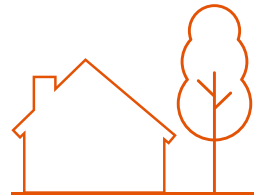# WELCOME TO WATERLOO FIBER!

WaterlooFiber

REMEMBER THIS!

Customer Portal: mywaterloofiber.camvio.cloud/login

· Review your current charges
· Pay an invoice
· Set up autopay
· Manage payment methods

CommandIQ: App – see attached handout
Only available with a Waterloo Fiber router!

· Manage your WiFi
· Update WiFi passwords
· View Devices
· Run a speed test

Customer Support:

· Billing questions: Contact@waterloofiber.com or call 319-291-0175 Option 1
· Support questions: Support@waterloofiber.com or call 319-291-0175 Option 2

CUSTOMER PORTAL

Logging into your Customer Portal

1. Follow the email link sent to your email used to register with Waterloo Fiber
2. Click the Create Account Icon
3. Create your password.
· Password must be at least eight (8) characters and include one (1) upper case letter and one (1) special character
4. You will be directed to "Sign In" after creating a valid password.

Enabling AutoPay in your Customer Portal

Auto pay deducted on the 10th of every month

1. Click payment methods located under "Total Balance"
2. Manage Payment Methods and select "Add Payment Method"
3. Type in your payment details
· Please note, there is a fee associated with a debit/credit card payment. All checking/saving accounts will be processed with no fee.
4. Save changes
5. Select AutoPay icon along the top, and toggle on the enable autopay button

STATUS UPDATES

Sign up to get status updates sent to your email. Status updates include scheduled network maintenance, outage updates, or incidents.

1. Visit status.waterloofiber.com
2. Click the 'Get Updates' button in the upper right corner
3. Select and enter email address
4. Click the 'Subscribe' button

Please note, you will receive an email from status.waterloofiber.com. In the email, please confirm by clicking the 'confirm your subscription' button.
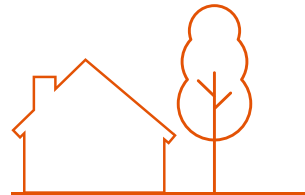
Contact Us!
319-291-0175
www.WaterlooFiber.com

WATERLOO FIBER
Frequently Asked Questions

HOW DO I CONTACT WATERLOO FIBER TECHNICAL SUPPORT?

Customer Support:

· Billing questions: Contact@waterloofiber.com or call 319-291-0175 Option 1

· Support questions: Support@waterloofiber.com or call 319-291-0175 Option 2

WHAT IS SYMETRICAL BANDWIDTH?

Symmetric and asymmetric speeds refer to the relationship between download and upload speeds. At Waterloo Fiber, we offer symmetric bandwidth, which means your upload and download speeds are the same. For example, if you have our 1x1 Gbps plan, you will receive an upload AND download speed of 1 Gbps.

CAN I USE MY OWN WIRELESS ROUTER?

Yes, you can. While Waterloo Fiber offers a WiFi Router, you are free to use your own WiFi router if you prefer.

DOES WATERLOO FIBER HAVE DATA CAPS, OR LIMITS, ON MONTHLY DATA USAGE?

A data cap is a limit on the amount of data you can use during a billing cycle. At Waterloo Fiber, we provide unlimited data, so there's no cap on how much you can upload or download each month.

WHY ISN'T MY INTERNET WORKING?

There can be multiple causes for your internet service disruption. Are your devices connected to the internet? Have you restarted your router? Is there a larger Waterloo Fiber outage (check status.waterloofiber.com)? If you are not certain, contact our support team to help troubleshoot!

FOR MORE FAQ - PLEASE VISIT OUR WEBSITE AT www.WaterlooFiber.com/help-and-support/FAQs

WaterlooFiber

Contact Us!
319-291-0175
www.WaterlooFiber.com