

# How to make a payment



- Pay online (through SmartHub)
- Pay by phone:  
1-833-525-0719
- Pay through your bank
- Mail a cheque to our office

## **WTC Communications**

PO.BOX 580

Westport, ON K0G 1X0

Please make cheques out to  
WTC Communications.



## Pay Online with SmartHub

To access your account visit:

**[wtcnet.ca/smarthub](http://wtcnet.ca/smarthub)**

or download the SmartHub  
app on your phone.



Apple



Android

## We're here for you!

### **Technical Support**

1-844-507-9000

[support@wtccommunications.ca](mailto:support@wtccommunications.ca)

### **Customer Service & Billing**

1-866-547-6939

[billing@wtccommunications.ca](mailto:billing@wtccommunications.ca)

# Paying by Phone With Secure Pay

## MAIN MENU

- 1 - Make a payment on your account
- 2 - Check account status
- 3 - Create or update your PIN number
- 4 - Add or edit a stored credit card (non-recurring)
- 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 - Pay total amount due
- 2 - Pay a different amount

For example: enter 1 5 0 0 3 # for \$150.03

(if this is correct Press 1; if not Press 2)

- 3 - Continue

(this will take you back to payment options menu)

- 9 - Repeat this information

## ONCE YOU ENTER THE AMOUNT YOU WANT TO PAY

- 1 - Add another account to payment total

- 2 - Restart payment process

(this will take you back to payment options menu)

- 3 - Pay amount you have selected

## CREDIT/DEBIT CARD AS YOUR PAYMENT METHOD

Please Enter your Credit Card number followed by the # sign (if this is correct Press 1; if not Press 2)

Please Enter your Credit Card expiration date followed by the # sign (if this is correct Press 1; if not Press 2)

Please Enter your Credit Card security code (CVV) followed by the # sign (if this is correct Press 1; if not Press 2)

Please confirm your postal code  
(if this is correct Press 1; if not Press 2)

Do you wish to save your credit card info?  
(if yes Press 1; if not Press 2)

Please confirm the amount of your payment  
(if this is correct Press 1; if not Press 2)

# 1-833-525-0719

**Before you call, you need your  
WTC account number.**

WTC Pay-By-Phone is completely secure and confidential.

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.

This system is compliant with the Payment Card Industry (PCI) Data Security Standard. These worldwide requirements are designed to help companies that process payments prevent credit card fraud through increased data controls.

So you can rest easy knowing that your personal information is safe and unrecorded.

## SELECT PAYMENT METHOD

- 1 - Pay by Mastercard, Visa or Debit
- 4 - Exit this menu without making a payment (this will take you back to payment options)
- 9 - Repeat these options

## ACCOUNT BALANCE MENU

- Enter account number & Press #  
(if this is correct Press 1; if not Press 2)
- 1 - Enter account number followed by the # sign
  - 2 - Check account balance
  - 9 - Repeat this menu
  - \* - return to main menu