

# PAY-BY-PHONE

TOLL-FREE NUMBER

# 1-833-890-7735

In order to remain compliant with PCI data security standards, Telemedia has instituted an automated phone payment system. This new system reduces the likelihood of credit card fraud, and ensures our ability to accept debit and credit card payments.

- If you want to make a payment on your account by phone using a credit or debit card or bank account, you **MUST** call (1-833-890-7735) the number listed above.
- **BEFORE YOU CALL, HAVE YOUR ACCOUNT NUMBER HANDY.** If you do not know your account number, please contact the office directly at 812-967-3171.
- If you haven't already, you will be required to create a PIN number **BEFORE** payments can be processed. Keep your PIN in a safe place. You will be required to use it for future transactions.
- The system is automated and your personal information—such as your card number, bank account number and payment amount—will be entered by you.
- Once dialed in, the system will offer several different menu selections. See reverse side for a Quick Reference Guide.
- To make a payment, you may also use SmartHub Web or SmartHub Mobile, mail in your check or stop by the office.
- If you are currently set up on monthly recurring transactions, this change does not impact your account.



# QUICK REFERENCE GUIDE

## CALL PAY-BY-PHONE AT 1-833-890-7735

### MAIN MENU

- 1 - Check your account status
- 2 - Make a payment
- 3 - Add or edit your recurring payment
- 4 - Add or edit your stored payment
- 5 - Create or update your PIN number
- 9 - Repeat this menu

### ACCOUNT STATUS MENU

- Enter your account number followed by the # sign -  
(If this is correct, Press 1; if not, Press 2)  
Enter your four-digit PIN number  
9 - Repeat this information

### MAKE A PAYMENT

- Enter your account number followed by the # sign -  
(If this is correct, Press 1; if not, Press 2)  
Enter your four-digit PIN number
- 1 - Pay total amount due
  - 2 - Pay past due amount
  - 3 - Pay a specific amount
  - 4 - Continue without making a payment
  - 9 - Repeat this menu

### RECURRING PAYMENTS

- (Set up payment to be automatically drafted by TeleMedia)  
Enter your account number followed by the # sign -  
(If this is correct, Press 1; if not, Press 2)  
Enter your four-digit PIN number
- 1 - Add or edit recurring payment
  - 2 - Skip recurring payment
  - 9 - Repeat this menu

### STORED PAYMENT

- (Store your payment choice so you don't have to  
enter it every call)  
Enter your account number followed by the # sign -  
(If this is correct, Press 1; if not, Press 2)  
Enter your four-digit PIN number
- 1 - Add checking account
  - 2 - Add credit card

### CREATE OR UPDATE YOUR PIN NUMBER

- Enter your account number followed by the # sign -  
(If this is correct, Press 1; if not, Press 2)  
Enter last four digits of Social Security number to verify  
your identity  
Enter your four-digit PIN number

**You may hang up at any time to discontinue the call  
and end the transaction. Please call the business  
office at 812-967-3171 with any questions.**