

INTRODUCING IVR/SMS FEATURES



What is IVR/SMS

Interactive Voice Response (IVR) and Short Message Service (SMS) are automated tools that make it easy to interact with your utility account.

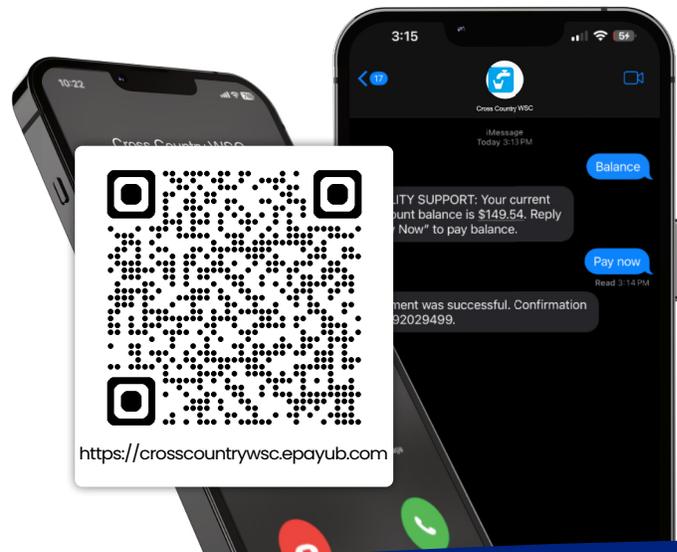
- IVR is a phone-based system that guides you through options using voice prompts. You can call a designated number and follow the voice instructions to access account information, make payments, report issues, or set up notifications—all without needing to speak to an agent.
- SMS, or text messaging, lets you receive important alerts and manage your account by sending simple text commands. This can include notifications about outages, payment reminders, and confirmation of any updates you make to your account.

Together, IVR and SMS provide convenient, 24/7 access to your account from your phone, giving you more control and faster service.

How to Opt-in for Mobile Notifications

- Go to <https://crosscountrywsc.epayub.com> and log in or create an account.
- On the Home page, go to Help > User Profile > I want to change my communication preferences.
- Checkmark to agree to the Terms and Conditions.
- Enter the desired Phone Number.
- Click SAVE to submit the changes.

-  RECEIVE EMERGENCY NOTIFICATIONS
-  MAKE PAYMENTS VIA CALL & TEXT



Cross Country WSC
14933 Wortham Bend Rd.
China Spring, TX 76633