

# Account Alerts

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GOCare provides two-way access to Willamette Valley Fiber customer's account information through text messages.

## Information accessible through GOCare includes:

- Balance
- Payment Due Date
- Payment Confirmation
- Account Changes

This service is simple to use and available on any wireless phone. If you can open a text message, you can use GOCare. GOCare is a free service from Willamette Valley Fiber. However, a customer's mobile service provider may charge the mobile user to send/receive text messages depending on the terms of their mobile account.

Here is a list of shortcodes available through GOCare:

- Text the word **BAL** to **90622** at any time during the month to receive a text message with your current balance due & the date it is due.
- Text the word **PAY** to **90622** at any time during the month to receive a text message with your most recent payment posted to your account and when it was posted.
- Text the word **DUEDATE** to **90622** at any time during the month to receive a text message with the date your next payment is due (and the amount due).
- Text the word **HELP** to **90622** to receive a text with available **KEYWORDS** to access your account information and a hotlink to more information.
- Text the word **STOP** to **90622** at any time during the month to stop receiving SMS account alerts to your mobile phone.