

SmartHub FAQ's

Q. What if I don't have an e-mail address?

A. The SmartHub payment system requires an e-mail address for proper identification and processing.

Q. Which web browser can I use?

A. Any web browser of your choosing will work. Examples include: Internet Explorer, Edge, Google Chrome, Firefox, etc.

Q. Is there a charge for using SmartHub?

A. No. The SmartHub service is free. The only time a fee will apply is if a payment is made through SmartHub.

Q. My e-mail address has changed since I first registered for SmartHub? What do I do?

A. Log into SmartHub with your old address and click, "My Profile" tab at the top. Provide the necessary information to make your change.

Q. I've lost my password. How do I retrieve it?

A. From the SmartHub login page, click "Can't access your account?" Enter your account number, name and e-mail address, and your password will be sent to your e-mail address. You also may contact Bruce Telephone Customer Service at 715-868-5111.

Q. What brand of credit cards do you accept?

A. Bruce Telephone accepts Visa, MasterCard and Discover credit and debit cards.

Q. Is there a fee for making a payment through SmartHub?

A. Yes. A convenience fee of \$3.95 will apply to all payments made through SmartHub.

Q. When can I pay my bill using SmartHub?

A. The SmartHub payment site is available 24 hours a day. You also may make multiple payments during the month to your account.

Q. Is my online bill, account information and payment information confidential?

A. Yes. The SmartHub website is a secured website.

Q. If I enroll in SmartHub, will I still receive a paper copy of my bill?

A. Yes. Unless you choose the Paperless Billing option in SmartHub

Q. If I enroll in SmartHub, do I have to pay by SmartHub every month?

A. No. You can take advantage of all the features of SmartHub and still pay your bill as you currently do.

Q. Can I register more than one ID to view and/or pay on my account?

A. No. The SmartHub payment site only allows one user ID and e-mail address per membership.

Q. When does my bill appear online each month?

A. The start of the billing cycle, which is usually on or around the 1st of the month. Once you register for SmartHub, you will receive an e-mail each month when your current bill is available to view and pay.

Q. Who do I contact for technical difficulties when using SmartHub?

A. During business hours, 8 a.m. to 4:30 p.m. Monday through Friday, contact us at 715-868-5111. You also may e-mail your question to bruce-telephone@brucetel.net.

We currently do not offer after-hours support.