

MLGW's Pay-by-Phone System is changing starting Nov. 15



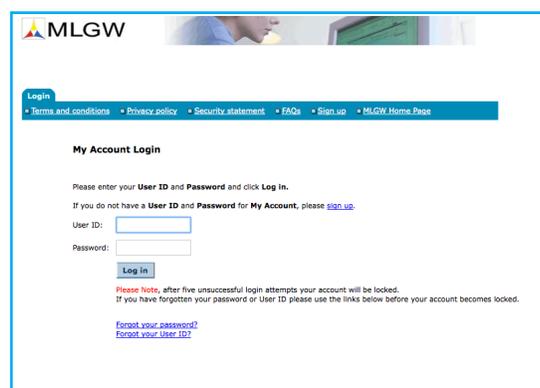
Due to regulatory changes by the banking industry, beginning Nov. 15, MLGW can no longer accept credit cards or banking information from customers through its automated phone payment system. This change protects customers from identity theft and reduces fraud when using the Interactive Voice Response (IVR) system.

With this new change, customers must first create an IVR Login or phone pay ID and PIN using MLGW web site's "My Account" feature. My Account will store payment preferences and make bill paying via the phone easier.

New My Account Users

Using My Account to Create an IVR Login ID (Phone Pay ID) and PIN. Click the link below and follow the steps, including creating a web ID and password for My Account. My Account is at the top left corner of the page.

- Go to www.mlgw.com to activate My Account.
 - You will need your 16-digit account number.
 - You will need your My Account access code found on your utility bill.
 - You will need an email address.
- Create an IVR Login ID and PIN.
 - Create an IVR Login ID. (This should be different than your My Account ID.) Recommendation: Use the first six digits of your MLGW account number excluding the first three zeroes.
 - Agree to My Account Terms and Conditions.
 - Enter bank and/or credit card information under payment methods in My Account.



You are ready to make phone payments using your IVR Login ID and PIN.

Existing My Account Users

Using My Account to Create an IVR Login ID and PIN

- Log in using your My Account user ID and password.
- Go to "My User Profile" and click "My Login Information."
- Create an IVR Login and PIN.

You are ready to make phone payments using your IVR Login ID and PIN.

Using the IVR (Phone Pay) System:

When using the IVR, you will be asked to enter an IVR ID and PIN. **You will NOT need to enter your MLGW account number or bank/credit card information.** The system will ask you to verify the MLGW account number associated with your ID. If you have multiple accounts, you can choose which account to apply your payment. The system will then ask you to verify your payment method.

If you have any questions or need help with your My Account enrollment, please contact

- Residential: Customer Care Center - 901-544-MLGW (6549), Monday through Friday, 7a.m. to 7 p.m. CST.
- Business/Commercial/Non-residential: MLGW's Commercial Resource Center - 901-528-4270, Monday through Friday, 7:30 a.m. to 5 p.m. CST.
- MLGW's pay-by-phone number is 1-866-315-0277.