

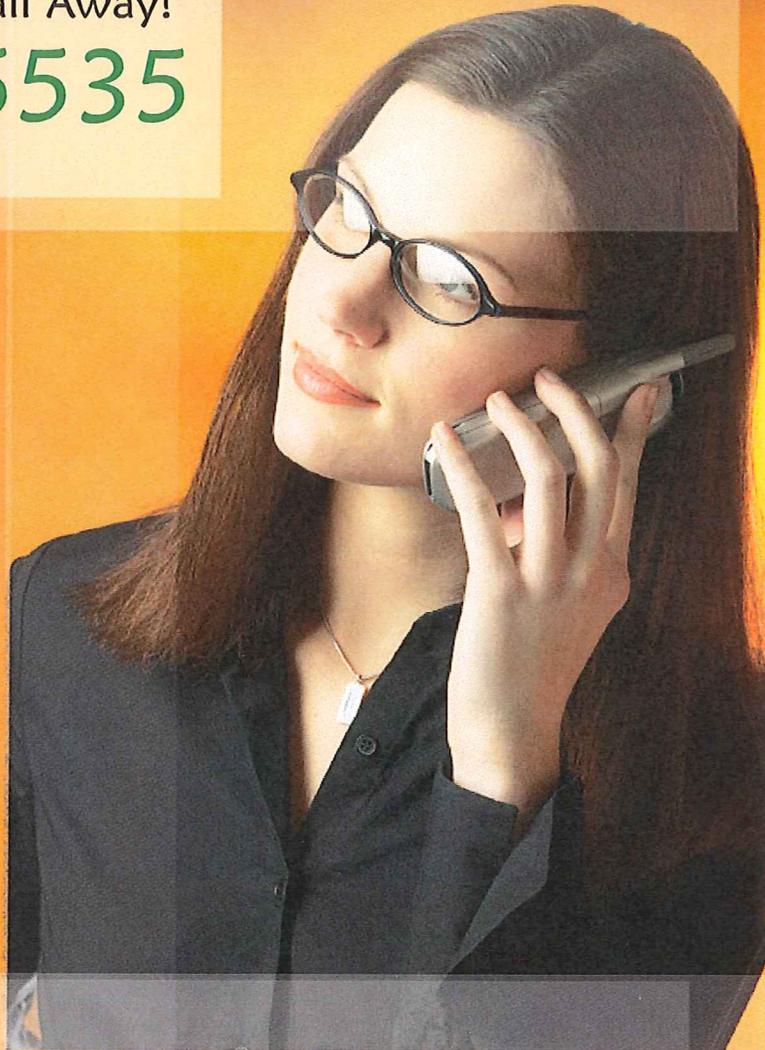
Answers Are Just One Call Away!

(407)971-5535



City of Oviedo's IVR System

- Make a Payment
- Get Account Information
- Obtain Billing & Payment History



It's **FAST** and **EASY!**

All you need is...



a touch-tone telephone,

your account number,

ACCOUNT NUMBER:	87871-0740		CITY OF OVIEDO 800 ALABAMA BOULEVARD OVIEDO, FL 32765						
CALL CENTER:	800-888-8888								
SERVICE ADDRESS:	2818 FOLGOS OAK TER	Office Hours: 8:00 AM - 5:00 PM, Monday - Friday 9:00 AM - 5:00 PM, Saturday 10:00 AM - 5:00 PM, Sunday Hours: 800-888-8888							
CYCLE ROUTE:	01-01	With any due and payable bill (25 days after the bill date), if payment is not received in our office by 4:00 pm thirty (30) days after the bill date, a 10% service fee will be assessed. If you wish to get assistance for late bills, please call our office. Service will be subject to discontinuation. The city is not responsible for late or missed bills.							
PREVIOUS BALANCE:	\$4.55								
LAST PAYMENT DATE:	09/27/12 148.39								
PHONE NUMBER:	800-888-8888	INTEL NUMBER:	813-201-1111	DURATION:	0	PREVIOUS:	0	MARKS:	0
PHONE NUMBER:	800-888-8888	INTEL NUMBER:	813-201-1111	DURATION:	0	PREVIOUS:	0	MARKS:	0



and, to pay your bill,  
your credit card number.

Call today! (407)971-5535

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**Selectron**  
VOICE • WEB • MOBILE

## What You'll Need

To use the City of Oviedo's IVR System, follow these instructions.

First, find your account number, on your bill.

The image shows a utility bill from the City of Oviedo. A red box highlights the account number 57671-27480. The bill includes a header with the city name and address, a table of charges, and a 'COMPARE YOUR USAGE' section. The account number is printed in a red box in the middle of the bill.

ACCOUNT NUMBER	57671-27480
BASE CHARGE	5.00
WATER	10.10
SEWER	10.10
TOTAL CHARGES	25.20
LATE PAYMENT FEE	1.00
TOTAL AMOUNT DUE	26.20

Next, call the City of Oviedo's IVR System at (407) 971-5535 and follow the simple instructions to get your balance, hear your payment history and much more.

## How It Works

Once you're connected to the City of Oviedo's IVR System, choose one of these options:

- Press [1] - To make a payment
- Press [2] - For detailed account information
- Press [3] - For payment history information
- Press [4] - For billing history information
- Press [0] - To speak with customer service
- Press [\*] - For general information about the system

## Make a Payment

The City of Oviedo's IVR System allows you to pay your bill safely and securely over the phone at any time. All transactions are fast and secure. You can pay your balance by:

- Visa
- MasterCard

## Tips

- You can receive **fax or email confirmations** of your payments and history. Just follow the City of Oviedo's IVR System instructions.
- If you need to speak with a **customer service representative**, you still can during regular business hours (from 8:00 a.m.–5:00 p.m. Monday through Friday). Just press zero [0]!



In case of a  
Utility Emergency,  
please call  
(407) 971-5675

## Welcome!

In an effort to streamline our operations and improve customer service, the City of Oviedo has implemented an Interactive Voice Response (IVR) system.

We encourage you to use the IVR system to fulfill many of your needs. You can use the City of Oviedo's IVR System 24-hours a day, 7 days a week, 365 days a year to do many things:

- Check account information
- Check billing history
- Check payment history
- Make a payment

With so many things you can do – at your convenience, whenever it fits your busy schedule – the IVR system is a great way to check on your utility account. You can still speak to a live Customer Service representative any time during regular business hours by calling the same number, too!

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[www.SelectronTechnologies.com](http://www.SelectronTechnologies.com)



City of Oviedo's  
IVR System

**(407) 971-5535**

Utility Account Information  
is Just a Phone Call Away!