

WaterlooFiber Payment Terms and Conditions

Thank you for choosing us to keep you connected. Below is everything you need to know to get started with your Waterloo Fiber service.

Our Contact Information

Customer Experience Center: 319-291-0175 | **Address:** 402 E 4th Street. Waterloo, IA 50703

Email: contact@waterloofiber.com

Website: <https://waterloofiber.com>

Sign Up for Outage Alerts: <https://waterloofiber.instatus.com>

CPNI & Your Account

Waterloo Fiber follows FCC regulations on Customer Proprietary Network Information (CPNI), which include details such as optional services and charges.

Identity Verification Methods:

- **In-Person:** Present a government-issued photo ID.
- **Over Phone:** Verify first, last name as well as address.

Understanding Your First Invoice

Waterloo Fiber invoices for the current month we are in so you will notice your first invoice will include charges from the month services were installed and the current month we are in. **You will always receive your invoice via email unless you request a mailed invoice.**

Ways to Pay Your Invoice

- **By Mail:** Send a check to our office at 402 E 4th Street. Waterloo, IA 50703.
- **In Person:** Pay with cash, check,
- **Bill Pay Through Your Bank:** Keep in mind that bank bill pay services will issue a physical check sent via USPS, which may cause delays.
- To avoid potential late charges, we recommend using our **Customer Payment Portal** as a more reliable payment option

Waterloo Fiber Notifications

Waterloo Fiber sends important notifications via email and SMS if a cellphone number is on file.

SCAN QR CODE with your cellphone camera to view our Terms and Conditions, Privacy Policy, Internet Use Policy, Communications Policy, and Network Management Policy.



Customer Payment Portal

Logging In to the Customer Portal for the First Time

1. **Email Link** – Use the link sent to your registered email. (from noreply@camvio.cloud)
2. **Create Account** – Click "Create Account."
3. **Set Password** – Create a secure password.
4. **Sign In**
5. Once your password is set, you'll be redirected to the "Sign In" page.
6. This email will come out 24 hours after services are connected to your home or business.

To access the Customer Portal in the future, click the icon in the monthly email or visit <https://waterloofiber.com> and select "Customer Portal."

How to Make a Payment in the Customer Portal –

Log In: Access your Customer Portal.

How to Set Up AutoPay

1. **Log In:** Access your Customer Portal using the link in your email.
2. **Enable AutoPay:** Click the "AutoPay" icon, toggle "Enable AutoPay," and select "Manage Payment Methods."
3. **Add Payment Method:** If needed, add your payment method (E-Check, Debit, or Credit) and set it as default.
4. **Save AutoPay:** Return to "AutoPay," select your saved payment method, and click "Save."

AutoPay processes payments on the 10th of each month. Remember to update your payment information if your card expires to avoid fees.

How to Make A One Time Payment

1. **Log In:** Access your Customer Portal using the link in your email.
2. **Enable AutoPay:** Click the "AutoPay" icon, toggle "Enable AutoPay," and select "Manage Payment Methods."
3. **Add Payment Method:** If needed, add your payment method (E-Check, Debit, or Credit) and set it as default.
4. **One Time Payment:** Click on "Pay Now"

REMINDER: If you use a debit or credit card there may be a fee associated with the transaction. This fee is assessed and added by the card company. There is no fee to use your checking account.

Failed Payments Policy

Waterloo Fiber reserves the right to suspend services after two (2) consecutive returned payments. Any NSF or Returned check payments will have a \$35.00 fee assessed to them for each one. To reinstate your service, the account balance must be paid in full. Cash or Money Order payments can be made at our office located at 402 E 4th Street, Waterloo, IA 50703. If you have had two (2) consecutive payments returned, you will no longer be able to use the payment method that the returned payments were associated with. This policy ensures reliable payment processing and uninterrupted service for all customers. For any questions or assistance, please contact Waterloo Fiber 319-291-0175.

Late Fee Policy

A \$25.00 late fee will be applied to accounts on the 15th of each month if any balance remains unpaid. This fee applies to all accounts with an outstanding balance at that time. A notification email will be sent on the 14th of the month to any account with an unpaid balance as a reminder. To avoid the late fee, the account balance must be **paid in full, resulting in a zero balance, by the end of the day on the 14th of the month.**

Canceling Services

To cancel Waterloo Fiber service, follow these steps:

1. Call or Visit Waterloo Fiber to have the services cancelled
2. Return Equipment – Bring all equipment to 402 E 4th Street, Waterloo, IA 50703
Monday-Friday 8AM-4:30PM
3. Billing Discontinuation – Billing stops once equipment is returned.
4. Lost/Damaged Equipment – You will be responsible for replacement costs.

Service Calls & Technical Support

If you experience technical issues, please contact our Technical Support team at 319-291-0175 option 2, Monday through Friday, 8:00 AM to 4:30 PM, to speak with one of our local support specialists. Outside of regular business hours, including evenings, weekends, and holidays, your call will be routed to our answering service. They can assist with basic troubleshooting over the phone, and if the issue cannot be resolved remotely, it will be escalated to our local team for follow-up for the next business day. If a technician visit is needed, a truck charge may apply.

Labor Rate for up to 2 hours	\$267.00
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When a Paid Service Call Applies

A paid service call applies when the issue is not caused by or related to Waterloo Fiber equipment, network, or service delivery.

What Is NOT Billable






No charge applies when the issue is caused by:




- Waterloo Fiber network outage
- Waterloo Fiber-owned ONT
- Installation defects or service issues within scope
- Waterloo Fiber-provided router (if applicable)

Waterloo Fiber Billing Timeline

Paperless Billing for Residential & Commercial Customers

All invoices are delivered by email to the address on file. May request for paper Bill to be mailed. Please keep your contact information up to date.

 Residential Billing Timeline		
Date	Status	Details
1st	 Invoice Issued	Invoices are emailed to the email address on file.
10th	 PAYMENT DUE	Payment is due in full. AutoPay processes (if enrolled).
15 th	 LATE	\$25 late charge applied to unpaid balance.
20 th	 SUSPENSION	Service suspended if unpaid. Charges continue to accrue.

 Commercial Billing Timeline		
Date	Status	Details
1st	 Invoice Issued	Invoices are emailed to the email address on file.
10th	 PAYMENT DUE	Payment is due in full. AutoPay processes (if enrolled).

Autopay Schedule		
10th	1st attempt for Residential/Commercial	
15th	2nd attempt for Residential/Commercial	

Bulk Accounts

In the event a customer has entered into a written service agreement or contract with Waterloo Fiber, the terms of that agreement shall govern and control with respect to billing, pricing, and payment terms. To the extent there is no conflict between the service agreement and these Billing Terms and Conditions, the service agreement shall supersede and prevail.

If your account is suspended, an online payment will automatically reinstate your service. If your account has been deactivated, you must call Waterloo Fiber to have services reactivated.