

HOW ECFIBER BILLING WORKS - IMPORTANT

ECFiber customers are invoiced on the first of the month, for that month, to the contact email address(es) on file for the account. The email includes the itemized invoice, as an attached Portable Document Format (PDF), and a link to ECFiber's billing portal should you wish to make an online payment or review past invoices.

To access or create your billing portal, follow this link -- <https://www.ecfiber.net/bill-pay/>

PAPER INVOICE -- This service is outsourced, and our fee is \$4/month to cover the postage and handling of this billing process. When requested the cost will be added to your monthly invoice. This option is available for those who do not comfortably rely on email or prefer receipt of a paper invoice.

PAYMENT METHODS

ONE TIME PAYMENTS – Payments can be made by sending a check or money order to the address on our invoice or by signing into the billing portal.

AUTOMATIC PAYMENTS – An automatic payment method can be set via the billing portal. These occur on the 15th of each month, at which time the balance on the account will be charged to the payment method set by the customer. They can be drawn against a credit or debit card or via a direct draft from a checking or savings account.

NOTE: To ensure receipt of email correspondence from us you may need to teach your email software to “whitelist” anything from @ecfiber. This ensures that email from us will not be treated as spam. For methods to accomplish this, see: <https://clean.email/blog/email-security/how-to-whitelist-an-email>

If you have any questions, please feel free to call our office and one of our team members will be glad to assist you.