

Billing explained

Billing cycle

Every Mascon customer gets assigned to a bill cycle which runs from the 1st to last day of each month. Bills are sent out at the middle of each month (15th) with the due date on the 1st of the month following.

Adding, changing or signing up for additional services will result in a pro-rated bill, and will show an additional balance owing that is due of the 1st of the following month.

Monthly data usage is calculated from the 1st of the month to the end of the month matching your billing cycle. Overages will be billed on the following statement.

Payment options

The easiest way to pay your Mascon bill is to pay by credit card online using our MyMascon portal.

There are many other simple ways to pay as well:

- Online banking through your bank. Just add Mascon as a Payee (Mascon Cablesystems) and your **6 digit** Mascon account number. For example: 000-**999999**.
- Make payments directly at the bank using your **6 digit** Mascon account number.
- Set up autopayments from your bank or credit card.
- Call Mascon at **1-866-832-6020** to pay via credit card or VISA/Mastercard Debit.
- Mail in your payment to our **main office**.

To learn how to pay your Mascon bill using our MyMascon portal, click **here**.

Late fees

Late fees will be charged for missing or late payment to clients who have a balance owing of over \$10.00. If the amount owing is greater than \$50 and the balance owing is greater than 2 months, your account may be subject to being disconnected. To avoid being disconnected, the best option is to pay your bill on time each month.

Charges not paid before the end of the grace period shown on your bill are assessed a late payment charge of 2% per month (26.82% per year), calculated from the billing date for those charges, which you must pay in addition to all other amounts owing to Mascon.

A \$50 reconnection fee will apply after disconnection.

More information can be found on your Customer Service Agreement email/mailed to you when you sign up to our services.