



Tips for navigating WM's 1-800 customer service phone line

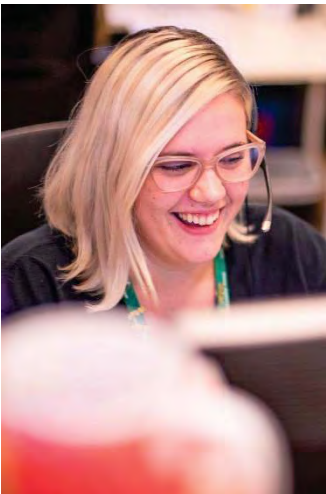
When you call our 1-800 number, you'll be greeted by LISA, a virtual assistant.

For your convenience, this new system allows customers to self-service for simple functions like:

- Making payments
- Reporting a missed pickup
- Checking on an ETA
- And more

You can even complete these simple requests on WM.com at your convenience 24/7.

But don't worry, if you need to speak with a live customer service representative, LISA can get you there too.



- First, make sure you provide your service location. Why? We need to be certain your address is in our service area.
- Next, when prompted for the reason for your call, simply say "AGENT." Note, LISA may ask you again up to three times because she's trying to provide a quick, self-service solution. Simply repeat "AGENT" each time. Then you will be transferred to the team of live customer service reps during regular business hours.
- You can also visit our website at WM.com to Live Chat with an agent for quick assistance.
- PRO TIP: Like many businesses, our phone lines are very busy on Mondays. Your wait times may be longer than other days of the week.

Your #1 resource for information is the WM website at wmnorthwest.com/newcastle.