

Everstream Billing FAQ

Effective: February 14, 2022

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. Is electronic invoicing available?

A2. Yes! We invite all customers to take advantage of our electronic invoicing option, wherein invoices can be sent to up to two email addresses. 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. If your invoices are processed by a third party, please provide a LOA as well. Finally, please add ar@everstream.net to your safe senders list.

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, Discover and American Express.

Ohio and Missouri Customers (account numbers beginning with C or E): 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. Your dedicated Everstream billing team contact is Debbie Turoczi, 216.3022616.

Illinois, Indiana, Michigan and Wisconsin Customers (account numbers beginning with A, B, G or L): 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. Your dedicated Everstream billing team contact is Susan Haller-Wollenhaupt, 517.679.5074.

Former Rocket Fiber, Uniti and Windstream Customers (account numbers beginning with P or R): 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. Your dedicated Everstream billing team contact is Demetrius Andrews, 313.831.6418.

Q5. Is there an online portal available?

A5. Yes! Visit customer.everstream.net to access the Everstream Customer Portal. To request access to billing information via our customer portal, please contact our Network Operations Center via email at support@everstream.net. For more information or help navigating the site, review the Everstream Customer Portal Guide under "Helpful Documents" at everstream.net/support/.

Q6. How can I request changes or modifications to my invoice?

A6. Please send change requests or modification needs, such as P.O. and/or building or location name, via email to ar@everstream.net.

Q7. Does Everstream prorate its invoices?

A7. Yes. Customer invoices are prorated according to the date of service turn up.

Q8. My business qualifies for tax-exempt status and/or credits under the Universal Service Fund. How do I go about requesting invoice modifications to reflect this?

A8. Please visit everstream.net/tax-exemption/ to access and download tax exemption forms for the states in which your business operates. Further, you may reference Everstream's SPAC numbers below:

USAC - SPIN number for Illinois, Indiana, Michigan and Wisconsin: 143049465

USAC - SPIN number for Missouri and Ohio: 143048755

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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