Welcome to NuWave Communications!

On behalf of all of us here at NuWave, we’d like to take this opportunity to welcome you as a new customer. We are thrilled to have you with us!

At NuWave, we pride ourselves on providing our customers responsive, competent and excellent service. Our customers are the most important part of our business and we work tirelessly to ensure your complete satisfaction. We encourage you to contact us regarding any questions you have about your new service.

Below we have provided direction on how to place additional orders with us and how to reach our service support team should you require assistance with any service related trouble issues. Please contact us using the information below:

**For Technical Service Support:**

For any technical issues, please email as much detailed information as possible to the address below. A ticket number will be automatically generated. Please refer to the ticket number in all correspondence. If you haven’t received a response within 30 minutes, please call the NOC in the order below. If you aren’t getting response needed, please escalate to your account manager.

**NOC Email:** [Support@nuwave.com](mailto:Support@nuwave.com)

**8 am - 8 pm PST Call: NOC** – (877)-928-2566

**After Hours Call: NOC** – (888)-368-9283

**For Product Ordering:**

To place orders for any new products, such as Toll-Free numbers, DID’s, SIP trunks etc., please send an email to the address below and one of our provisioning team members will work directly with you.

Email: [Orders@nuwave.com](mailto:Orders@nuwave.com)

**For Billing:**

For any questions, or concerns regarding your billing or invoices, please send an email to the address below, and a billing team member will reach out to you.

Email: [Billing@nuwave.com](mailto:Billing@nuwave.com)

NuWave also offers customers access through our billing portal, Bill Center. You can view your invoices online, make individual monthly payments or even set up monthly recurring payments on auto-pay. You can even open a ticket with our support team through the portal.

Once you’ve received your first invoice, you can head to the URL below, which will allow you to sign up and create a user. You will need your account number and registration code, which will be located in the upper right portion of your invoice.

<https://nuwave.billcenter.net/>

We’d like to thank you again for becoming a NuWave customer, your business is very important to us. If there is anything we can do to make your experience any better, please be sure to let us know.

The NuWave Team!

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