

# Introducing...



## Secure Pay-By-Phone toll-free number 1-855-382-9918



If you want to make a payment on your bill over the phone using a credit/debit card or check, you **MUST** call the above number.

The system is automated and all of your personal information, such as credit card number and payment amount, will be entered by **YOU**.

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

**NO ADDITIONAL FEE!**

**BEFORE YOU CALL  
PLEASE HAVE  
YOUR ACCOUNT NUMBER**

After dialing you will go to the main menu. You will be prompted to press numbers for the actions you wish to complete.

*If paying by check you will need to create a PIN number **BEFORE** you can make a payment with a check.*



KPUB is pleased to announce **Secure Pay** - an automated system that allows KPUB customers to make payments over the phone 24/7 and is in compliance with the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS is a proprietary information security standard created to help prevent credit card fraud through increased data controls.

## QUICK REFERENCE GUIDE

### Secure Pay-By-Phone 1-855-382-9918

#### MAIN MENU

- 1- to make a payment or inquire on your account
- 2- to create or update your PIN number
- 3- to update your phone number
- 9- to repeat this menu

#### HOW TO MAKE A PAYMENT

Please enter your account number or phone number  
*(if this is correct, press 1; if not press 2)*

- 1- to pay the total amount due
- 2- to pay a different amount  
For example: enter 550# for \$5.50  
*(if this is correct, press 1; if not press 2)*
- 3- to continue without making a payment  
(will take you back to main menu)
- 9- to repeat this information

#### ONCE YOU ENTER THE AMOUNT YOU WANT TO PAY

- 1- add another account to payment total
- 2- to process your payment

#### SELECT PAYMENT METHOD

- 1- pay by American Express, Discover, MasterCard, or Visa
- 2- pay by check  
3- to add another account to payment total  
4- exit this menu without making a payment  
(will take you back to main menu)
- 9- repeat these options

#### CREDIT OR DEBIT CARD AS YOUR METHOD OF PAYMENT

- 1- if correct (enter credit card number, expiration date, five digit zip code, payment amount)  
to save payment information press 1; if not press 2  
to have your bill automatically withdrawn from your account each month press 1; if not press 2
- 2- review your payments
- 9- repeat these options

#### CHECK AS YOUR PAYMENT METHOD

- Please enter your current PIN, last 4 digits of your social security number or last 4 digits of your Federal Tax ID# to verify your identity
- 1- if correct (enter four digit PIN number; nine digit bank routing number; checking account number)  
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  
to have your bill automatically withdrawn from your account each month press 1; if not press 2
  - 2- review your payments
  - 9- repeat these options

#### CREATE OR UPDATE YOUR PIN

Please enter your account number or phone number  
*(if this is correct press 1; if not press 2)*

- 1- enter your current PIN, last 4 digits of your social security number or last 4 digits of your Federal Tax ID# to verify your identity
- 2- enter desired four digit PIN number; re-enter your desired four digit PIN number

#### UPDATE PHONE NUMBER

Please enter your account number  
*(if this is correct press 1; if not press 2)*

- 1- to update your home phone number
- 2- to update your business phone number
- 3- to update your cell phone number
- \* - to return to the main menu