



Dear Waterloo Fiber Customer,

We would like to begin by thanking you for your continued loyalty as a valued Waterloo Fiber customer. We are delighted to have you as part of the exciting progress taking place within our city, and we remain committed to providing you with fast, reliable internet service.

We would like to inform you of an important update to our billing policy. Effective immediately, the date on which late fees are assessed has changed. Late fees will now be applied to accounts with an outstanding balance on the 15th of each month. These fees will automatically be applied to the account balance on the 15th of the month.

Please note that service suspension due to nonpayment will continue to occur on the 20th of the month. Additionally, your due date and automatic payment date will remain unchanged on the 10th of each month.

If you have any questions regarding these changes, please do not hesitate to contact our office at (319) 291-0175.

Thank you for choosing Waterloo Fiber.

Sincerely,
Waterloo Fiber