UNWIRED
Customer Hub
User Guide

Index

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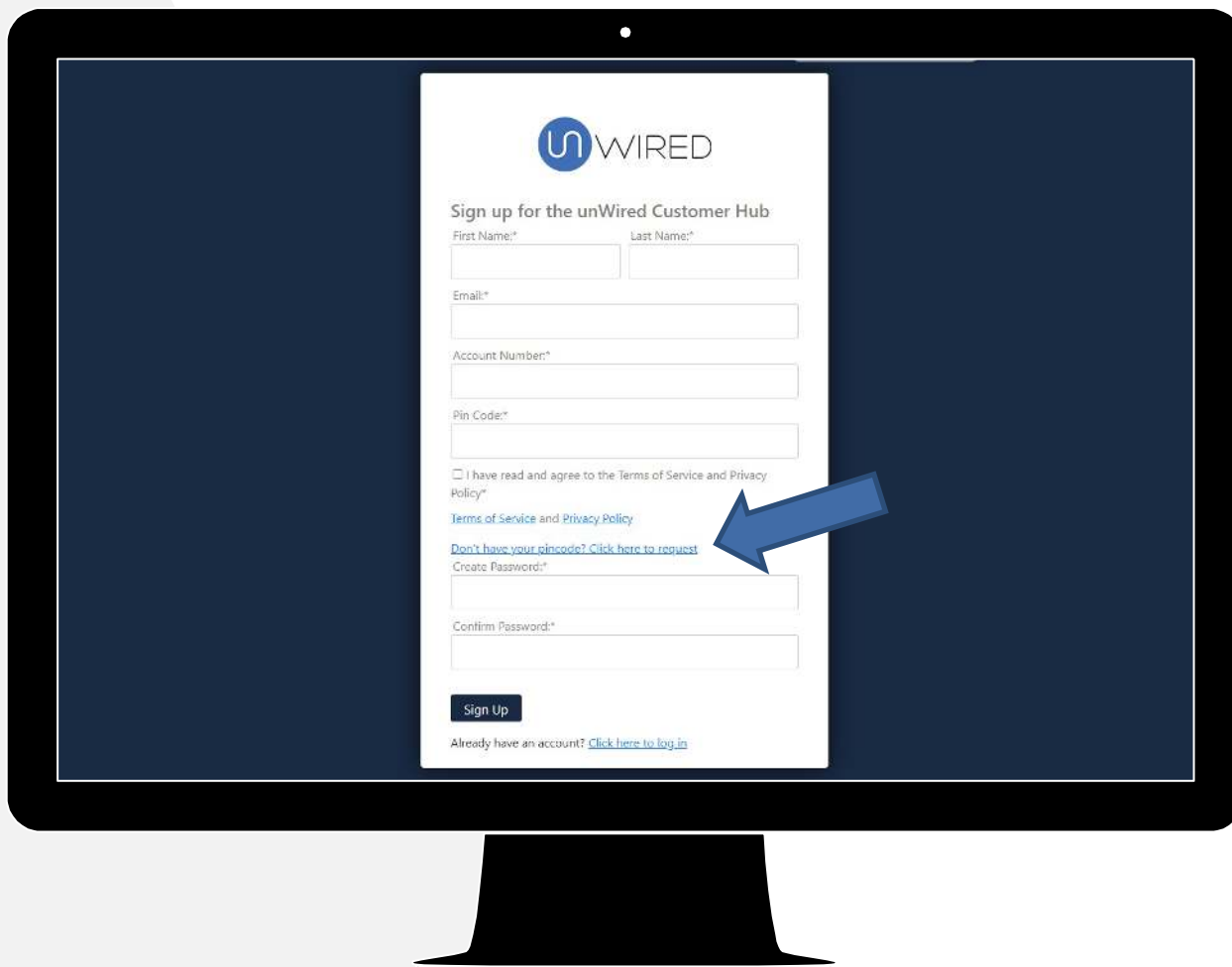
For further assistance with the unWired Customer Hub, please email hello@getunwired.com.

Create an account
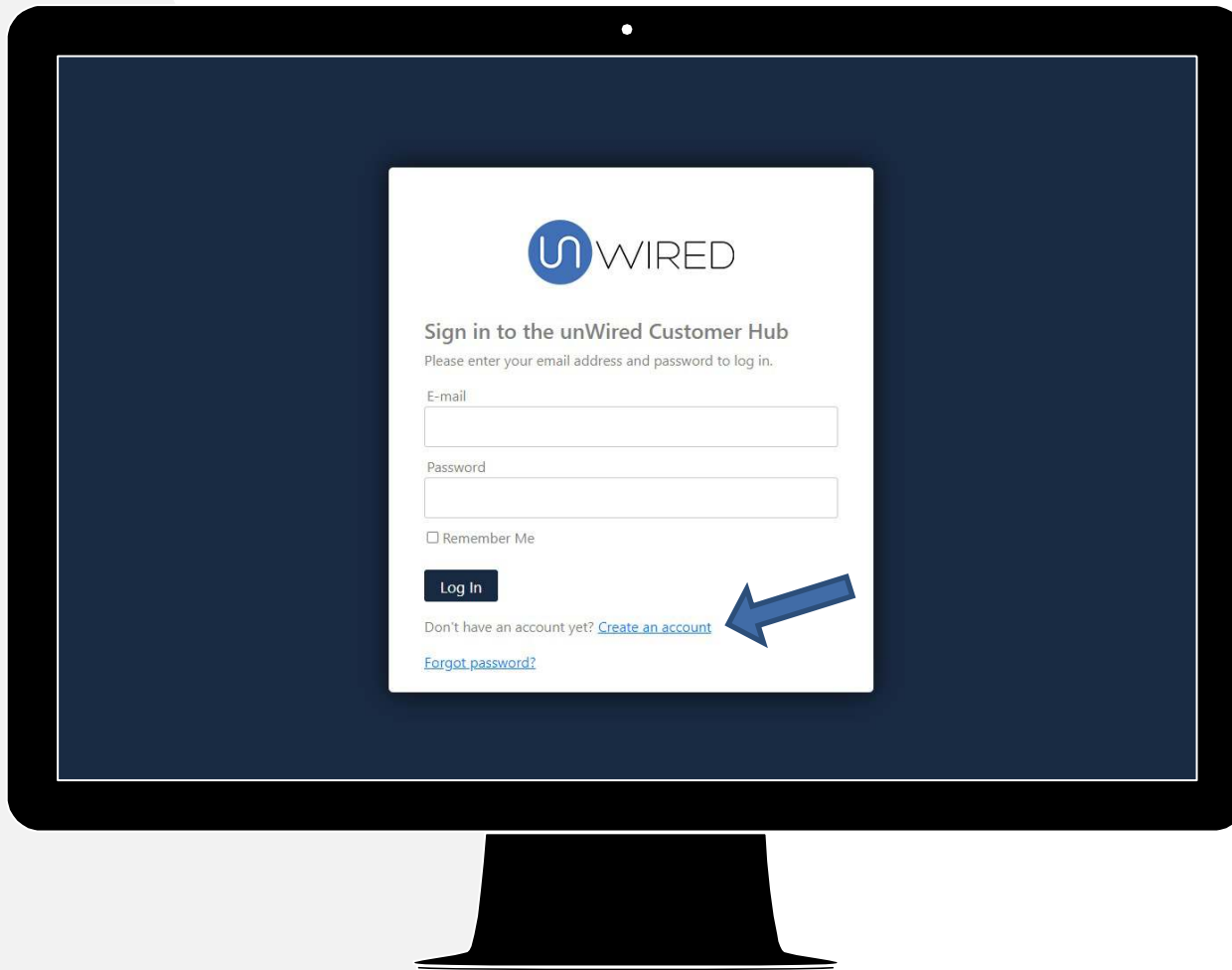
Go to hub.myunwired.com and click *Create an account.*
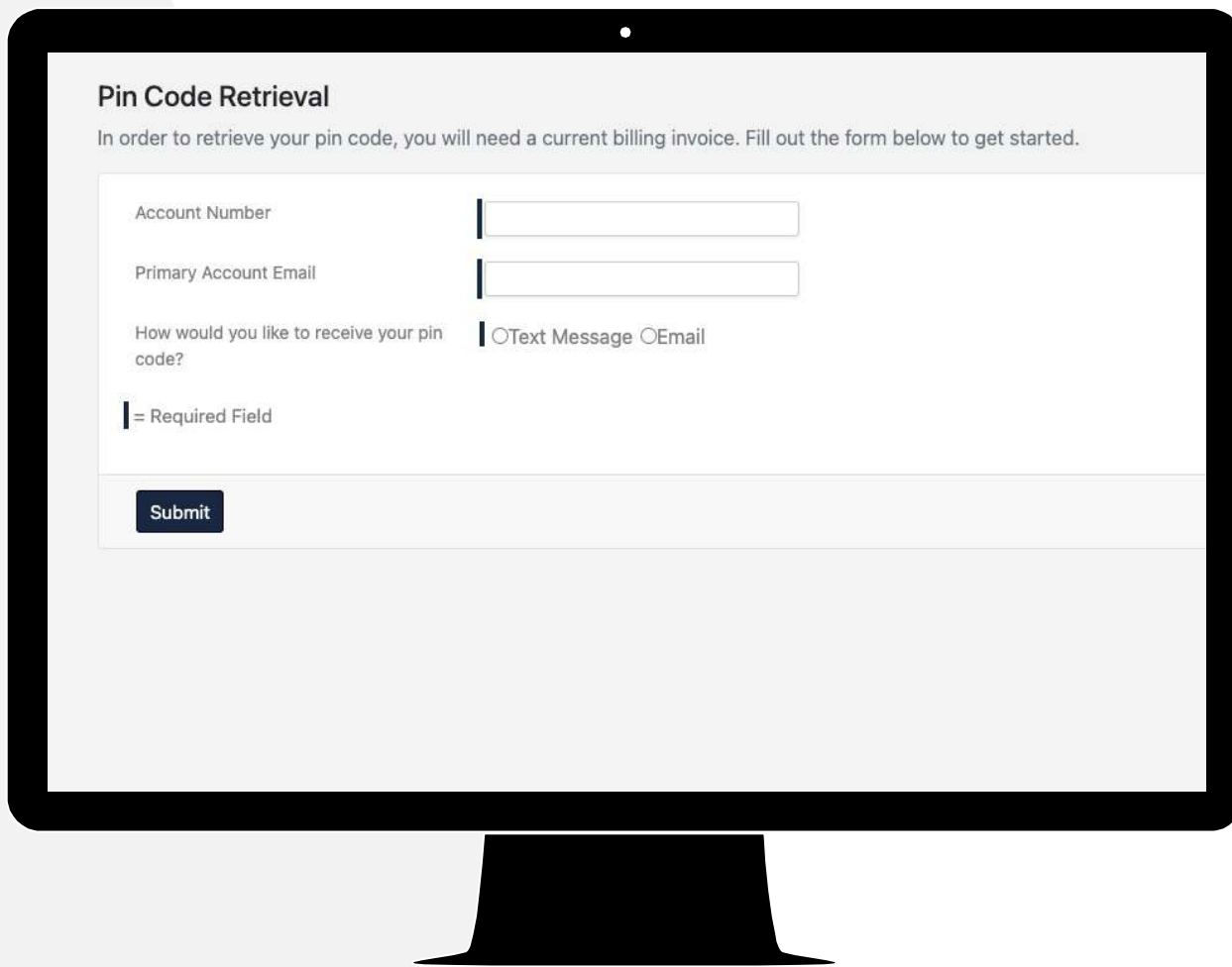
Fill out the form to create your account. In order to request your pincode, select *Don't have your pincode? Click here to request*
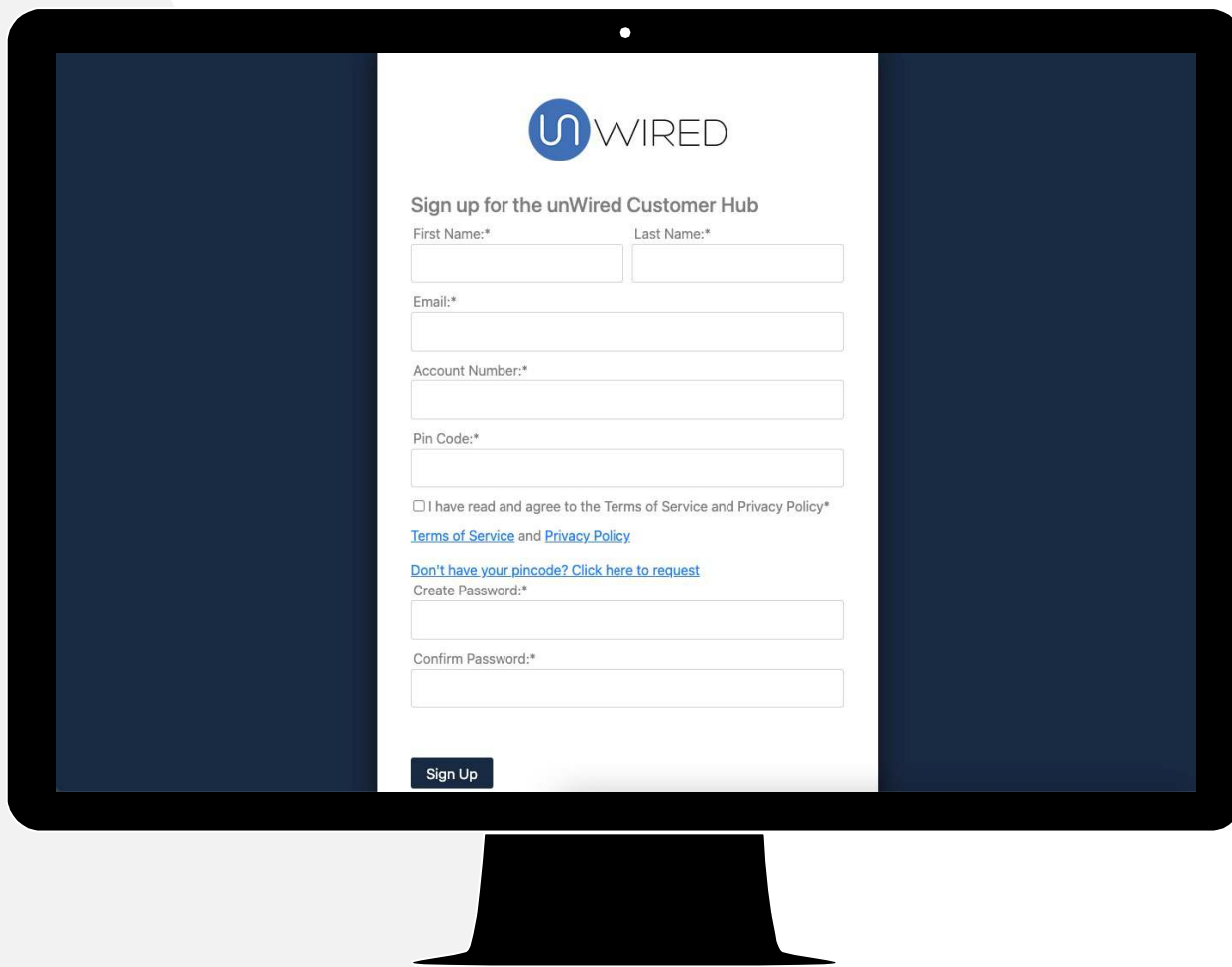
Pin Code Retrieval

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

Account Number

Primary Account Email

How would you like to receive your pin code?   ○Text Message ○Email

| = Required Field

Submit

Provide your account number, email address associated with your account and select whether you want to receive your pincode via text message or email.
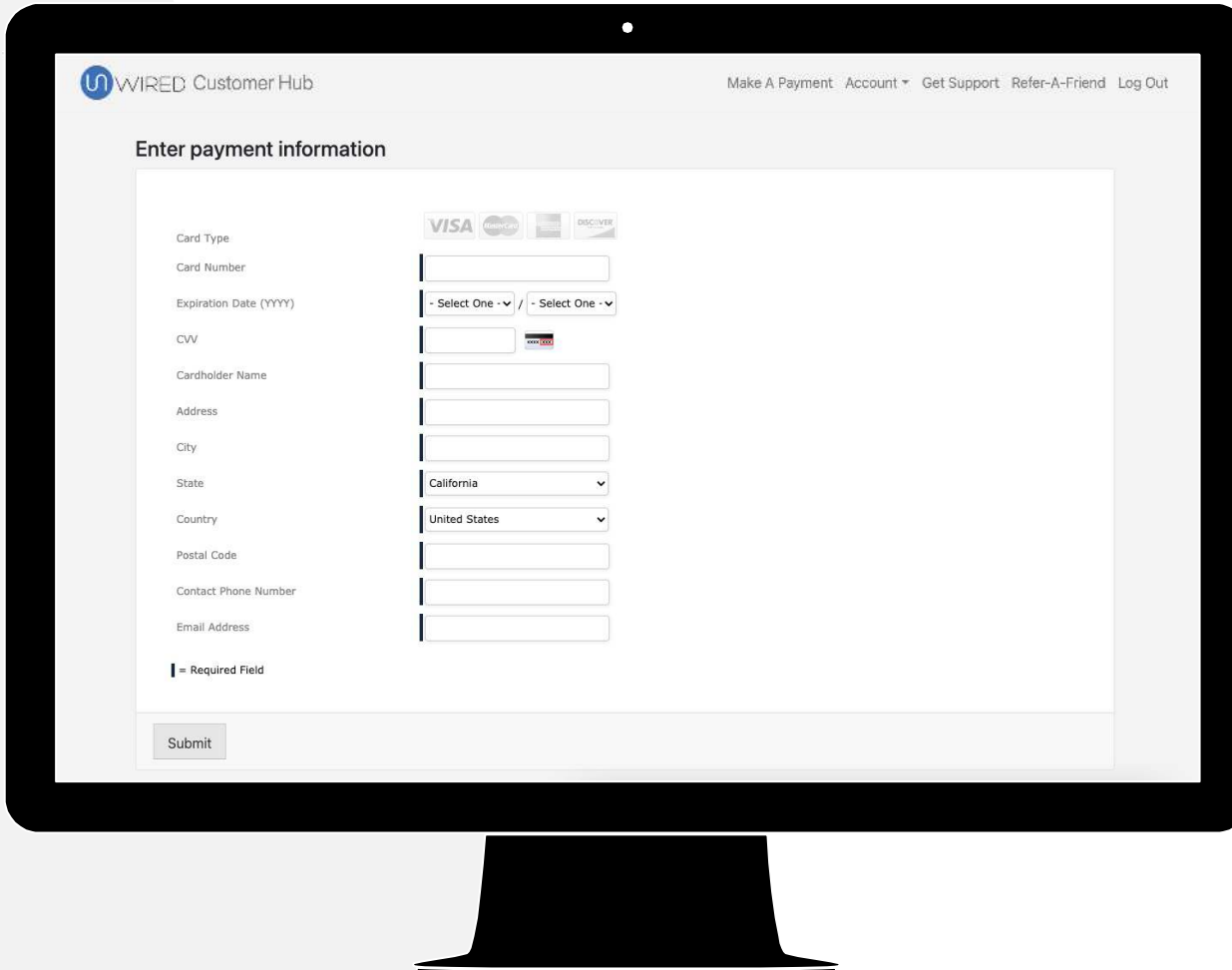
Once you received your pincode, finish the sign up form and click *Sign Up*.

Add a credit/debit card
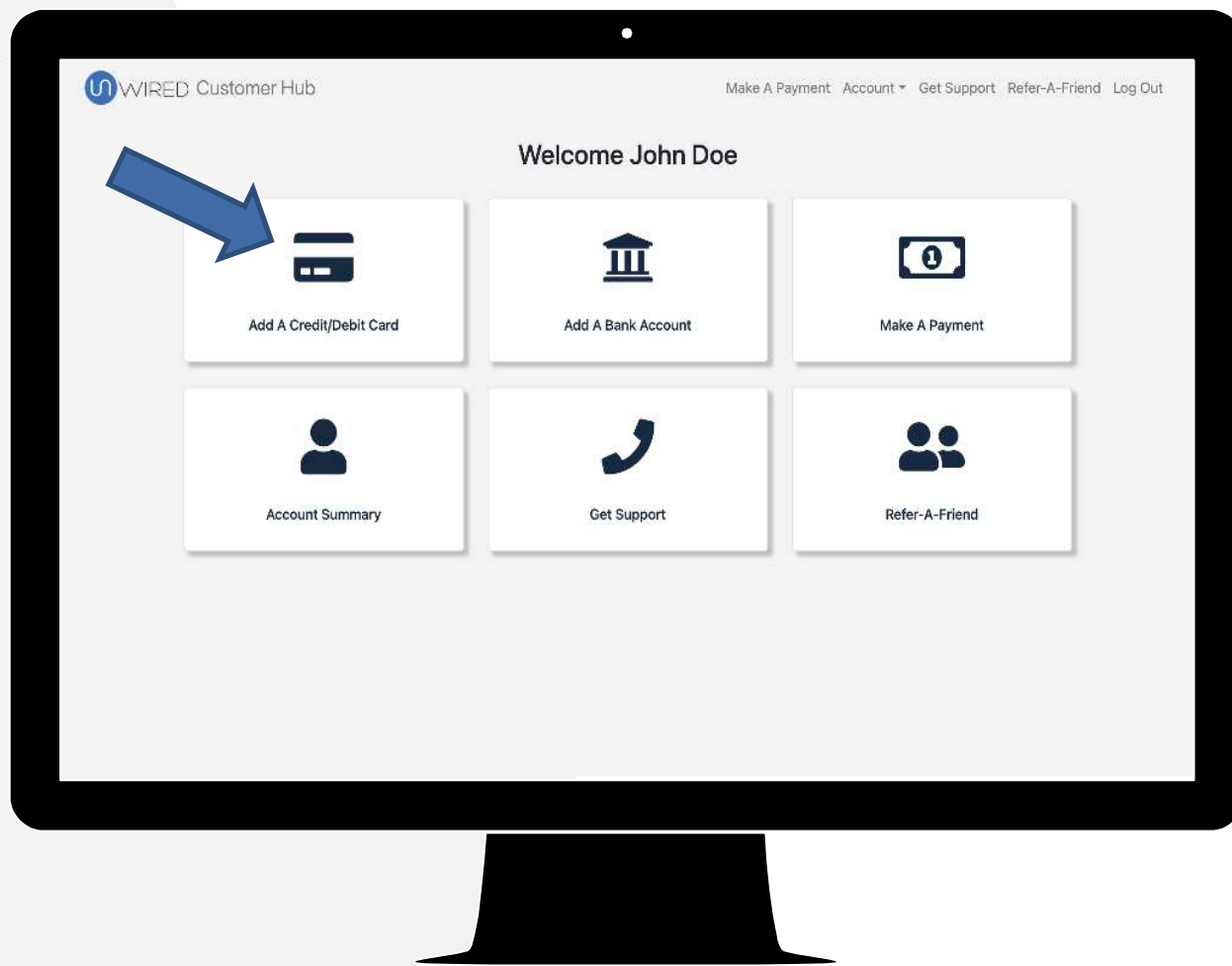
To add your credit/debit card, click *Add A Credit/Debit Card* from the Customer Hub home page.
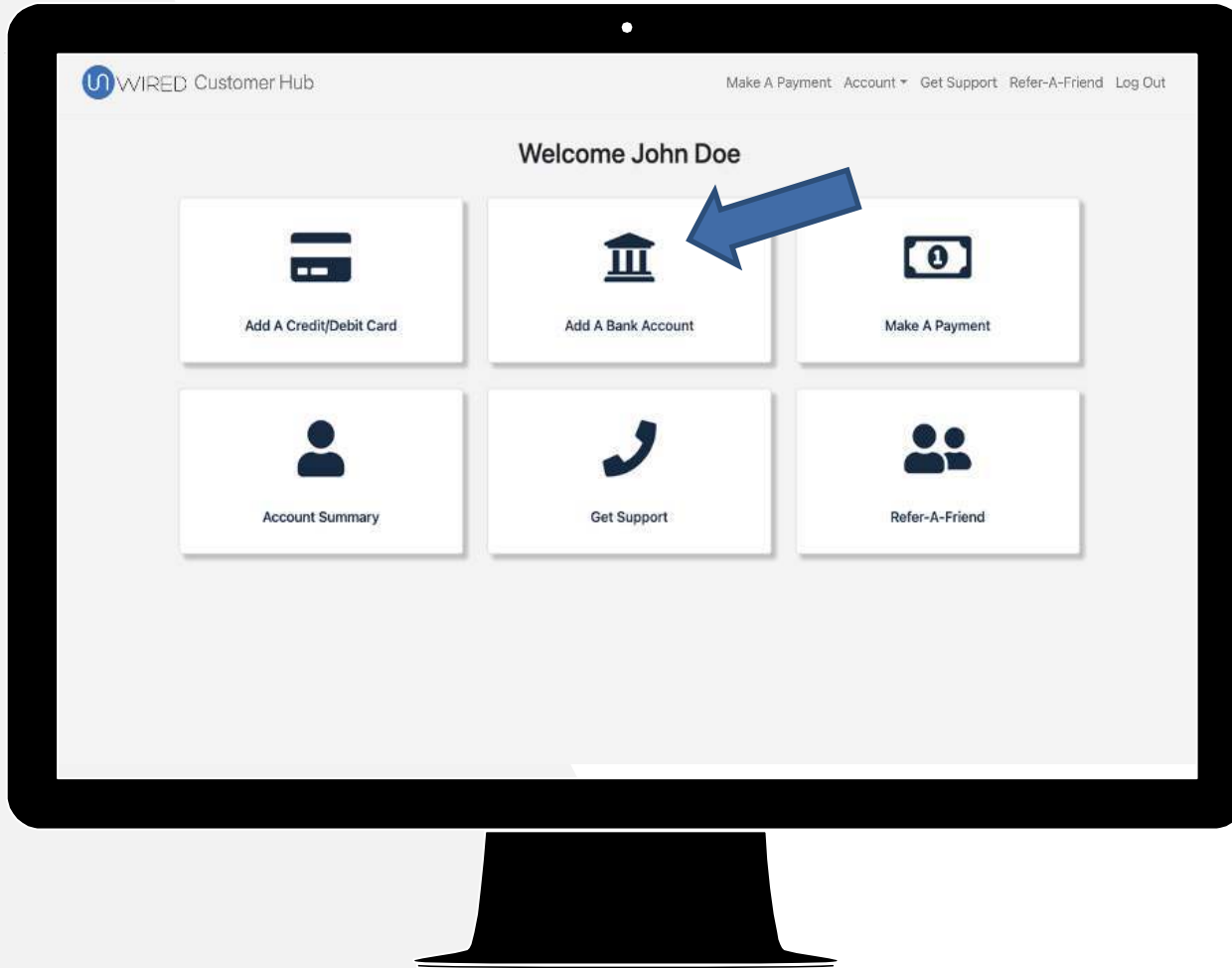
Fill out your credit card information and click *Submit.*

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.

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.

UN WIRED Customer Hub   Make A Payment   Account ▾   Get Support   Refer-A-Friend   Log Out

○ Use default payment method (credit/debit card)

○ Make one time credit/debit card payment

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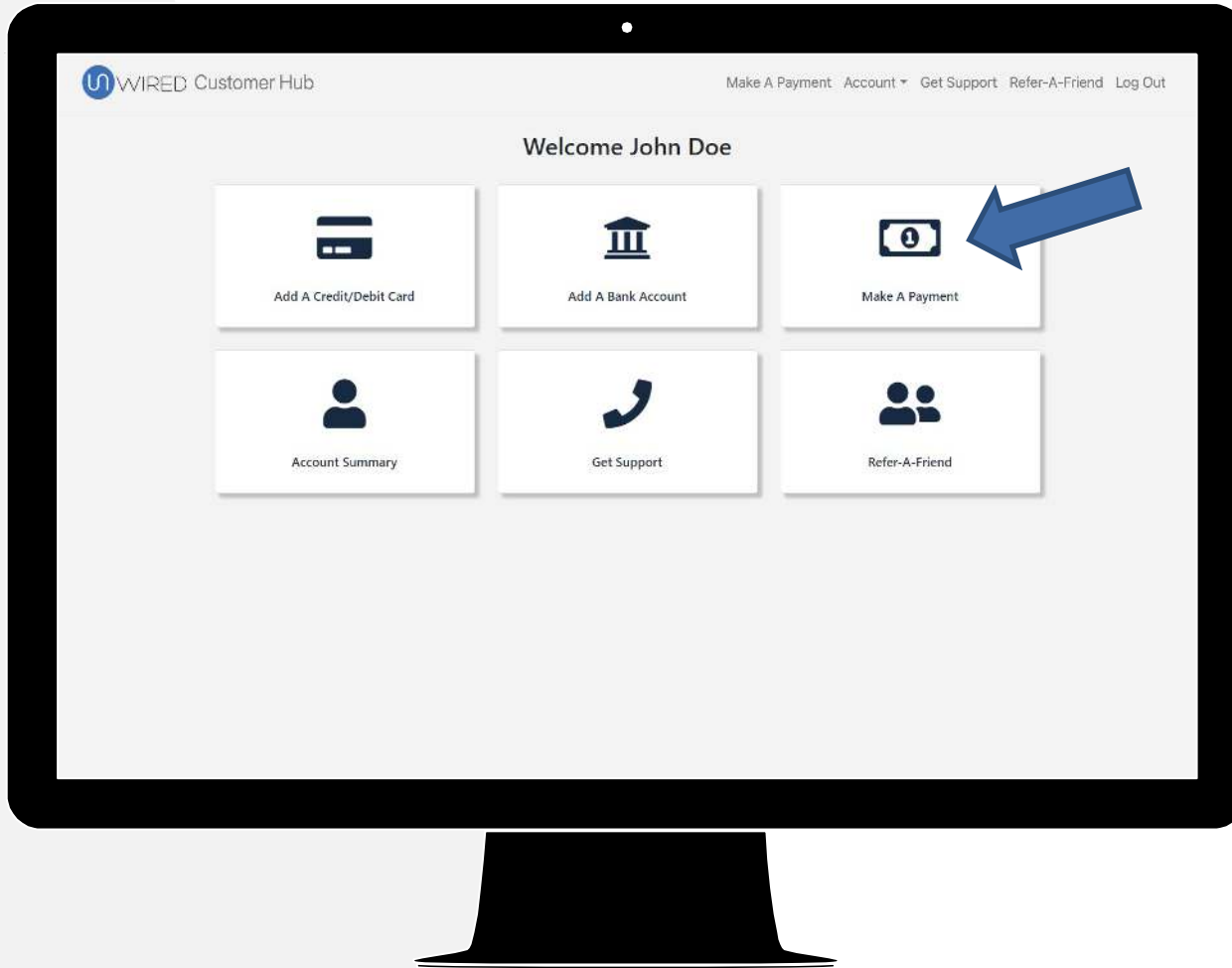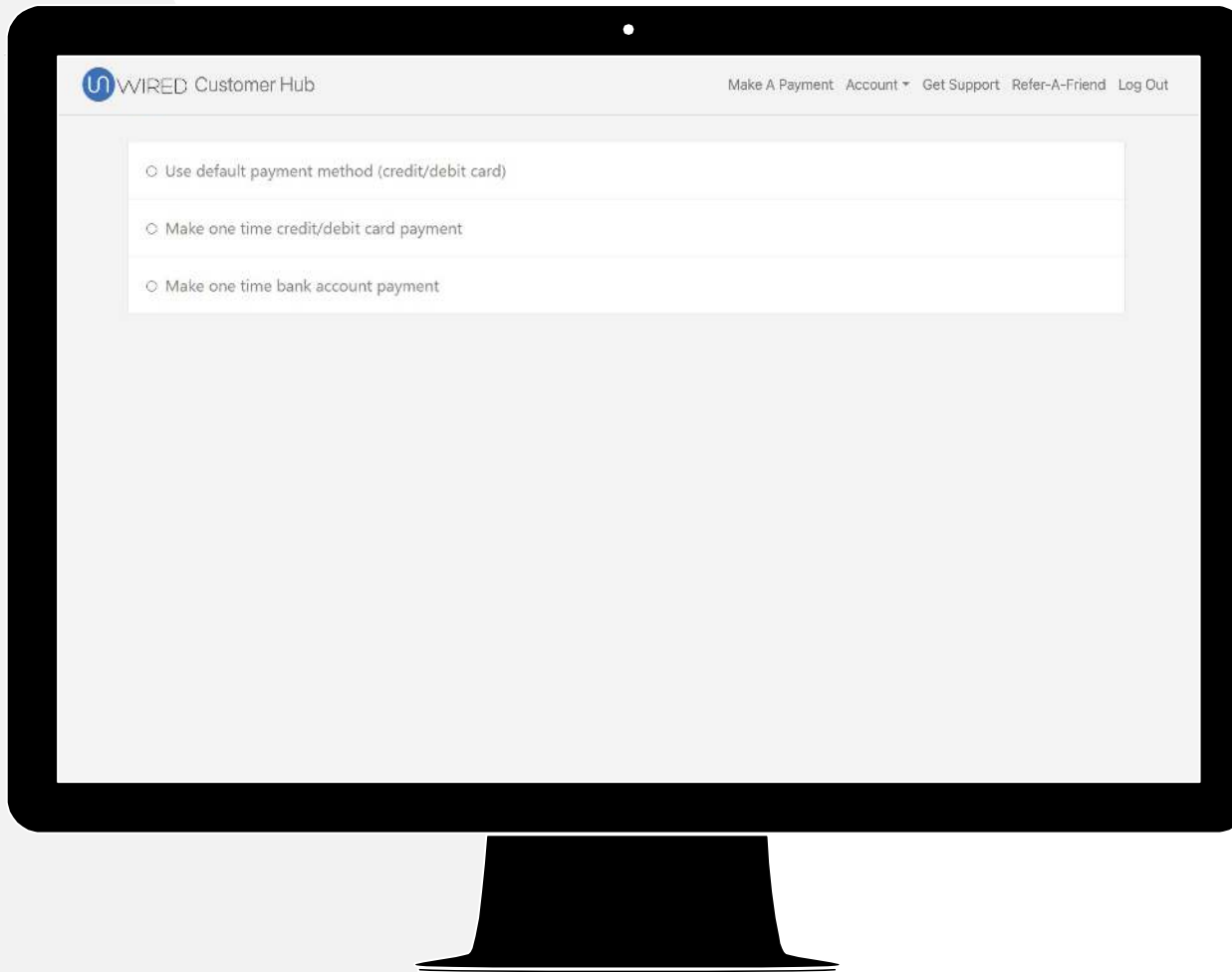
Select your payment method. You can use your saved default payment method or you can enter a new credit/debit card or bank account to make a one-time payment.

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

Change default payment method
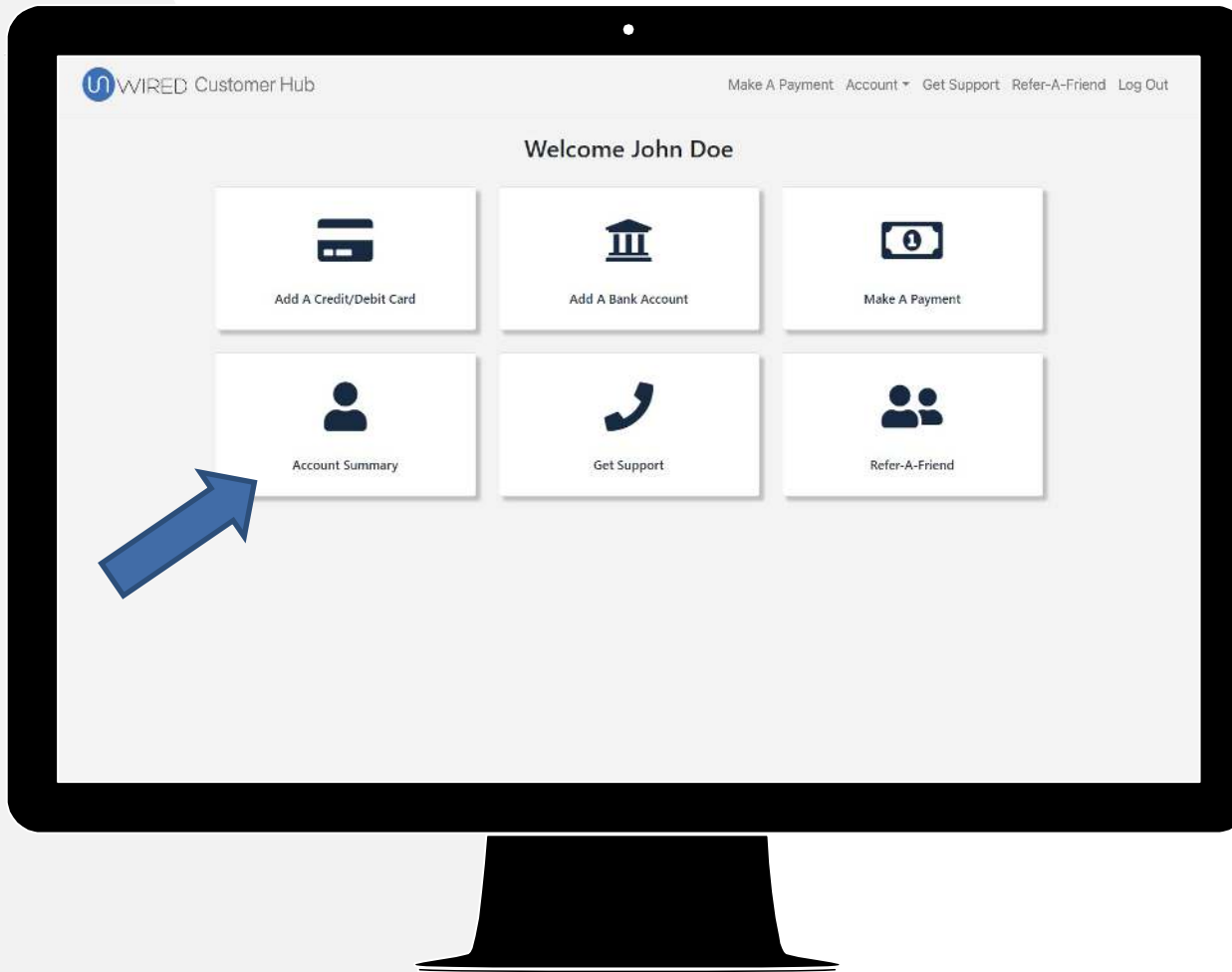
To change your default payment method, click *Account Summary* from the Customer Hub home page.
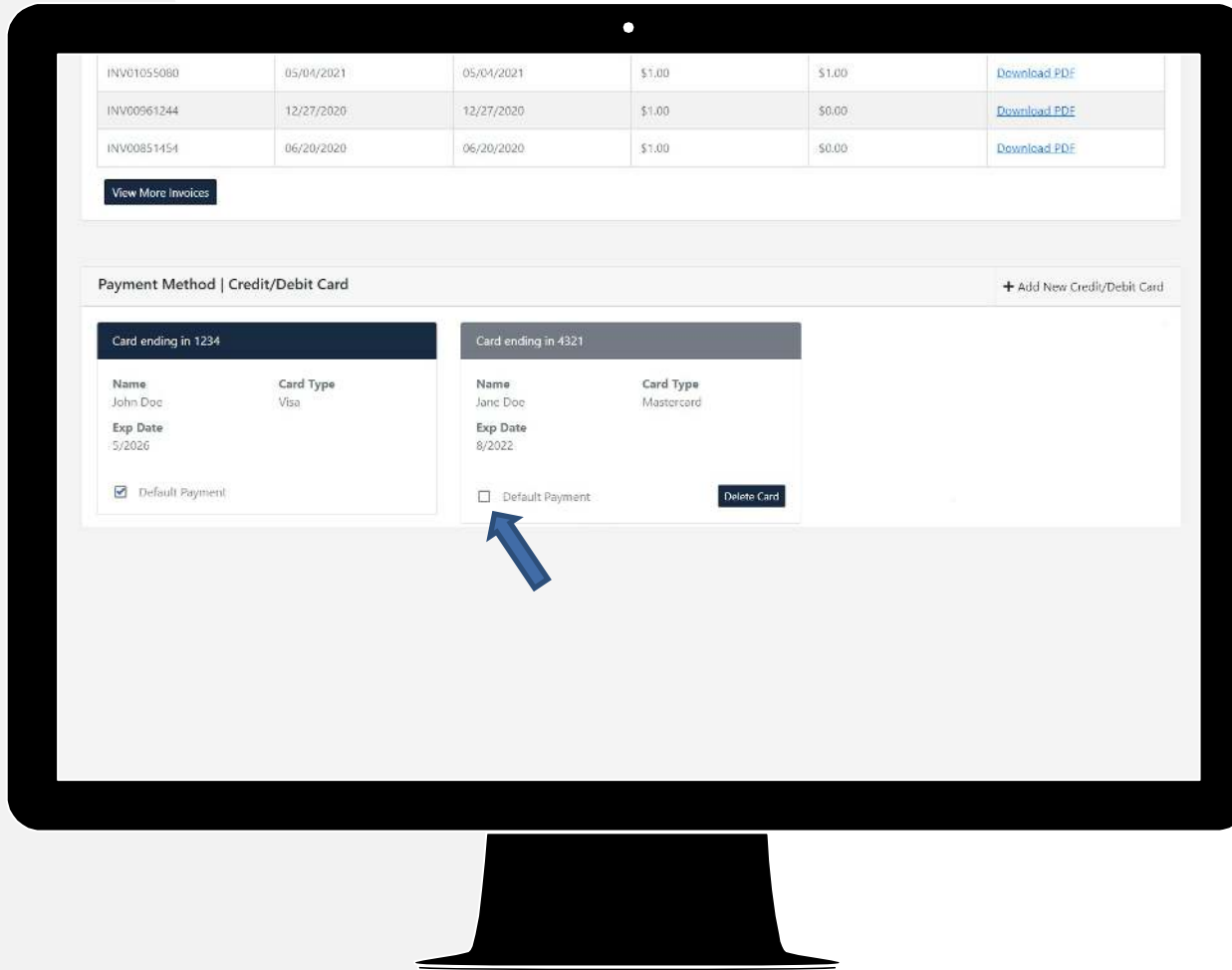
Scroll to the Payment Method section and check the *Default Payment* box next to your new default payment method.

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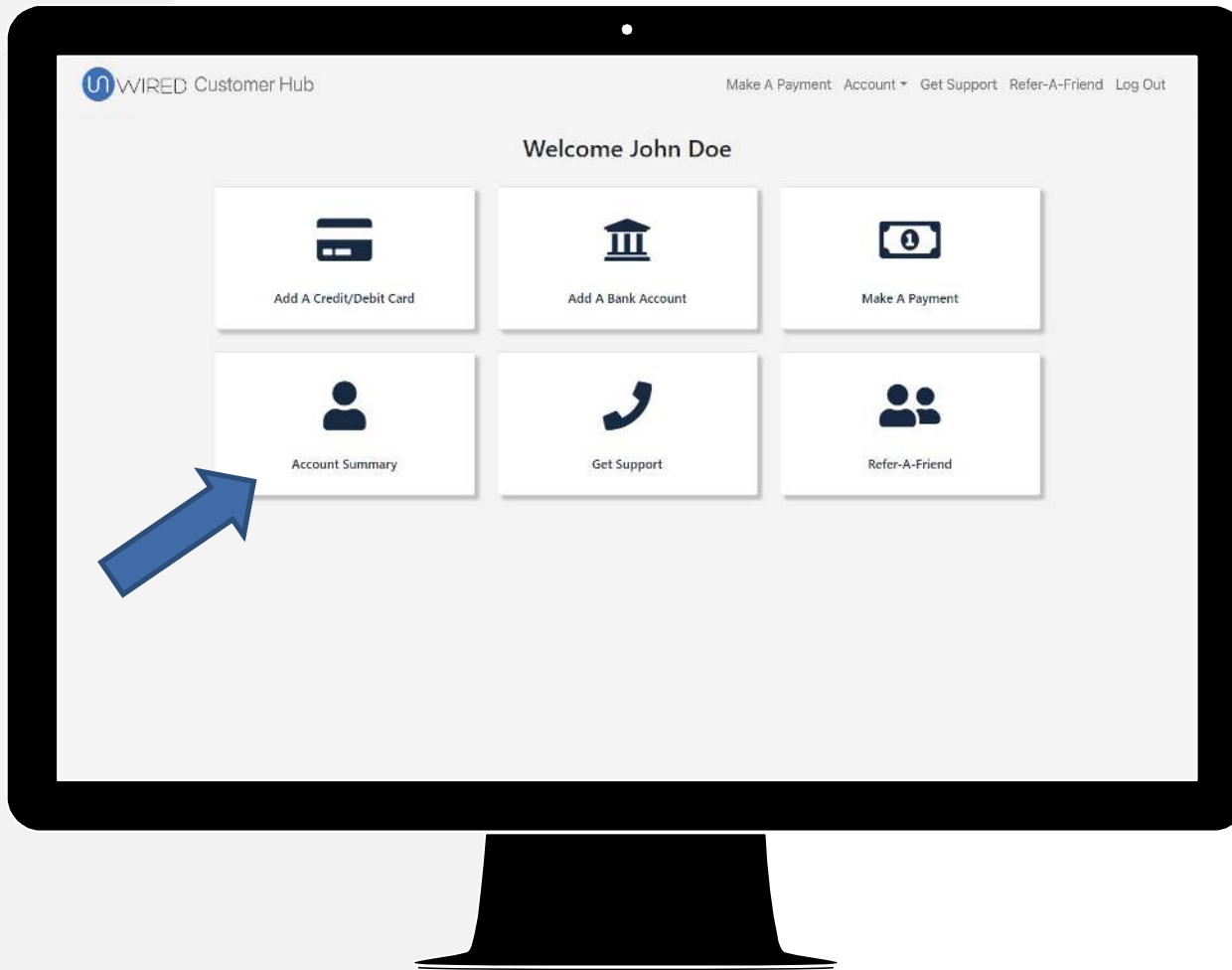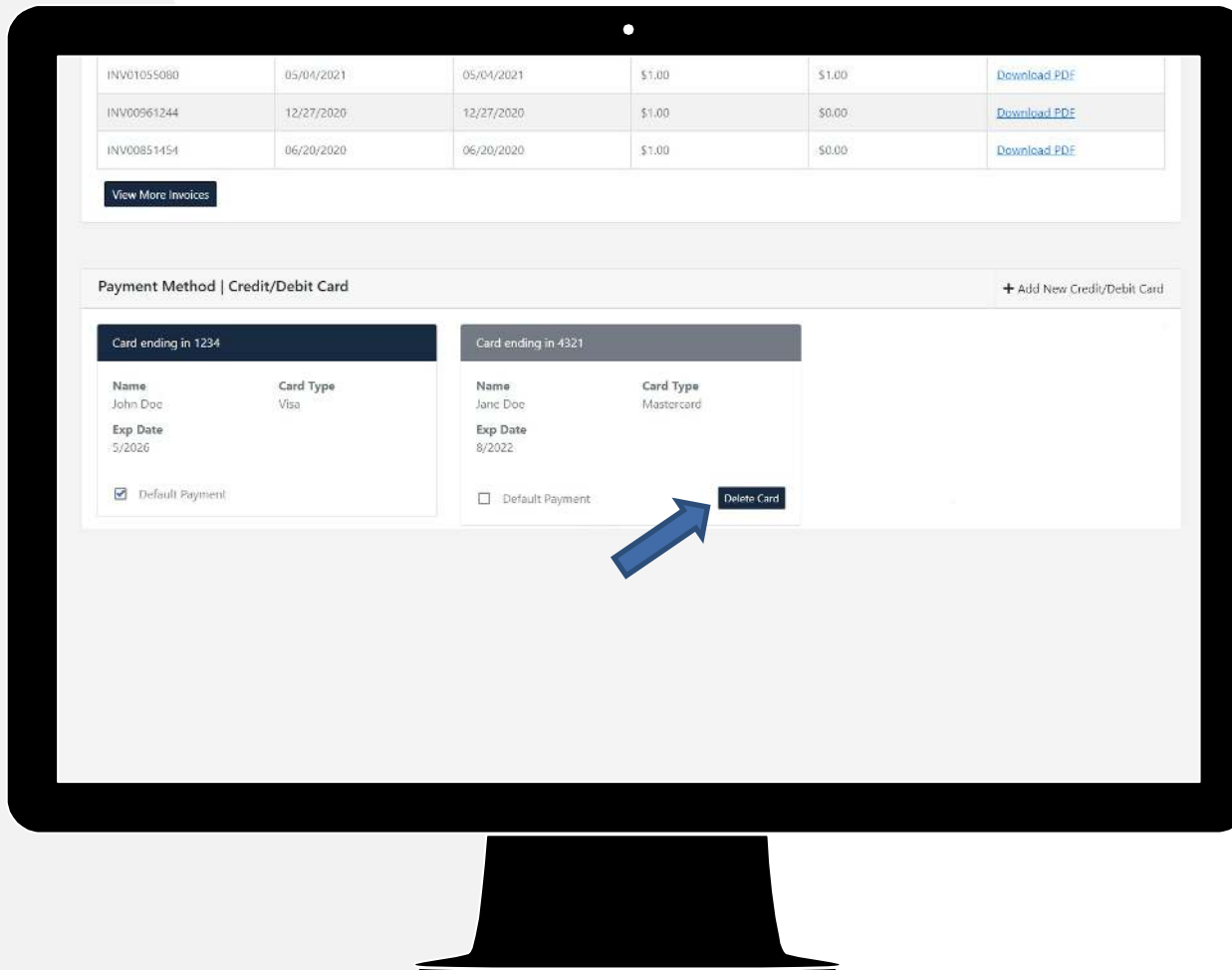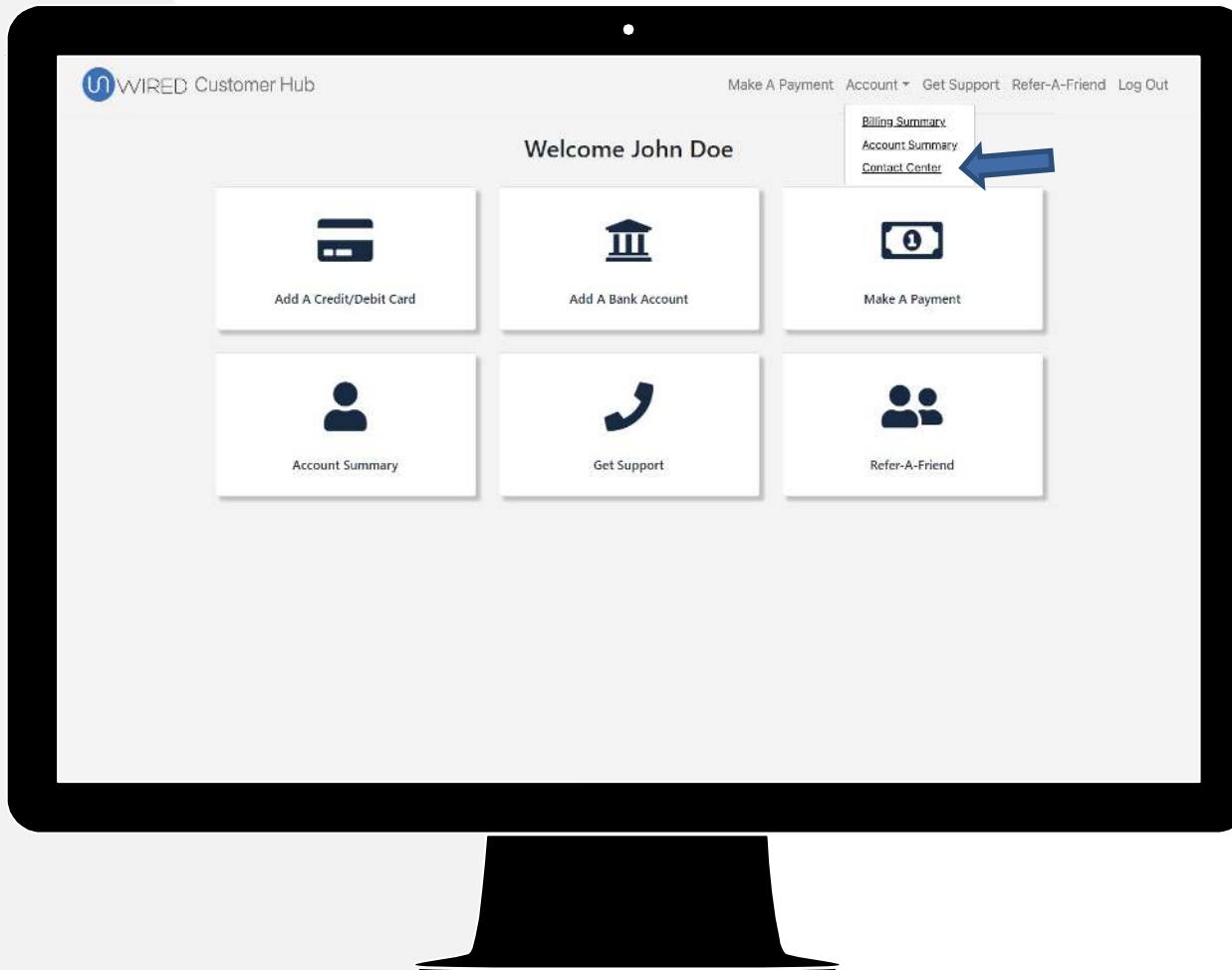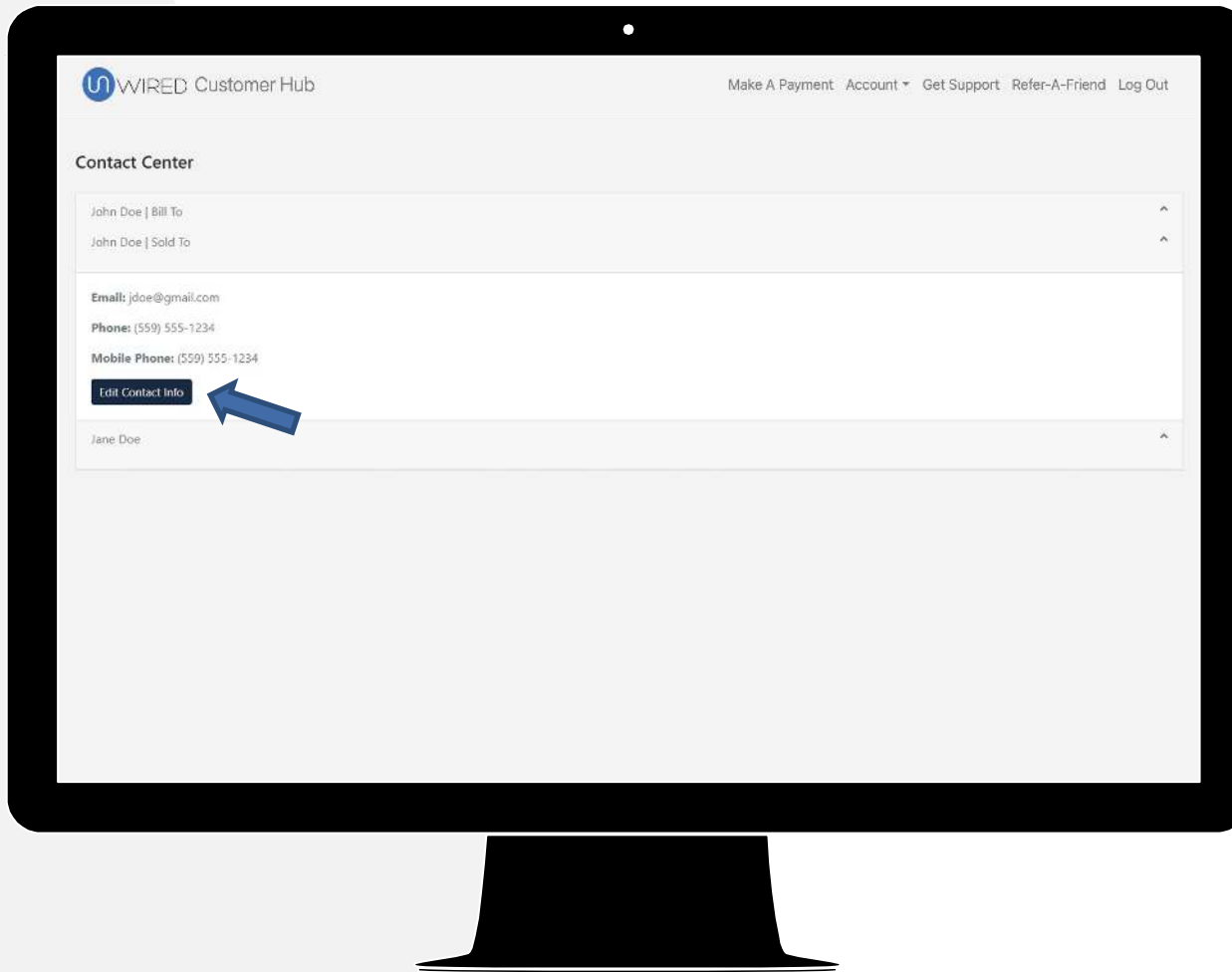
Scroll to the Payment Method section and click the *Delete Card* or *Delete Bank Account* button next to the method you wish to delete.

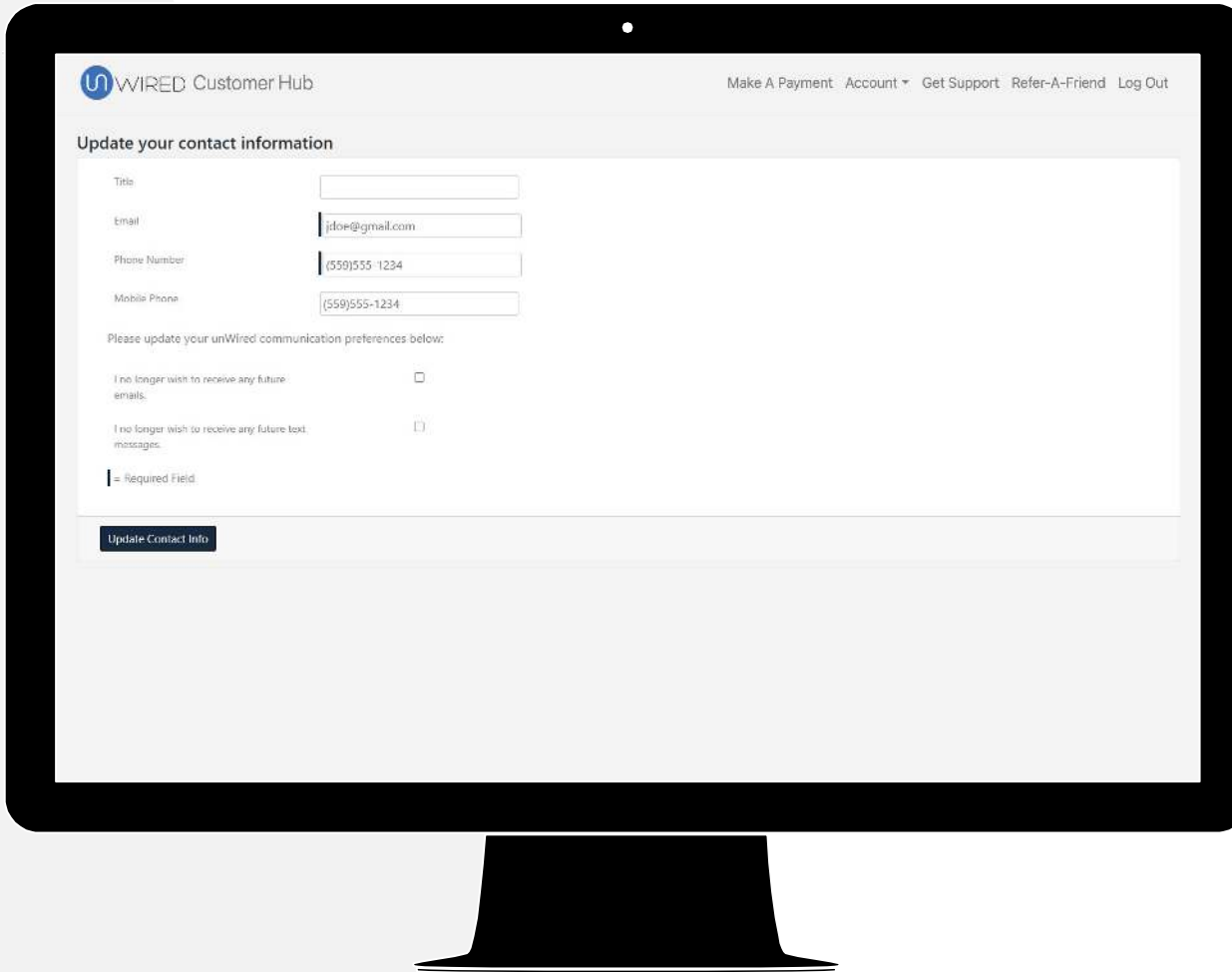*Please note that you cannot delete your default payment method.*

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.*

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

Download invoices
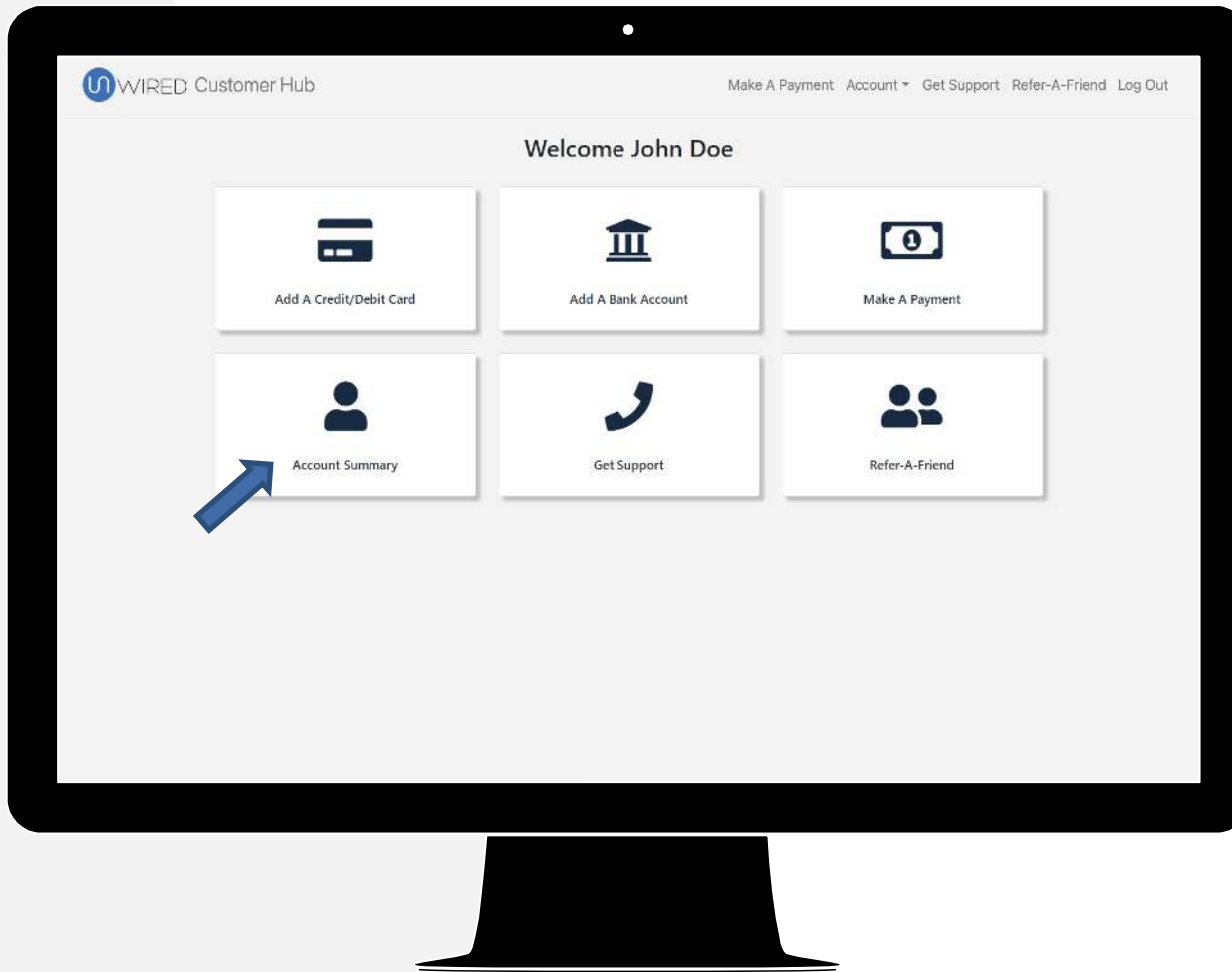
To view and download your invoices, click *Account Summary* from the unWired Customer Hub home page.
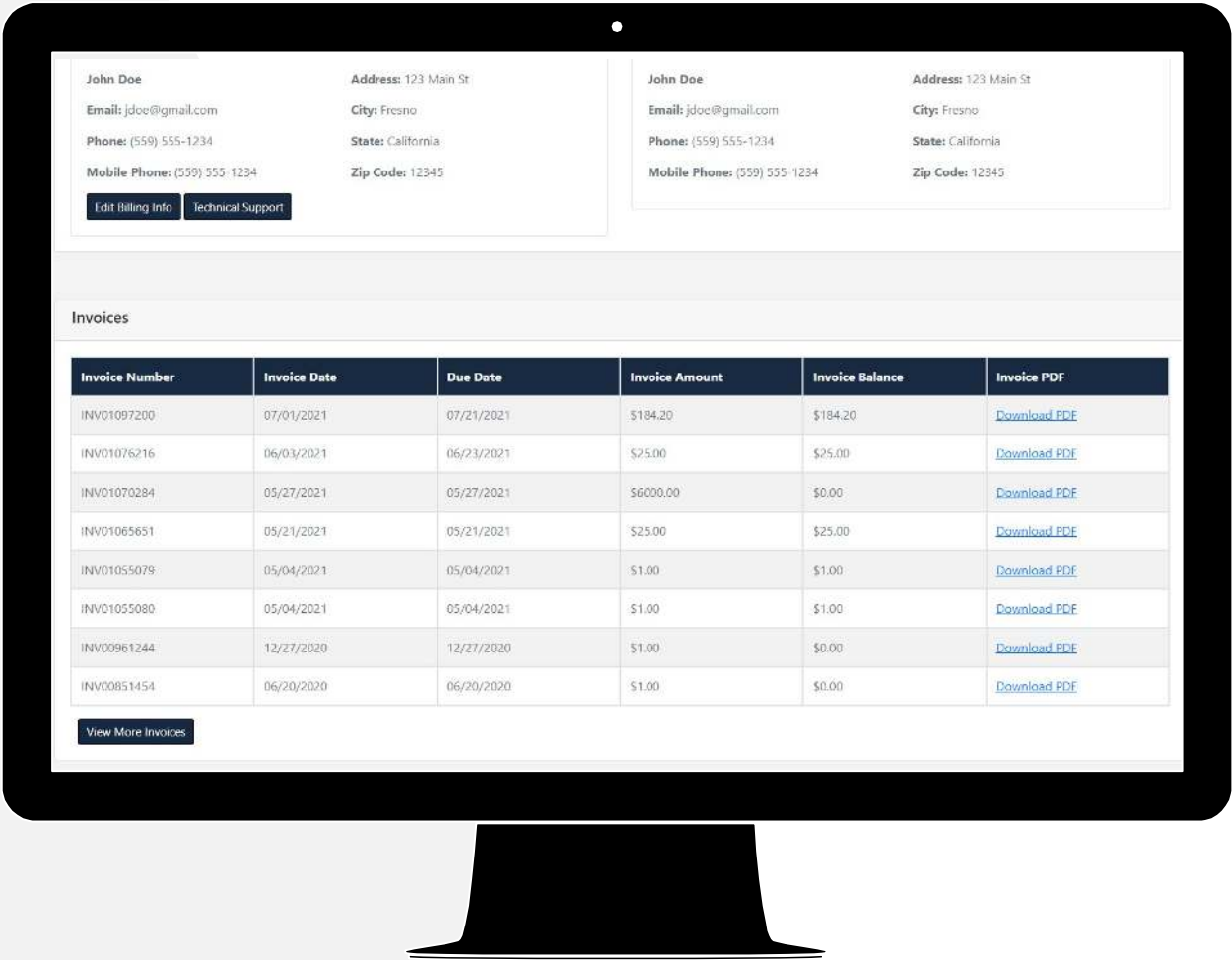
Scroll down to the Invoices section, where you will find a list of all invoices. To download the PDF version of an invoice, click *Download PDF* and the document will start downloading.

Edit billing info
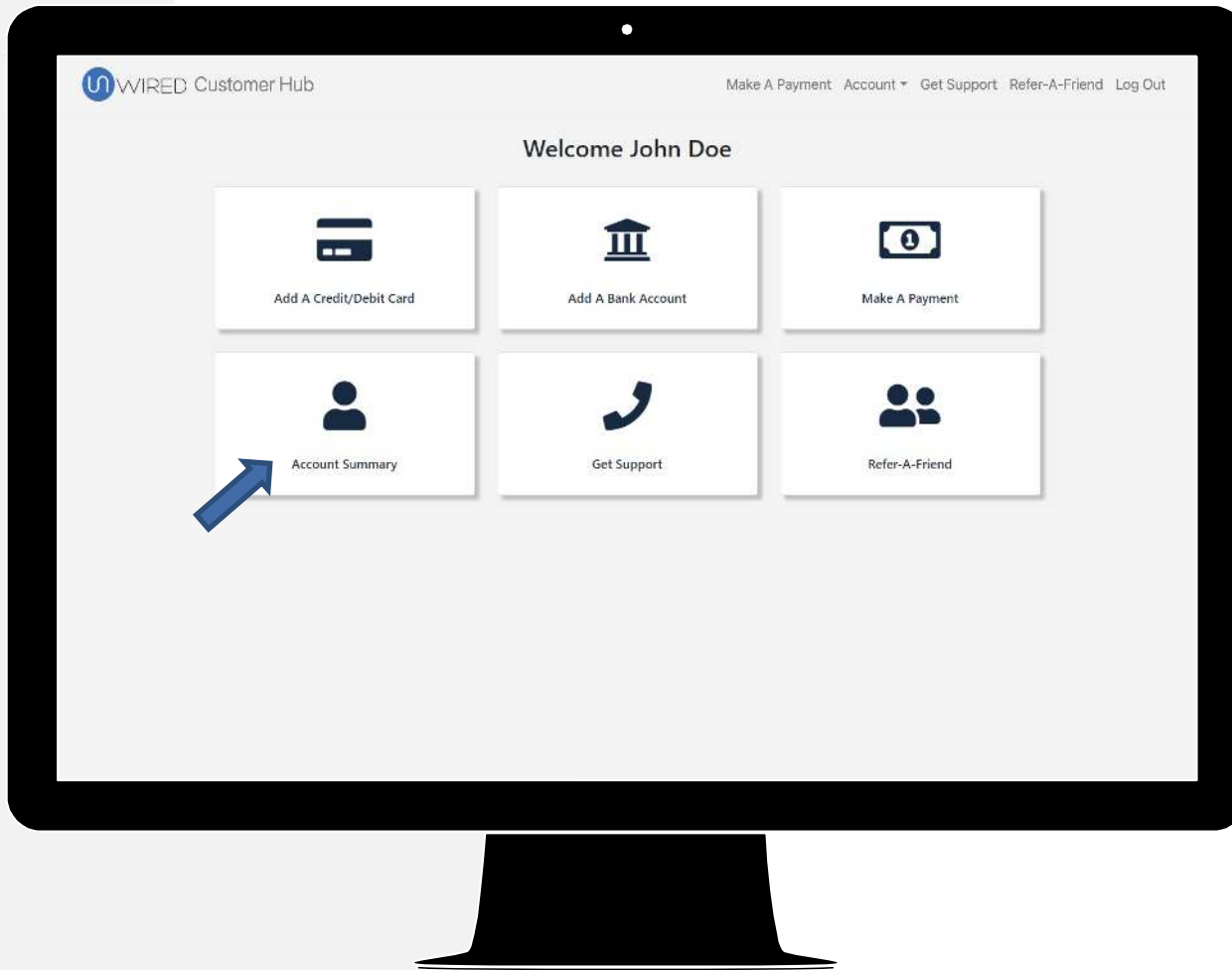
To edit your billing information, click *Account Summary* from the unWired Customer Hub home page.
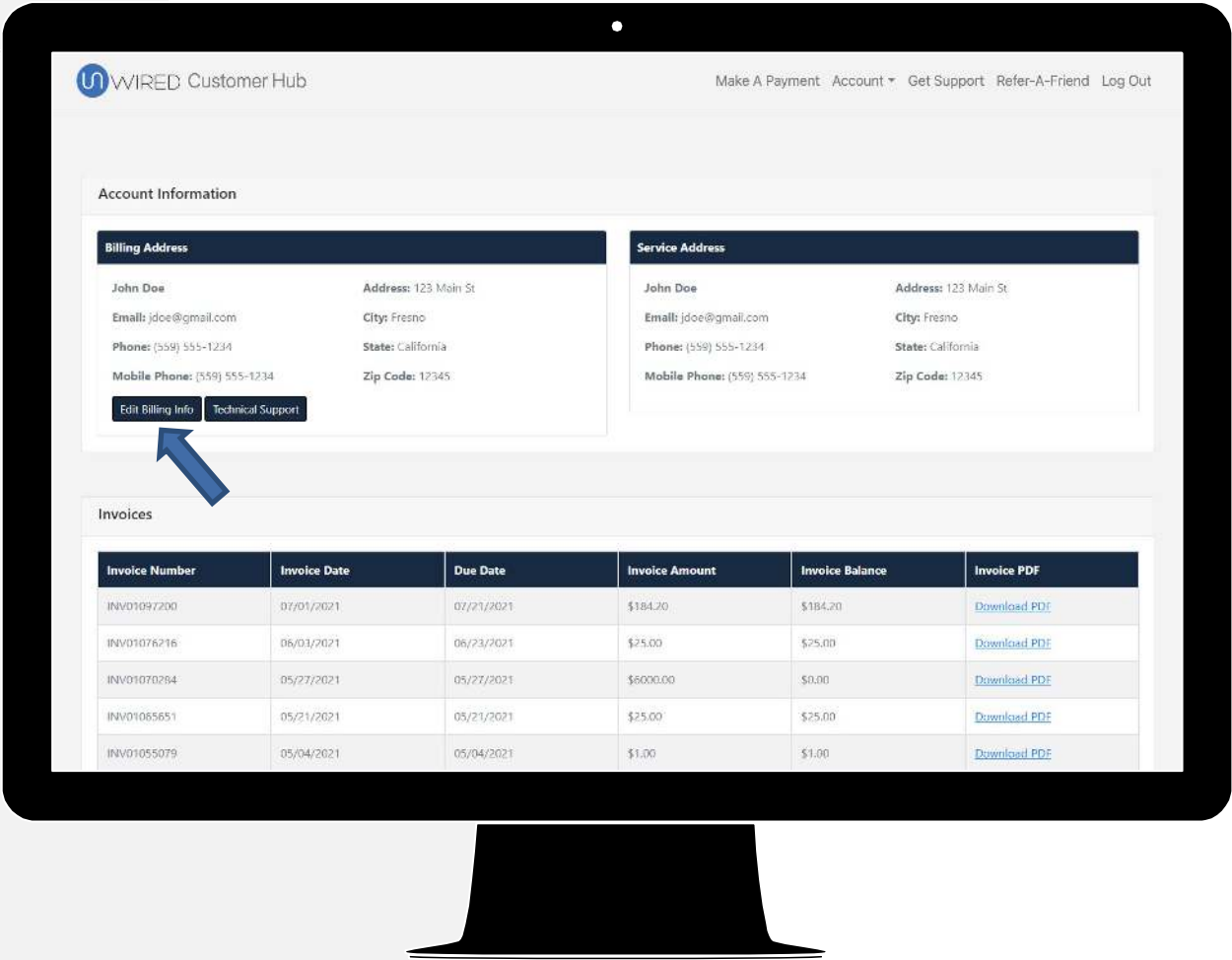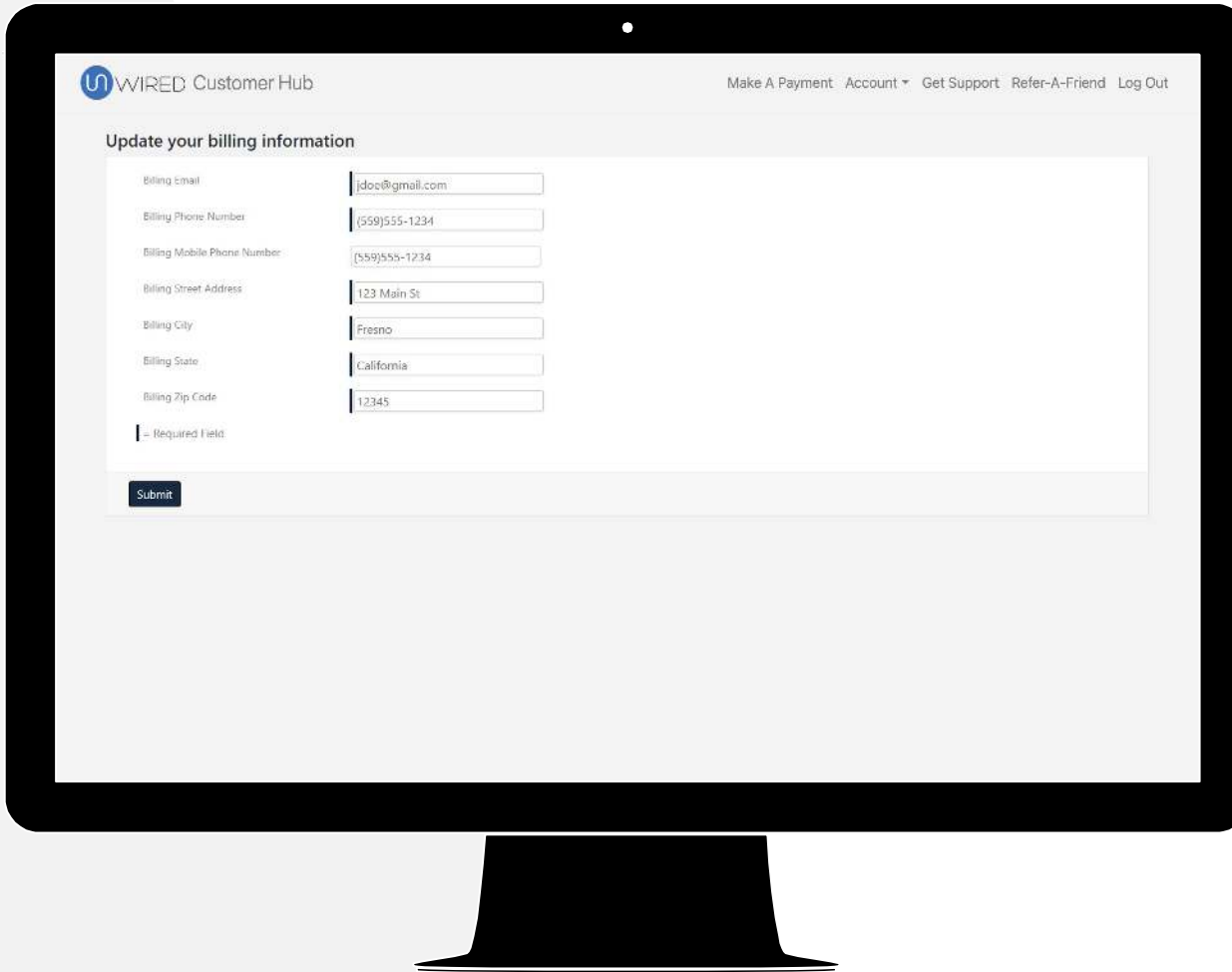
Click *Edit Billing Info* in the Account Information section.

UNWIRED Customer Hub   Make A Payment   Account ▾   Get Support   Refer-A-Friend   Log Out

Update your billing information

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
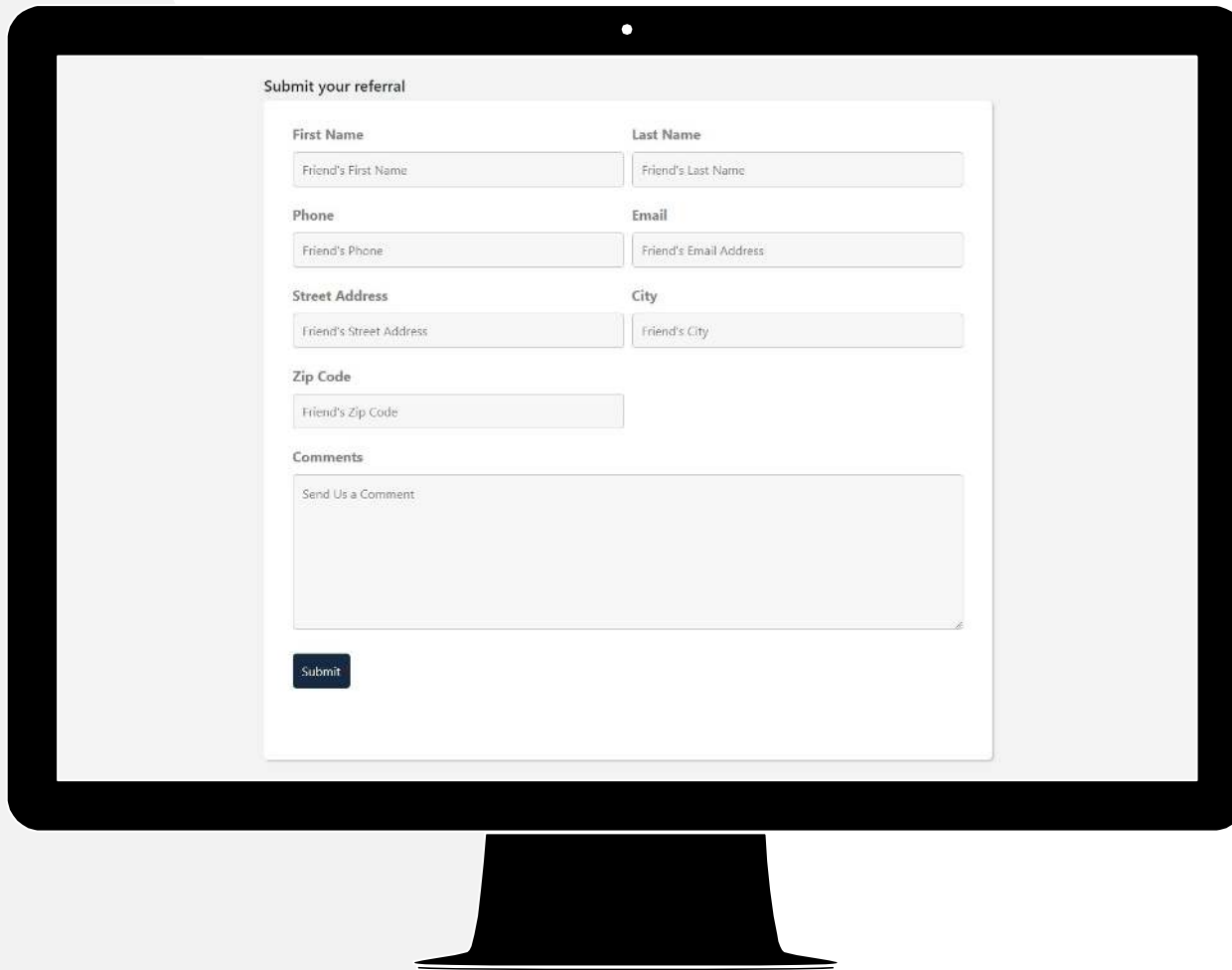
| = Required Field

Submit

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

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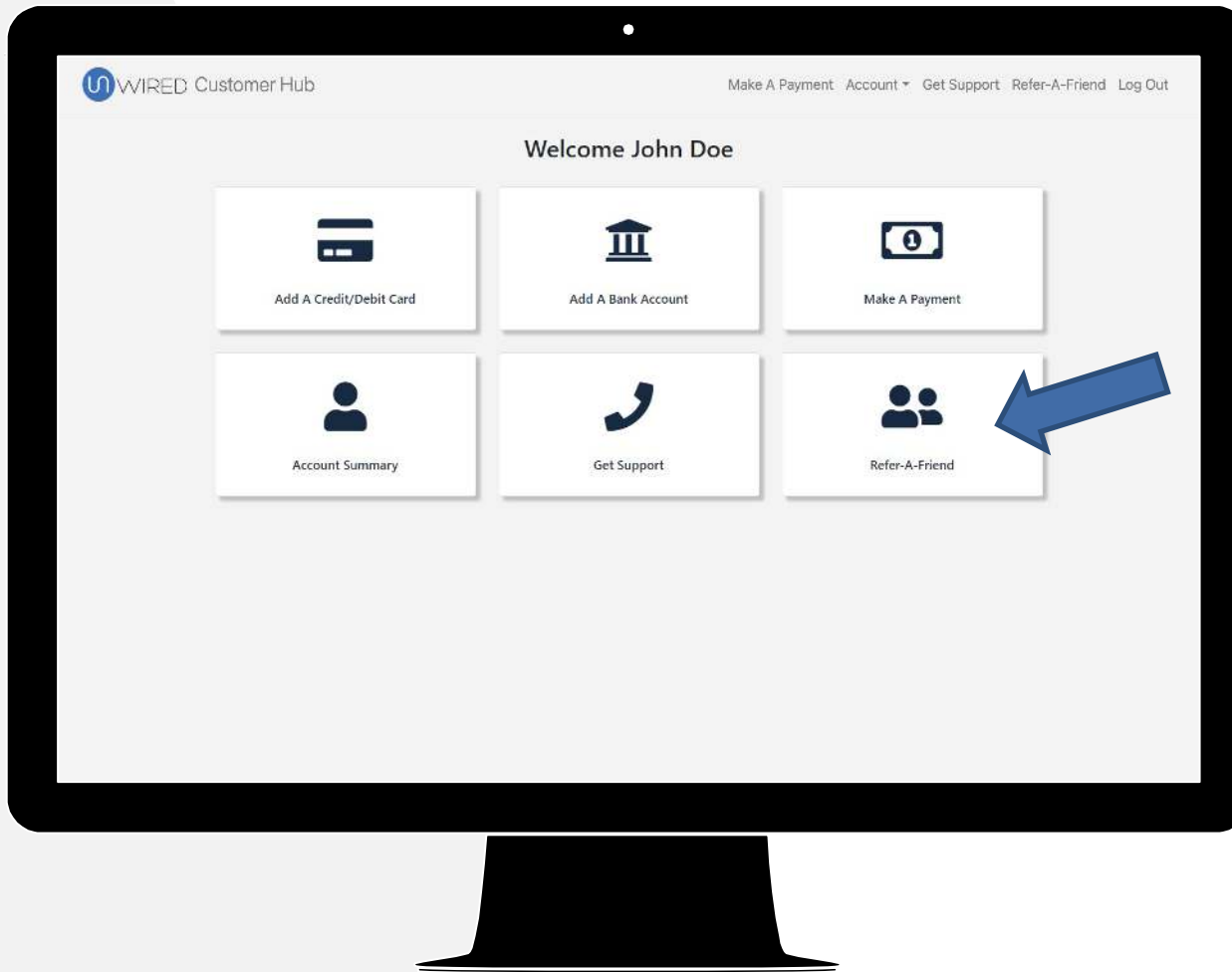
To see your Refer-A-Friend dashboard, click *Refer-A-Friend* on the Customer Hub home page.

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.

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.
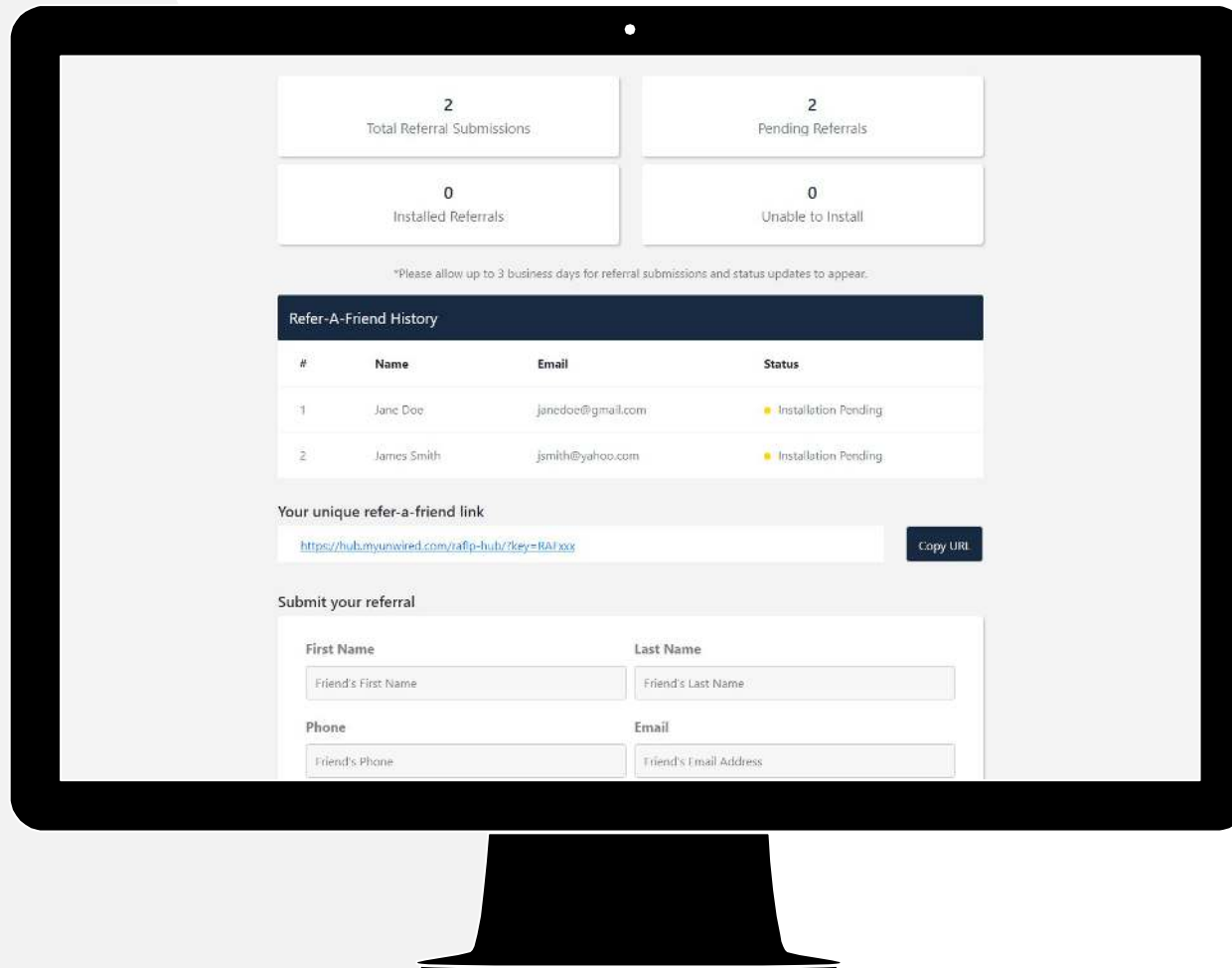
The Refer-A-Friend History section will show you the status of your recent referrals. Please note that it may take up to 3 business for submissions and status updates to appear.
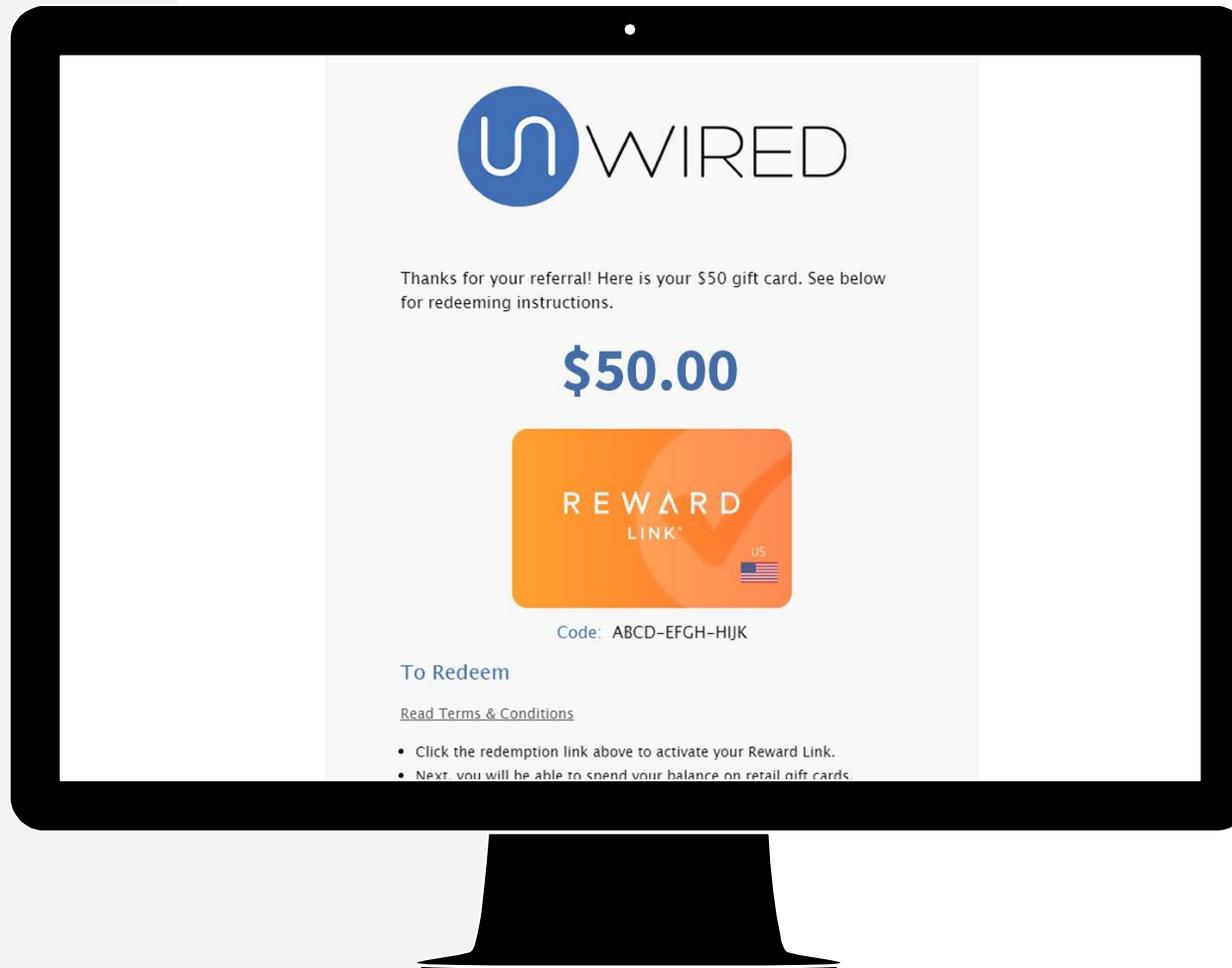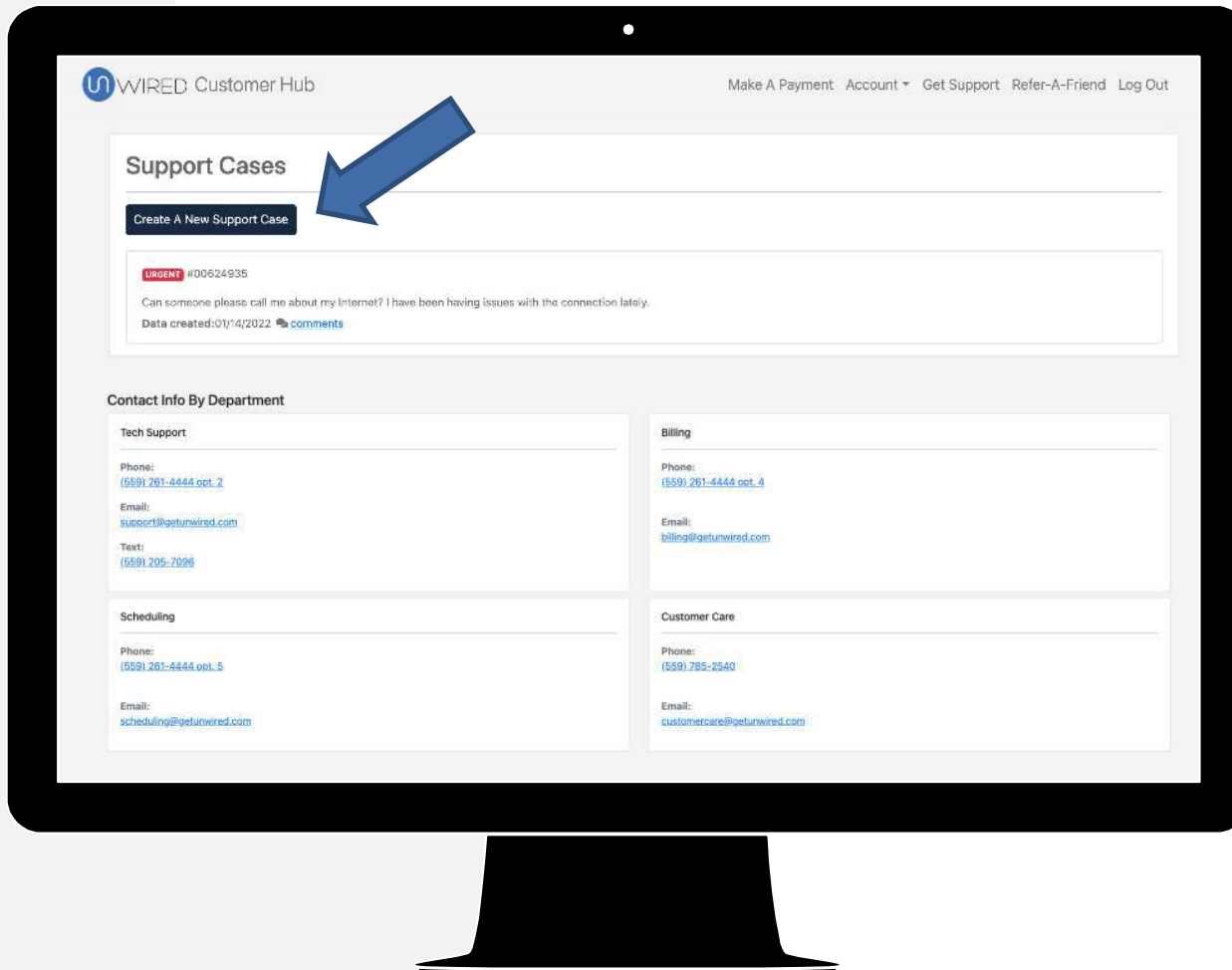
When a referral activates service, you will receive an email with your e-gift card and redemption instructions. You can choose from a variety of retailers on the Tango Card platform. All gift cards are redeemable for online purchases.
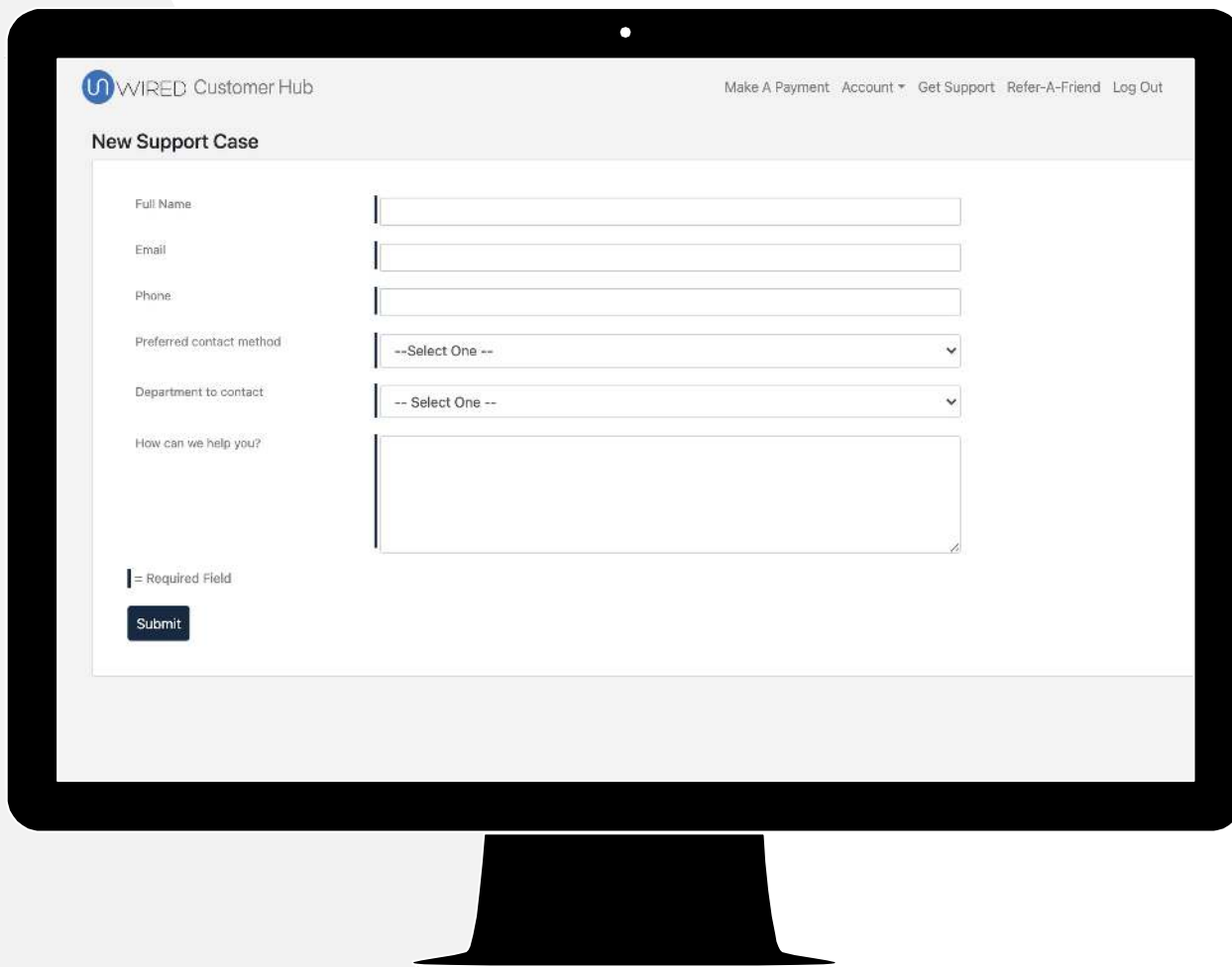
Get support
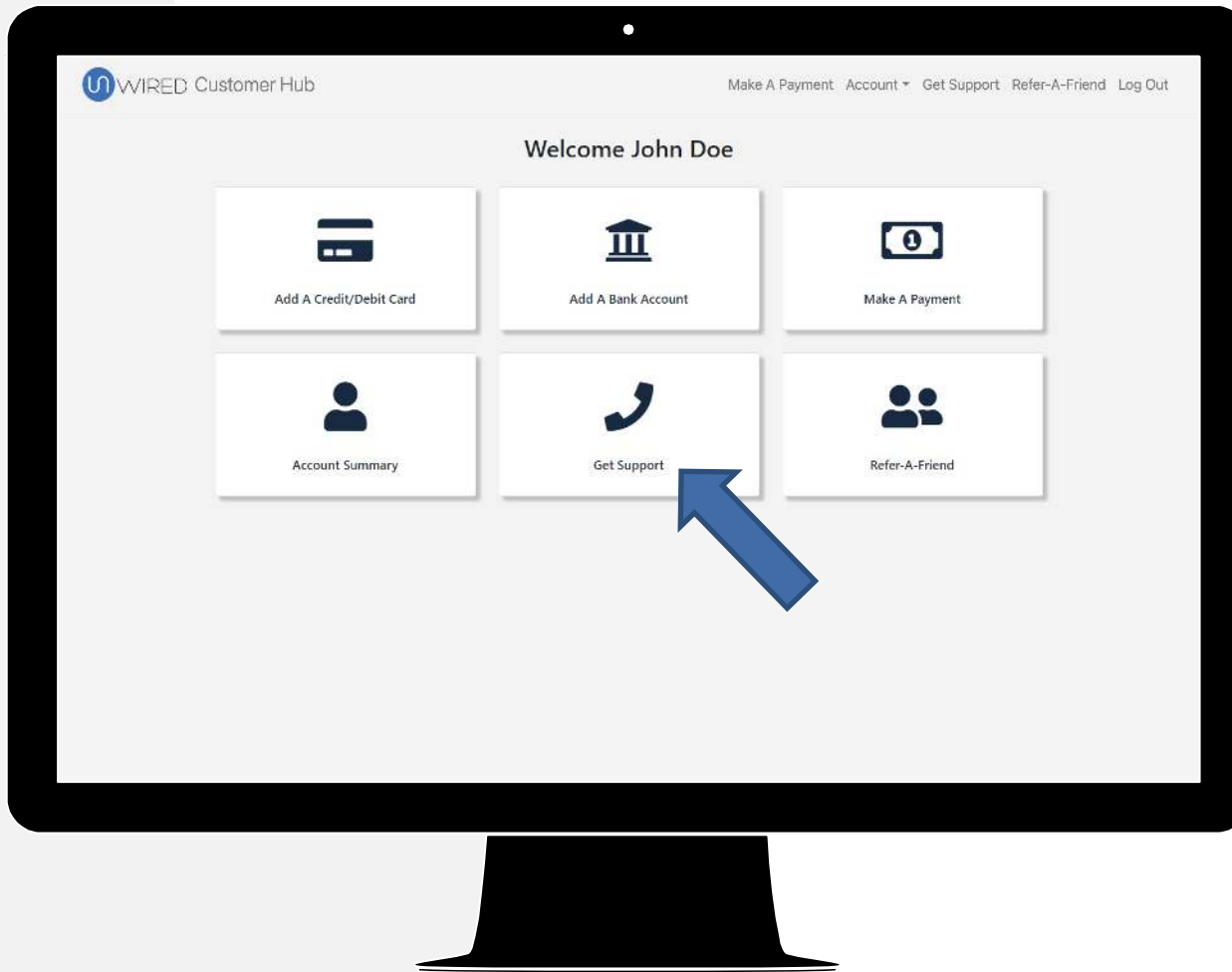
To submit a support case or view contact information, click *Get Support* on the Customer Hub home page.

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

To create a new support case, click *Create a New Support Case.*
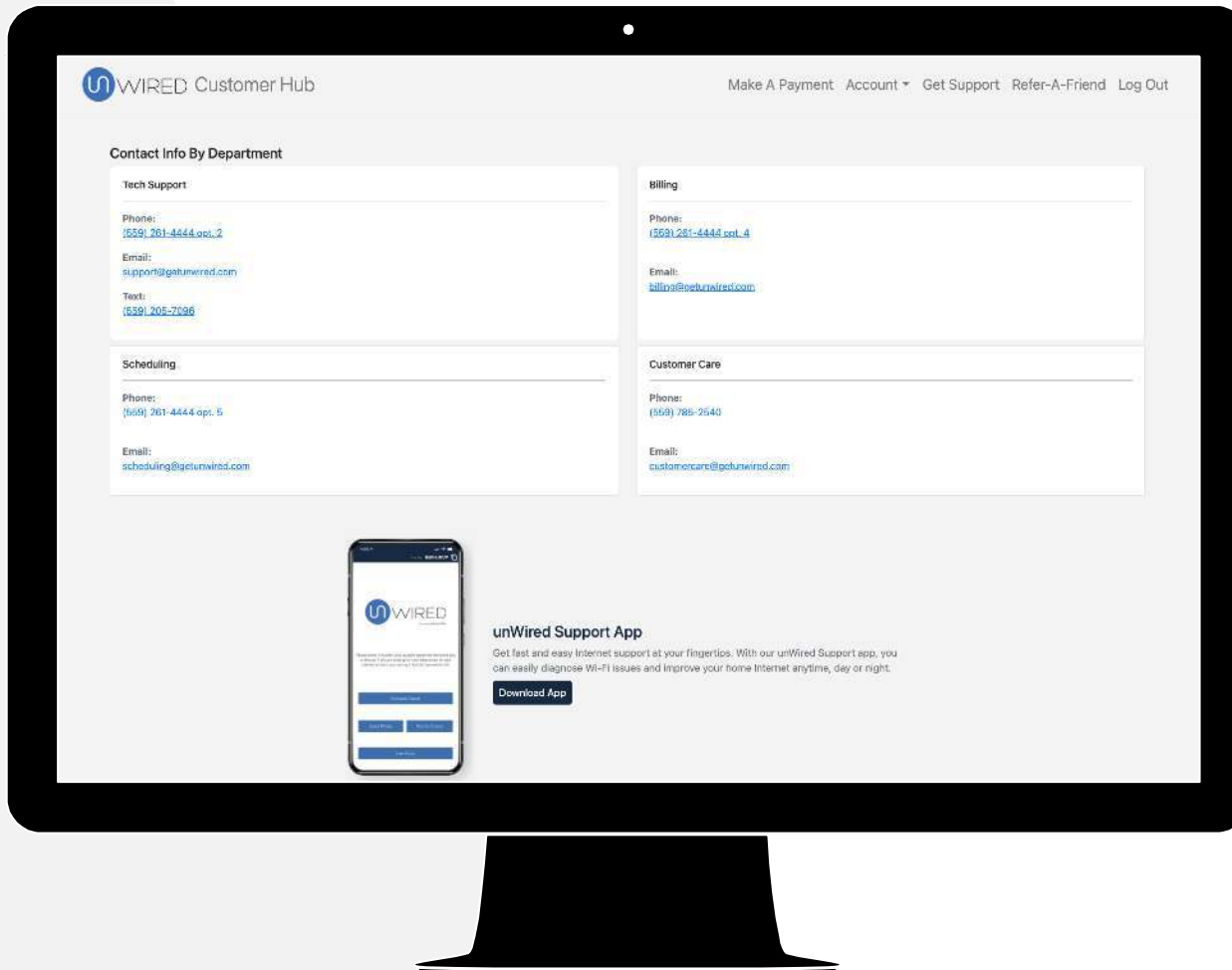
Fill out the form with your contact information and a detailed description of your issue and click *Submit.*

A representative will be in touch with you via your preferred contact method.
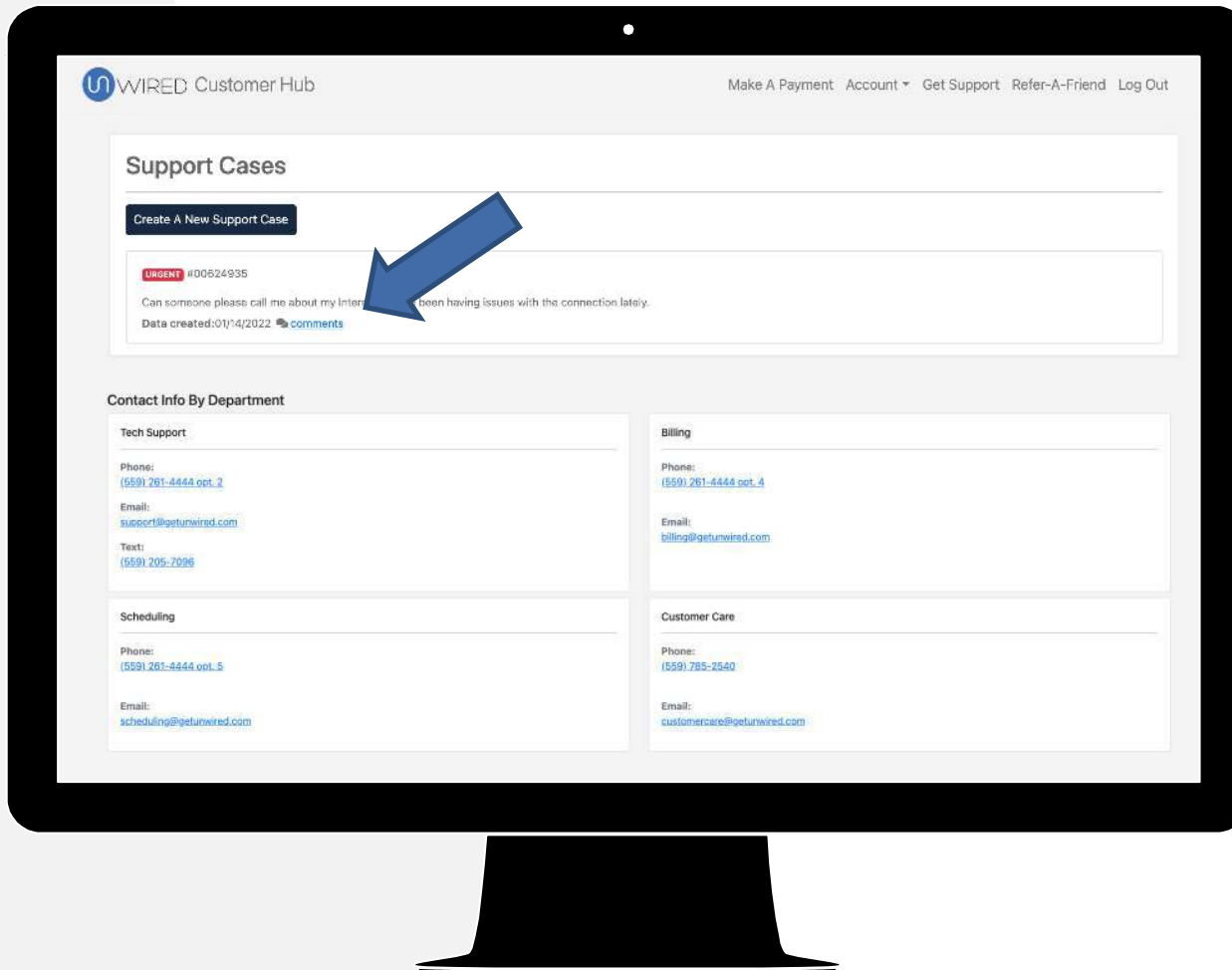
If you would like to add comments to any open support case, you can click the comments button under the case.

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