



## FAQs. . .

## Contact Us

Kit Carson Internet  
116 Cruz Alta Rd.  
Taos, New Mexico 87571

Office: (575) 758-4838  
Customer Service: Select "2" when prompted  
Tech Support: Select "3" when prompted

Office Hours: Monday through Friday 8:00 a.m. to 4:30 p.m.

## Paying Your Bill



In Person: Located at 116 Cruz Alta Rd. – Taos, NM (right next to Kit Carson Electric)



By Mail: Kit

Carson Internet - 116 Cruz Alta Rd. - Taos, New Mexico 87571



By Phone: Call (575) 758-4838 select

"2" when prompted for a Customer Service Representative  
Checking/Savings Account (Set up in-office or on-line)



Auto-Pay: By Credit/Debit Card, or



On-Line Billing Portal: Visit us at [www.kitcarson.com](http://www.kitcarson.com)

Click on "Kit Carson Internet"

Click on "Pay Your Internet Bill"

Enter your Username and Password

(Please call our office at (575) 758-4838 if you need assistance with your Username and/or Password)

Click on "Sign In"

Select \$ Pay My Bill - located on the left of your account information

Select Payment method, then enter your bank or credit card information and the amount you want to pay then click on "Post Payment".

## Billing Cycle

All invoices are pre-billed on the 1<sup>st</sup> of the month and are due by the 20<sup>th</sup> of that month. Any accounts not paid by the 20<sup>th</sup> of the month will be subject to suspension and a \$55 reconnect fee will be charged.

A 1.5% late fee will be applied to any past due balance not paid on or by the 20<sup>th</sup> of the month.

Auto-suspension occurs every 28<sup>th</sup> of the month on past due accounts. It is the sole responsibility of the customer to notify our office if you do not receive your monthly invoice. Late fees will not be refunded. Kit Carson Internet services are NOT billed through Kit Carson Electric. You will receive a separate bill.



**FAQ's continued. . .**

## **Paper Invoicing**

Please note that there is a \$2.00 monthly fee to receive your monthly invoice via U.S. Postal Service.

## **Standby Policy**

Minimum of six consecutive billing cycles on/active

Maximum of six consecutive billing cycles off/inactive

Accounts can only be placed on Standby on the 1<sup>st</sup> day of the month following the request.

Standby rate of \$10/month for Internet; \$18.00 for Internet w/Phone; \$8.00 Phone only.

All rates are plus applicable taxes.

A 30-day notice is required and will commence the next billing cycle.

The account has to be in good standing (Paid in full).

Service can be re-activated at any time of the month at a pro-rated rate.

## **Upgrading or Downgrading Internet Speeds**

Internet speeds can be upgraded at any time by calling our office at (575) 758-4838. Price will be pro-rated as of that day. Internet speeds can only be downgraded on the 1<sup>st</sup> day of the month following the request and will be billed for the full month.

## **Closing or Cancelling Service**

30 day written notice is required by account holder

Equipment must be returned or the customer will be billed an equipment charge of \$125.00.

Balance must be paid in full. Service is non-transferrable.

## **Account Information Changes**

It is the responsibility of the customer to notify our office of any changes in regards to account information, i.e., e-mail address, billing address, phone number(s), banking information, etc.

## **Tech Support**

Tech Support is available Monday through Friday 7:00 a.m. to 7:00 p.m.

Saturday and Sunday 8:00 a.m to 4:30 p.m.

Please call: (575) 758-4838 and select "3" when prompted or email at [techsupport@kitcarson.com](mailto:techsupport@kitcarson.com).

**(Before you call Tech Support, follow the basic trouble shooting steps below.)**