



Agent Assist Fee

Your monthly charges may be billed via a monthly Hotwire bill or to a credit card. You will receive an electronic (paperless) bill unless you inform Hotwire you would like a paper bill. You will be able to change your bill delivery mechanism at the point of sale or by visiting the My Hotwire section of gethotwired.com and signing into the My Account tab, or by logging into the Hotwire app with your account login information. You can also contact customer service at 1-800-355-5668 to make the change. You can access your bill by following the instructions provided to you in your paperless billing email or text message notice. Hotwire charges a \$5 agent assistance fee if a Customer Support Specialist on the phone helps you make a payment. Please note that there is no charge to make a payment through: (1) My Hotwire section of gethotwired.com, (2) Hotwire app with your account login information, or the (3) Call Center Interactive Voice Response with your account information.