

Last updated: January 2022



WIRED

Customer Hub User Guide

WIRED Customer Hub

Make

John Doe

Account Info

Account Number: 1038

Last Invoice Date: 05/04/2021

Last Payment: \$1.00

Credit Balance: \$0.00

Last Payment Date: 07/29/2021

Technical Support

Payments

Payment Date	Payment Method	Invoice Number	Payment Amount
07/29/2021	Electronic		
07/29/2021	Electronic		
07/20/2021	Electronic		
07/19/2021	Electronic		
07/19/2021	Electronic		

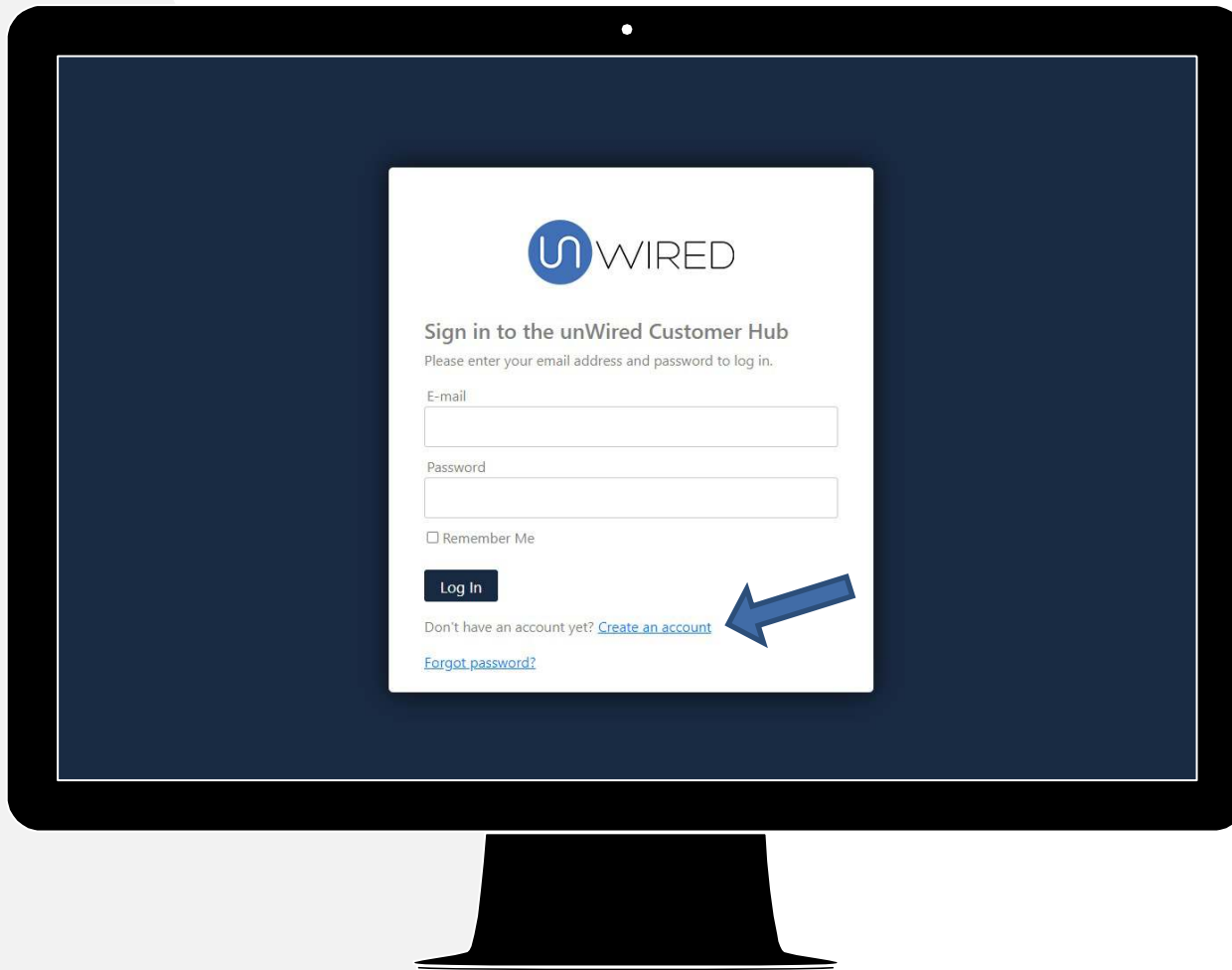
Index

Create an account.....	3
Add a credit/debit card.....	8
Add a bank account.....	11
Make a payment.....	14
Change default payment method.....	18
Delete a payment method.....	21
Edit account contacts.....	24
Download invoices.....	28
Edit billing info.....	31
Refer-A-Friend.....	35
Get support.....	41

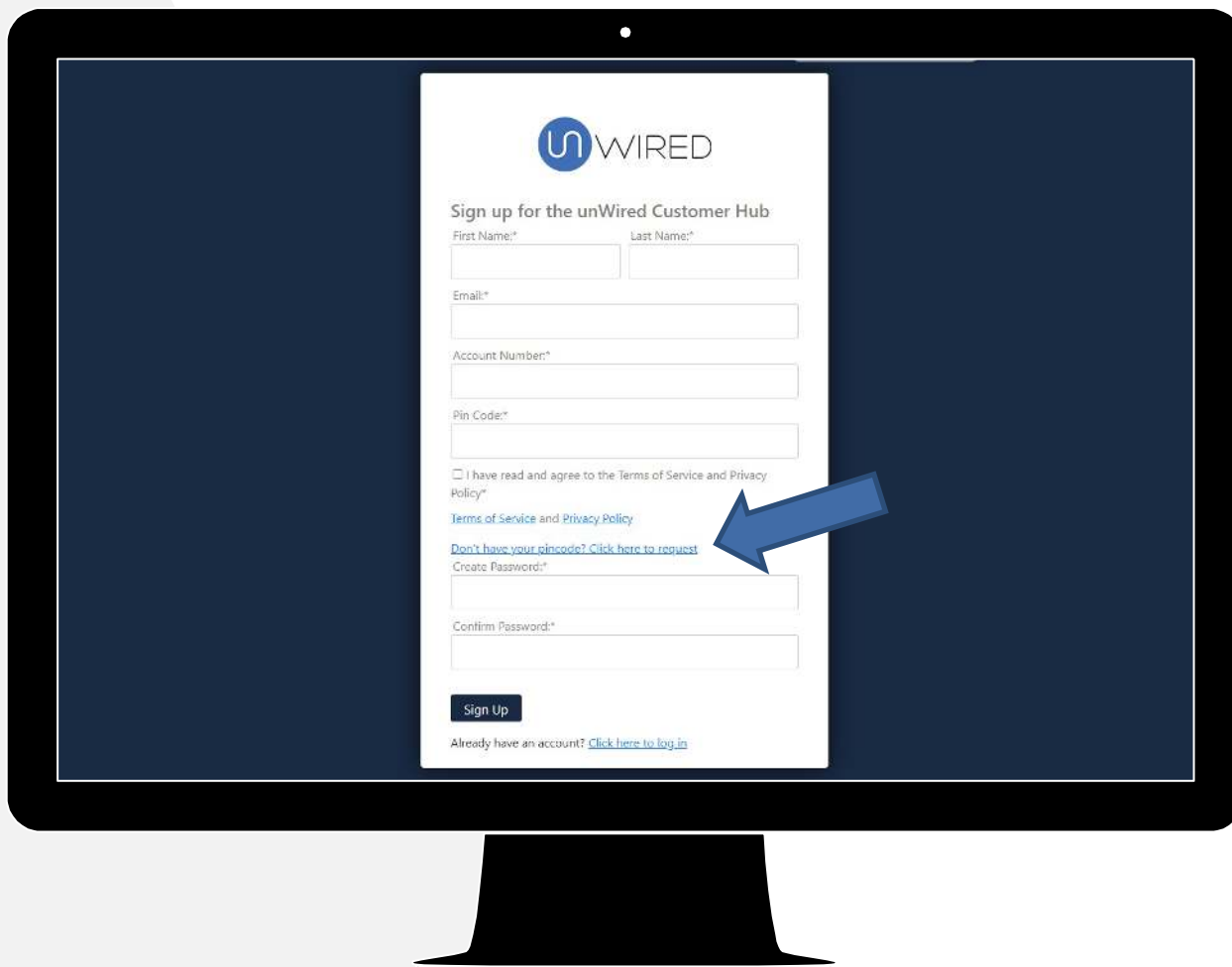
The Customer Hub is a self-service portal for unWired customers, that allows you to access account information, make changes to your payment settings, refer your friends and more.

For further assistance with the unWired Customer Hub, please email hello@getunwired.com.

Create an account



Go to hub.myunwired.com and click *Create an account*.



unWIRED

Sign up for the unWired Customer Hub

First Name:* Last Name:*

Email:*

Account Number:*

Pin Code:*

☐ I have read and agree to the Terms of Service and Privacy Policy*

[Terms of Service and Privacy Policy](#)

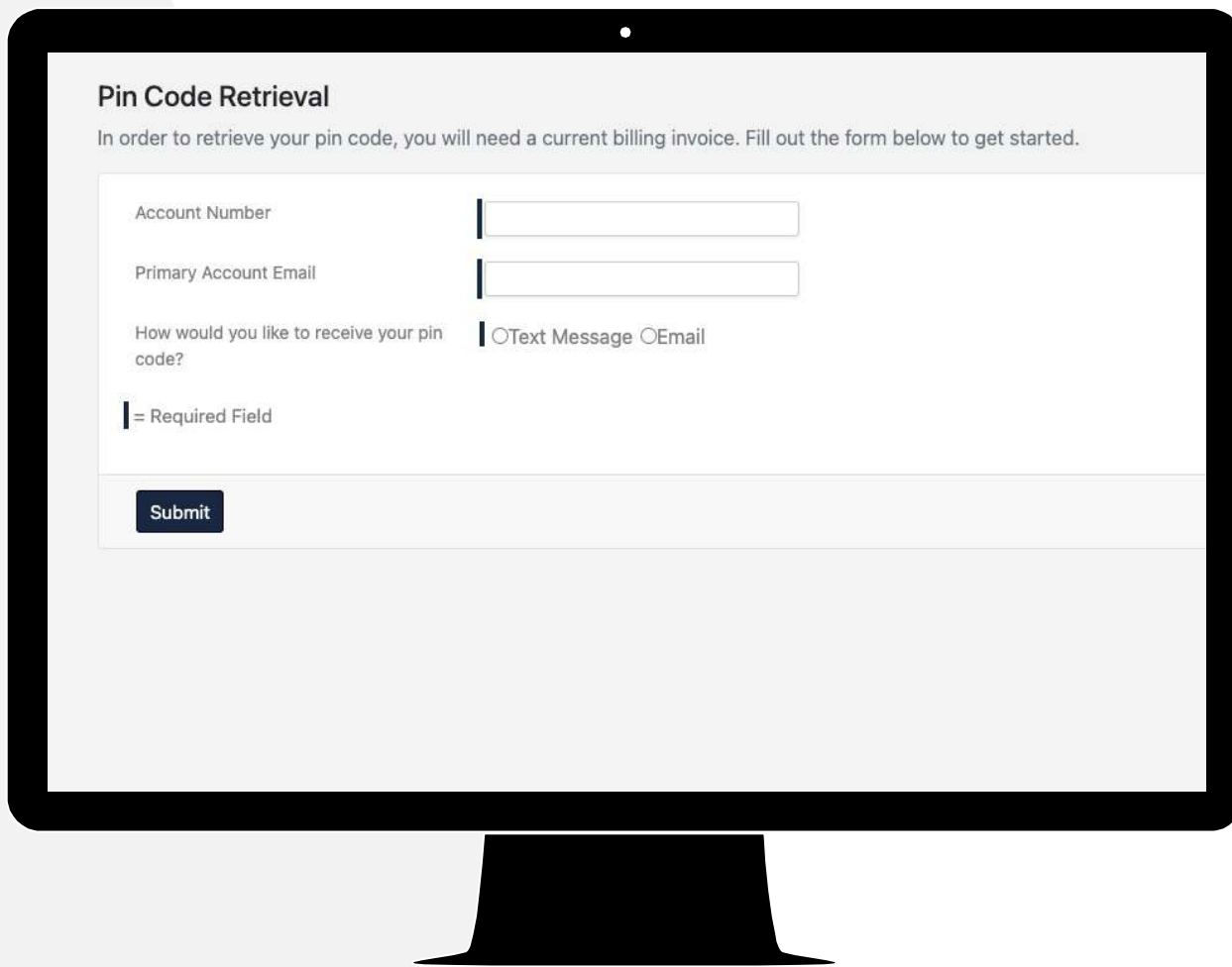
[Don't have your pincode? Click here to request](#)

Create Password:*

Confirm Password:*

Already have an account? [Click here to log in](#)

Fill out the form to create your account. In order to request your pincode, select *Don't have your pincode? Click here to request*



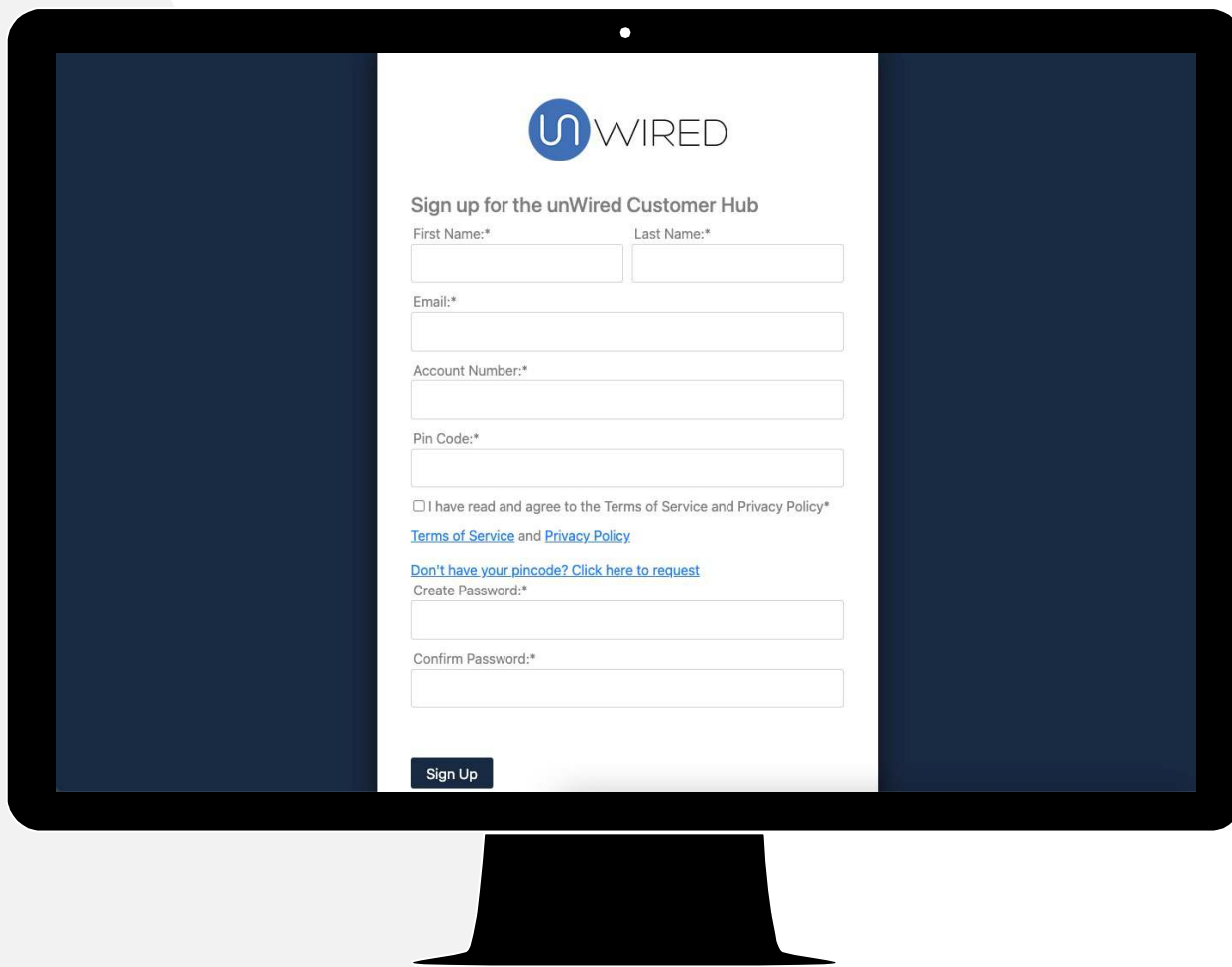
Pin Code Retrieval

In order to retrieve your pin code, you will need a current billing invoice. Fill out the form below to get started.

Account Number	<input type="text"/>
Primary Account Email	<input type="text"/>
How would you like to receive your pin code?	<input type="radio"/> Text Message <input type="radio"/> Email

☐ = Required Field

Provide your account number, email address associated with your account and select whether you want to receive your pincode via text message or email.



The image shows a computer monitor with a black bezel and stand. The screen displays the unWired Customer Hub sign-up form. The form is centered on a white background, flanked by dark blue vertical bars. At the top of the form is the unWIRED logo, consisting of a blue circle with a white 'u' inside, followed by the word 'WIRED' in a sans-serif font. Below the logo is the heading 'Sign up for the unWired Customer Hub'. The form contains several input fields: 'First Name:*' and 'Last Name:*' (two separate boxes), 'Email:*' (one box), 'Account Number:*' (one box), and 'Pin Code:*' (one box). Below these fields is a checkbox labeled 'I have read and agree to the Terms of Service and Privacy Policy*'. Under the checkbox are two links: 'Terms of Service' and 'Privacy Policy'. Below the links is a link that says 'Don't have your pincode? Click here to request'. Then there are two more input fields: 'Create Password:*' and 'Confirm Password:*'. At the bottom of the form is a dark blue button with the text 'Sign Up' in white.

unWIRED

Sign up for the unWired Customer Hub

First Name:* Last Name:*

Email:*

Account Number:*

Pin Code:*

☐ I have read and agree to the Terms of Service and Privacy Policy*

[Terms of Service](#) and [Privacy Policy](#)

[Don't have your pincode? Click here to request](#)

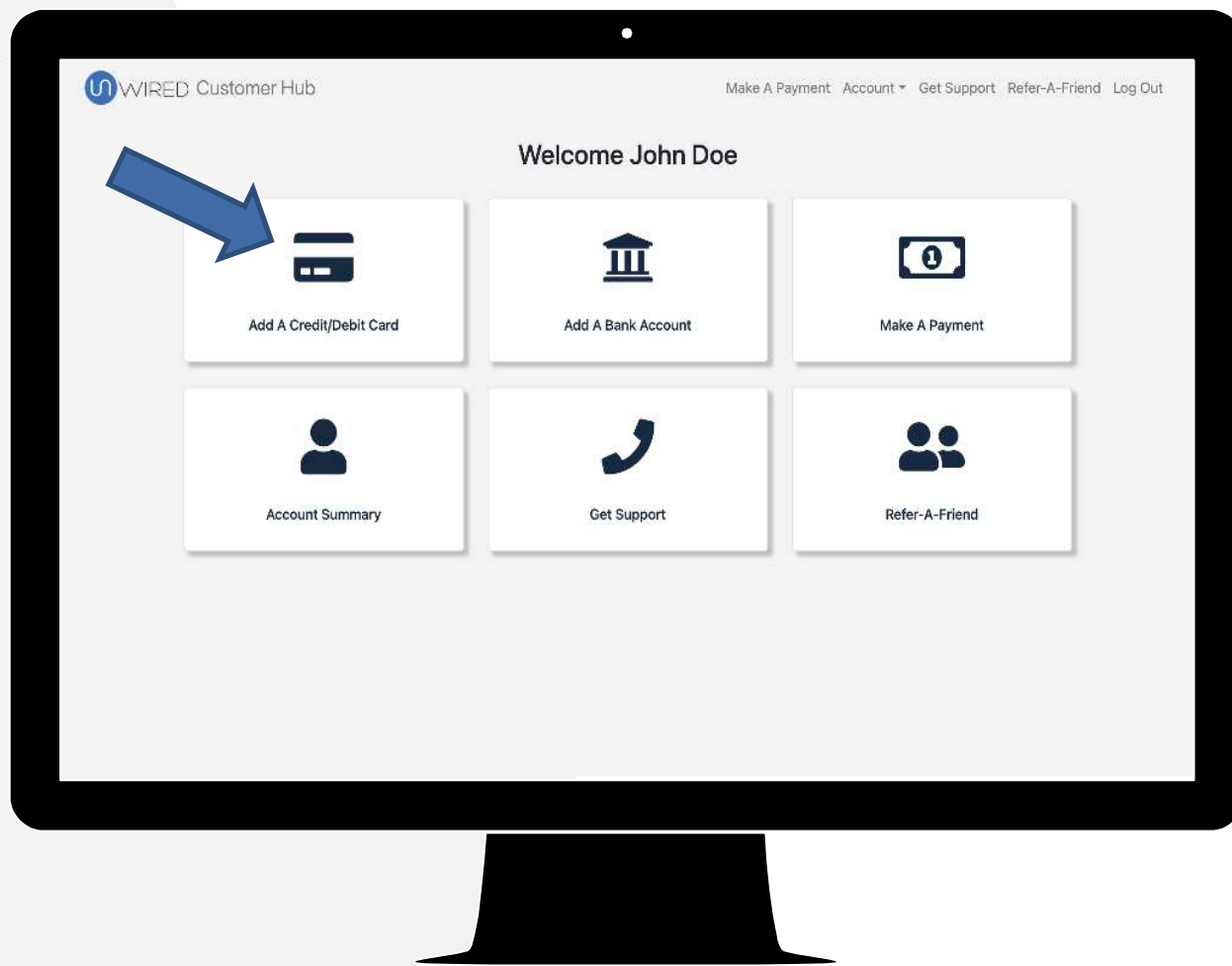
Create Password:*

Confirm Password:*

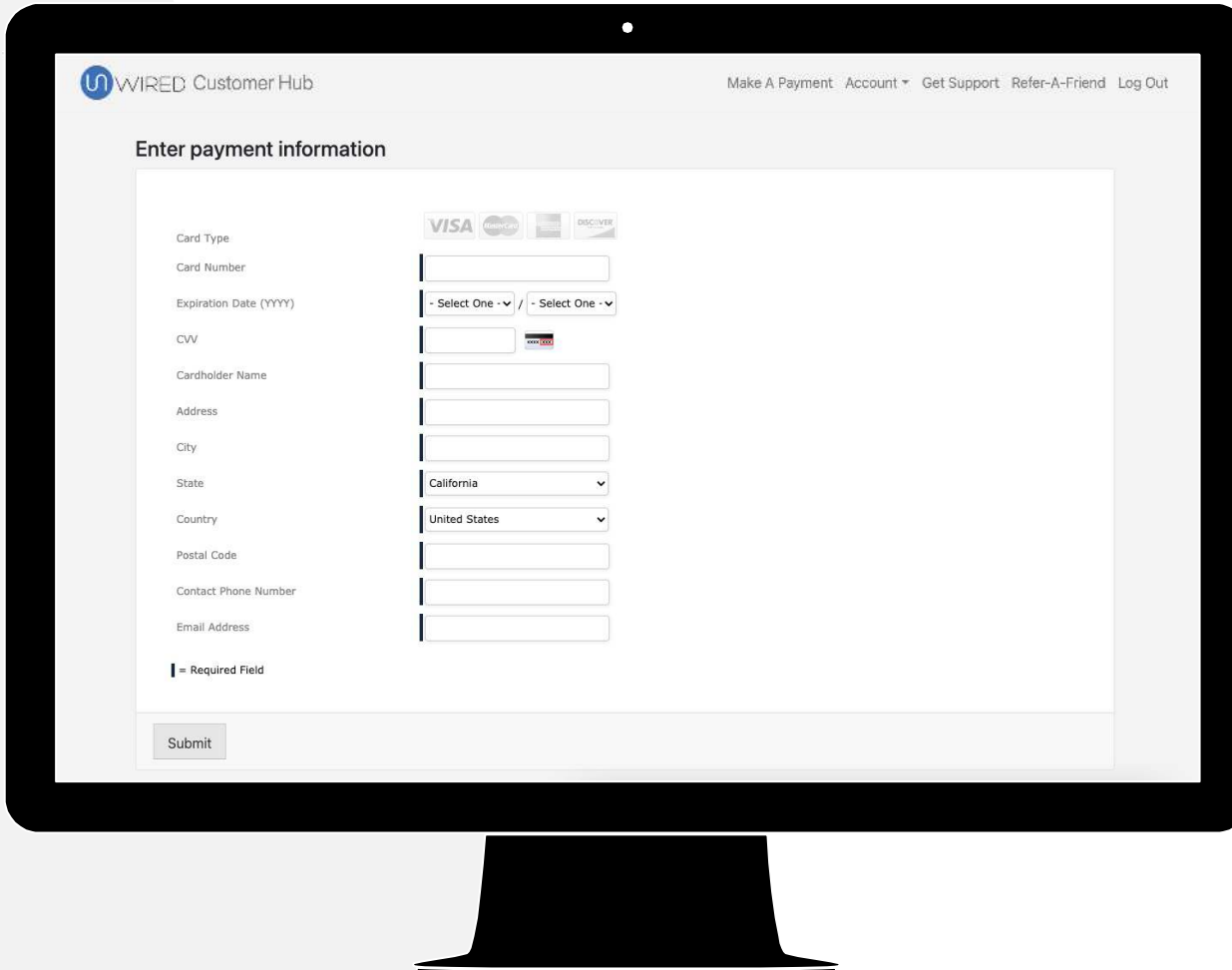
Sign Up

Once you received your pincode, finish the sign up form and click *Sign Up*.

Add a credit/debit card



To add your credit/debit card, click *Add A Credit/Debit Card* from the Customer Hub home page.



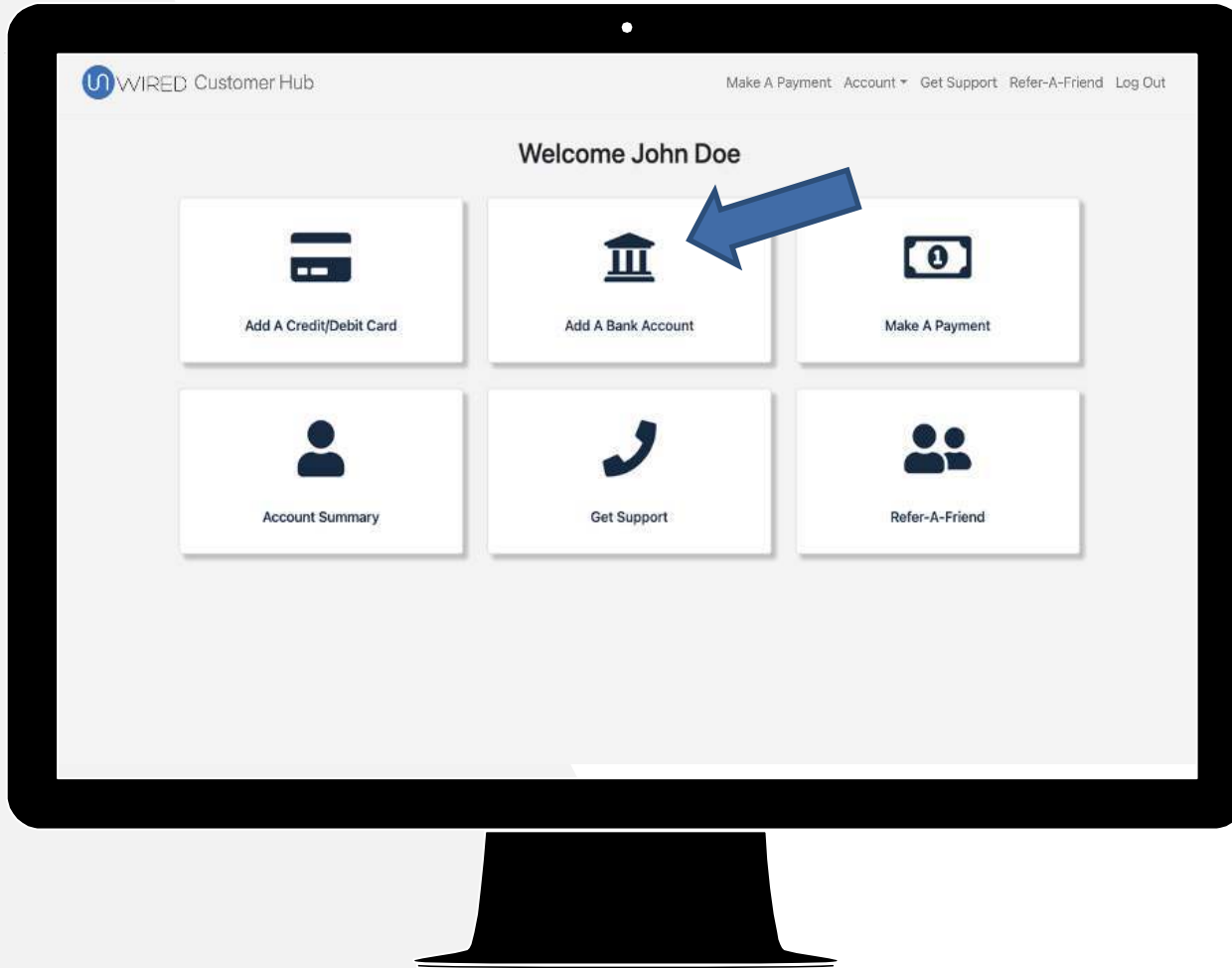
The image shows a computer monitor displaying the UNWIRED Customer Hub interface. The page title is "UNWIRED Customer Hub". In the top right corner, there are links: "Make A Payment", "Account", "Get Support", "Refer-A-Friend", and "Log Out". The main heading is "Enter payment information". Below this, there is a form with the following fields:

- Card Type: A dropdown menu with icons for VISA, MASTERCARD, AMEX, and DISCOVER.
- Card Number: A text input field.
- Expiration Date (YYYY): Two dropdown menus, each with "- Select One -" as the placeholder.
- CVV: A text input field with a small CVV icon to its right.
- Cardholder Name: A text input field.
- Address: A text input field.
- City: A text input field.
- State: A dropdown menu with "California" selected.
- Country: A dropdown menu with "United States" selected.
- Postal Code: A text input field.
- Contact Phone Number: A text input field.
- Email Address: A text input field.

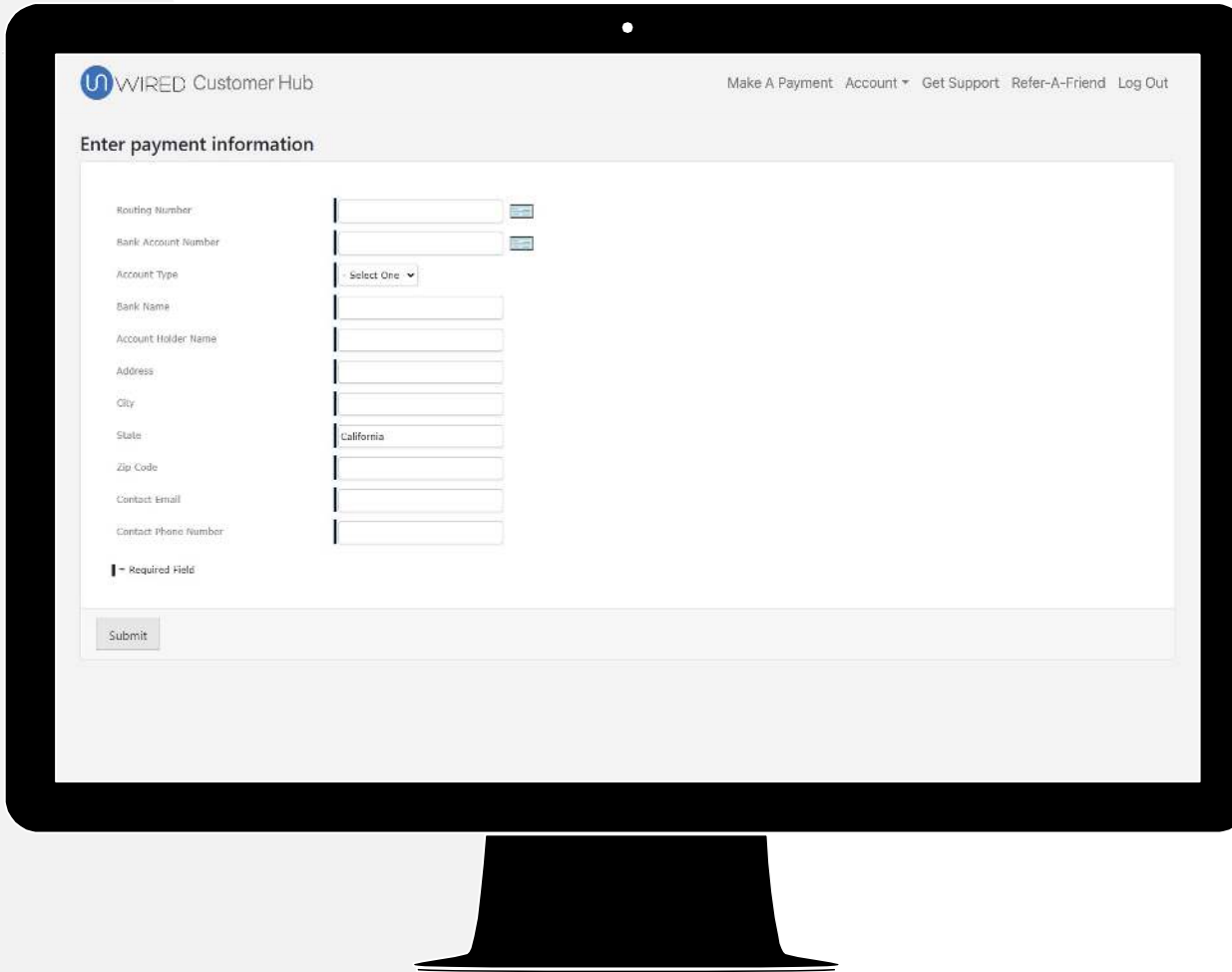
Below the form fields, there is a legend: "Required Field" with a small vertical bar icon. At the bottom left of the form, there is a "Submit" button.

Fill out your credit card information and click *Submit*.

Add a bank account



To add your bank account, which will allow you to pay via e-check or ACH, click *Add A Bank Account* on the Customer Hub home page.



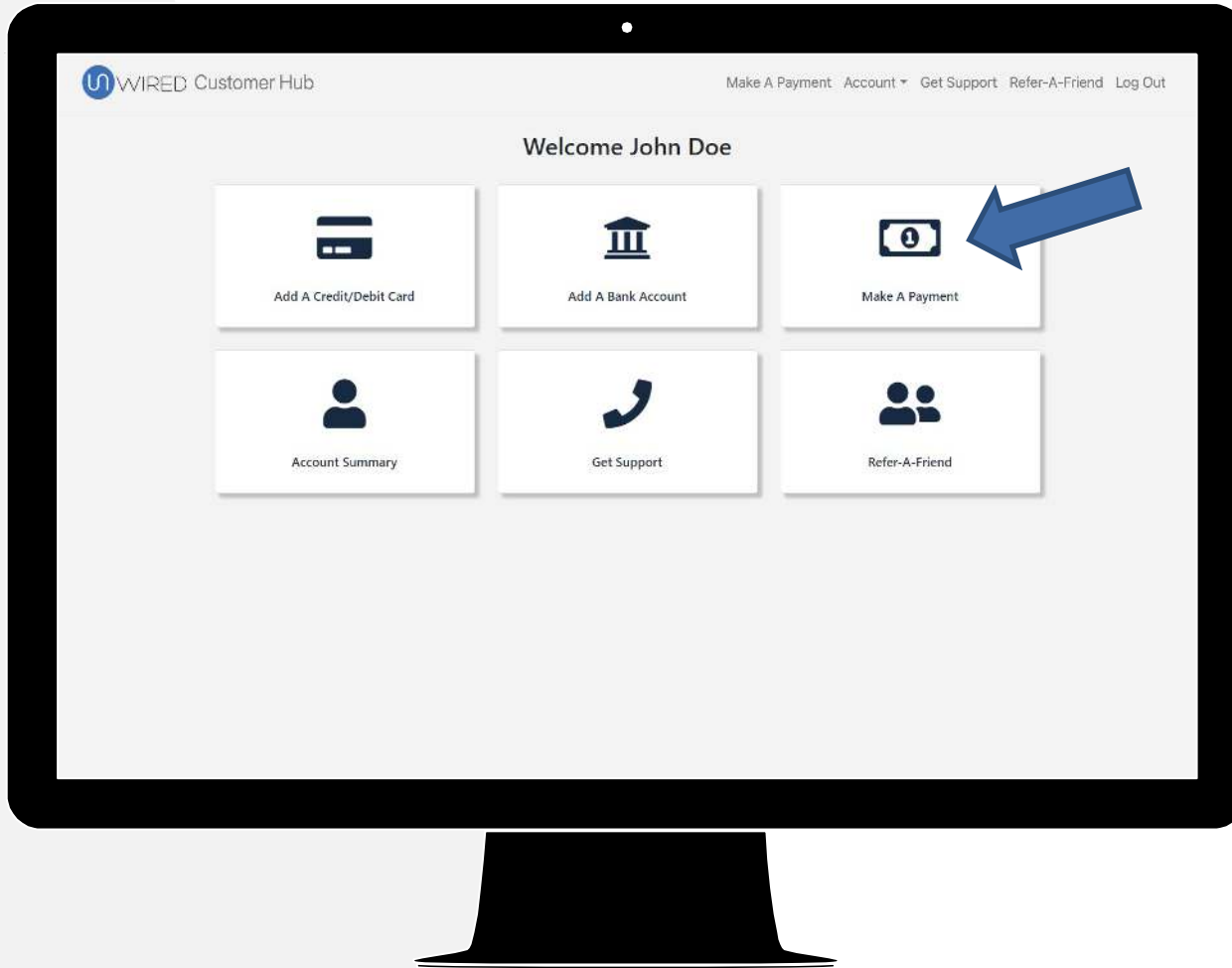
The image shows a computer monitor displaying a web form titled "UNWIRED Customer Hub". The form is titled "Enter payment information" and contains the following fields:

- Routing Number:
- Bank Account Number:
- Account Type:
- Bank Name:
- Account Holder Name:
- Address:
- City:
- State:
- Zip Code:
- Contact Email:
- Contact Phone Number:

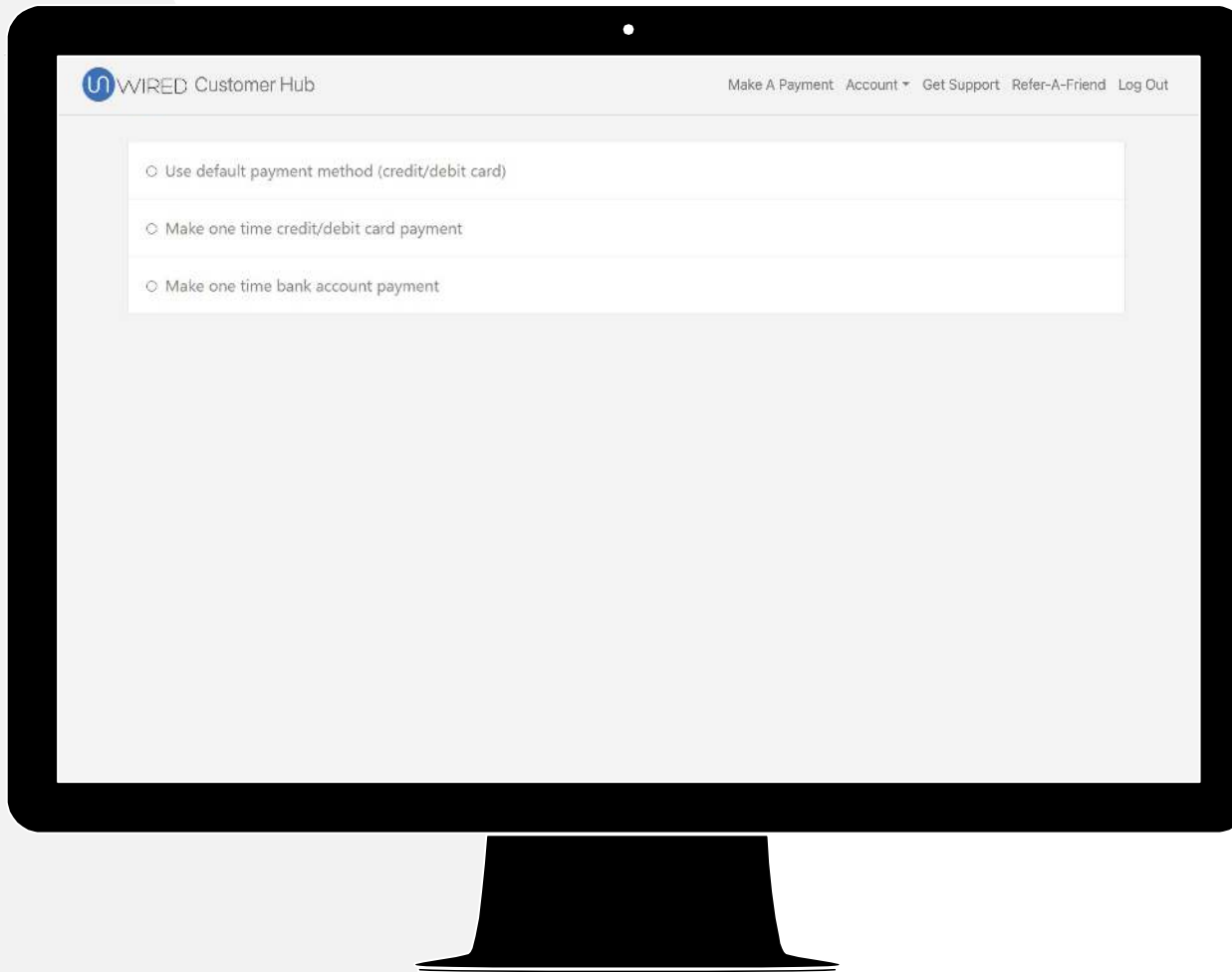
Below the fields, there is a legend: ☒ Required Field. At the bottom left of the form, there is a "Submit" button.

Enter your bank account information and click *Submit*.

Make a payment



To make a payment, click *Make A Payment* from the Customer Hub home page.



Select your payment method. You can use your saved default payment method or you can enter a new credit/debit card or bank account to make a one-time payment.

UNWIRED Customer Hub

Make A Payment Account Get Support Refer-A-Friend Log Out

Select payment option [Manage your current payment method](#)

Invoice number	Invoice due date	Invoice amount	Invoice balance
<input type="radio"/> INV01055080	05/04/2021	\$1.00	\$1.00
<input type="radio"/> INV01055079	05/04/2021	\$1.00	\$1.00
<input type="radio"/> INV01065651	05/21/2021	\$25.00	\$25.00
<input type="radio"/> INV01076216	06/23/2021	\$25.00	\$25.00
<input type="radio"/> INV01097200	07/21/2021	\$184.20	\$184.20

Payment amount

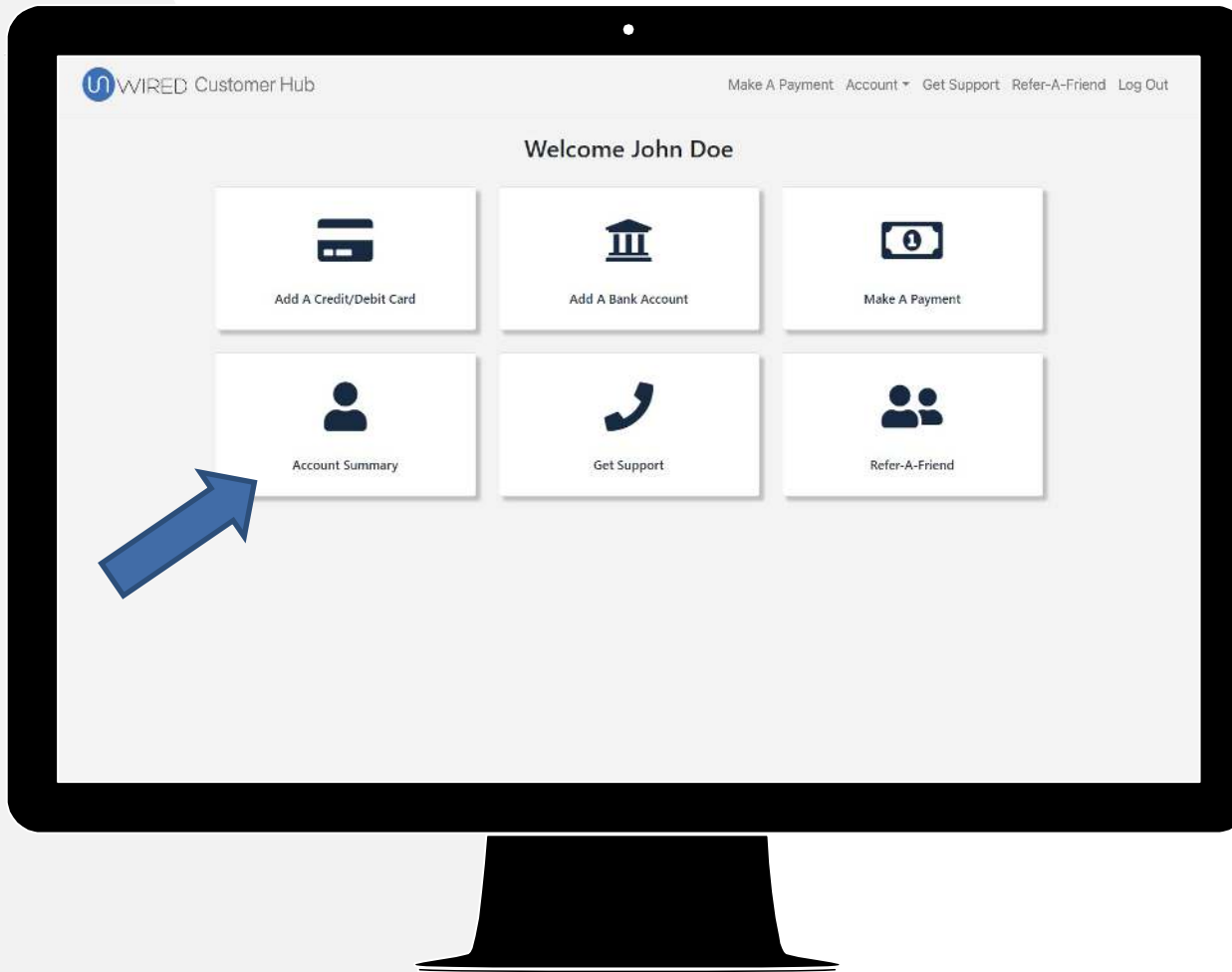
☐ Pay current balance \$0

☐ Pay partial amount \$

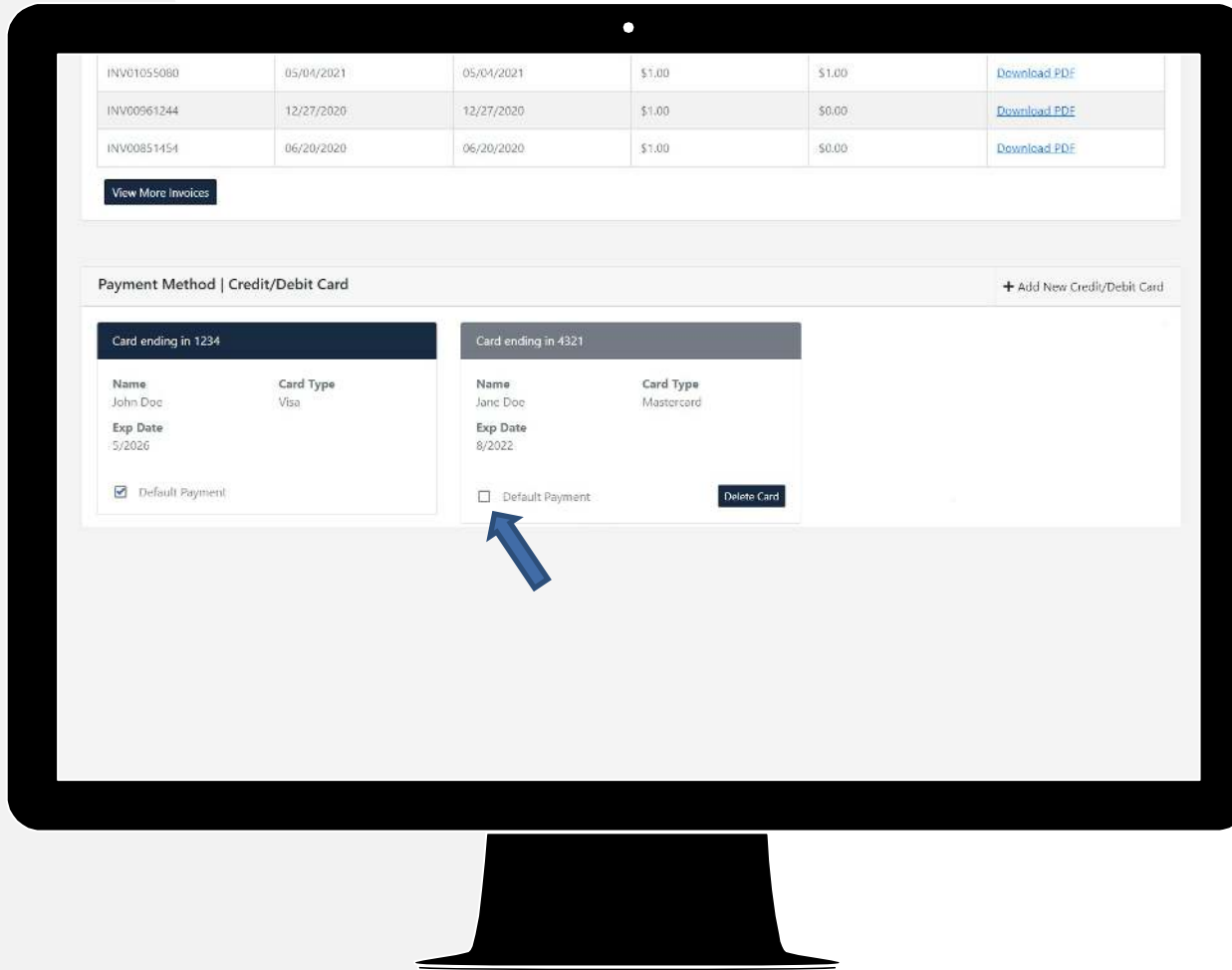
Next

Select which invoice you would like to pay, the amount that you would like to pay and click *Next*.

Change default payment method



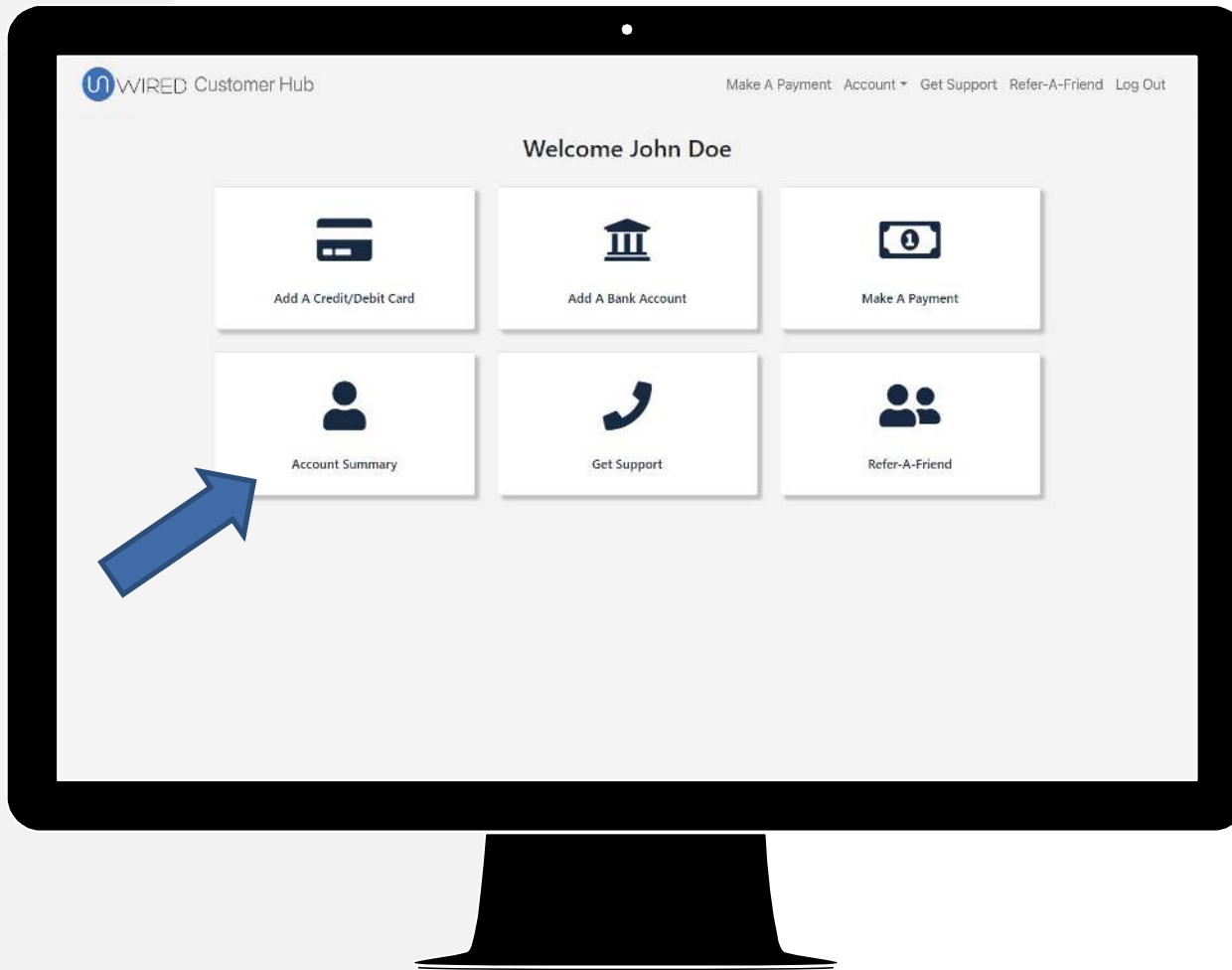
To change your default payment method, click *Account Summary* from the Customer Hub home page.



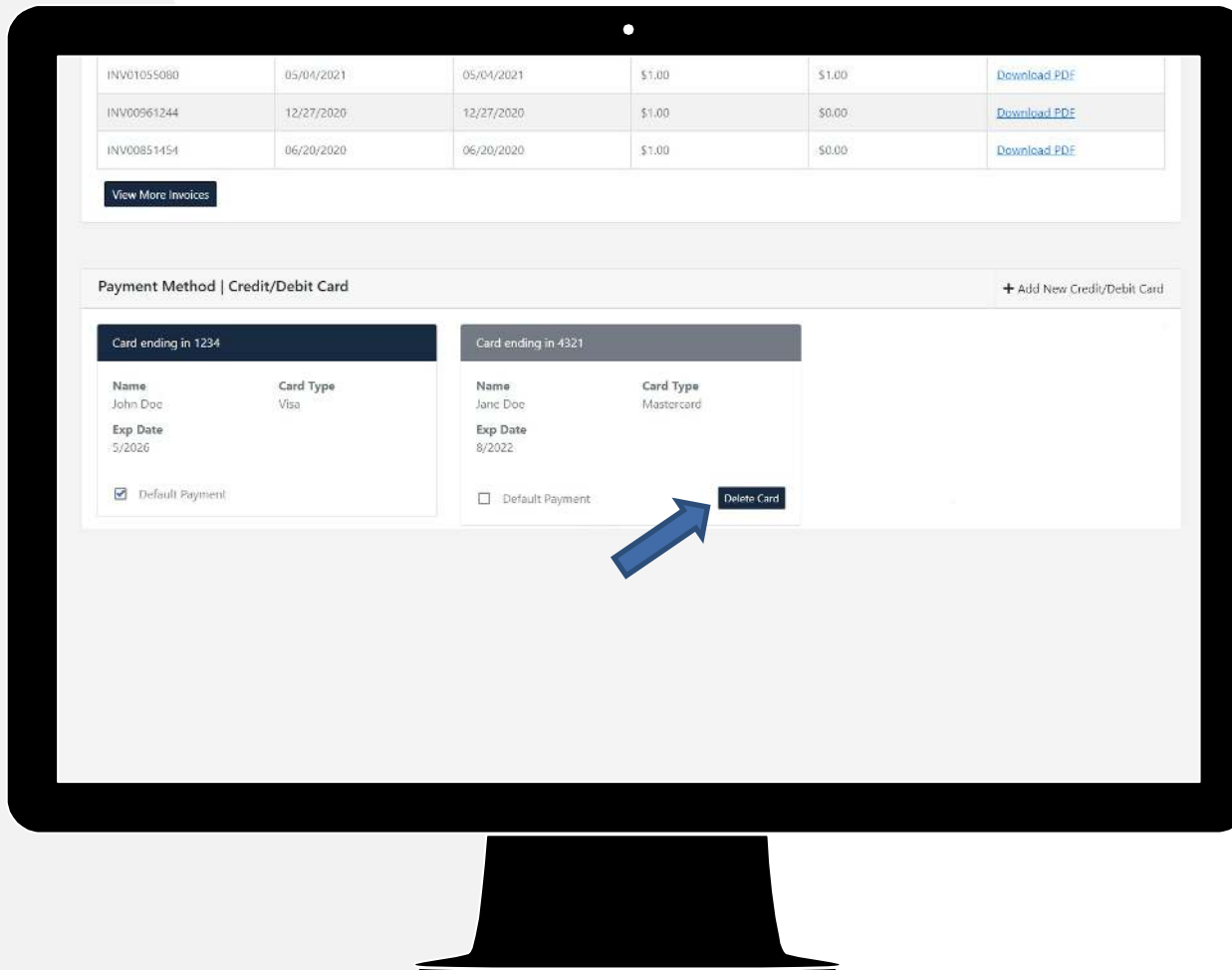
Scroll to the Payment Method section and check the *Default Payment* box next to your new default payment method.

Please note that you must have at least 2 payment methods saved in order to change your default payment method.

Delete a payment method



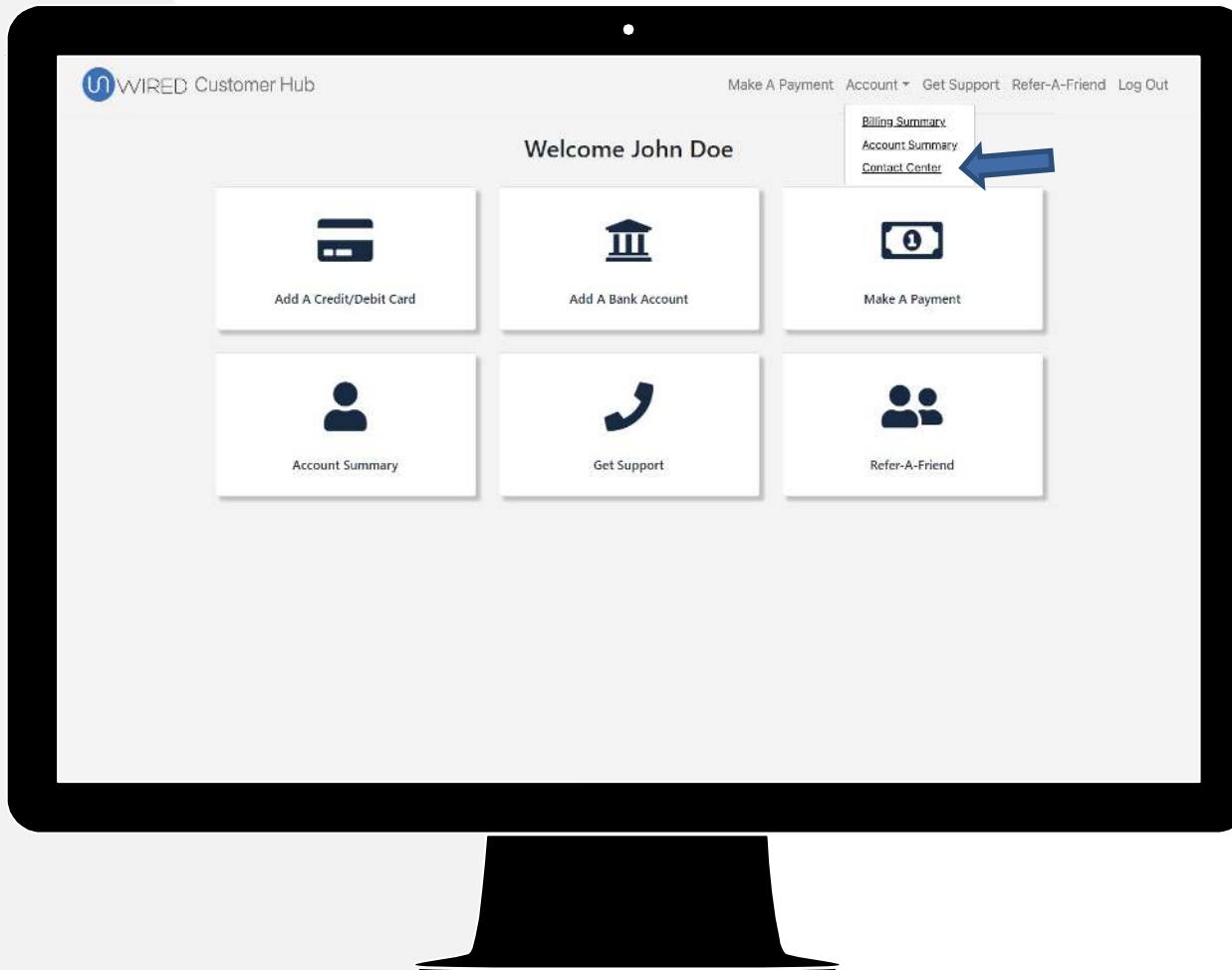
To delete a default payment method, click *Account Summary* from the Customer Hub home page.



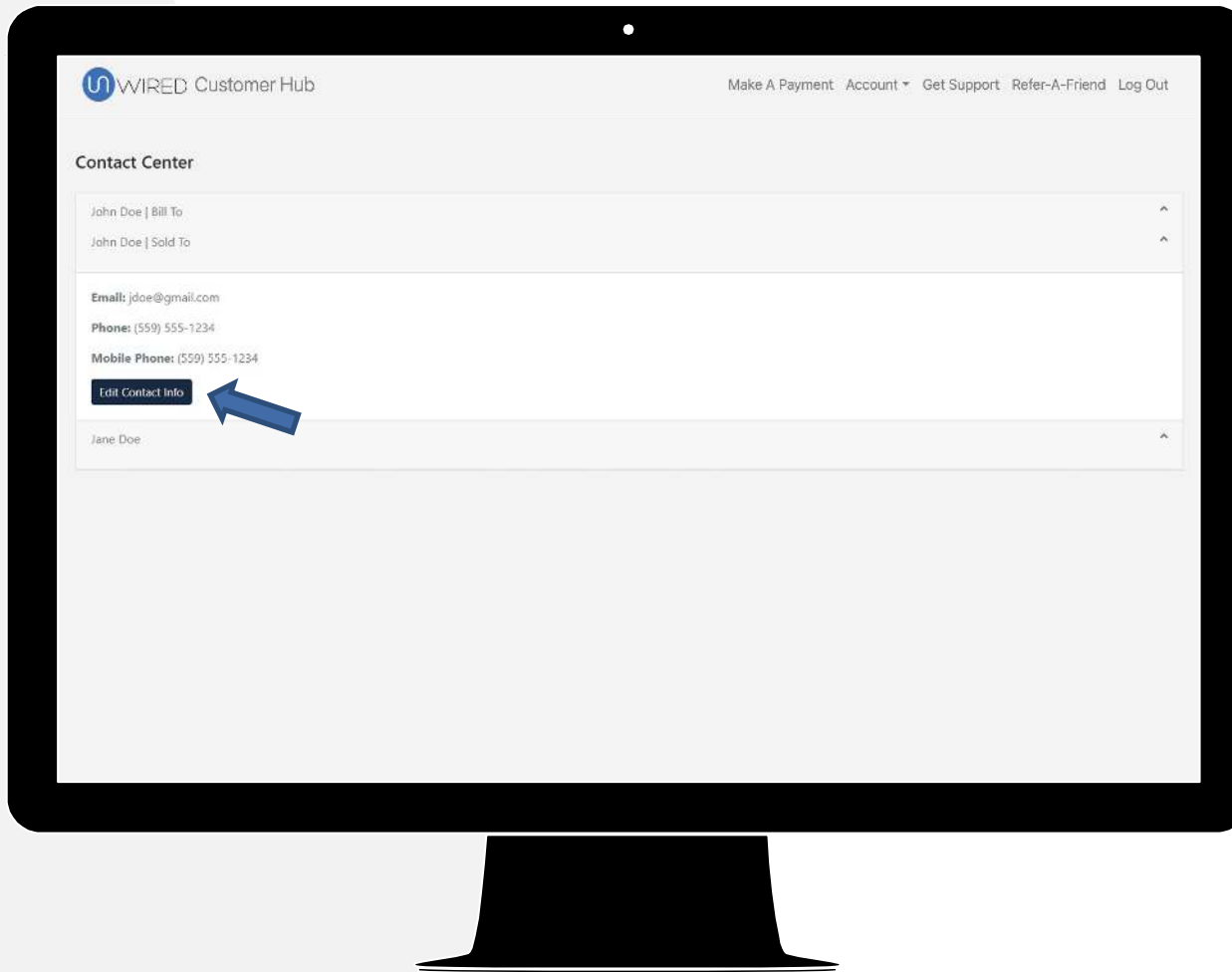
Scroll to the Payment Method section and click the *Delete Card* or *Delete Bank Account* button next to the method you wish to delete.

Please note that you cannot delete your default payment method.

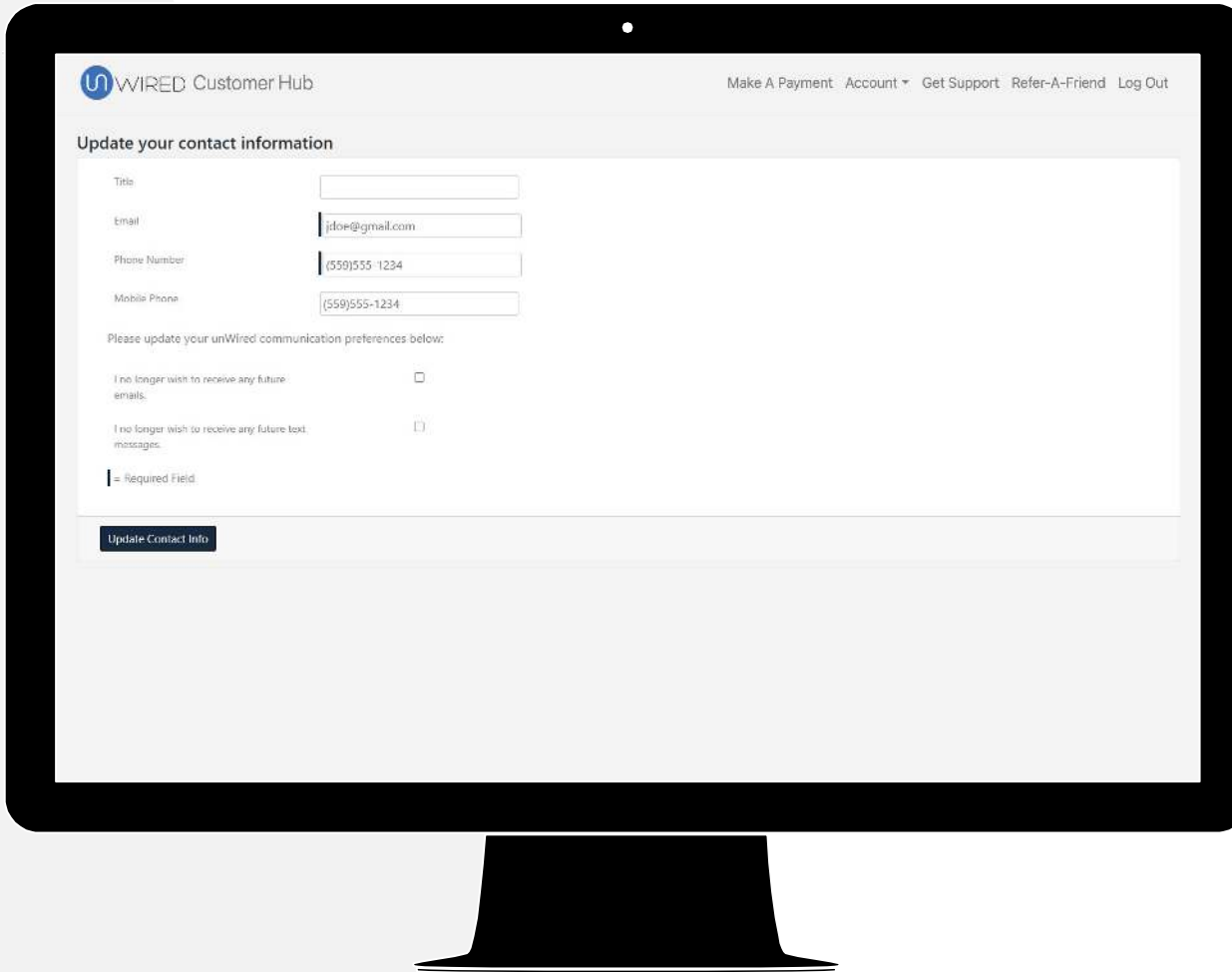
Edit account contacts



To update your contact information, click *Contact Center* on under the *Account* dropdown.



Select the contact that you would like to edit and click *Edit Contact Info*.



The image shows a computer monitor displaying the 'unWIRED Customer Hub' interface. The page title is 'Update your contact information'. The form includes fields for Title, Email (jdoe@gmail.com), Phone Number ((559)555-1234), and Mobile Phone ((559)555-1234). Below these fields, there are two checkboxes for communication preferences: 'I no longer wish to receive any future emails.' and 'I no longer wish to receive any future text messages.' Both checkboxes are currently unchecked. A legend indicates that a red asterisk (*) denotes a 'Required Field'. At the bottom of the form, there is a button labeled 'Update Contact Info'.

unWIRED Customer Hub

Make A Payment Account Get Support Refer-A-Friend Log Out

Update your contact information

Title

Email

Phone Number

Mobile Phone

Please update your unWIRED communication preferences below:

I no longer wish to receive any future emails. ☐

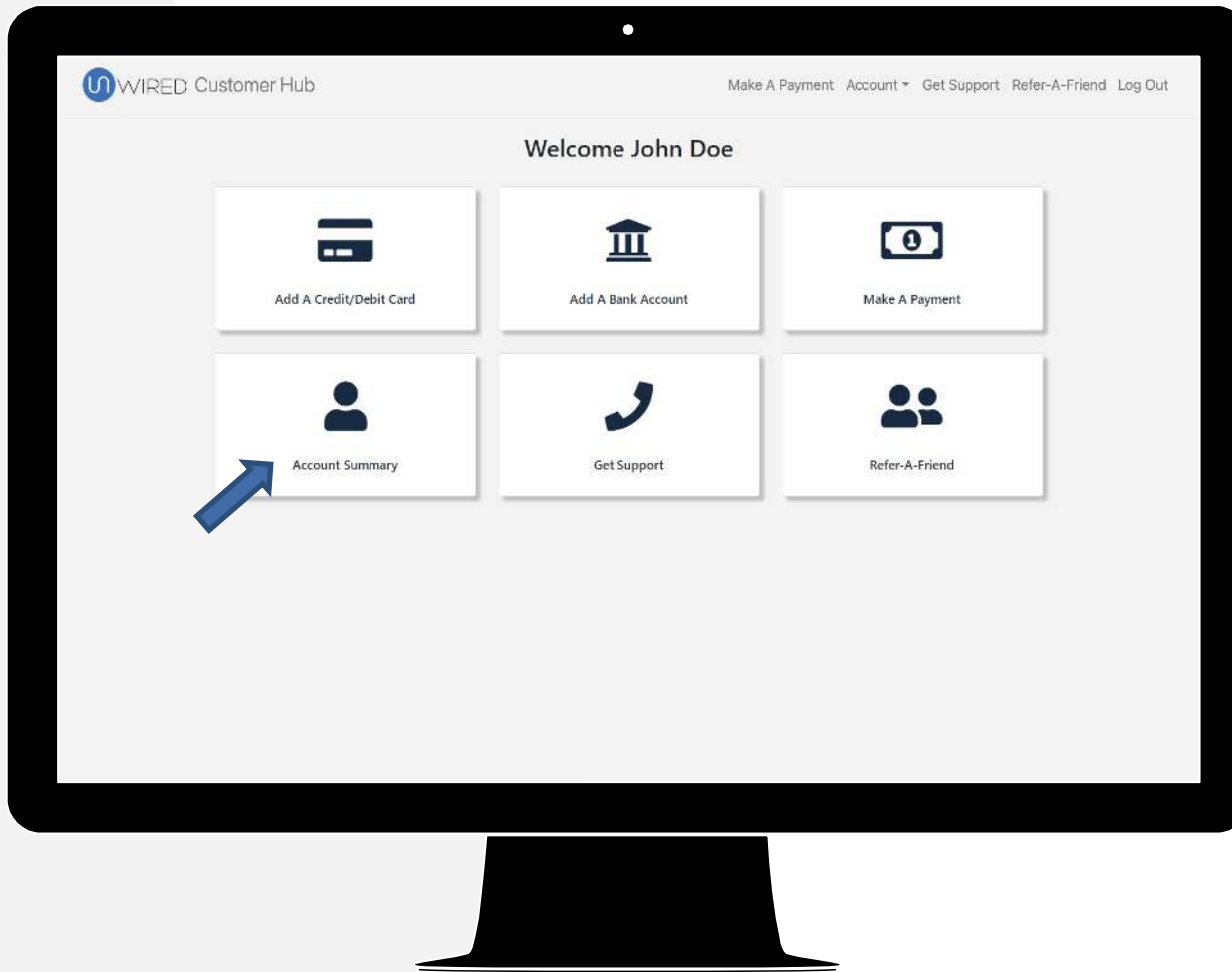
I no longer wish to receive any future text messages. ☐

* = Required Field

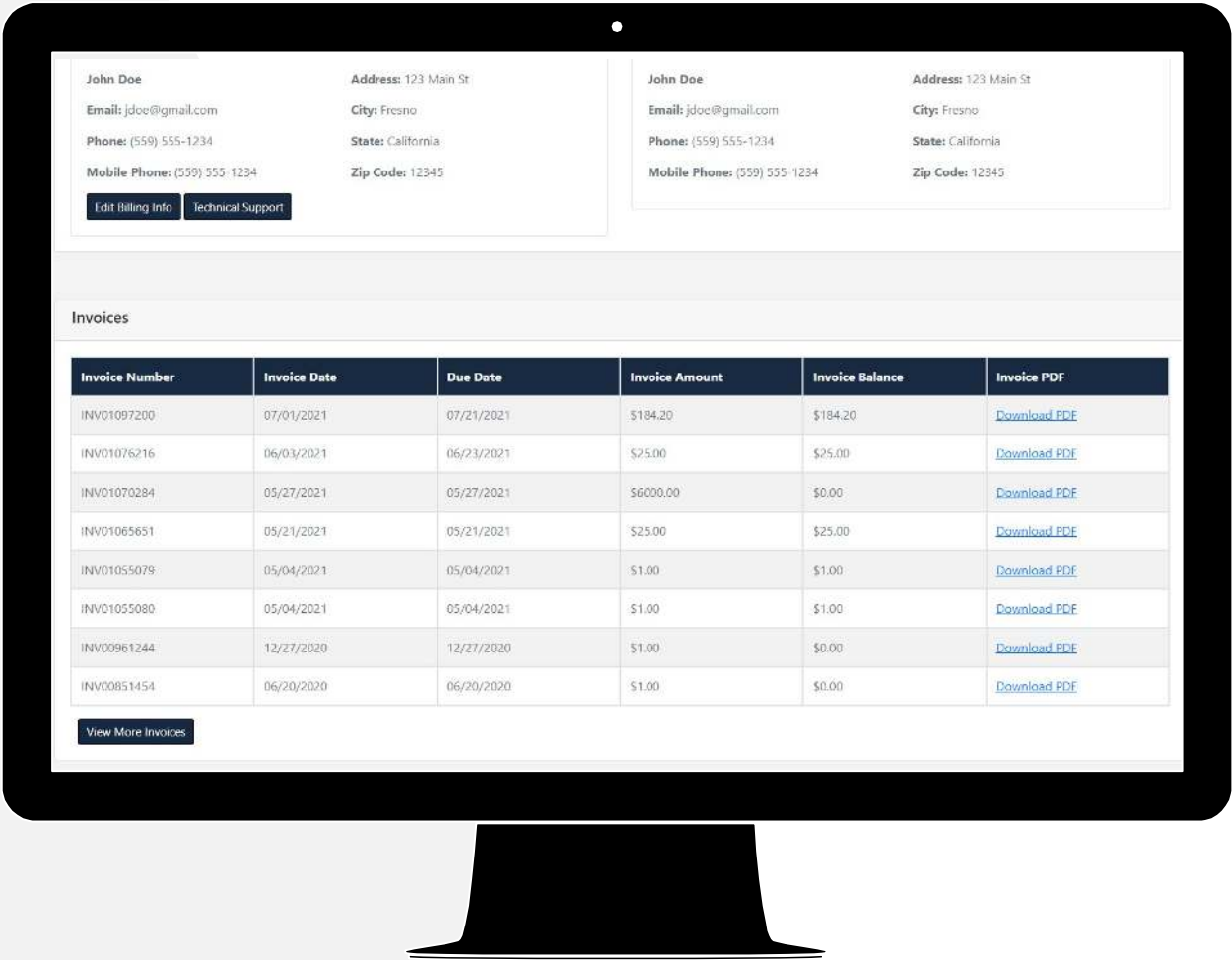
[Update Contact Info](#)

Make desired changes to your contact information or communications preferences and click *Update Contact Info*.

Download invoices

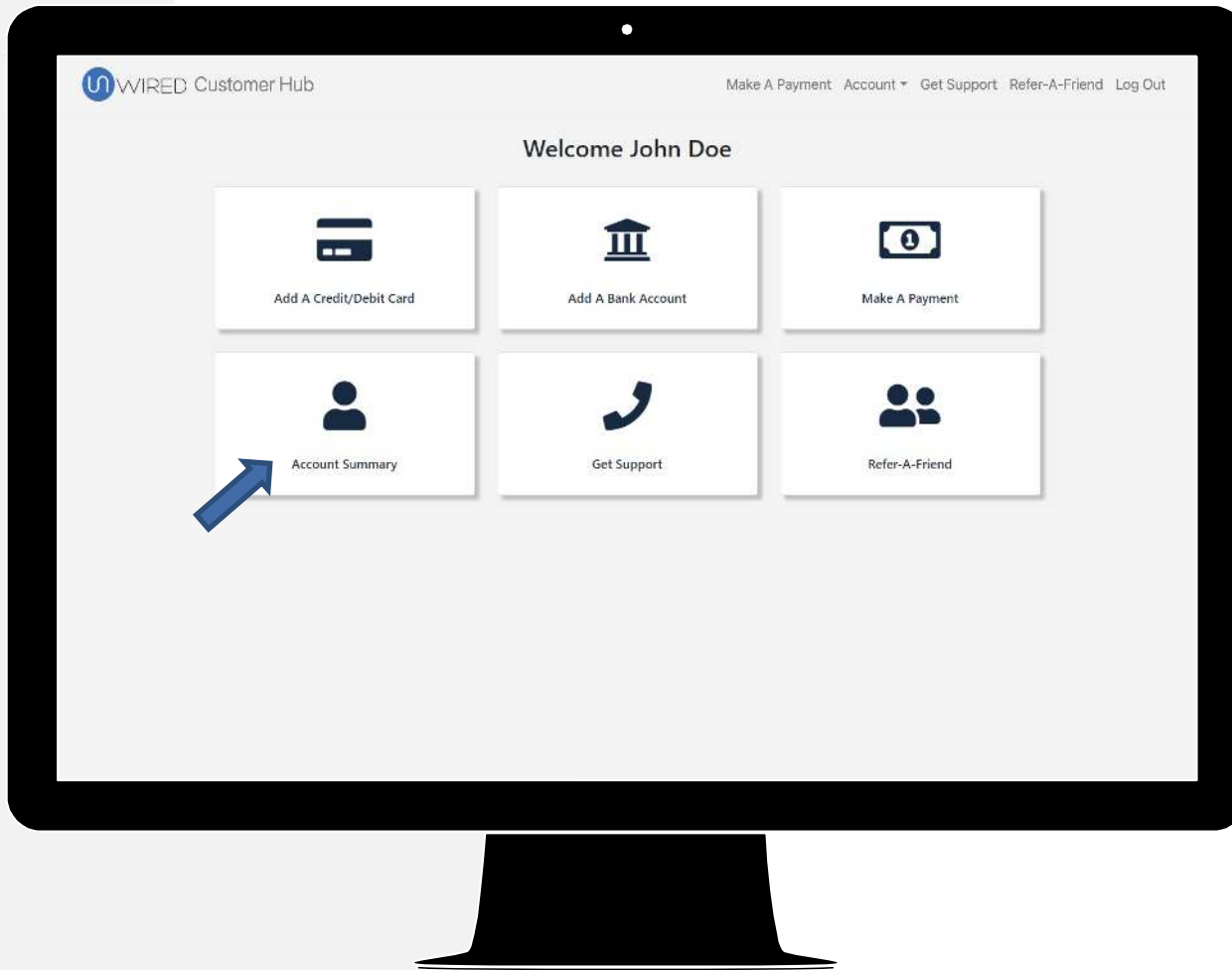


To view and download your invoices, click *Account Summary* from the unWired Customer Hub home page.

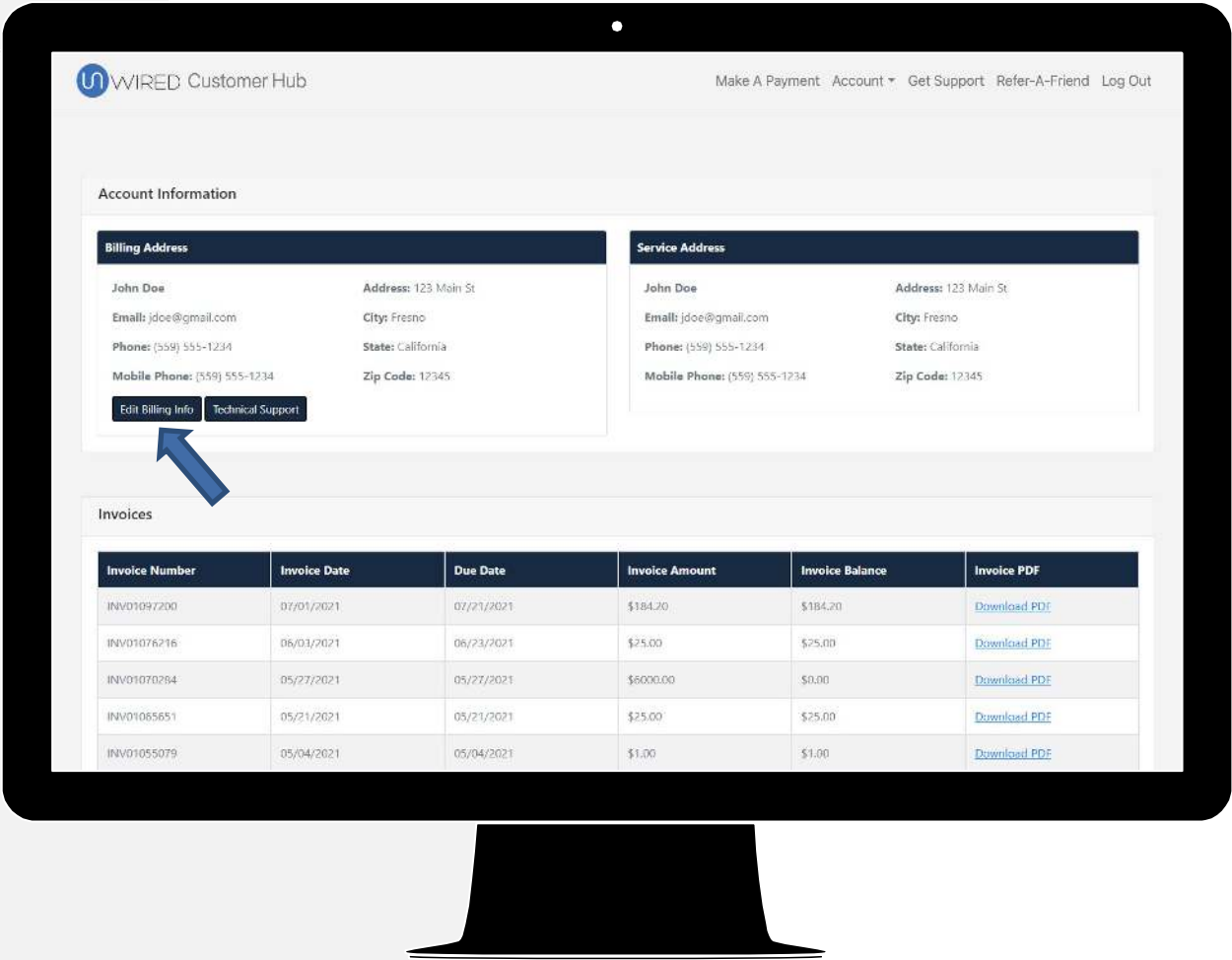


Scroll down to the Invoices section, where you will find a list of all invoices. To download the PDF version of an invoice, click *Download PDF* and the document will start downloading.

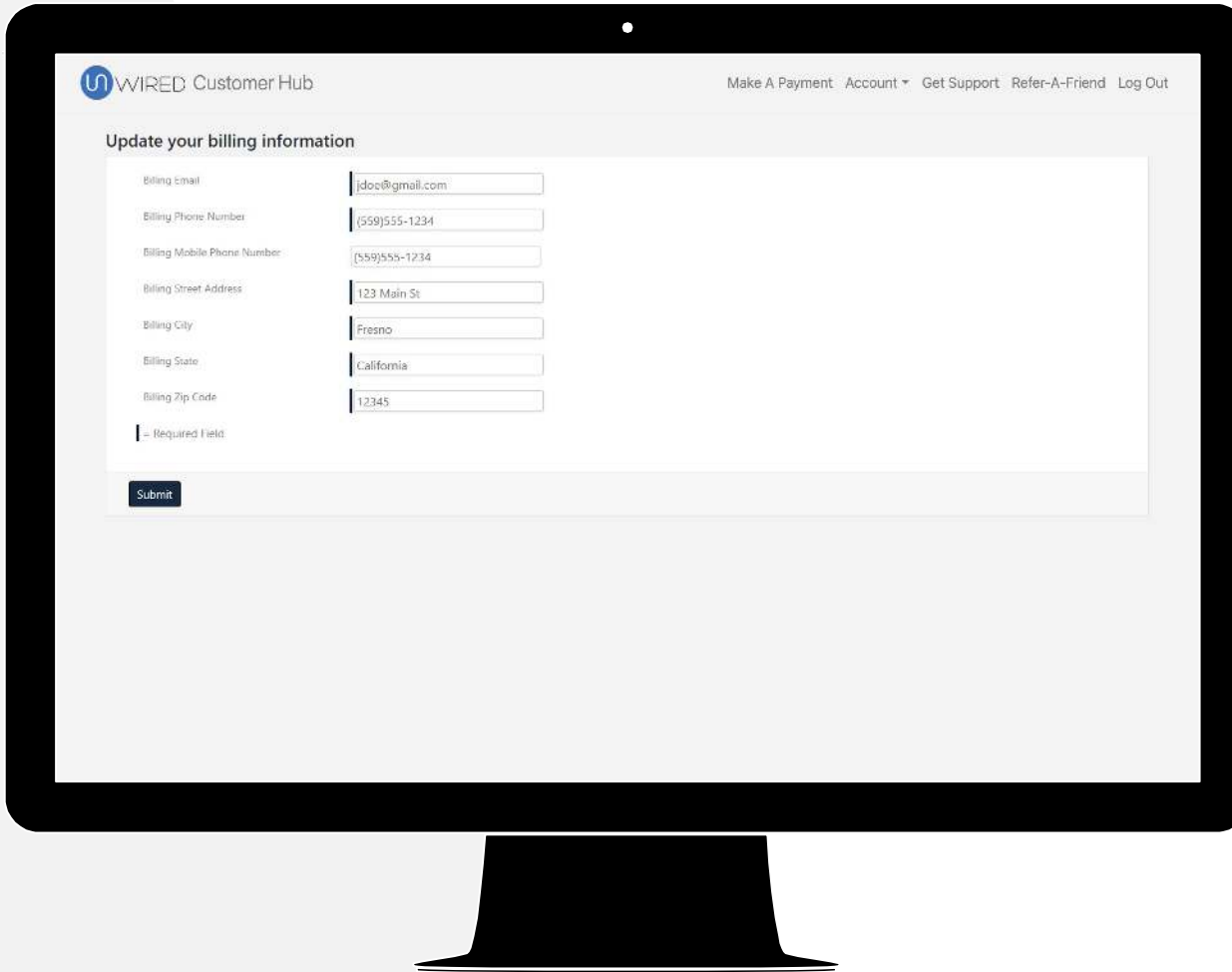
Edit billing info



To edit your billing information, click *Account Summary* from the unWired Customer Hub home page.



Click *Edit Billing Info* in the Account Information section.



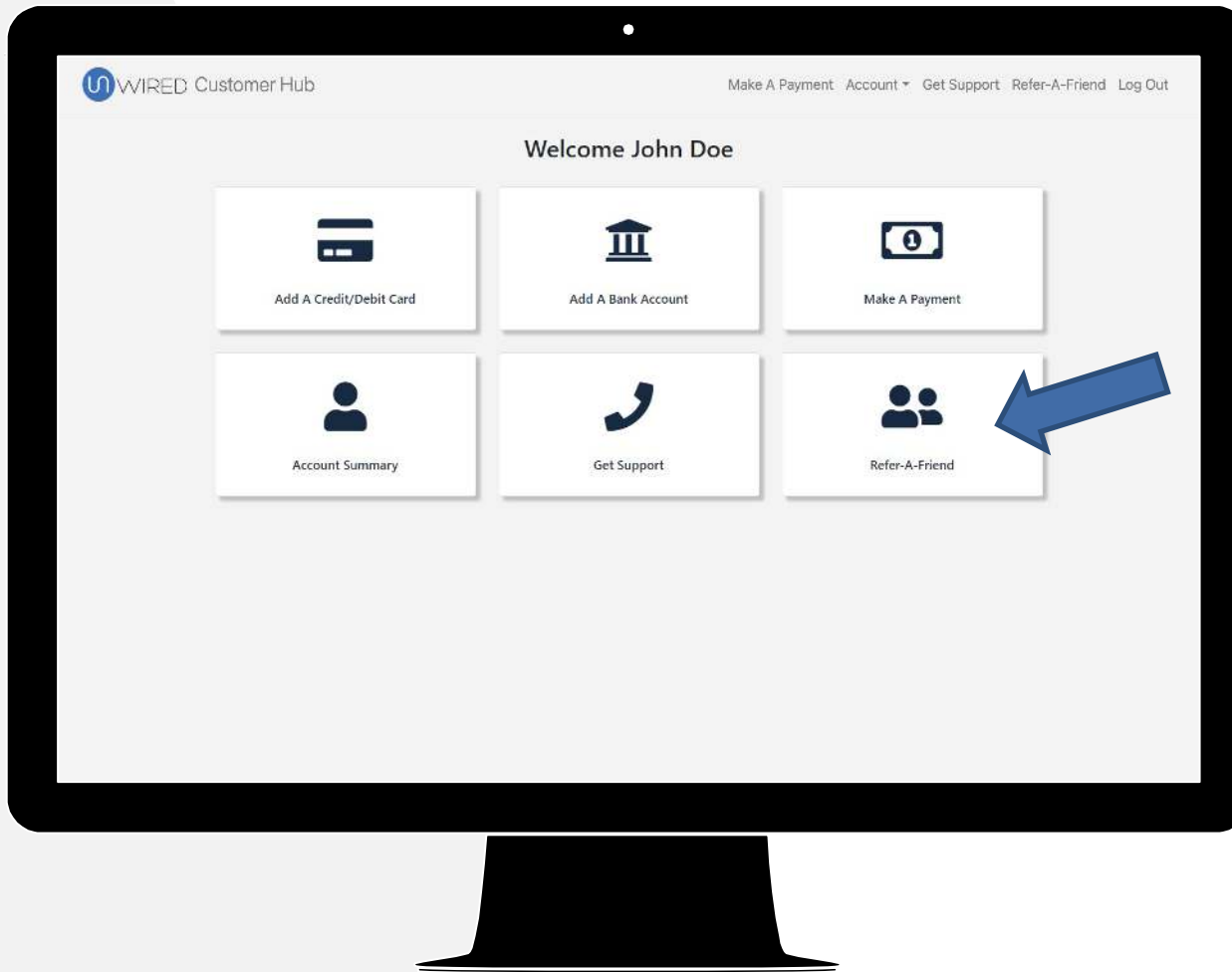
The image shows a computer monitor displaying the UNWIRED Customer Hub interface. The page title is "Update your billing information". The form contains the following fields and values:

Field	Value
Billing Email	jdoe@gmail.com
Billing Phone Number	(559)555-1234
Billing Mobile Phone Number	(559)555-1234
Billing Street Address	123 Main St
Billing City	Fresno
Billing State	California
Billing Zip Code	12345

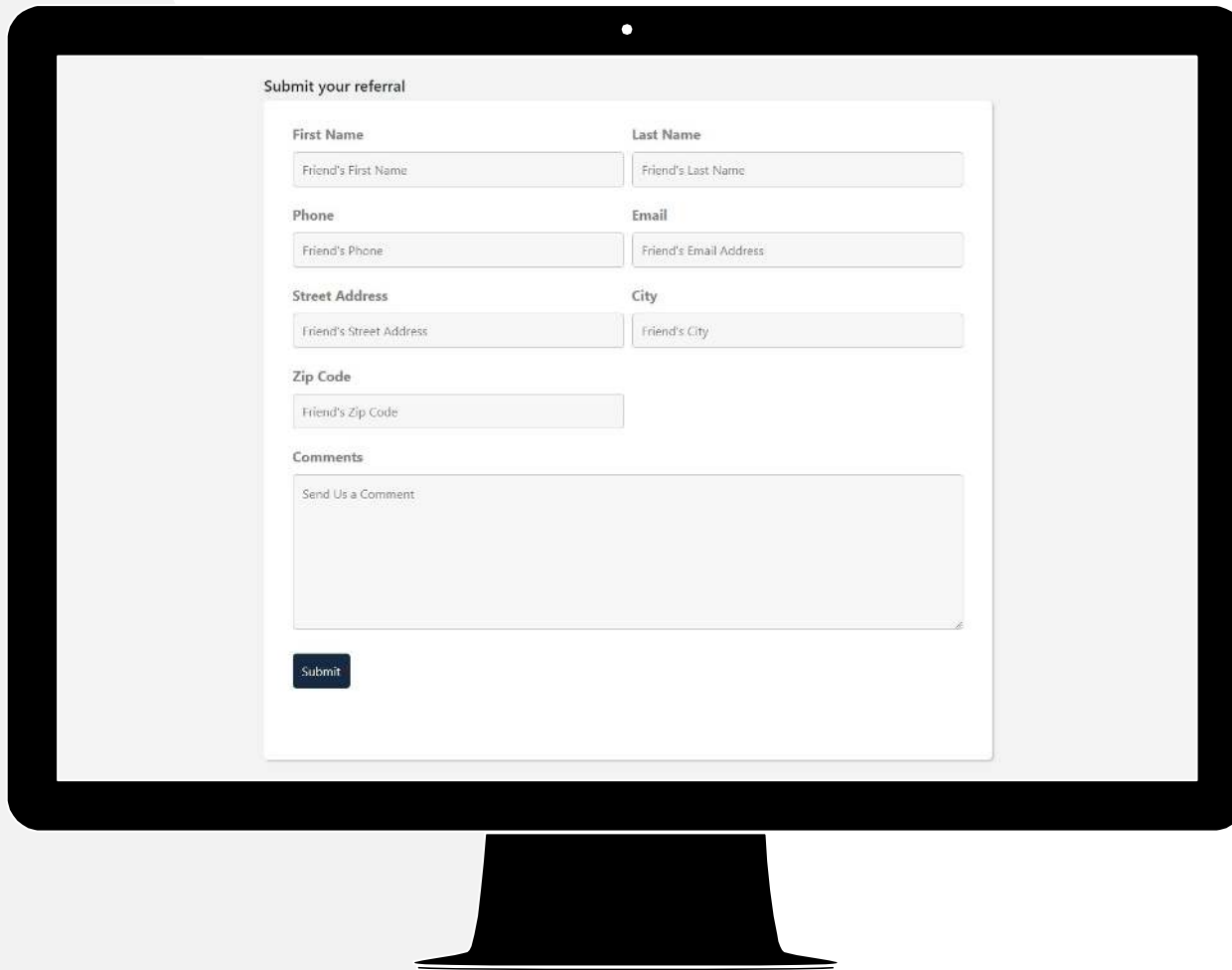
Below the form is a legend: [*] - Required Field. At the bottom left of the form is a "Submit" button.

From here, you can change your billing information and click *Submit* when you are done.

Refer-A-Friend



To see your Refer-A-Friend dashboard, click *Refer-A-Friend* on the Customer Hub home page.



The image shows a computer monitor with a black frame and stand. On the screen is a web form titled "Submit your referral". The form is white with a thin grey border and contains several input fields and a submit button. The fields are arranged in a grid-like fashion. At the bottom left of the form is a dark blue "Submit" button.

Submit your referral

First Name	Last Name
Friend's First Name	Friend's Last Name

Phone	Email
Friend's Phone	Friend's Email Address

Street Address	City
Friend's Street Address	Friend's City

Zip Code

Friend's Zip Code

Comments

Send Us a Comment

Submit

To refer a friend, scroll down to the *Submit your referral* section. Fill out the form provided with your referral's information. One of our sales representatives will reach out to them as soon as possible.

*Please allow up to 3 business days for referral submissions and status updates to appear.

Refer-A-Friend History

#	Name	Email	Status
1	Jane Doe	janedoe@gmail.com	Installation Pending
2	James Smith	jsmith@yahoo.com	Installation Pending

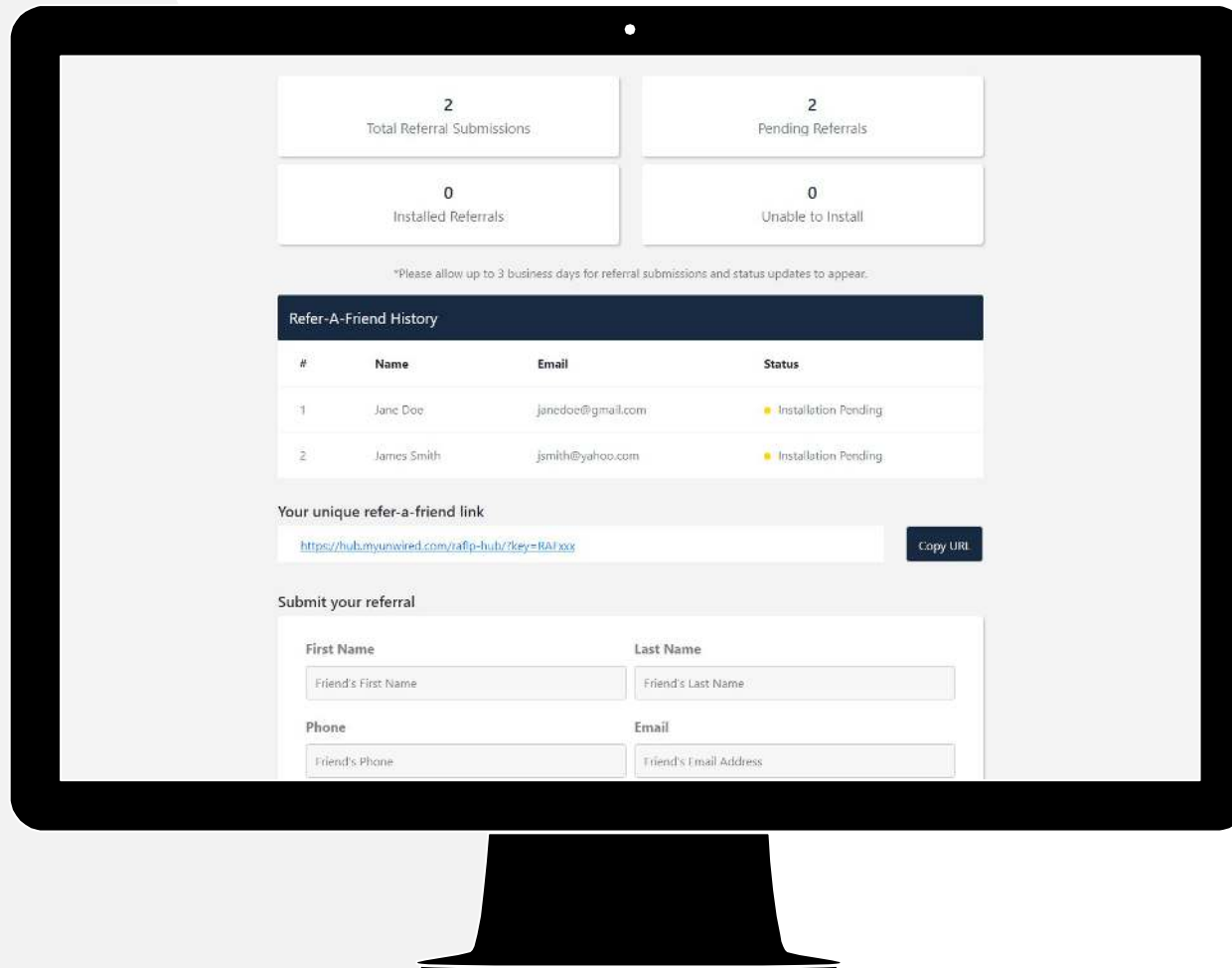
Your unique refer-a-friend link

<https://hub.myunwired.com/ratio-hub/?key=RAFox> Copy URL

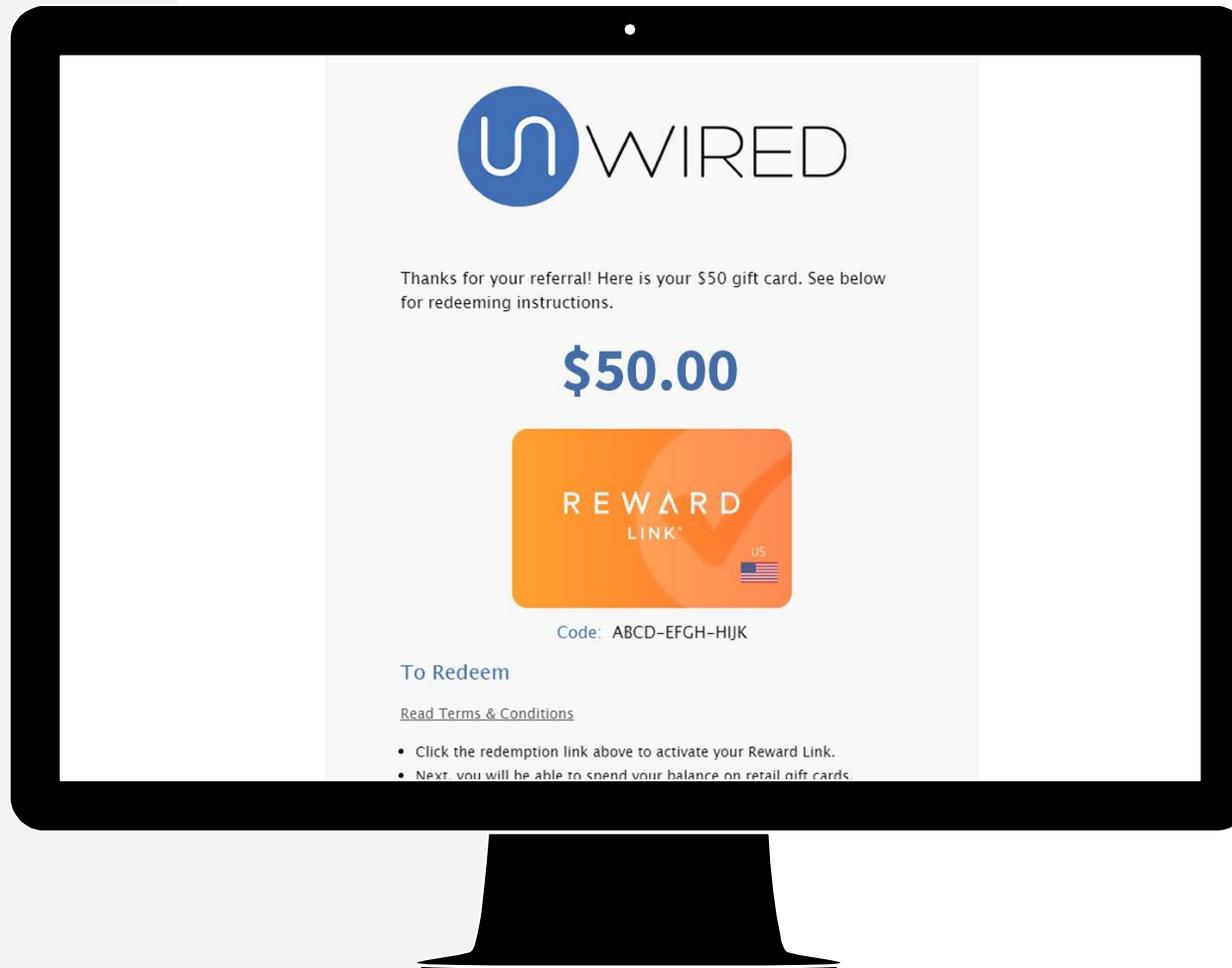
Submit your referral

First Name <input type="text" value="Friend's First Name"/>	Last Name <input type="text" value="Friend's Last Name"/>
Phone <input type="text" value="Friend's Phone"/>	Email <input type="text" value="Friend's Email Address"/>
Street Address <input type="text" value="Friend's Street Address"/>	City <input type="text" value="Friend's City"/>
Zip Code <input type="text" value="Friend's Zip Code"/>	
Comments <input type="text"/>	

You can also use your unique refer-a-friend link, located above the *Submit your referral* box. Copy the URL and share with your friends, family or on social media. Any information submitted on that link will automatically get tracked on your account.

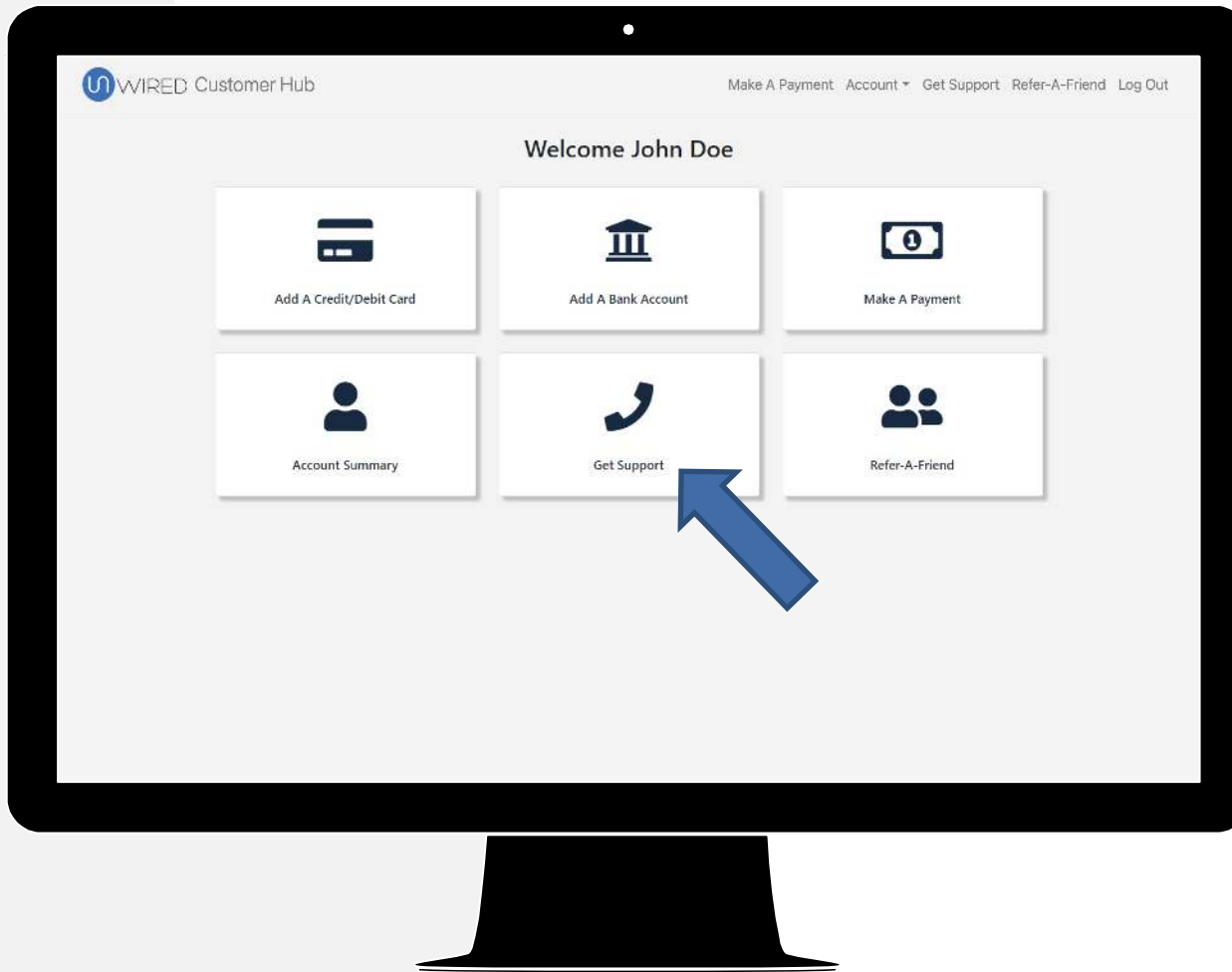


The Refer-A-Friend History section will show you the status of your recent referrals. Please note that it may take up to 3 business for submissions and status updates to appear.

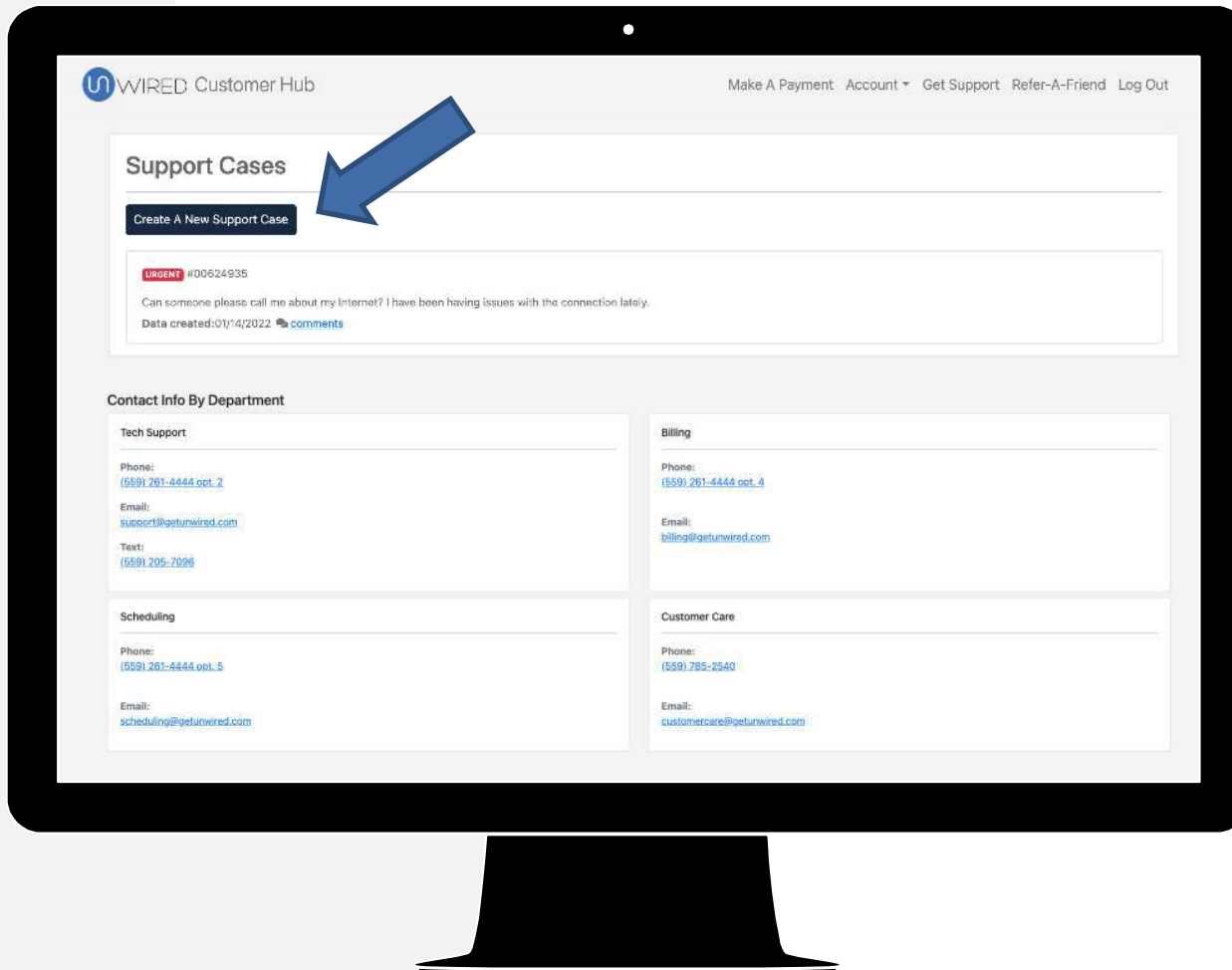


When a referral activates service, you will receive an email with your e-gift card and redemption instructions. You can choose from a variety of retailers on the Tango Card platform. All gift cards are redeemable for online purchases.

Get support

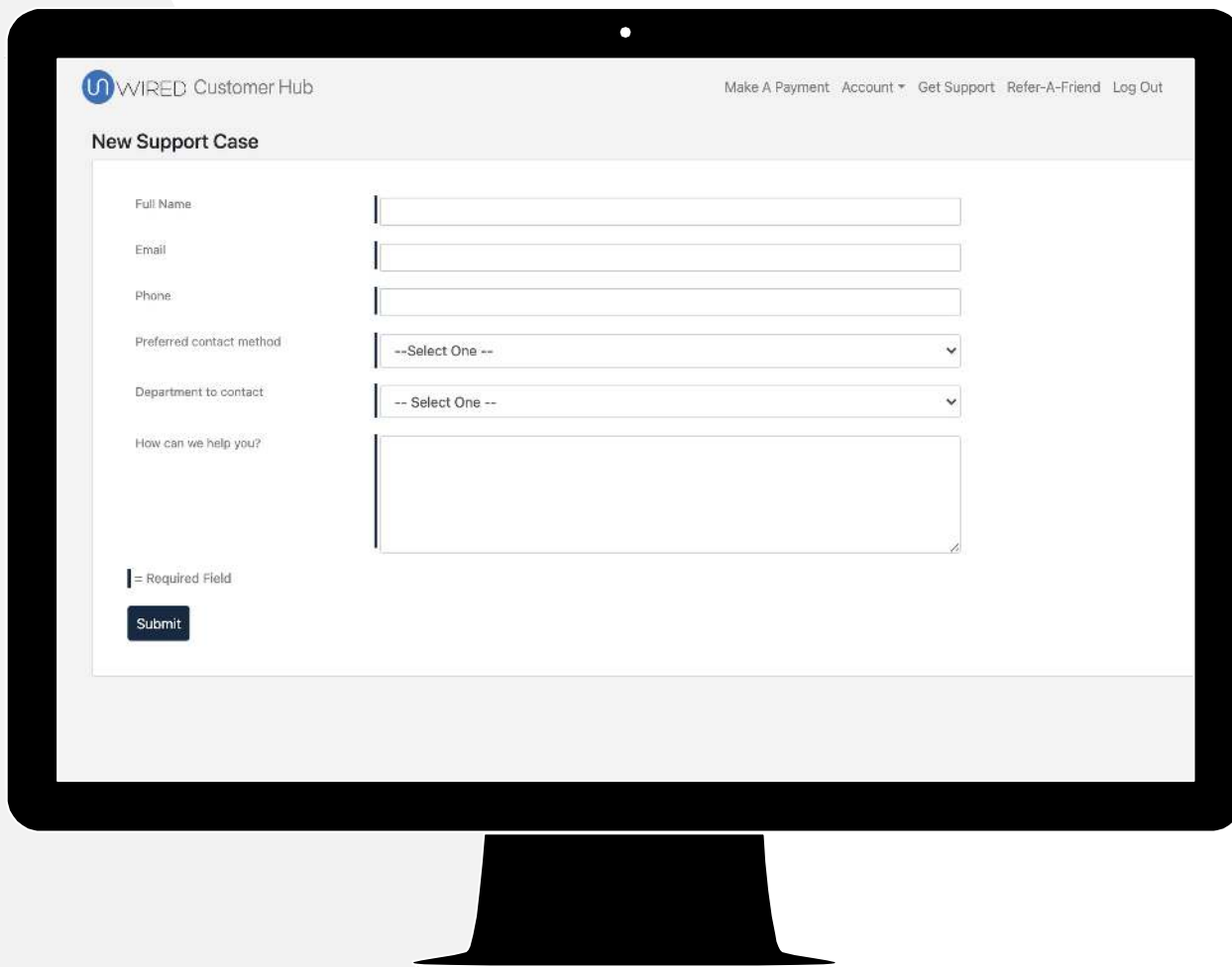


To submit a support case or view contact information, click *Get Support* on the Customer Hub home page.



From here, you can view any previous support cases you have submitted.

To create a new support case, click *Create a New Support Case*.



The image shows a computer monitor displaying a web form titled "New Support Case" within the "WIRED Customer Hub". The form includes fields for "Full Name", "Email", "Phone", "Preferred contact method", and "Department to contact", each with a red asterisk indicating it is a required field. The "Preferred contact method" and "Department to contact" fields are dropdown menus. The "How can we help you?" field is a large text area. A legend indicates that a red asterisk means "Required Field". A "Submit" button is located at the bottom left of the form. The top navigation bar includes links for "Make A Payment", "Account", "Get Support", "Refer-A-Friend", and "Log Out".

WIRED Customer Hub

Make A Payment Account Get Support Refer-A-Friend Log Out

New Support Case

Full Name *

Email *

Phone *

Preferred contact method * --Select One --

Department to contact * -- Select One --

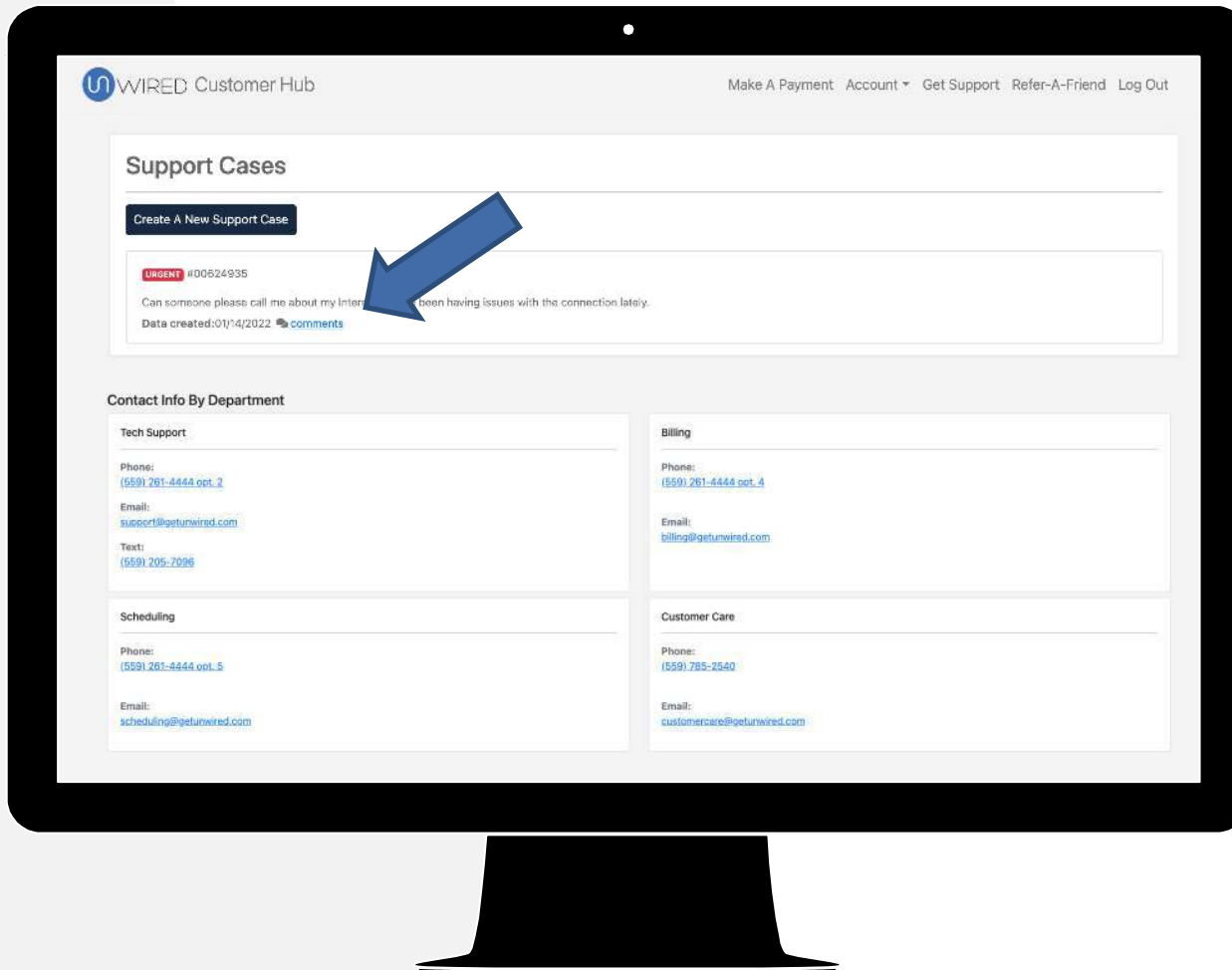
How can we help you?

* = Required Field

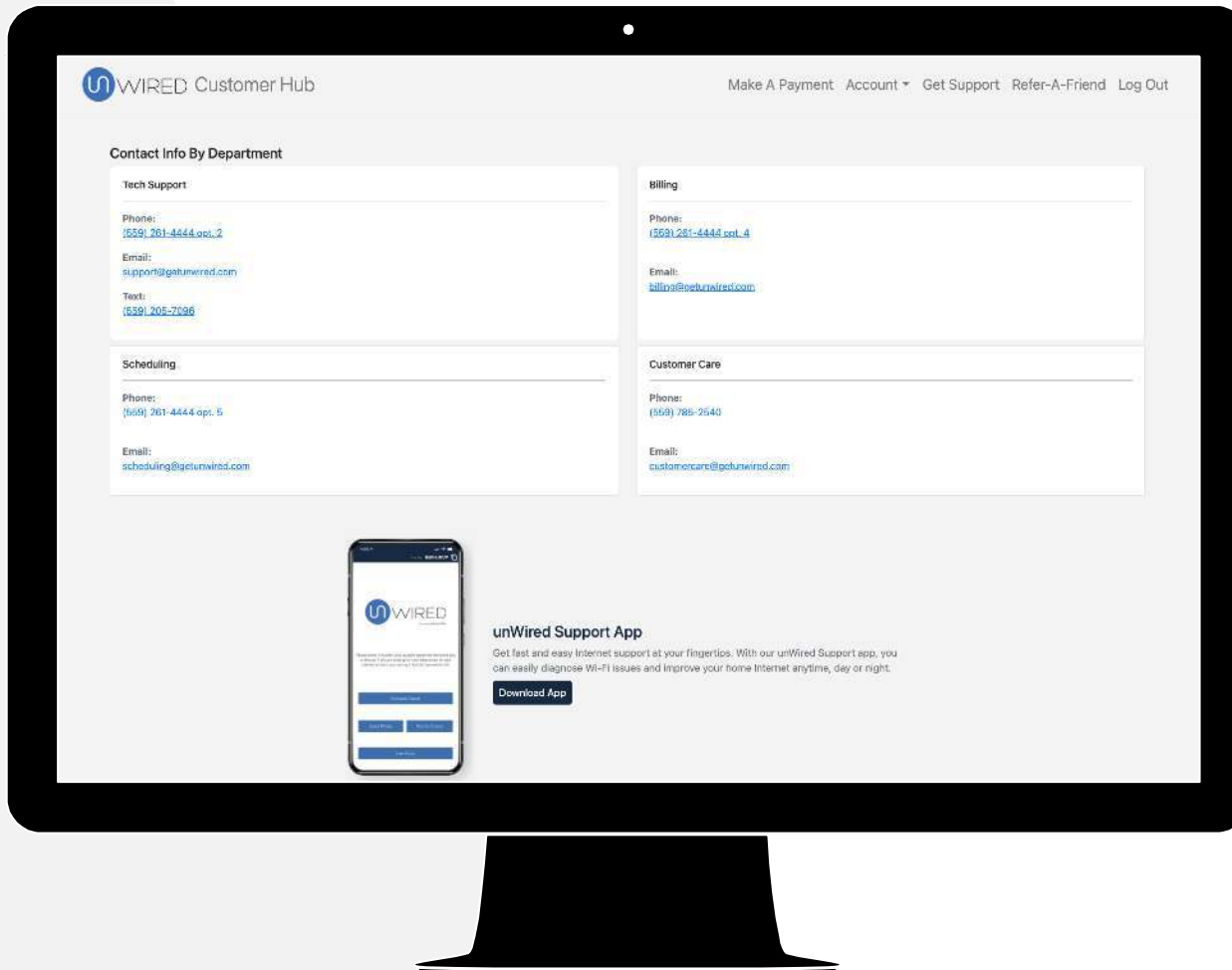
Submit

Fill out the form with your contact information and a detailed description of your issue and click *Submit*.

A representative will be in touch with you via your preferred contact method.



If you would like to add comments to any open support case, you can click the comments button under the case.



To view the contact information by department, scroll to the bottom of the page.