

MCN Billing Information

Last Updated Thursday, 31 July 2008

MCN encourages all of our customers to contact us any time you have a question regarding your bill. The billing staff can be reached during our normal business hours (9-6 M-F) or via e-mail at billing@mcn.org.

We also encourage all of our customers to become familiar with the MCN On-Line billing site at <https://billing.mcn.org>. At the MCN On-Line Billing site you can see payment and invoice information, make payments, examine dialup usage hours, and find other useful information related to your MCN account.

MCN accepts payment by cash or check, credit card, and automatic bank transfer.

Please note: We do NOT take payment via PayPal.

Checks can be sent to P.O. Box 2445, Mendocino, CA 95460. Please include your account id number or email address on your check.

If you would like to pay by credit card please call the MCN office at 937-1444 or (800) 796-3896.

Another handy way to pay your MCN bill each month is automatic bank transfer-- deducted out of your checking account automatically on or around the 15th of each month through the ACH process. Download and print the Bank Transfer Authorization Form and mail it to MCN with a voided check at P.O. Box 2445, Mendocino, CA 95460.

MCN Deactivation Policy: MCN makes every attempt to contact delinquent customers prior to deactivation including e-mail notices and/or paper notice, and a courtesy phone call. However, payment of balance due is ultimately the customer's responsibility. MCN is willing to work with our customers and make payment arrangements up until actual deactivation of the account which occurs at noon on the last day of the month, or the last Thursday of the month if the last day of the month is a Friday, Saturday or Sunday. At that point, the customer must pay the full balance due to be reinstated.