



WELCOME TO YOUR
General Info Guide!



ABOUT NORVADO

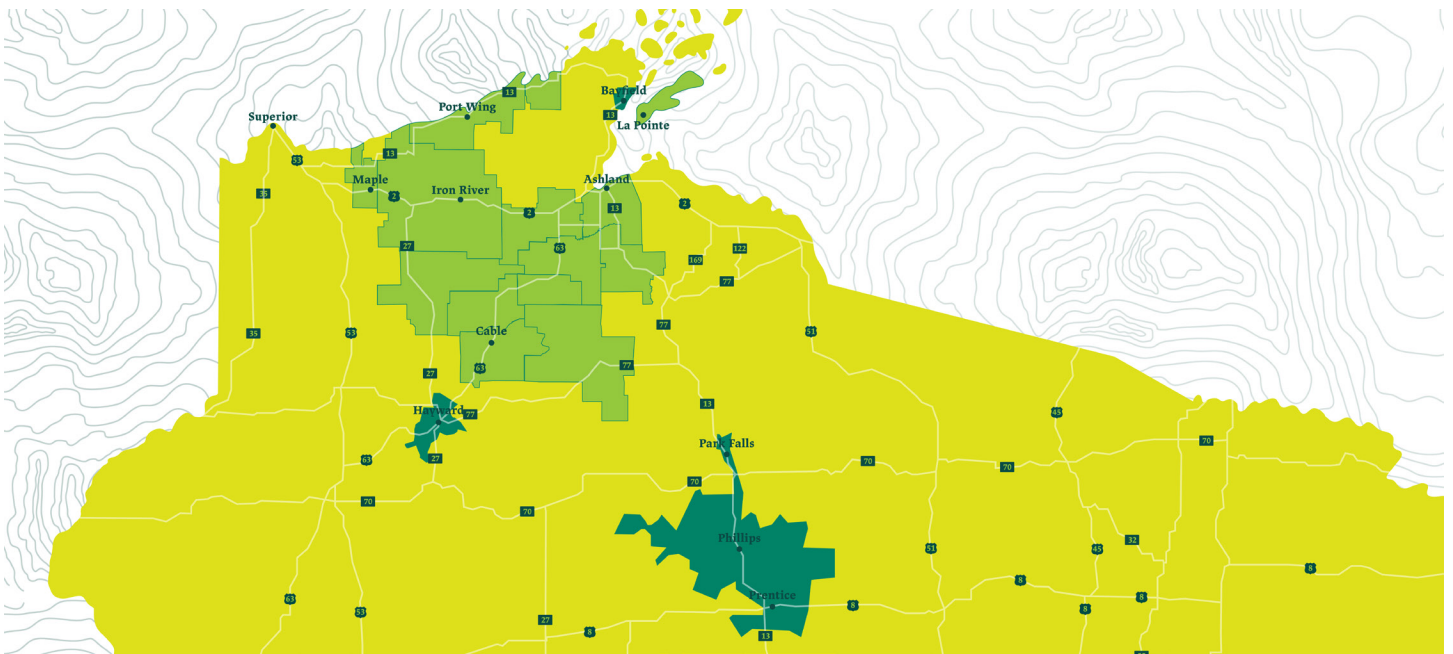
Life is better in the Northwoods. That's why in 1950, Norvado set out to make it the very best. By bringing cutting edge technology to Northern Wisconsin, we were able to keep our communities connected, vibrant, and competitive with big-city offerings. The only difference? We get to do it where we love to live. Surrounded by nature. For the greatest neighbors. For over the last 70 years. And we're just getting started.

MISSION STATEMENT

Our mission is to provide leading technology that allows the up north lifestyle to keep a strong connection with the world. Our vision is to provide 100% of our service area with the world's foremost technology ensuring our customers are connected to the people, places, and things they love.

BOARD OF DIRECTORS

As a cooperative, Norvado is overseen by a Board of Directors. Each director represents one of our seven districts. Our Board of Directors is composed of community members elected by their district constituents. Once elected, he or she serves on our board for a three year term, after which they can run for re-election or step down. Anyone interested in serving on our Board of Directors are welcome to contact our office for more details.



CONTACT US

800-250-8927 | info@norvado.com

Diggers Hotline - 800-242-8511 or 811 | diggershotline.com

LET'S GET SOCIAL

Follow Norvado on these social media sites to stay up to date with new events, offers, service updates and more.



ONLINE SUPPORT

Head over to our Knowledge Base at norvadosupport.com and search hundreds of topics to find what your looking for right now. Chances are your question has already been answered by one of our experts.

During normal business hours our online chat is available for your convenience. One of our Customer Technology Consultants are standing by ready to assist you. Visit norvado.com and open the live chat window in the bottom right hand corner of any page to get started.

LOCATE BEFORE YOU DIG

As a friendly reminder, if you, the homeowner, will be digging on your property, please call Diggers Hotline, 8-1-1 or 1-800-242-8511, three (3) business days prior to digging to have Norvado facilities located. Remember, Diggers Hotline does not locate private facilities and you can be fined for not following the proper digging protocol.

It is our policy to locate any Norvado buried facilities within our serving area without charge to anyone planning to dig or excavate within it. Simply contact our office to request a location of the facilities.

For more information, visit diggershotline.com or norvadosupport.com and search for keyword **Diggers**.



PAYING YOUR BILL

ALL BILLS ARE DUE WHEN RENDERED and can be paid in several ways. If objection to billed amounts is not received by Norvado within thirty (30) days after the bill is rendered, the items and charges appearing thereon shall be deemed correct and binding upon the customer.

THERE ARE MANY WAYS YOU CAN PAY YOUR BILL

Pay at Location

Each location has a drop box to place your payment in. When depositing in the drop box, please put your payment in an envelope with your name on it and either your Norvado phone number or account number.

Pay by Mail

There's always the tried and true method of snail-mail. Feel free to put your payment and statement in the mail before the due date printed on the bill. A Norvado representative will take it from there!

Norvado

43705 US Hwy 63
P.O. Box 67
Cable, WI 54821

Pay Online

Sign up for SmartHub and begin managing your Norvado account(s) online. Smarthub is an online account management service that allows you to pay your bill, review your billing statements, sign up for Paperless Billing and/or AutoPay, request changes to your service and even report a trouble.

To register for SmartHub, visit norvado.smarthub.coop or download the app to your Android or iOS device, click on **New User?**, and complete the required fields. You will need the account number, account holder's last name or business name, and a valid email address to register. Refer to your Norvado bill to obtain your account number.

Once you've completed the required fields, a temporary password will be emailed to you. Use this password and your email address to login to SmartHub. You will now have access to all the great features SmartHub has to offer.

Have questions or need help using SmartHub? Visit www.norvadosupport.com, and search keyword **SmartHub** to learn more about this service.

Enroll in our convenient AutoPay and Paperless Billing services to save yourself time and money. Sign up for either service within SmartHub and receive a monthly bill credit. Sign up for both and double the monthly discount!



Prefer to make a one-time, online payment? No problem! Simply select the **Pay Now** service from the **Bill Pay** drop down menu at norvado.com to make a secure, one-time payment to your Norvado account. All you need is your account number and the last name or business name of the account holder.

PAY-BY-PHONE

You can also pay your bill over the phone using our **Pay-By-Phone** Toll Free Number, 1-855-874-5355. There is no additional fee to pay your bill using this automated service. You can make a payment via credit/debit card or checking account. Upon first use you will need your account number, last name and last four digits of the account holder's social security number. You will then create a PIN number that will be used to make additional payments in the future. Listed below are the main menu prompts. To complete the desired action, listen to the options given and select accordingly.

Main Menu

- 1 – Make a payment on your account
- 2 – Check account status
- 3 – Create or update your PIN number
- 4 – Edit recurring payment information
- 5 – Edit stored payment information
- 6 – Find out what's new at Norvado
- 9 – Repeat this menu

For more details regarding Norvado or payment services visit www.norvadosupport.com.

NON-DISCRIMINATION STATEMENT

Non-Discrimination Statement for Chequamegon Communications Cooperative, Inc.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communications for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877- 8339. Additionally, program information may be made available in language other than English.

U.S. Department of Agriculture Nondiscrimination Statement.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <http://www.ascr.usda.gov/complaintfilingcust.html> and at any USDA office or write a letter

addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue WI
Washington D.C. 20250-9410;

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender.



LOCATION

Headquarters

43705 US HWY 63
PO Box 67
Cable, WI 54821

Phillips Office

105 N Avon Ave
PO Box 108
Phillips, WI 54555

BUSINESS HOURS

Monday - Friday

8:00am - 4:30pm

Saturday Closed

Sunday Closed

PHONE

800-250-8927

Fax 715-798-3044

Diggers Hotline 800-242-8511

GET CONNECTED

@norvado | www.norvado.com | #discoverthepossibilities