

Everstream Billing FAQ
Effective: August 1, 2018

Q1. What is Everstream's billing cycle?

A1. Everstream bills customers for the current month, and invoices are generated on the first of the month. For example, your January 1 invoice will reflect charges for January 1-31. This aligns with industry standards and allows us to be more responsive in ensuring your invoices are timely and accurate.

Q2. How are invoices delivered?

A2. As part of Everstream's ongoing effort to be a more efficient and effective supplier, we invite all customers to take advantage of our electronic invoicing option. If you are interested, please contact our Billing department via phone at 844-387-7876, option 4, or via email at ar@everstream.net, with your account number and email address. Invoices also are available via USPS mail.

Q3. What are the terms of invoicing?

A3. All invoice terms are Net 30 days. A late payment fee will be assessed to any outstanding balance in excess of 30 days, in accordance with the terms of your Everstream contract.

Q4. What forms of payment are accepted?

A4. Everstream accepts payments made via ACH, physical check and wire transfer as well as Visa, MasterCard and Discover.

Ohio Customers: Everstream will accept your payment electronically via ACH or by a physical check to our Boston lockbox. Preferably, please submit your monthly payment electronically via ACH (Routing No.: 211170101; Account No.: 1918097524). Alternatively, please remit payment to the lockbox address noted on your invoice: Everstream Solutions LLC, PO Box 844605, Boston, MA 02284-4605.

Michigan Customers: Everstream will accept your payment electronically via ACH or by a physical check to our Boston lockbox. Preferably, please submit your monthly payment electronically via ACH (Routing No.: 211170101; Account No.: 1918097542). Alternatively, please remit payment to the lockbox address noted on your invoice: Everstream Holding LLC – Michigan, PO Box 844609, Boston, MA 02284-4609.

Q5. Is there an online portal available?

A5. Everstream does not have an online portal available.

Q6. Does Everstream prorate its invoices?

A6. Yes. Customer invoices are prorated according to the date of service turn up.

Everstream appreciates your business, and we look forward to working with you. Should you have any questions or concerns regarding your Everstream invoice, please feel free to contact our Billing department via phone at 844-387-7876, option 4, or via email at ar@everstream.net.