WCTEL
WEST CAROLINA TEL

Secure
Pay-by-Phone
1-888-813-2340

NO ADDITIONAL FEE!

Make a bill payment over the phone using a credit/debit card or check with our easy automated payment service. You just need your account number, account information and payment method handy when you dial the toll-free number listed above. The system is automated and all of your personal information, such as card number and payment amount, will be entered by YOU.

At any time, you may hang up and this will discontinue the phone call.

After dialing, you will go to the main menu. You'll be prompted to press numbers for the actions you wish to complete. You will need to create a PIN number BEFORE you can make a payment.

WCTEL must use this automated system to be compliant with the Payment Card Industry (PCI) Data Security Standard. These worldwide requirements are designed to help companies that process such payments prevent credit card fraud through increased data controls. Moving to this system ensures our continued ability to accept debit and credit card payments.

MAIN MENU
- **1 - To make a payment on your account**
- **2 - Check account status**
- **3 - Create or update your PIN number**
- **4 - Update your recurring payment information**
- **5 - Update your saved payment information**
- **9 - Repeat this menu**

HOW TO MAKE A PAYMENT
Please enter your account number followed by the # sign (if this is correct Press 1; if not Press 2)
- **1 - To pay total amount due**
- **2 - To enter a specific payment** *For example: enter 1 5 0 0 3 # for $150.03 (if this is correct Press 1; if not Press 2)*
- **3 - To continue without making a payment** *(will take you back to payment options menu)*
- **9 - To repeat this information**

ONCE YOU ENTER AMOUNT YOU WANT TO PAY
- **1 - Add another account to payment total**
- **2 - Process payment**

SELECT PAYMENT METHOD
- **1 - Pay by American Express, Discover, MasterCard, or Visa**
- **2 - Pay by check**
- **3 - Exit this menu without making a payment** *(will take you back to payment options menu)*
- **9 - Repeat these options**

CREDIT OR DEBIT CARD AS YOUR PAYMENT METHOD
- **1 - If correct** *(enter credit card number; enter expiration date; enter security code on back of card and Press #)*
- **2 - Review your payments**
- **3 - Restart payment process** *(will bring you back to payment options menu)*
- **9 - Repeat these options**

CHECK AS YOUR PAYMENT METHOD
Please enter your current PIN or the last four digits of your social security number to verify your identity.
- **1 - If correct** *(enter four digit PIN number; enter bank nine digit routing number; enter checking account number and Press #; if personal account Press 1; if business account Press 2; if checking account Press 1; if savings account Press 2; if you want us to save payment information Press 1, if not Press 2*
- **2 - Review your payments**
- **3 - Restart payment process** *(will take you back to payment options menu)*
- **9 - Repeat these options**

ACCOUNT STATUS MENU
Enter account number and then Press # (if this is correct Press 1; if not Press 2). Enter your 4-digit PIN and #.
- **1 - To make a payment**
- **2 - Check account status**
- **3 - Create or update PIN number**
- **9 - Repeat this menu**

CREATE OR UPDATE PIN NUMBER
Enter account number and then Press # (if this is correct Press 1; if not Press 2)
- **1 - Enter last four digits of your social security number**