

# Letters To The Editor



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## NewWave Communications Transitioning New Billing System

OCTOBER 30TH 2018 BY DEE LOFLIN

### NewWave Communications Transitioning New Billing System

October 30, 2018

Dear Valued NewWave Business Customer,

This is a reminder that your NewWave Business statement will be formatted differently next month due to our transition to a new billing system. In addition to an updated layout, there are changes that could impact timely payment of your bill.

The changes are listed below:

- New Look & Layout
- New Account Number
- New Due Date (5-6 days earlier)
- Updated Auto-Pay Dates (12-13 days later)
- Updated Tax Calculations (may cause your bill to be slightly higher or lower)
- Updated Collections & Late Fee Policy
- Updated Non-Sufficient Funds Policy
- Consolidated Phone Fee for Phone Customers

Please note, due to our upgrade, NewWave's IVR phone payment option will be unavailable from Tuesday, October 30 at 11 PM CT through Tuesday, November 6 at 6 AM CT. In addition, NewWave's online payment site will be unavailable from

Wednesday, October 31 at 5 PM CT through Tuesday, November 6 at 6 AM. We apologize for the inconvenience.

Thank you for being a NewWave Business customer.

Sincerely,

Your Friends & Neighbors at NewWave Business

LAST UPDATED ON OCTOBER 30TH 2018 BY DEE LOFLIN

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