

Call
1-855-939-3752



Main Menu
To Check your Account Status Press 1
 To Make a Payment press 2
 To Add or Edit a Stored Payment Method, press 3
 To Manage your Recurring Payments, press 4
 To Manage your Personal Identification Number, press 5
 To Update your Phone Number, press 6
 To pay towards your Miscellaneous Receivable Invoice, press 7

To look up your information by
Phone Number, please **Press 1**.
 To look up your information by
Account Number, please **Press 2**.
 To go to the **Main Menu**, please **Press 3**.

Please enter your ten digit **Phone Number**.

Please enter your **Account Number**
followed by the pound key.

Number Entered

Account # Entered

If you are calling in regards to your service at
[LOCATION or ACCOUNT #], please **Press 1**.
 If not, **Press 2**.
 To go to the Main Menu, please **Press 3**.

If you are calling in regards to your service at
[LOCATION or ACCOUNT #], please **Press 1**.
 If not, **Press 2**.
 To go to the Main Menu, please **Press 3**.

We could not locate any more service addresses for this account. Please try again.

We are unable to find a matching service address with the information provided. Try again.

No Personal Identification Number was found on file.

A PIN is required to proceed.

PIN Security Challenge as selected on Home > PIN Setting in MCM.

PIN found on file.

Please enter your four digit PIN.

PIN Entered Successful

Please enter your New four digit Personal Identification Number.

Please re-enter your New Personal Identification number.

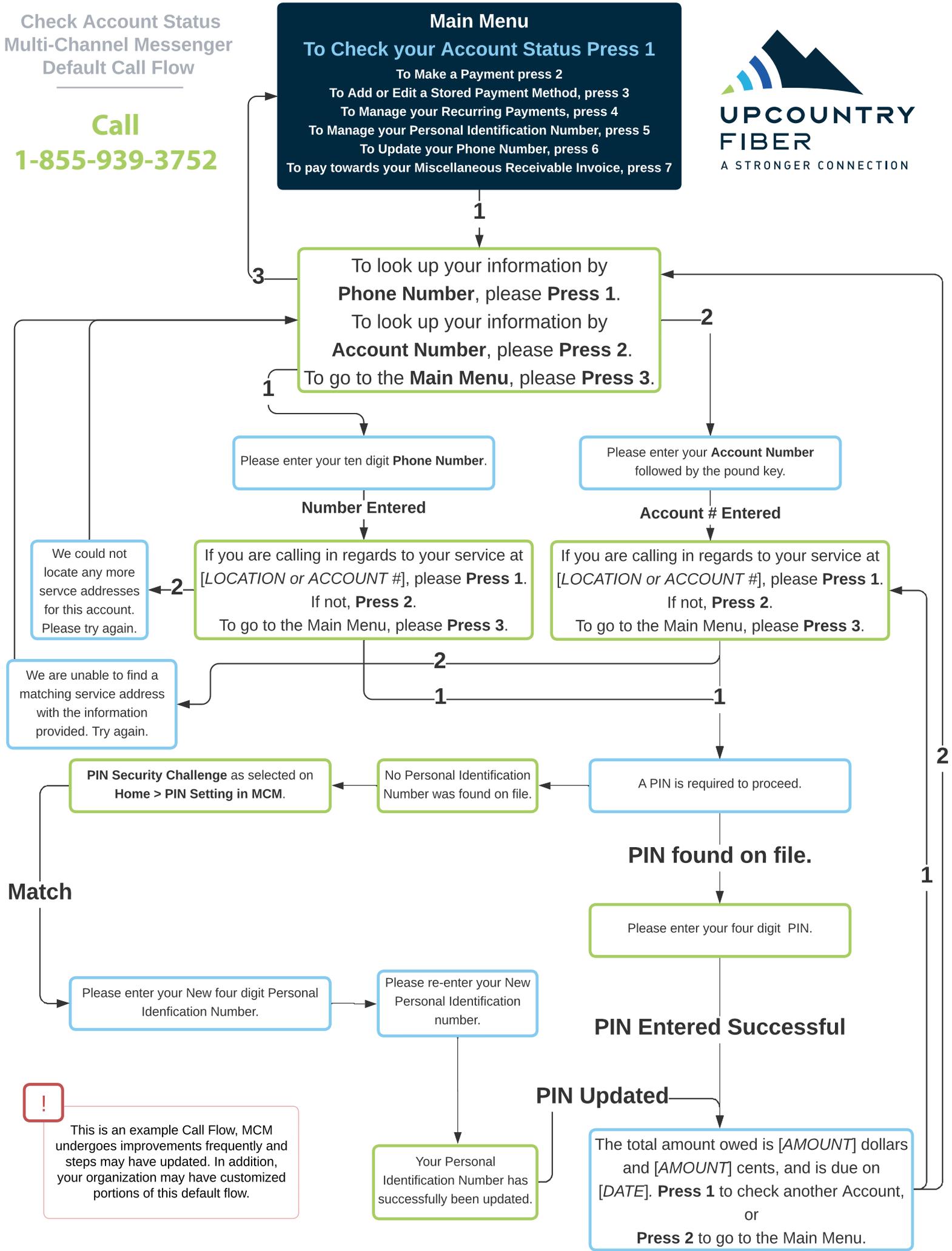
Your Personal Identification Number has successfully been updated.

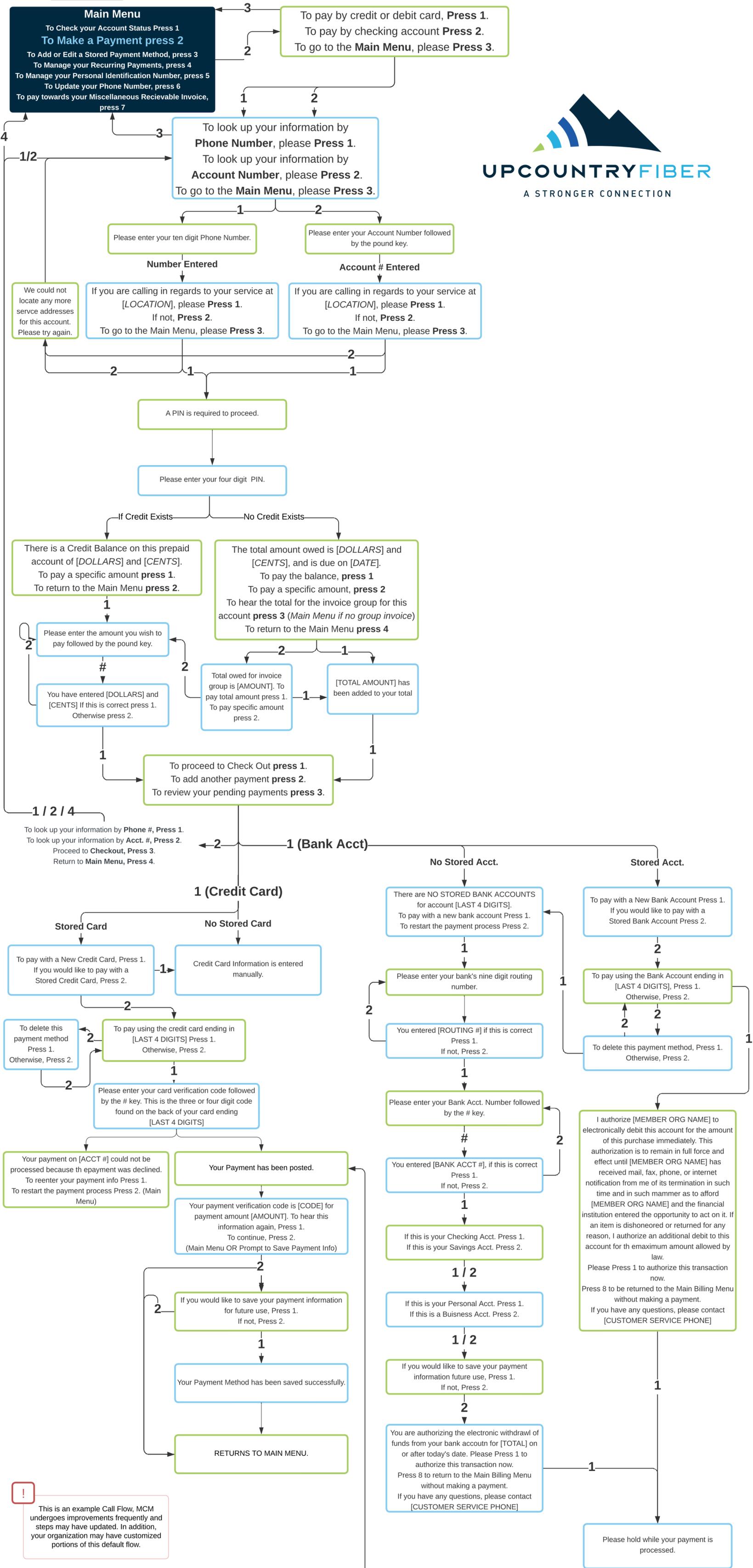
PIN Updated

The total amount owed is [AMOUNT] dollars and [AMOUNT] cents, and is due on [DATE]. **Press 1** to check another Account, or **Press 2** to go to the Main Menu.



This is an example Call Flow, MCM undergoes improvements frequently and steps may have updated. In addition, your organization may have customized portions of this default flow.





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