

Everstream Billing FAQ Effective: August 24, 2020

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 and Missouri Customers: 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.

Illinois, Indiana, legacy Michigan and Wisconsin Customers: 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, PO Box 844609, Boston, MA 02284-4609.

Former Rocket Fiber Customers: Please submit your monthly payment electronically via ACH (Routing No.: 072414310; Account No.: 1000096451). Alternatively, please remit payment to the lockbox address noted on your invoice: Everstream, PO Box 33661, Dept 7066, Detroit, MI 48232.

Q5. Is there an online portal available?

A5. Yes. Everstream launched its online customer portal in 2020. Visit customer.everstream.net, click on "Sign Up" and register directly with a recent invoice. You'll need the invoice number and balance to complete your login. [Click here to review the Everstream Customer Portal Guide](#) for more information or to help you navigate the site.

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.

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