MCN Billing Information

Last Updated Thursday, 25 January 2018 11:39

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.

ON-LINE BILLING : 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.

Fusion customers are required to pay by credit card or automatic bank transfer per a contractual arrangement MCN has with our provider. For other accounts, 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.

HTML Invoices: Using HTML formatting allows us to have more flexibility in displaying information about your payments and invoices. We believe these invoices are easier to read. We've also restructured the invoices and receipts so that they should print on less paper.

In a very few cases, customers may have very old e-mail programs that may not deal well with these new invoices. If your first invoice or receipt after February 23rd is hard to read, please let us know and we'll change you back to plain text e-mails.

If you do not accept HTML e-mail by choice let us know and we'll leave you on plain text invoicing or receipts. We'll be re-working the plain text invoices and receipts to make them easier to read in the near future.

Webmail users who want to read the HTML e-mails will need to make an adjustment in their webmail settings to read the HTML e-mails.
Click on Options once you have logged into the webmail system.
Click on Display Options.
Put a check by "Show HTML Version by Default:"
Click Submit

While we're talking invoices, receipts and billing, we'd like to remind everyone that all of your invoices and payments can be viewed, and printed at our website at https://billing.mcn.org   24 X 7.