

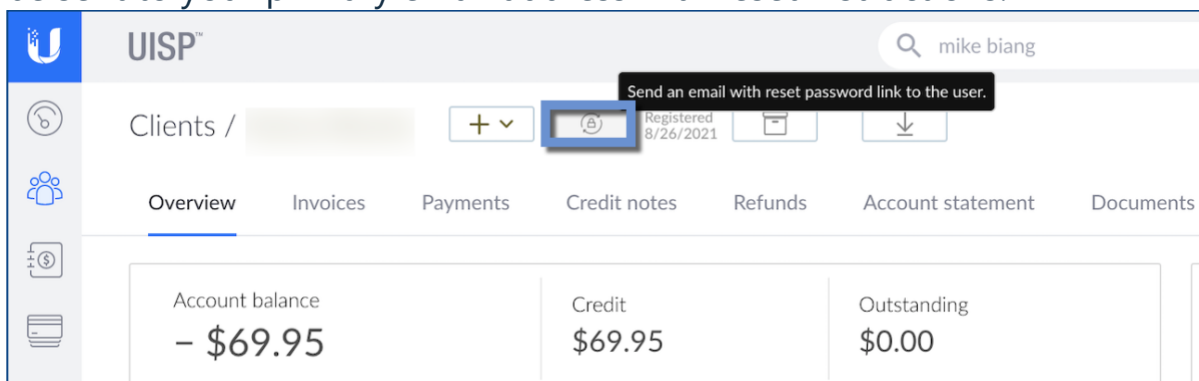
Payment Options

Electronic payments using credit and debit cards or ACH bank account debits are preferred payment methods for your Trailblazer Broadband account.

Autopay is highly recommended also as it 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.

Client Portal Access

1. Go to <https://portal.trailblazerbroadband.com/crm>
2. Enter you User Name, which is typically the primary email address on your account (that you entered upon registration and sign up) unless you have multiple Trailblazer accounts and selected another User Name upon sign up. .
3. Enter your password, or if you don't remember it, click on Forgot Password. An email will be sent to your primary email address with reset instructions.



Payment Updates

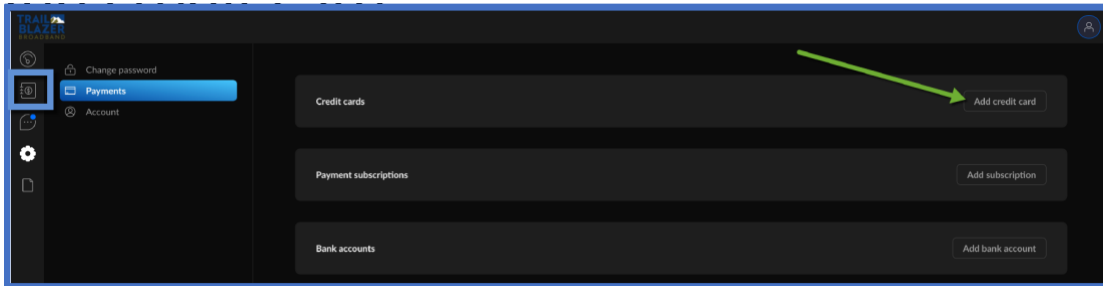
Select an option or continue to learn more:

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

Payment Options

Autopay by Credit or Debit Card (Recommended)

1. Visit the [Payments Page](#) in the Customer Portal (login required).
Note: Payments are found under the Billing Icon on the left.
2. Click "Add credit card."



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

- ✓ 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](#).

! *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.

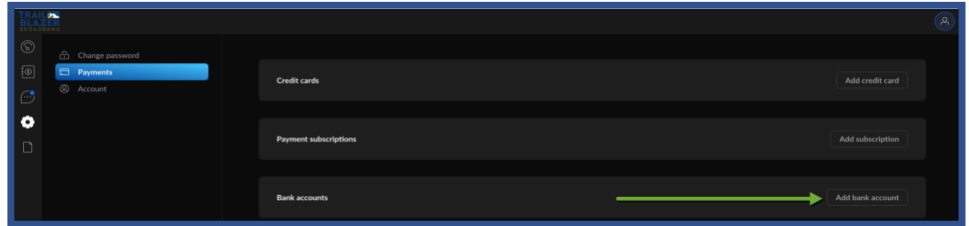
Payment Options

Autopay by Bank Account

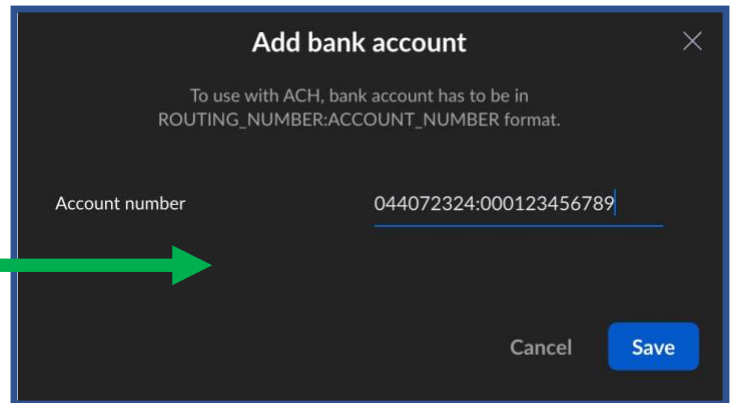
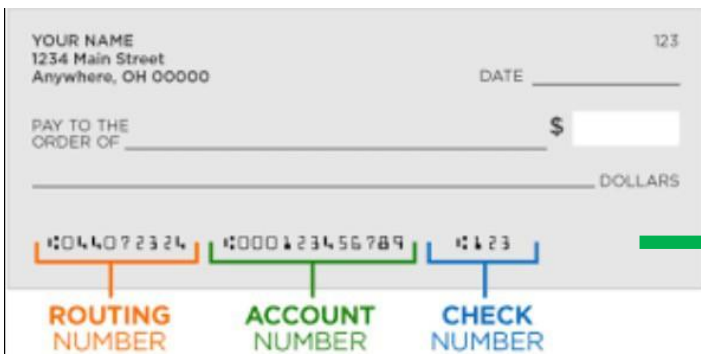
NOTE: You may be able to achieve the same result more easily by using a debit card if one is available for the account.

1. Visit the [Payments Page](#) in the Customer Portal (requires login).

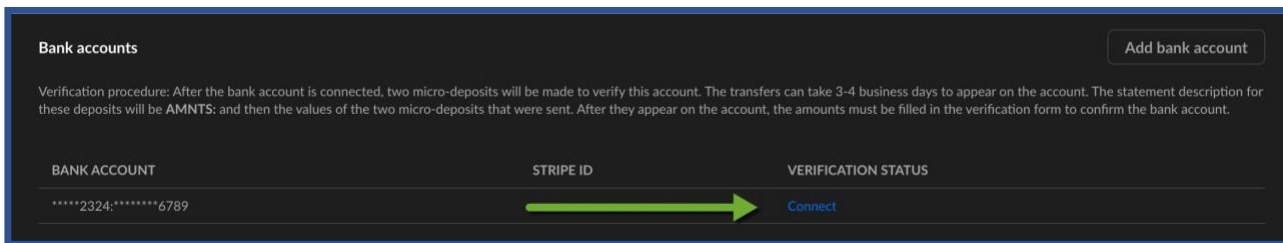
2. Click "Add bank account."



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. CONTINUE TO NEXT PAGE. IF YOU SKIP THIS STEP YOUR ACH AUTOPAY WILL NOT WORK.**

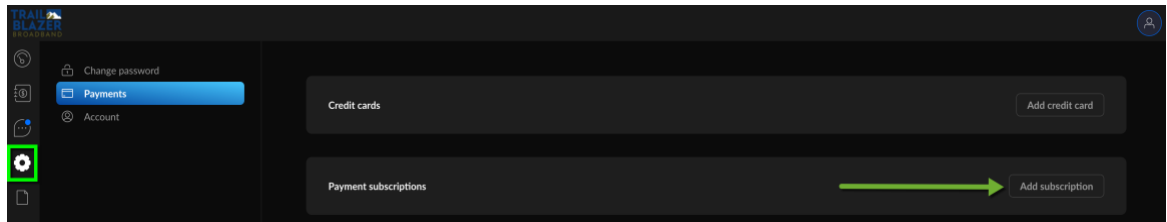


Payment Options

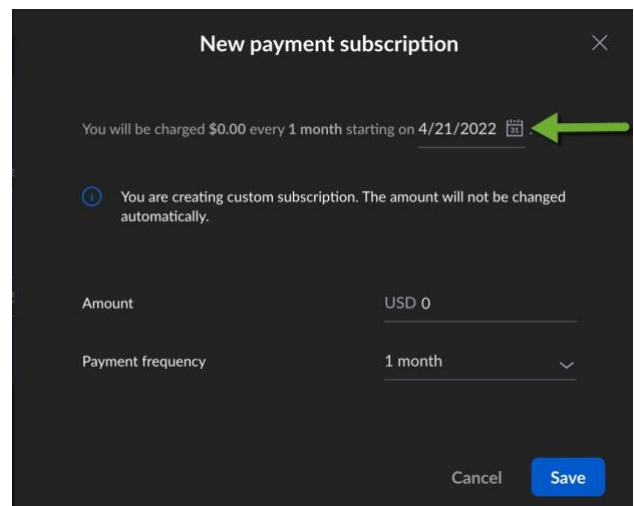
Autopay by Bank Account (continued)

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.



Payment Options

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.