



08/03/2020

### ***PAY-BY-PHONE has ARRIVED!!***

Effective immediately, South Plains Telephone Cooperative (SPTC) is offering the option to Pay-by-Phone. It's simple, easy to navigate, and provides some options to make paying your bill easy. Pay-by-phone is in addition to paying by check, money order, cash, or bank draft.

Below are a few things to know about Pay-by-Phone:

- You will need your account # found on your phone bill;
- You can pay by credit card (MasterCard, Visa, Discover), debit card, or E-check;
- Set up a recurring payment;
- Make payments on multiple accounts;
- Paying amounts over \$600 on the same account will require you to hang up and make another payment;
- No fees;
- Make a payment from any phone, anywhere!

To access Pay-by-Phone, dial 1-888-228-9812. Follow the prompts.

Please note the following:

- If you currently pay by bank draft and prefer to Pay-by-Phone, please call the office **before the 1<sup>st</sup> of the month** to stop your bank draft. **Canceled bank drafts made after the 1<sup>st</sup> will not be processed until the following month.** For example, you make a Pay-by-Phone payment on the 1<sup>st</sup> of the month then call to cancel bank draft the 2<sup>nd</sup> of the month. Both payments will be applied to the account.
- If your services have been suspended for non-pay and you Pay-by-Phone, **services will not be automatically reconnected.** It is best to make your payment early in the day, then call the office during normal business hours and talk with customer service; they will get services reconnected.

If you have additional questions, or want to verify your payment was received and credited to your account, call customer service at 806/763-2301, Mon – Fri, 8am – 5pm.