

iCAN (interactive customer assistance now)

We're here for you any time of the day or night. Call 504.7025



Instructions:

1. Call M.U.D. at 504.7025.
2. Use voice commands or touch-tones. Voice commands are in **bold**, next to the corresponding touch-tone digit.
3. To access your account, say, "Account," or press 2.
4. When prompted, say the first six digits of your account number, one digit at a time, or enter the six digits on the phone keypad followed by the # sign. Your account number is in the upper left-hand corner of your bill.
5. When prompted, say the last four digits of the account holder's social security number.
6. Follow the prompts, or say, "Help," for assistance.
7. To end the call, say, "Good-bye," or hang up.

Note: You may use voice commands and touch-tone digits on the same call.