

Help with my 1st Invoice from GoNetspeed

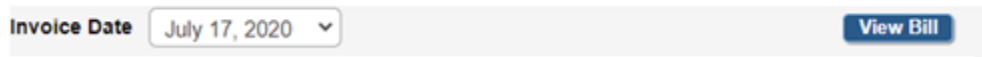
To understand the details of your first invoice from GoNetspeed, you can use the following steps:

- Log into your GoNetspeed account - https://app.idibilling.com/onlinebill/gon01_p_production
 - If you have forgotten your password, simply click on forgot password and enter in your account number and username. Your account number was included in your billing notification email, but if you have forgotten your account number or username please reach out to our customer service team at billing@gonetspeed.com or 855-891-7291.
- When logged into your GoNetspeed account, click on the “Invoice & Payment” tab

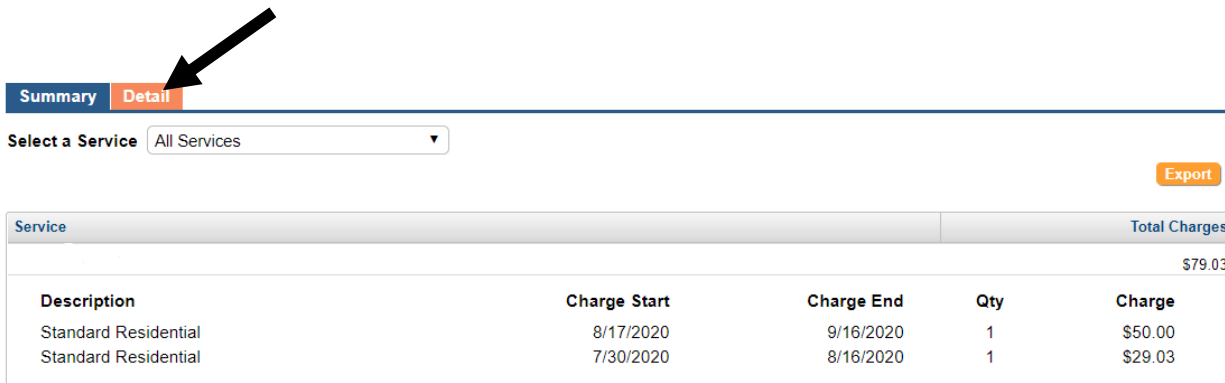


- Click on “Invoice Details” to view the charges for your GoNetspeed Service.

Invoice Details



- Access the “Detail” of your invoice by clicking on “Detail” billing information on the far right of the page:



- This is where you will find all details of your 1st invoice. The above example shows the charges of a customer who was installed with Standard service on 7/30/2020.
- Please keep in mind that your invoice will include a prorated amount from your installation date to the end of the first billing period as well as a month in advance.
- If you have questions about your invoice, you can email your questions to GoNetspeed Billing at billing@gonetspeed.com.