



TCLP*fiber*sm
Your Community Network

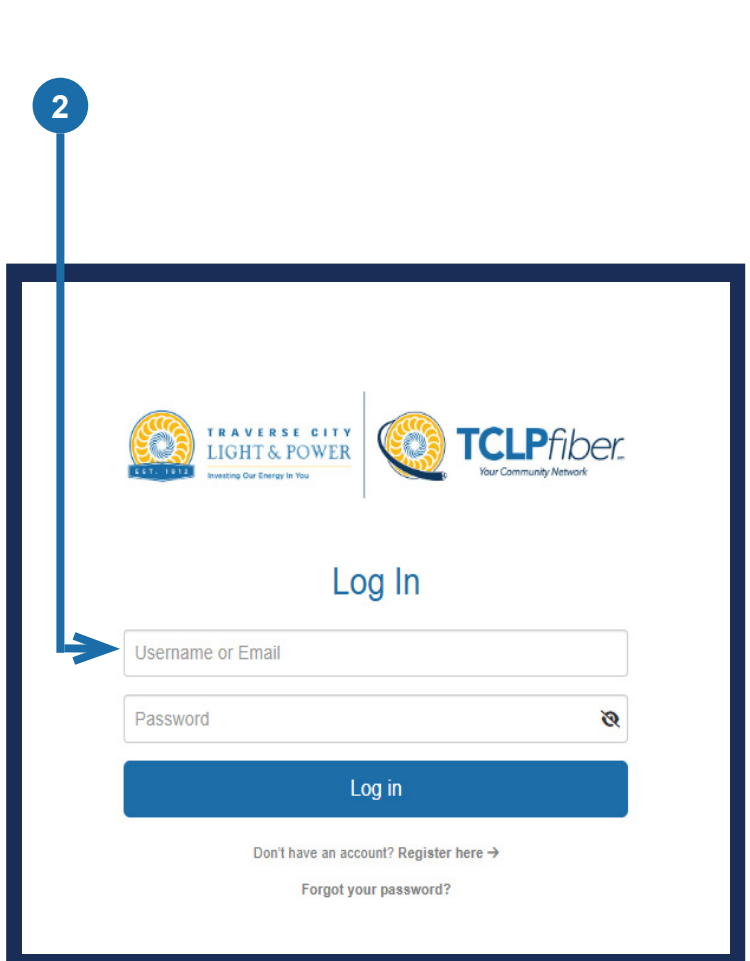
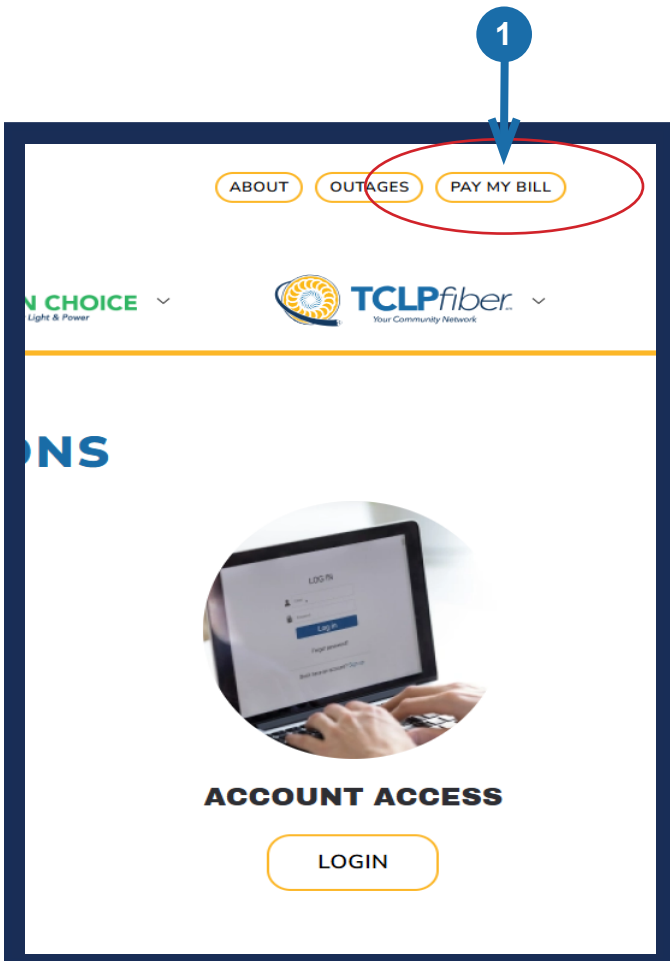
USER GUIDE

Add TCLP*fiber* Internet

F R O M Y O U R O N L I N E A C C O U N T

STEP ONE: LOG IN

- 1 Visit tclp.org, click on **Pay My Bill**, then click on **Account Access**.
- 2 Enter your username and password to sign in.



1

2

ABOUT OUTAGES **PAY MY BILL**

CHOICE
Light & Power

TCLPfiber
Your Community Network

NS

ACCOUNT ACCESS

LOGIN

TRAVERSE CITY
LIGHT & POWER
Investing Our Energy in You

TCLPfiber
Your Community Network

Log In

Username or Email

Password

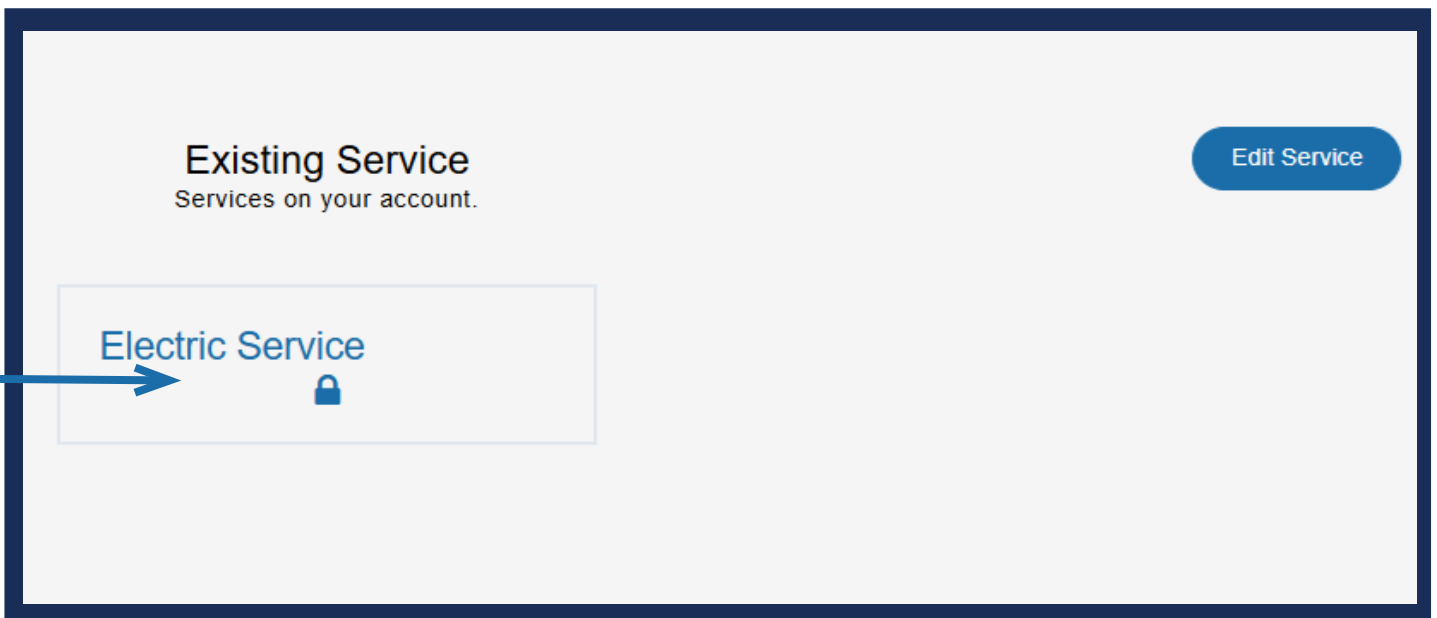
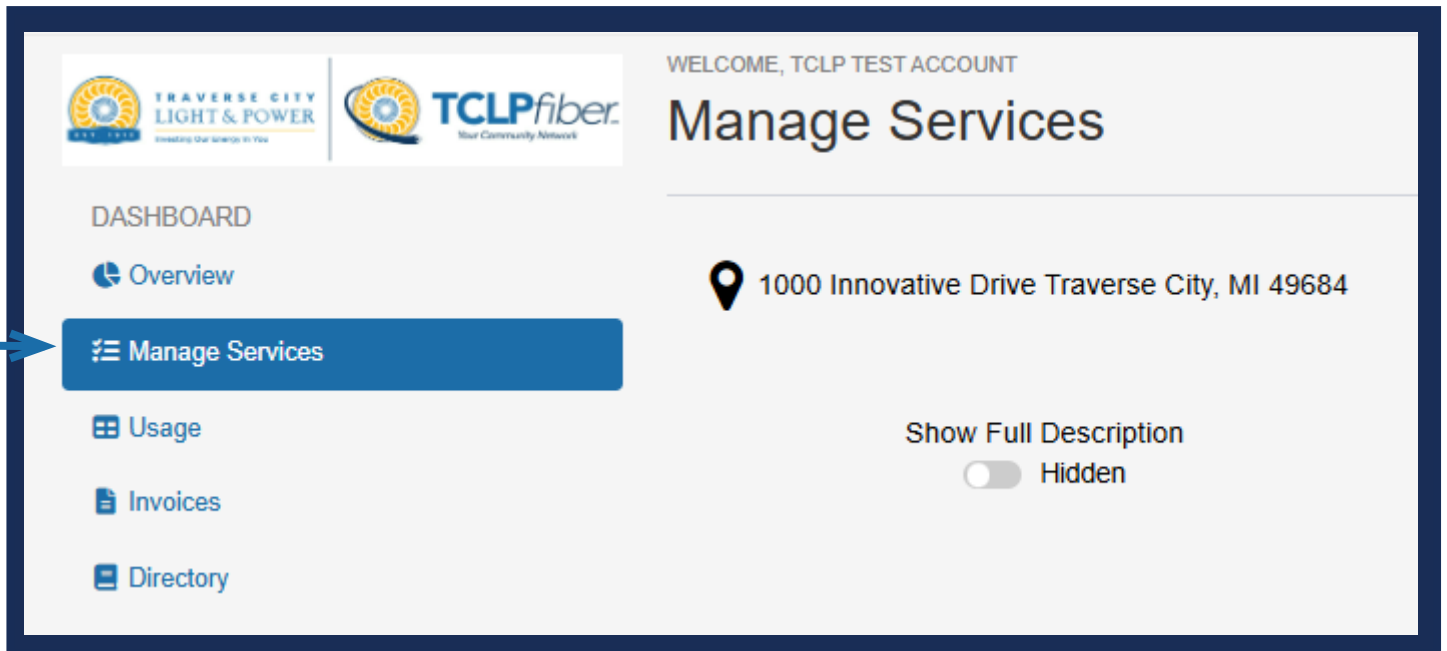
Log in

Don't have an account? Register here →

Forgot your password?

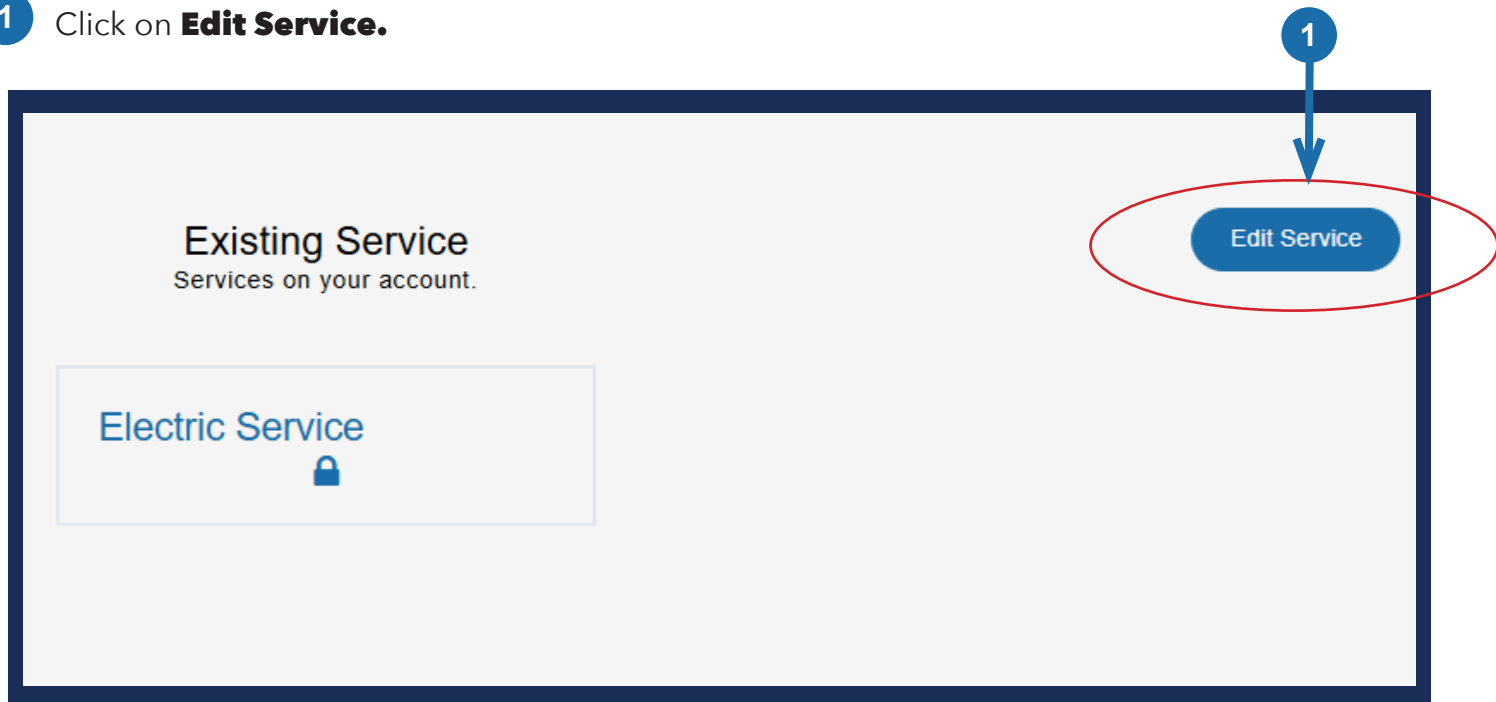
STEP TWO: GO TO "MANAGE SERVICES"

- 1 Click on the **Manage Services** tab on the left side.
- 2 Your existing services with TCLP will be shown here.



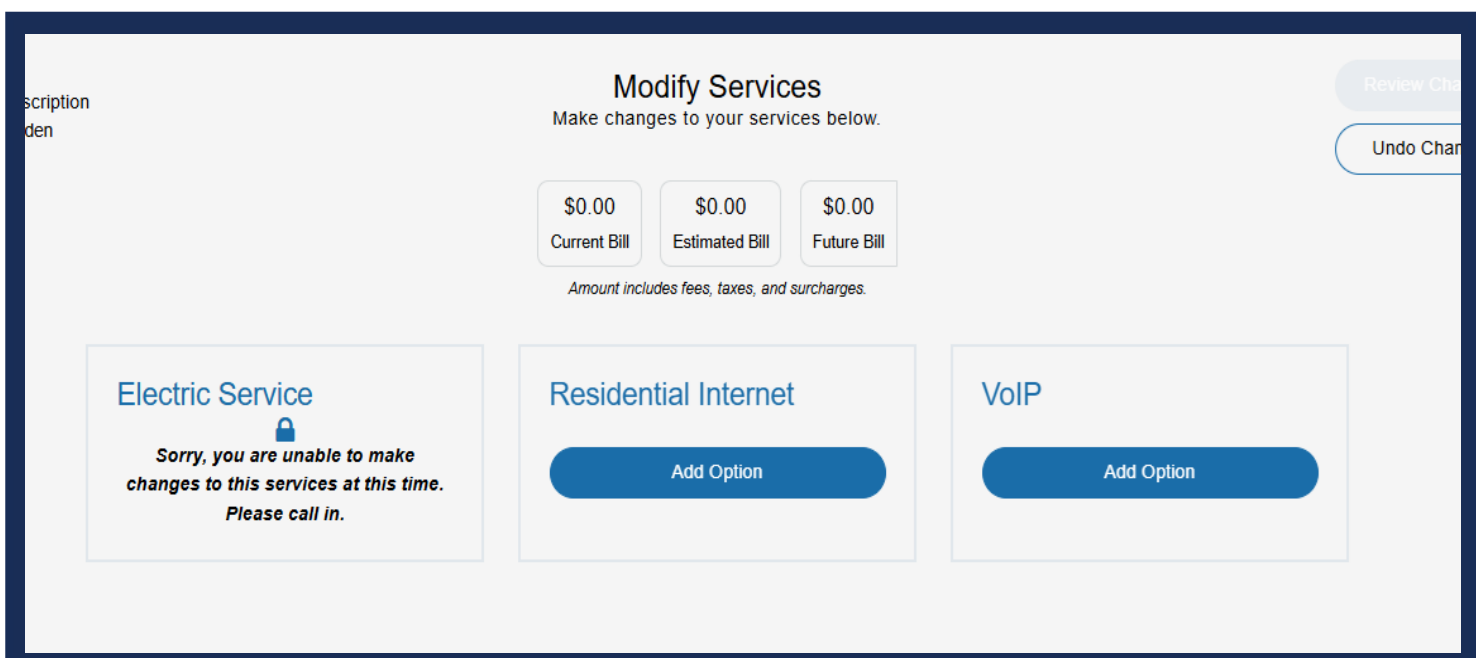
STEP THREE: REVIEW AVAILABLE SERVICES

- 1 Click on **Edit Service.**



- 2 The below image will appear with the current services available such as, **Electric Service, Residential Internet, and VoIP** (phone).

*Note: You cannot add the VoIP (phone) option without also adding the Residential Internet option.



STEP FOUR: ADD TCLPfiber INTERNET

- 1 Under Residential Internet, click the **Add Option**.
- 2 Follow the prompts to choose your TCLPfiber plan and confirm any service details. A calendar will appear asking for your preferred installation date.

You must select a date; however, please note that this is only a requested date and not a guaranteed installation appointment. The installation team will follow up with you to confirm and schedule your official installation date.
- 3 Once your preferred date is submitted, click **Confirm** to move on to selecting your internet service speed.

Modify Services
Make changes to your services below.

\$0.00 Current Bill	\$0.00 Estimated Bill	\$0.00 Future Bill
------------------------	--------------------------	-----------------------

Amount includes fees, taxes, and surcharges.

Residential Internet

Add Option

When is your preferred Install date?

Preferred Install Date *

October 2025

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

* - Same or next day installation may not be available. A customer server representative will contact you to verify your installation date
*Indicates required field

Cancel Confirm

1 CONNECT 200

Great for surfing the web, checking email, social networking, or backing up content to the cloud.

CONNECT 200

200 MBPS INTERNET SERVICE

Great for surfing the web, checking email, social networking or backing up content to the cloud.

200 Mbps upload  200 Mbps download

\$59.99/month

[GET CONNECT 200 SERVICE](#)

CONNECT 200 BUNDLE

Get unlimited calling with one digital voice line and save \$4.99/month.

\$69.99/month

+

LONG DISTANCE PLAN

Call outside the continental United States.

\$4.99 / month per line plus calling charges

2 CONNECT 500

Keep all smart devices connected at once with more bandwidth for watching TV online or no-lag gaming.

CONNECT 500

500 MBPS INTERNET SERVICE

Keep all smart devices connected at once with more bandwidth for watching TV online or no-lag gaming.

500 Mbps upload  500 Mbps download

\$69.99/month

[GET CONNECT 500 SERVICE](#)

CONNECT 500 BUNDLE

Get unlimited calling with one digital voice line and save \$4.99/month.

\$79.99/month

+

LONG DISTANCE PLAN

Call outside the continental United States.

\$4.99/month per line plus calling charges

3 GIG CONNECT

Enough speed to go-around for: file sharing, web conferencing, 4K video streaming, and distance learning without slowdowns.

GIG CONNECT

1 GIG INTERNET SERVICE

Enough speed to go-around for file sharing, web conferencing, 4K video streaming and distance learning without slowdowns.

1,000 Mbps upload  1,000 Mbps download

\$89.99/month

[GET GIG CONNECT SERVICE](#)

GIG CONNECT BUNDLE

Get unlimited calling with one digital voice line and save \$4.99/month.

\$99.99/month

+

LONG DISTANCE PLAN

Call outside the continental United States.

\$4.99/month per line plus calling charges

STEP FIVE: REVIEW AVAILABLE SERVICES

- 1 Select your speed from the options provided.
- 2 Do you need a **WIFI Router**? Select **Additional Options** for a WIFI Router for an additional \$5.00.
- 3 Are you adding **VoIP** phone services as an option? Select **Add Option**.

The screenshot shows the 'Residential Internet' and 'VoIP' sections. In the 'Residential Internet' section, the 'Speeds' are listed: 1 GB (\$89.99), 500 MB (\$69.99), and 200 MB (\$59.99). The '1 GB' option is selected. Under 'Additional Options', the 'Wifi Router' is listed for \$5.00. In the 'VoIP' section, there is a blue button labeled 'Add Option'.

- 4 If you are adding VoIP (Phone), select how many voice lines you want included in your services.

Note: Residential customers can only have 2 voice lines.

The screenshot shows the 'Residential Internet' and 'VoIP' sections. In the 'Residential Internet' section, the 'Speeds' are listed: 1 GB (\$89.99), 500 MB (\$69.99), and 200 MB (\$59.99). The '1 GB' option is selected. Under 'Additional Options', the 'Wifi Router' is listed for \$5.00. In the 'VoIP' section, under 'Voice Lines', the 'Voice Line' is listed for \$14.99. Under 'VoIP Options', the 'International Calling' is listed for \$4.99.

STEP SIX: REVIEW CHANGES

- 1 To review your selections click **Review Changes**.
- 2 A Change Details page will appear. If you changed your mind on your preferred install date, you can change it here.
- 3 Once you have reviewed your changes, click **Continue**.
- 4 After reviewing your summary page, click **Submit Changes**.

Modify Services
Make changes to your services below.

\$0.00 Current Bill	\$170.74 Estimated Bill	\$109.04 Future Bill	↑ +\$109.04
------------------------	----------------------------	-------------------------	----------------

Amount includes fees, taxes, and surcharges.

Residential Internet

Speeds

- ☒ 1 GB \$89.99
- ☐ 500 MB \$69.99
- ☐ 200 MB \$59.99

Additional Options

Wifi Router \$5.00

VoIP

Voice Lines

Voice Line - 1 + \$14.99

VoIP Options

International Calling \$4.99

Bundle Discount Added \$-4.99

Change Details
Please answer the questions below about your changes.

\$0.00 Current Bill	\$170.74 Estimated Bill	\$109.04 Future Bill	↑ +\$109.04
------------------------	----------------------------	-------------------------	----------------

Amount includes fees, taxes, and surcharges.

Preferred Install Date*

10/29/2025

Continue

Back

Change Summary
This is only an estimate. Your actual bill may vary. Usage overages are not included in the calculation.

\$0.00 Current Bill	\$170.74 Estimated Bill	\$109.04 Future Bill	↑ +\$109.04
------------------------	----------------------------	-------------------------	----------------

Amount includes fees, taxes, and surcharges.

1000 Innovative Drive Traverse City, MI 49684

Electric Service	Unchanged
VoIP	Connecting ↓ \$4.99
Voice Line	
Bundle Discount	- \$4.99
Residential Internet	Connecting ↑ \$89.99
1 GB	+ \$89.99
Optical Network Terminal	Added

Submit Changes

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