

Your First Bill and an explanation of Pro-rated (partial charges)

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.

At the start of each bill cycle, you'll be charged for your regular monthly services, such as television and internet, which are billed 1 month in advance.

Your first Mascon bill will be somewhat different from future Mascon bills. That is because we bill you 1 month in advance and your activation day may not align with your bill cycle date, which is why you would incur a partial charge. Partial charges result in a first bill that could be higher than subsequent bills.

You may also see partial charges when you change or cancel your plans, if the day of plan change or cancellation does not align with your assigned bill cycle. This means you'll see partial charges from the change date till your bill cycle date as well as a charge for next month's regular bill.

For example:

If you sign up on June 13th, your first bill (issued July 15th) will show partial charges for services from June 13th - June 30th, as well as pre-billing for all July services.

Any payments made at the time you sign up will be shown on your first billing cycle.