



## South Slope SecurePay (1-833-626-9990)

If you are an existing customer and would like to hear your account balance or pay your bill over the phone, please call 1-833-626-9990. Please note that you must have a credit card, debit card, or bank account number already on file with South Slope if you want to pay your bill over the phone.

After dialing in you will hear an announcement requesting your account number or phone number, and after entering one of those options, you will then be directed to a verification announcement requesting the last four digits of the primary account holder's social security number. Once this has been entered and verified, you will be directed to the Main Menu that will give you the following options:

- For balance or payment options **press 1.**
- If your service has been suspended for late payment **press 3.**
- For instructions on how to view your last invoice **press 4.**
- To speak to a representative to make changes, or if you have questions on your account **press 5.**
- To repeat this information **press \*.**
- To go back **press 8.**

### If you press 1 for balance or payment options, you will receive the following information:

- Your Balance Due, Payment Due Date, Last Payment Amount/Date, Next Bill Date
  - To make a payment you must have a credit or debit card or a bank account already on file.
  - To make a full payment **press 1.**
  - To make a different payment amount **press 2.**
  - To speak to a representative to make changes **press 3.**
  - To listen to your previous six payments **press 4.**
  - To hear the payment address **press 5.**
  - To repeat this information **press \*.**
  - To go back **press 8.**

### If you press 1 to make a full payment, you will be asked:

- Press 1 to confirm the payment amount of ## dollars and ## cents.

### If you press 2 to make a different payment, you will be asked:

- Please enter the amount you would like to pay.
- Use payment amounts in dollars and cents that correspond with the numbers on your phone pad.
- **For example, a payment amount of \$50.00 would be entered on your phone as 5000.**

### If you have more than one method of payment for your account, you will be asked:

- To pay this amount with your credit or debit card on file ending in ##### press 1.
- To pay the amount using your checking account on file press 2.
- To go back press 8.