



WELCOME PACKET

OUR CONTACT INFORMATION

Customer Experience Center:
515-515-5000

Address:

617 Central Ave

Technical Support:

515-515-5111

24/7 Phone Payments:

888-991-2797

Email:

fiber@fortdodgefiber.com

Website:

www.FortDodgeFiber.com

Sign Up for Outage Alerts:

fortdodgefiber.instatus.com



Welcome to Fort Dodge Fiber

This Welcome Packet is designed to help you get the most out of your services and answer common questions about your account. You'll find important contact information, instructions for subscribing to outage alerts and scheduled maintenance notifications, and details about Customer Proprietary Network Information (CPNI) and account security.

We've also included information about our identity verification methods, billing schedule, understanding of your first prorated invoice, and the various ways you can make payments, including through our Customer Administration Portal.

Additionally, you'll find information on how service calls are handled, and how to contact our Technical Support team if assistance is needed. For customers with phone service, we've included a voicemail guide. Lastly, you will find the TV guides for each package included. We are committed to providing exceptional local service and support. Welcome to the Fort Dodge Fiber family!



WHAT IS A SECURITY PHRASE?

A security phrase is a word or phrase that only you and your authorized users know. It can be a 4- digit PIN, your favorite sports team, a pet's name, or anything that's easy for you to remember but hard for others to guess. You'll only need it when you call us with questions about your account.

UNDERSTANDING YOUR 1st INVOICE

Fort Dodge Fiber invoices a month in advance so you will notice your first invoice is prorated to include the entire future month as well as the days of service in the current month. You will always receive your invoice via email unless you opt in for mailed invoices for \$5.00/per mo.



CPNI & YOUR ACCOUNT

Customer Account Verification

Fort Dodge Fiber follows FCC regulations for Customer Proprietary Network Information (CPNI). This includes account details, optional services, and charges. For your protection, account information will only be shared after the customer verifies they are the account holder or an authorized user.

Identity Verification

In Person, Present a valid government-issued photo ID.
Over the Phone, Provide the CPNI security phrase, Verify a code sent by text to the phone number on the account, A team member may call the phone number back that is on file, and last resort, verify the last 4 of your SSN.

To add an authorized user to your account, call Fort Dodge Fiber at 515-515-5000.

Authorized users must either:

Know the account's CPNI security phrase when calling, or
Present a valid government-issued photo ID when visiting our office.

BILLING SCHEDULES & MORE..

Account Status	What You Need to Know
Suspended	Make an online payment to automatically restore service if you use Fort Dodge Fiber equipment.
Deactivated	Contact the Customer Experience Center to place a new service order. Payment will NOT automatically restore service if account is deactivated.
Avoid Deactivation	Past-due balances must be received by 5:00 PM on the last <u>business day</u> of the month to avoid deactivation and the \$30 reconnection charge.

WAYS TO PAY YOUR FORT DODGE FIBER BILL

By Mail

Send a check to: 617
Central Avenue, Fort
Dodge, IA 50501

In Person

Pay with cash, check,
debit, or credit card at our
Customer Experience
Center.

Hours: Monday–Friday
8 AM–5 PM

After-Hours Drop Box

Located behind City Hall.
Please do not leave cash or
equipment in the drop box.

Through Your Bank

Bank bill-pay services
typically mail a physical
check, which may cause
delays.

Customer Payment Portal

— Recommended

For the fastest and most
reliable payment, use the
Fort Dodge Fiber Customer
Payment Portal to help
avoid payment delays and
potential late charges.

*see next page for
instructions to log in to your
Online Payment Portal.

AUTOPAY SCHEDULES

Residential	Commercial
15th – 1st attempt	25th – 1st attempt
18th – 2nd attempt	28th – 2nd attempt
25th – 3rd attempt (if previous attempt failed)	15th – 3rd attempt (if previous attempt failed)
28th – 4th attempt (if previous attempts failed)	18th – 4th attempt (if previous attempts failed)

RESIDENTIAL BILLING TIMELINE

Date	Billing Action
1st	Invoice issued to the email associated with your account
15th	Due Date - Autopay if enrolled.
16th	1.5% late fee applied to balance due on the account
20th	Suspension
Last Day of the Month	Deactivation

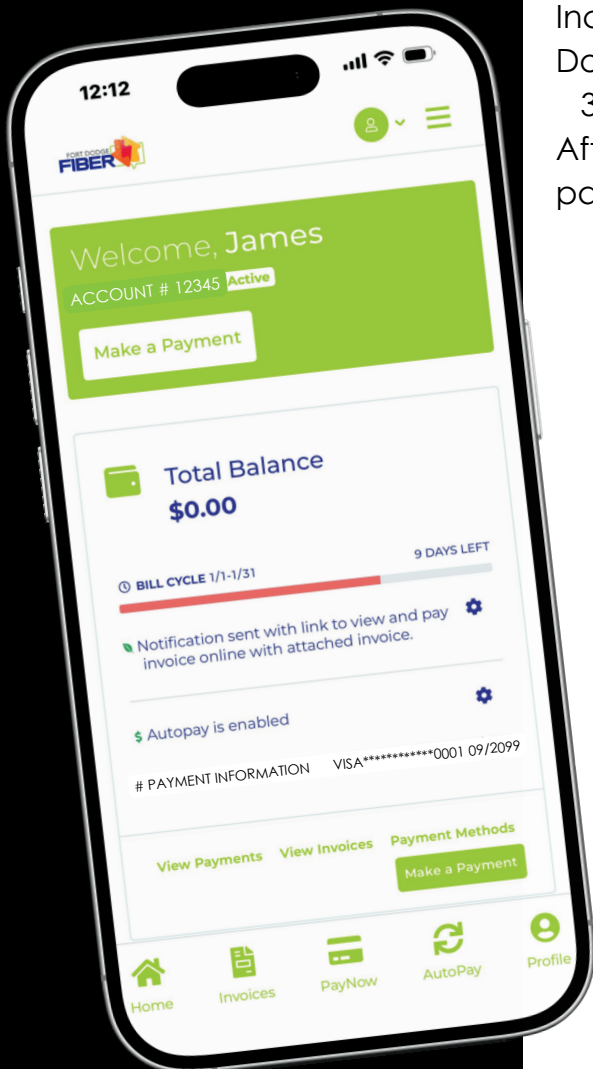
COMMERCIAL BILLING TIMELINE

Date	Billing Action
1st	Invoice issued to the email associated with your account
25th	Due Date - Autopay if enrolled.
Last Day of the Month	1.5% late fee applied to balance due on the account
60 Days Past Due	Suspension
90 Days Past Due	Deactivation

CUSTOMER PAYMENT PORTAL - MOBILE APP!



Download Our App Today — Available on iOS & Android



CUSTOMER PAYMENT PORTAL INFORMATION

Logging Into the Customer Portal for the First Time
(Using Your Email Invitation)

Check your email for an invitation from noreply@camvio.cloud.

1. Click Create Account.
2. Create a secure password.
Must be at least 8 characters
Include one uppercase letter
Include one number
Include one special character
Do not use the # symbol

3. Click Sign In to access your Customer Portal.
After creating your password, you will be redirected to the Sign In page. Log in using your email address (username) and password.

Logging Into the Customer Portal for the First Time
(Without an Email Invitation)

1. Visit www.fortdodgefiber.com.
2. Click Pay Your Bill.
3. Select Register Now.
4. Enter your Account Number and the email address associated with your account.
5. Create a secure password.
Must be at least 8 characters
Include one uppercase letter
Include one number
Include one special character
Do not use the # symbol
6. Click Sign In to access your Customer Portal.

Once your account has been created, you can download our App!

How to Change your Internet Plan

1. Sign in to your Customer Portal.
2. Click Manage Plan.
3. Select your new preferred internet plan.
4. Save changes



REMINDER !!

MAX Transaction limit of \$350.00 for credit/debit cards so will need 2 transactions to pay in full on the Customer Portal or in person.

Remember to update your payment method information if your card expires!

Need to change your email address or other contact information? Call 515-515-5000



How to Make a Payment

1. Sign in to your Customer Portal.
2. Click Pay Now.
3. Select your payment method from the dropdown menu.
4. If you have not added one yet, click Manage Payment Methods.
5. Click Add Payment Method and enter your payment information.

Accepted payment methods:

E-Check (ACH)

Debit Card

Credit Card

6. To use this payment method for future payments, select Set as Default Payment Method.
7. Click Add.
8. Return to the main screen and click Pay Now again.
9. Select your payment method, enter the payment amount, and click Submit Payment.

How to Set Up AutoPay

1. Sign in to your Customer Portal.
2. Click the AutoPay icon.
3. Toggle Enable AutoPay to On.
4. Select Manage Payment Methods.
5. If needed, click Add Payment Method and enter your payment information (E-Check, Debit Card, or Credit Card). Set it as your default payment method if desired.
6. Return to the AutoPay screen.
7. Select your saved payment method.
8. Click ENABLE to activate AutoPay.

Your payments will now be processed automatically on the 15th of each month using your selected default payment method.

Failed Payments Policy

Fort Dodge Fiber reserves the right to suspend services after three (3) consecutive returned payments. To reinstate your service, the account balance must be paid in full by cash. Cash payments can be made at our office located at 617 Central Avenue. If you have had three (3) consecutive payments returned, you will be required to make all payments in cash for a period of six (6) months. This policy ensures reliable payment processing and uninterrupted service for all customers. For any questions or assistance, please contact Fort Dodge Fiber Customer Experience Center at 515-515-5000.

SELECT WORRY-FREE WI-FI AND RECEIVE:

- Technician Service Fee waived. (charges for damaged equipment still apply)
- One Wi-Fi Extender for enhanced coverage.
- Improved technical support allows our technicians to remotely navigate your gateway for trouble shooting if needed.
- Guidance on the free Nokia Customer Network Management App to monitor your internet performance, view what devices are currently using your network, turn off/on access for specific devices and take control of screen time.

The Nokia Customer Network Management App is a Nokia product and is not an official Fort Dodge Fiber app. Fort Dodge Fiber does not develop or manage this application.



SERVICE CALLS & TECHNICAL SUPPORT

If you experience any technical issues, please contact our Technical Support team at 515-5155111, Monday through Friday, from 8:00 AM to 5:00 PM. During these hours, you will be connected with one of our local support specialists who can assist you. Outside of regular business hours, including evenings, weekends, and holidays, your call will be directed to our answering service. They can help with basic troubleshooting over the phone. If the issue cannot be resolved remotely, it will be escalated to our local team for follow-up on the next business day. Please note that if an on-site technician visit is required, a truck charge will apply.

Item Description	Rate
Technician Service Fee – includes 1 hour of labor	\$85.00
Labor Rate per hour during normal business hours – to be added onto initial Technician Service Fee.	\$50.00 per hour
Labor Rate per hour outside of normal business hours – to be added onto initial Technician Service Fee.	\$100.00 per hour

Lost/Damaged/Stolen Equipment	Rate
Nokia ONT/Gateway	\$250.00
ONT Power Supply	\$15.00
Wi-Fi Mesh Extender	\$100.00
8hr Battery Back-Up	\$100.00
Fiber Jumper Replacement (+ 20% restocking fee)	\$0.75 per foot
Fiber Drop Replacement	Varies by foot

VOICEMAIL GUIDE

INITIAL SETUP (*62)

The first time you call your voicemail box or dial *62, you will be prompted to set a pass code to access your voicemail and to record your personalized name. Pass codes should be 4-to-8 digits. When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.'

Once you have completed the setup, you can record greetings and access your voicemails.

LISTEN TO YOUR MESSAGES

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- 2 - To repeat the message
- 4 - To go back to the previous message
- 5 - To play back the message envelope
- 6 - To go to the next message
- 7 - To erase the message
- 8 - To call back this caller
- # - To save the message

While listening to a message, you can choose the following options to control the playback

- 2 - To pause and un-pause message playback
- 3 - To skip ahead in the playback
- 4 - To restart the message from the beginning
- 6 - To skip ahead to the end of the message

To register your number or remove it from the Do-Not-Call Registry, call 1-888-382-1222 or visit www.donotcall.gov.

BATTERY BACKUP

BACKUP POWER FOR PHONES DURING POWER OUTAGES

In the event of a power outage, a battery backup is required to keep your digital voice service operational. This battery backup provides up to 8 hours of power to your ONT/Gateway, enabling corded landline phones to function and maintain access to 911 emergency services during the outage. Fort Dodge Fiber technicians will install the battery backup to your ONT/Gateway.

IMPORTANT FOR CUSTOMERS WITH MEDICAL ALERT DEVICES

If you rely on Life Alert or similar medical monitoring systems, it is essential to have a battery backup in place to maintain service during power outages.

BATTERY BACKUP COST PER MONTH:

8-hour battery backup: \$4.00/month

Call 515-515-5000 to add this to your plan!

LOST/DAMAGED EQUIPMENT FEE:

Replacement fee for an 8-hour battery backup: \$100.00

CHANNEL GUIDE

#	ESSENTIAL TV
2	KFPX ION
5	WOI ABC
8	KCCI CBS
11	KDIN PBS
13	WHO NBC
16	WHO DT4 Weather
17	KDSM FOX
23	KCWI CW
28	KCWI 4 Quest
29	KCWI 5 Get TV
71	IHSSN
73	IHSSN2
115	CSPAN
116	CSPAN2
171	HSN
172	QVC
221	INSP
257	EWTN
258	TBN
968	Bounce
969	Grit
970	Laff
971	Ion Mystery
972	Court TV
975	WOI 4 The Nest
985	KDMI TCT
986	WHO2 Rewind TV

987	WHO3 Antenna TV
988	KCCI2 MeTV
989	KDIN PBS KIDS
990	KDIN PBS World
992	KDSM2 Comet
993	KDSM3 Charge
995	WOI2 True Crime
997	KDSM4 TBD
998	KDIN PBS Create
999	KCCI3 MyNet/Heroes&Icons
1004	FD Fiber Local Ch
#	ESSENTIAL PLUS
30	ESPN
31	ESPN2
50	FS1
61	Big Ten Network Overflow1
62	Big Ten Network Overflow2
66	Big Ten Network
70	MLB Network
75	News Nation
76	TBS
77	TNT
78	FX
79	USA
81	Syfy
85	A&E
86	truTV
87	BET

89	Paramount Network
90	FXX
91	Comedy Central
93	E!
99	The Weather Channel
102	Fox News Channel
103	NewsMax
104	CNN
105	HLN
107	MSNBC
111	CNBC
112	Fox Business
123	Nickelodeon
131	Cartoon Network
133	Disney Channel
138	Freeform
144	Discovery
145	MotorTrend
149	National Geographic
153	Animal Planet
156	Investigation
160	History
167	GSN
177	Lifetime
179	Lifetime Movie Net
182	Oxygen
188	OWN
189	TLC

CHANNEL GUIDE

190	Bravo
199	HGTV
202	Food Network
205	Travel Channel
209	RFD TV
211	Hallmark Channel
212	Hallmark Mystery
220	TV Land
226	AMC
233	MTV
242	VH1
248	CMT
801-850	Music Choice
#	SPORTS & NEWS
32	ESPNNews
33	ESPNU
39	NFL Network
43	Tennis Channel
44	Golf Channel
45	Cowboy Channel
46	SEC Network
47	Outdoor Channel
48	Pursuit Channel
51	FS2
52	CBS Sports Network
72	RACER
106	CNN International
108	CNBC World

#	FAMILY FAVORITES
124	Nick Jr.
126	Nick2
127	Nick Toons
129	Boomerang
134	Disney Jr
136	Disney XD
140	Teen Nick
143	Discovery Family
150	Nat Geo WILD
154	Destination America
155	Science
157	American Heroes
175	Discovery Life
200	Magnolia Network
203	Cooking Channel
210	Family Entertainment TV
213	Hallmark Family
236	Nick Music
247	Great American Family
#	MOVIES & MUSIC
83	BBC America
88	AXS
159	Military History
161	Viceland
163	FYI
178	Lifetime Real Women
183	WeTV

214	FXM
216	Logo
217	Reelz
218	Crime & Investigation
222	TMC
225	HD Net
227	IFC
228	Sundance
234	MTV2
235	BET Jams
238	BET Her
239	MTVU
243	MTV Classic
244	BET Soul
245	BET Gospel
246	Tr3s
249	CMT Music
#	FAVORITES en ESPANOL
260	Discovery en Espanol
261	Discovery Familia
262	ESPN Deportes
263	Telemundo
264	Universo

Residential Internet + Voice

Real fiber. Real local service. Real connection you can count on!

100% Fiber directly to your home	Symmetrical speeds No data caps	No Contracts No modem rental	Local Support Right here in Fort Dodge
----------------------------------	------------------------------------	---------------------------------	--

Residential Internet

100Mbps \$75/month 100Mbps down 100Mbps up	500Mbps \$85/month 500Mbps down 500Mbps up	POPULAR 1Gig \$95/month 1,000Mbps down 1,000Mbps up	5Gig \$125/month 5,000Mbps down 5,000Mbps up
---	---	--	---

Unlimited data. Wi-Fi 6 gateway included with each residential plan.

Residential Voice

SERVICE	MONTHLY PRICE	INCLUDES
Standard Phone	\$20/month	Unlimited local + long-distance calling within the continental U.S.
Phone + HomeXtend App	\$25/month	Includes HomeXtend App to answer calls remotely.

Worry-Free Wi-Fi — \$10/month

Includes one Wi-Fi extender, a waived technician service-visit charge, and enhanced remote gateway support with guidance on the free to download Nokia Wifi App.

Additional Extender — \$5/month ea.

Battery Backup-Up — \$4/month

The battery back-up provides up to 8-hours of back-up power to the Wi-Fi 6 gateway Gateway.

Static IP Address — \$10/month ea.

Business Internet + Voice

Real fiber. Real local service. Real connection you can count on!

**100% Fiber directly
to your business**

**Symmetrical speeds
No data caps**

**No Contracts
No modem rental**

**Local Support Right
here in Fort Dodge**

**Unlimited data. Wi-Fi 6 gateway with remote support and
PRIORITY RESTORATION included with each Business plan.**

Business Internet

POPULAR 250Mbps \$125/month 250Mbps down 250Mbps up	500Mbps \$250/month 500Mbps down 500Mbps up	1Gig \$500/month 1,000Mbps down 1,000Mbps up	5Gig \$750/month 5,000Mbps down 5,000Mbps up
--	--	---	---

Business Voice

SERVICE	MONTHLY PRICE	INCLUDES
Preferred Line	\$40/month OR \$20/mo when added to a BUNDLE	Unlimited local + long-distance calling within the continental U.S.
Premium Line + nCommand Mobile App	\$45/month OR \$25/mo when added to a BUNDLE	Includes nCommand Plus Mobile App to answer calls remotely.

RealBiz Bundles

SERVICE	MONTHLY PRICE	INCLUDES
250 Mbps	\$170/mo.	• 250/250 • 2 RealBiz Premium phone lines
500 Mbps	\$310/mo.	• 500/500 • 2 RealBiz Premium phone lines
1 Gig	\$550/mo.	• 1,000/1,000 • 2 RealBiz Premium lines
5 Gig	\$550/mo.	• 5,000/5,000 • 2 RealBiz Premium lines

Home Biz Bundles Available. Learn More at www.FortDodgeFiber.com

www.FortDodgeFiber.com | 515-515-5000 | 617 CENTRAL AVE



Your installation is complete!

Here's what you need to know or keep record of:

What's my Wi-Fi name and password?

Your Answer:

What's my Fort Dodge Fiber account number?

Your Answer:

What's my Security Phrase for when I call into the office?

Your Answer:

Customer Experience Center

Phone Number: 515-515-5000

Address: 617 Central Ave

24/7 Technical Support: 515-515-5111

24/7 Phone Payments: 888-991-2797

Email: fiber@fortdodgefiber.com

Website: www.FortDodgeFiber.com

Sign Up for Outage Alerts:

fortdodgefiber.instatus.com

