



# CUSTOMER BILLING



Your Tri-CoGo service bill **will be sent to your email address** on the 1st day of each month (check your spam folders too). It is not included in your TCEMC bill.



Payments are **due on the 15th** of the month, after which a 5% late fee or \$10 charge, whichever is greater, will be applied.



Paper bills are available by request for an additional \$4/month. To receive a paper bill, contact Customer Service at 844-662-7569.



If your bill is not paid 14 days after the due date, your account will be suspended. If suspended, you must pay the full balance and a reconnection fee of \$25 to restore service.

\*Your first bill will include pro-rated charges from the first month you receive service and a \$25 account establishment fee.

## Ways to Pay

**Customer Portal** at [tri-cogo.com](http://tri-cogo.com) and click “Pay My Bill”

**Phone** using debit/credit/check by calling 844-662-7569, option 1

**Kiosks** located at our offices accept cash or checks

## Enroll in Autopay

Log in to the Customer Portal, click “**Make A Payment**” and enable Auto-Pay. You will receive a \$25 one time bill credit and your bill will be paid on the 15th of the month automatically.

**More questions?** call Customer Service at 844-662-7569