



Autopay Options

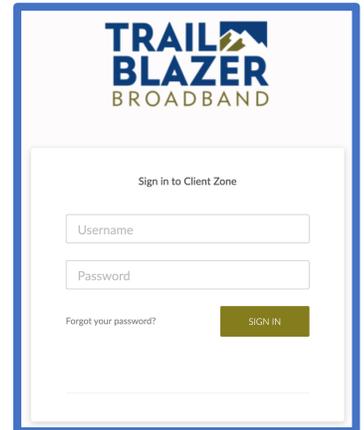
Autopay makes paying your internet bill simple and painless. With Autopay, you can securely save a payment method to your account and use it to pay your Trailblazer Broadband bill automatically. As new invoices are generated, your payment method on file will be used to automatically pay them when they are due.

Select an option or continue to learn more:

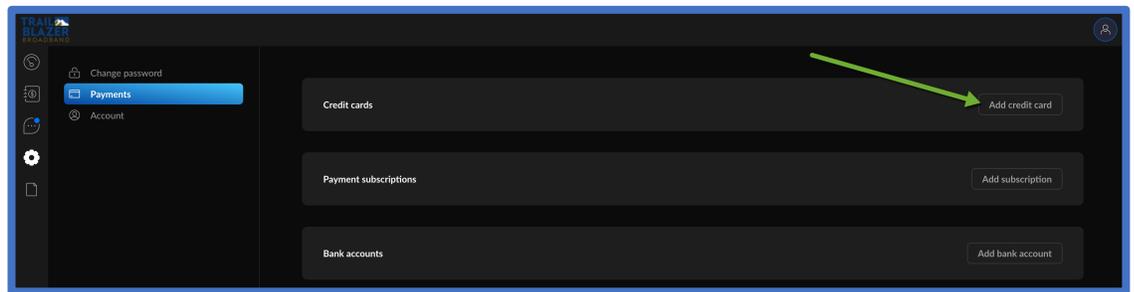
- **Autopay by Credit or Debit Card (Recommended)**
- **Autopay by Bank Account**
- **Add Subscription for Automated Withdrawal from Bank Account**
- **More Payment Information**

Autopay by Credit or Debit Card (Recommended)

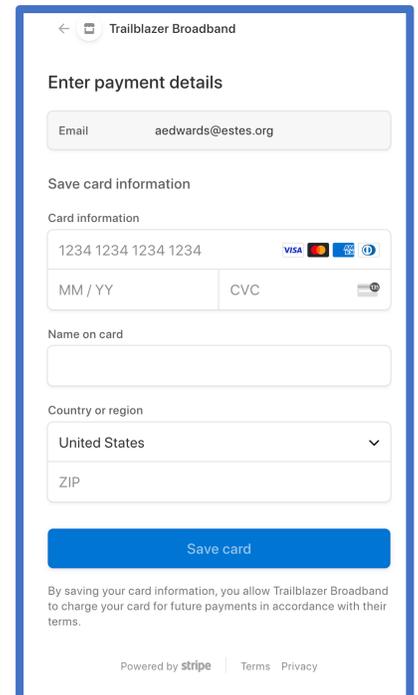
1. Visit the [Payments Page](#) in the Customer Portal (login required).
2. Click "Add credit card."



The screenshot shows the Trailblazer Broadband login interface. At the top is the logo. Below it is a section titled "Sign in to Client Zone" with input fields for "Username" and "Password". There is a "Forgot your password?" link and a "SIGN IN" button.



3. Enter your credit/debit card details & click "Save Card."
4. Done!



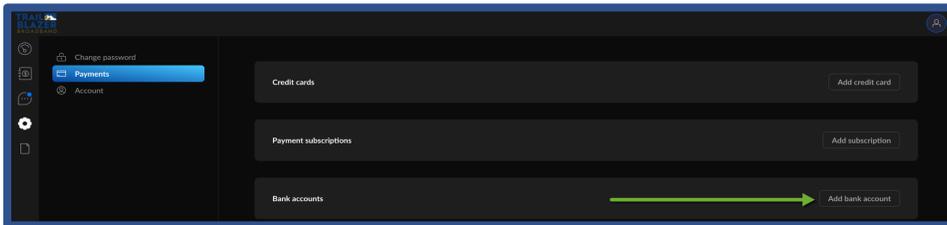
The screenshot shows the "Enter payment details" form in the Trailblazer Broadband Customer Portal. It includes fields for "Email" (aedwards@estes.org), "Save card information", "Card information" (number, MM/YY, CVC), "Name on card", "Country or region" (United States), and "ZIP". A "Save card" button is at the bottom. A disclaimer at the bottom states: "By saving your card information, you allow Trailblazer Broadband to charge your card for future payments in accordance with their terms." It also mentions "Powered by stripe" and links for "Terms" and "Privacy".

- ✓ Your saved credit/debit card will now be used to automatically pay all future invoices.*
- ✓ For your records each month, you will receive invoices by email prior to automatic payments being made, as well as payment confirmation after the autopayment is generated.
- ✓ You can always view your account status from the [Trailblazer Client Portal](#).

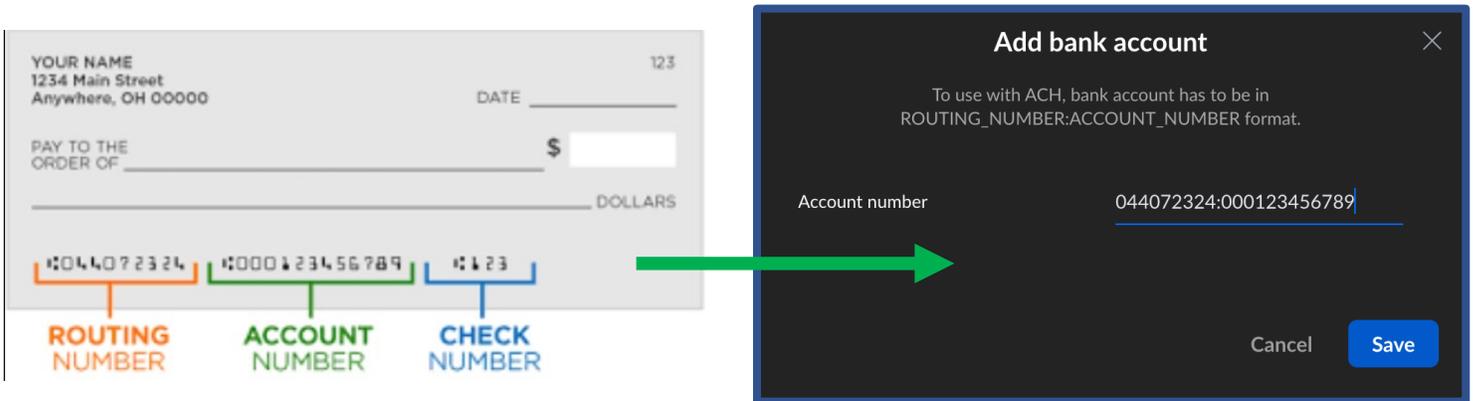
Autopay by Bank Account

NOTE: You may be able to achieve the same result more easily by using a debit card if one is available for the account.

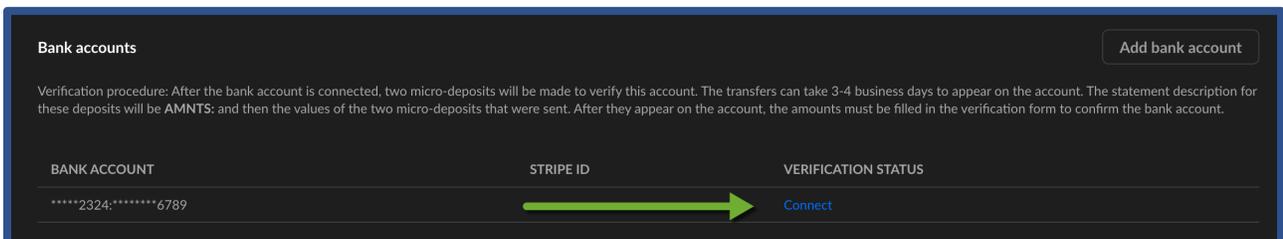
1. Visit the [Payments Page](#) in the Customer Portal (requires login).
2. Click "Add bank account."



3. Enter your routing number and bank account number in the format shown (ROUTING:ACCOUNT) & click Save.



Follow the instructions to verify your bank account by confirming the deposits that appear in your account within 3-5 business days. (TIP: To verify please use whole numbers to verify your deposit amounts. For example, if you receive a deposit of \$0.03 use the number 3 to verify this amount.)



4. In order to automate a withdrawal monthly from your verified account, you will also need to Add a Subscription.

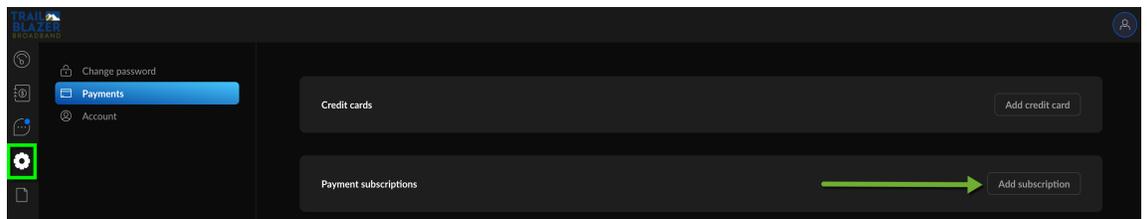


Autopay by Bank Account (continued)

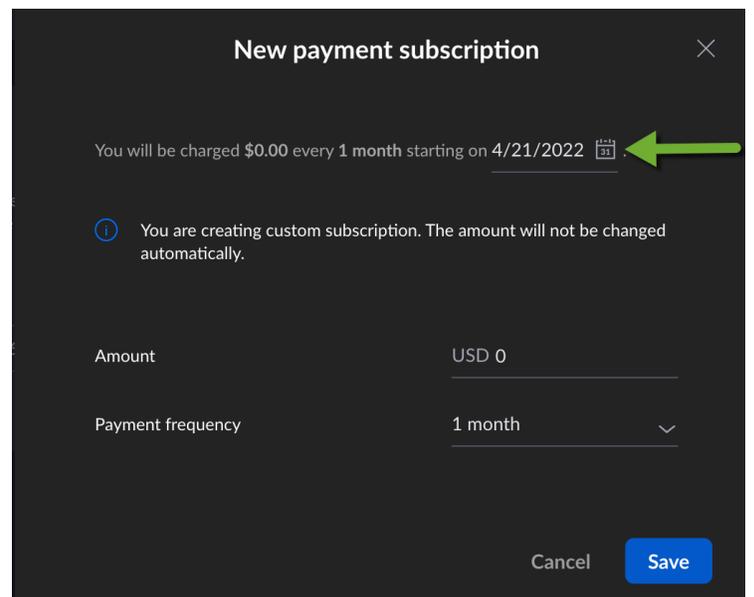
Add Subscription for Automated Withdrawal from Bank Account

1. After you have successfully set up your bank withdrawal by verifying the micro deposits, visit the [Payments Page](#) in the Customer Portal again (requires login).

2. Click Add Subscription.



3. Select the day of the month you wish for your withdrawal to be done (TIP: Be sure you have a zero balance on your account if you choose the subscription to begin after the 11th day of the month to avoid late notices/charges), the amount of your subscription and the frequency.



4. Click "Save."

5. Your saved bank account & subscription will now be used to automatically withdraw the set amount toward all future invoices.

If you have an existing balance when setting up a new account with Autopay, the invoices will need to be paid manually one-time.



Updating your payment method and have a Current Subscription? Cancel the current subscription and activate the Autopay feature on your updated payment method to avoid double charges.

More Payment Information

Is my payment information secure?

Yes. Trailblazer Broadband adheres to the highest standards for security. We rely on trusted third-party payment vendors to securely store and process all payment-related information in an encrypted PCI-compliant digital vault.

What is Stripe?

Stripe is our reputable 3rd party payments handler. Stripe securely stores and processes all payment-related information for Trailblazer Broadband customers.

Do I need both Autopay and a Subscription?

Autopay is specific to your credit and debit card. It will take only the amount due. A Subscription is only needed along with an ACH withdrawal only and will take a monthly set amount.

How can I change my payment information on file with Trailblazer Broadband?

You can log in to the customer portal at any time and change or update the payment method on file using the steps described above.

Can I limit the amount of money that Autopay is able to process using my payment method on file?

You can set a monthly limit on each payment method on file. On your payments page, hover over the payment method and click "Settings". Enter the Monthly limit amount and then click "save".

Can I pay my Trailblazer Broadband bill manually?

You can disable Autopay for your saved payment methods on file and use them to manually pay your bill each month. Just return to the customer portal each month and click the "Pay Now" button to pay your invoice when you're ready.