

## Everstream Billing FAQ

### Effective: January 1, 2024

#### 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 Customer Care team via phone at 844.624.8624, option 2, or via email at [customercare@everstream.net](mailto:customercare@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](mailto:ar@everstream.net) to your safe senders list.

Customers not enrolled in electronic invoicing will receive invoices via 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. Does Everstream prorate its invoices?

A4. Yes. Customer invoices are prorated according to the date of service activation.

#### Q5. What forms of payment are accepted?

A5. Everstream accepts payments made via ACH, wire transfer, physical check, as well as by Visa, MasterCard, Discover and American Express.

#### Q6. I'd like to pay via ACH or wire transfer. What bank routing and account number should I use to submit payment?

A6. Please use the following bank information to make your ACH or wire transfer payment:

Bank Name: PNC Bank, N.A.  
Bank Address: 500 First Avenue Pittsburgh, PA 15219  
Account Type: Checking  
Routing Number/ABA: 041000124  
Account Number: 4130129468

#### Q7. What is the address to send a check payment by mail?

A7. Please remit payment to the lockbox address noted on your invoice:

Everstream Solutions LLC  
PO Box 932549  
Cleveland, OH 44193-0030

#### Q8. Is there an online portal available?

A8. Yes! Please visit [customer.everstream.net](https://customer.everstream.net) to access the Everstream Customer Portal. Upon receiving their first invoice, new customers can register for access by visiting <https://customer.everstream.net/>. Click "Sign Up" from

this page to register using information located within your bill. Customers may also contact our Customer Care team at 866.624.8624, option 2 or [customercare@everstream.net](mailto:customercare@everstream.net) for assistance with registering for access to the portal. For more information or help navigating the site, review the Everstream Customer Portal Guide under “Helpful Documents” at [everstream.net/support/](https://everstream.net/support/).

**Q9: Who can I contact to request changes or modifications to my invoice?**

**A9:** Please send change requests or modification needs, such as P.O. and/or building or location name, via email to [customercare@everstream.net](mailto:customercare@everstream.net).

**Q10. 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?**

**A10.** Please visit [everstream.net/tax-exemption/](https://everstream.net/tax-exemption/) to access and download tax exemption forms for the states in which your business operates. Completed forms can be emailed to [customercare@everstream.net](mailto:customercare@everstream.net). Further, you may reference Everstream’s SPAC numbers below: 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 is proud to serve your business and we look forward to continuing a successful partnership in the years to come. For billing-related questions, please contact Everstream Customer Care by phone at 866.624.8624, option 2 or via email at [customercare@everstream.net](mailto:customercare@everstream.net).

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