






# How to Get a Copy of Your Bill - Complete Guide

TeleCorp - Customer Support

## Quick Access Methods

Need your bill right now? Here are the fastest ways:

-  **Online Account (Fastest):** my.telecorp.com
-  **Mobile App:** TeleCorp app (iOS/Android)
-  **Email:** Automatic delivery to your inbox
-  **Phone:** 1-800-TELECORP (24/7)
-  **Text:** Text "BILL" to 85555

**Time required:** 2-5 minutes

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## Method 1: Online Account Portal (Recommended)

### Accessing Your Account

1. **Go to:** my.telecorp.com
2. **Click "Sign In"** in top right corner
3. **Enter your credentials:**
  - Email address OR account number
  - Password
4. **Click "Log In"**

### First Time Users

#### Don't have an online account?

1. Click "Create Account"
2. Enter your account number (found on any previous bill)
3. Enter your phone number or email
4. Create username and password
5. Verify your email address
6. You're ready to access bills!

### Viewing Your Bills

1. Click **"Billing"** in main menu
2. Select **"View Bills"**
3. Choose the bill you need:
  - Current bill (most recent)
  - Previous bills (up to 24 months)
4. Click **"View"** or **"Download PDF"**

## Downloading Bills

- **View online:** Click bill to see in browser
  - **Download PDF:** Right-click "Download" → "Save As"
  - **Print:** Click print icon or Ctrl+P
  - **Email to yourself:** Use "Share" button
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## Method 2: Mobile App

### Download the TeleCorp App

**iOS Users:** App Store → Search "TeleCorp"

**Android Users:** Google Play → Search "TeleCorp"

### Using the App

1. **Open TeleCorp app**
2. **Sign in** with same credentials as website
3. Tap **"Bills"** on bottom menu
4. **Select the bill** you want to view
5. **Options available:**
  - View on phone
  - Email to yourself
  - Share with others
  - Save to phone

### App Benefits

- **Push notifications** when new bills arrive
  - **Quick access** from your phone
  - **Offline viewing** of downloaded bills
  - **Easy sharing** via text or email
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## Method 3: Email Delivery

## Setting Up Email Bills

1. **Log into your account** at my.telecorp.com
2. **Go to "Billing Preferences"**
3. **Select "Email Delivery"**
4. **Enter your email address**
5. **Choose delivery timing:**
  - As soon as bill is ready
  - 3 days before due date
  - Both options
6. **Save changes**

## Email Bill Features

- **PDF attachment** with complete bill
- **Summary in email** with key amounts
- **Direct payment link** for easy paying
- **Automatic delivery** every month

## Managing Email Preferences

- **Change email address** anytime in account settings
  - **Add multiple emails** (family members, accountant)
  - **Turn on/off** email delivery as needed
  - **Email backup copies** of past bills
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## Method 4: Phone Support

### Calling for Your Bill

**Call:** 1-800-TELECORP (available 24/7)

**When you call:**

1. **Have ready:**
  - Account number (if available)
  - Phone number on account
  - Last 4 digits of SSN or security PIN
2. **Say "billing" or "bill copy"** when prompted
3. **Follow agent instructions** for verification

### Phone Options

- **Email bill immediately** to your address
- **Mail paper copy** (takes 3-5 business days)

- **Read bill details** over the phone
  - **Set up automatic email delivery**
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## Method 5: Text Message

### Quick Bill via Text

1. **Text "BILL"** to 85555
2. **Receive link** to view current bill
3. **Click link** to open in browser
4. **No login required** for current bill only

### Text Commands

- **"BILL"** - Current bill link
  - **"BALANCE"** - Current account balance
  - **"DUE"** - Next payment due date
  - **"STOP"** - Unsubscribe from text alerts
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## Understanding Your Bill

### Bill Sections Explained

#### Account Summary

- **Account number:** Your unique identifier
- **Billing period:** Dates covered by this bill
- **Previous balance:** What you owed before
- **Payments received:** What you paid last month
- **New charges:** This month's services
- **Total amount due:** What you owe now
- **Due date:** When payment is needed

#### Service Details

- **Monthly service charges:** Your plan costs
- **Equipment rental:** Router/modem fees
- **Taxes and fees:** Government required charges
- **One-time charges:** Installation, upgrades
- **Credits/discounts:** Applied promotions

#### Usage Details

- **Data usage:** How much internet used
- **Phone minutes:** Call time used
- **Text messages:** SMS count
- **International charges:** If applicable

## Bill Formats Available

- **Standard PDF:** Complete detailed bill
  - **Summary view:** Key amounts only
  - **Large print:** Easier to read format
  - **Spanish language:** Factura en español
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## Payment Information on Your Bill

### Payment Methods Shown

- **Online payment:** my.telecorp.com
- **Phone payment:** 1-800-PAY-BILL
- **Auto-pay:** Automatic deduction setup
- **Mail payment:** Check mailing address
- **In-person:** Store locations

### Due Date Information

- **Payment due date:** Clearly marked
  - **Grace period:** 10 days after due date
  - **Late fee amount:** If payment is late
  - **Service disconnection:** Warning dates
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## Troubleshooting Common Issues

### Can't Access Online Account

#### Forgot Password?

1. Go to my.telecorp.com
2. Click "Forgot Password"
3. Enter email or account number
4. Check email for reset link
5. Create new password

#### Account Locked?

- **Wait 15 minutes** and try again
- **Call customer service** if still locked
- **May need identity verification**

### **Don't Remember Email?**

- Call 1-800-TELECORP for help
- Provide account number and identity verification
- Update email address with agent

### **Email Bills Not Arriving**

#### **Check These First:**

- **Spam/junk folder** - bills often go there
- **Email address correct** in account settings
- **Email service working** - test with other emails

#### **Update Email Settings:**

1. Log into account
2. Go to "Billing Preferences"
3. Verify email address is correct
4. Check delivery timing settings
5. Save changes

### **Mobile App Issues**

#### **App Won't Load Bills:**

- **Check internet connection**
- **Close and reopen app**
- **Update app** to latest version
- **Restart your phone**

#### **Can't Sign In:**

- **Use same login** as website
- **Check caps lock** and spelling
- **Try password reset**

### **PDF Won't Open**

#### **Computer Issues:**

- **Install Adobe Reader** (free download)
- **Try different browser** (Chrome, Firefox)
- **Clear browser cache** and try again

### Phone/Tablet Issues:

- **Install PDF reader app**
  - **Try opening in different app**
  - **Download to device first, then open**
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## Bill History and Records

### How Long Bills Are Available

- **Online account:** 24 months of bills
- **Mobile app:** 24 months of bills
- **Email archives:** Keep in your email
- **Phone support:** Can access 24 months

### Requesting Older Bills

For bills older than 24 months:

- **Call customer service:** 1-800-TELECORP
- **Request specific dates** needed
- **May have research fee** for very old bills
- **Delivery options:** Email or mail

### Record Keeping Tips

- **Download PDFs monthly** to your computer
  - **Create folder system** by year/month
  - **Keep payment confirmations** with bills
  - **Save for tax purposes** if business account
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## Business Account Bills

### Additional Features for Business

- **Multiple bill copies** for different departments
- **Detailed usage reports** by line/service
- **Cost center breakdowns** for accounting
- **Electronic billing formats** for systems integration

### Business Bill Access

- **Same online portal:** [my.telecorp.com](http://my.telecorp.com)

- **Business mobile app** with enhanced features
  - **Dedicated business support:** 1-800-BIZ-TEL
  - **Account manager assistance** for large accounts
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## Bill Delivery Preferences

### Paper Bills

Still want paper bills?

- **Default for new accounts** unless you opt out
- **Mailed 5-7 days** before due date
- **\$2.95 monthly fee** for paper delivery
- **Can switch to electronic** anytime

### Electronic Bills

Benefits of going paperless:

- **No monthly fee** (\$2.95 savings)
- **Faster delivery** - available immediately
- **Environmental friendly**
- **Easy to search and store**
- **Never lose a bill**

### Switching Delivery Methods

1. **Log into your account**
  2. **Go to "Billing Preferences"**
  3. **Choose delivery method:**
    - Electronic only
    - Paper only
    - Both (if desired)
  4. **Save changes**
  5. **Takes effect next billing cycle**
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## Security and Privacy

### Protecting Your Bill Information

- **Use strong passwords** for online account
- **Log out** when using shared computers
- **Don't share** account credentials



- **Secure your email** where bills are delivered

## What's in Your Bill

### Personal information included:

- Your name and service address
- Account number and payment history
- Usage details and service plans
- **Protect this information** from identity theft

## Secure Bill Sharing

### If you need to share your bill:

- **Use account sharing features** in online portal
  - **Add authorized users** to your account
  - **Don't email bills** to unsecure addresses
  - **Remove account access** when no longer needed
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## Quick Reference

### Fastest Access Methods

1. **my.telecorp.com** - Immediate access
2. **TeleCorp mobile app** - Bills on your phone
3. **Text "BILL" to 85555** - Quick link
4. **Email delivery** - Automatic each month

### Customer Service

- **General support:** 1-800-TELECORN
- **Billing questions:** 1-800-TELECORN
- **Technical support:** 1-800-TECH-TEL
- **Business accounts:** 1-800-BIZ-TEL

### Important Notes

- **Bills available:** 24 months online
  - **Email delivery:** Free and instant
  - **Paper bills:** \$2.95 monthly fee
  - **Payment due:** Date clearly shown on bill
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# When to Contact Support

## Call us if:

- You can't access your online account after troubleshooting
- Bills haven't arrived for more than one billing cycle
- You need bills older than 24 months
- There are charges you don't understand
- You want to change billing preferences and can't do it online

## Have ready when calling:

- Your account number
- Phone number on the account
- Recent payment information
- Specific dates for bills you need

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**Need immediate help?** Chat with our billing specialists 24/7 at [my.telecorp.com](https://my.telecorp.com) or call 1-800-TELECORP.