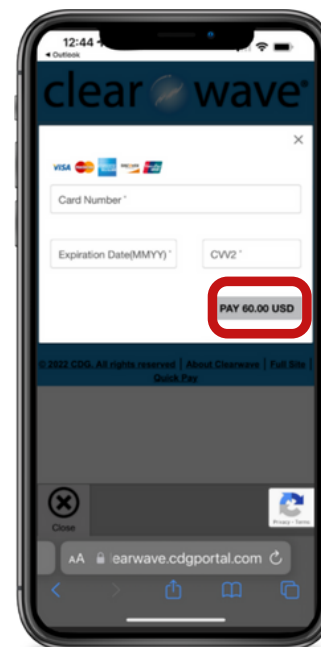
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Close Continue




AA earwave.cdgportal.com

Ecare Mobile:

After selecting "pay now", verify your account information and select **continue**.



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VISA   

Card Number \*

Expiration Date(MMYY) \* CVV2 \*

PAY 60.00 USD

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Close

AA earwave.cdgportal.com

Ecare Mobile:

Fill in your card information and select **pay** to complete your payment.