

Invoice Quick Start Guide

Understanding Your Monthly Billing Statement

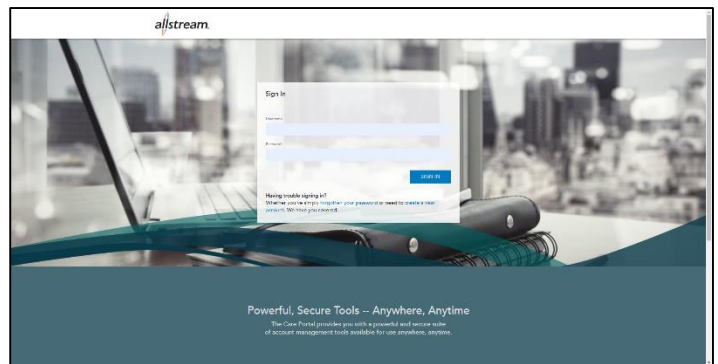
How to Read Your Invoice

Your monthly Allstream invoice should not only reflect your monthly telecom expenses, but also give you a clear, detailed description of your Allstream services. To help you better understand your monthly invoice, this simple guide will walk you step-by-step through each section using a sample invoice to highlight service summaries and detailed service descriptions. Our Customer Care team is also available to explain your invoice and answer any questions you may have.

Online Account Management

For effortless account management, we invite you to try our online account management tool. Enjoy the freedom and flexibility of managing your Allstream account anytime, anywhere. With our online portal you can:

- + View detailed account information
- + Enroll in automatic payments and paperless billing
- + Contact Customer Care
- + Download long-distance reports
- + Check the status of a service ticket



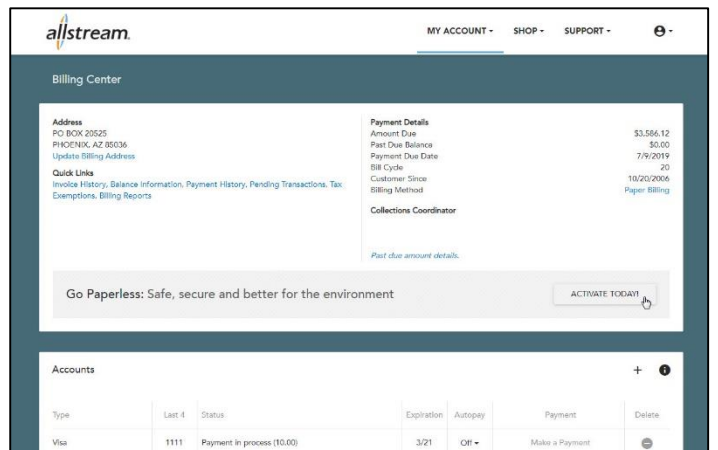
Go Paperless!

No Paper. No Waste.

Receive all your monthly statements online. Paperless billing provides monthly email notifications when your bill is ready to review.

Deduct your monthly payment from your checking account automatically with Allstream's Automatic Payment option. No checks, no postage, and no late fees. Your payment will always be made in a timely, efficient manner.

Sign up is easy. You can enroll in Paperless Billing and Automatic Payments using your Allstream portal account.



1 – Contact Information

Contact information for your account manager or Customer Care team.

2 – Monthly Invoice Summary

This section includes your Account History, which details past payments and outstanding balances as well as your Summary of Current Charges as described below:

- **Previous Balance** - net amount billed from your last invoice, not including payments applied
- **Payments** – payments received within the stated billing period
- **Balance Forward** – remaining balance from previous invoices
- **Credits** – any credits that have been applied to your account are displayed here
- **Summary of Current Charges** – a breakdown of your current charges
- **Total Amount Due** – the total of your current month's charges and any balance forward

3 – Invoice Summary

- **Account Number** – your billing account number is repeated on all pages of the invoice
- **Account Name** – the name of your account as reflected in the Allstream billing system
- **Invoice Date** – the date of your current monthly invoice generated based on your billing cycle
- **Total Amount Due** – the total amount due for the current month

4 – Important Information

This section is reserved for important messages from Allstream.


5 – Remittance

- **Payment Instructions** – If paying by mail, detach the remittance slip and return it with your payment to the following address:

Allstream
PO Box 2966
Milwaukee, WI 53201-2966

Please write your account number on your check or money order. All checks should be payable to **Allstream**.

- **Payment Due Date** – The date your monthly payment is due to Allstream.
- **Amount Enclosed** – Enter the amount you are paying here.



7532 0300 NO 00 38 06362039 0000%13 003 202 BEE

Page 1 of 14

Account Number	1
Account Name	USDMA
Invoice Date	06/18/2019
Invoice No	16204873
Total Amount Due	\$1,541.58

1 **Contact us:**
Customer Account Manager Customer Service 888-889-8088 USenterprise@allstream.com www.allstream.com

2 **MONTHLY INVOICE SUMMARY**


Account History	
Previous Balance	1,540.02
Payments Applied	-1,540.02
Balance Forward	\$0.00
Summary of Current Charges	
Monthly Service	1,305.25
Usage Based Service	8.29
Other Charges & Fees	156.73
Taxes & Surcharges	71.31
Current Charges - Due on 07/09/2019	\$1,541.58

Total Amount Due
\$1,541.58

To avoid late charges, please pay the Total Amount Due by the due date.

3 **Manage your account online!**
iCare online account management provides the freedom and flexibility to manage your account from any internet connection. Visit <http://allstream.com/icare> for more information.


Detach this form and return it with your payment. Write your Account Number on your check or money order (U.S. Dollars only). Make check payable to and mail to: Allstream.

5 

18110 SE 34th ST Bldg One Ste 100
Vancouver, WA 98683-9497

7532 0300 NO 00 38 06362039 75362019 75362019 0000%13 001-0 2 02

USDMA
199 W ONE ACTUS DR
PHOENIX AZ 85027-2634




Payment Due By	Total Amount Due	Amount Enclosed
07/09/2019	\$1,541.58	\$ <input type="text"/>

Account Number	1
Account Name	USDMA
Invoice Date	06/18/19
Invoice Number	16204873

Send Payments to the Address Below

ALLSTREAM
PO BOX 2966
MILWAUKEE, WI 53201-2966



0000513632001620487306172019000000001541587

6 – Payments Information

A record of your last received payments.

7 – Description of Charges

This outlines any credits that have been applied to your account and the charges for any current bundled, monthly, and usage-based services. Please note that all monthly recurring charges bill one month in advance, and service dates listed reflect changes made to services

Partial month charges appear on your invoice when service is initiated or added in the middle of a billing cycle. These charges begin the date your service starts and run up to the date your recurring monthly service begins.

The *Interstate Access Charge (IAC)* is a charge to defray the costs of maintenance and upkeep of the network so that customers can access the interstate telecommunications network to place and receive interstate long distance calls. This charge is assessed as a separate flat rate for single and multi-line customers. This is not a charge for long distance services.

The *Interconnection Fee (ICF)* is a flat-rate monthly charge assessed on lines and circuits, designed to recover portions of the Company's costs of interconnection to the public switch telephone network (PSTN). The ICF is charged per line or per circuit.

Account Number		1	Page 2 of 14				
Account Name		USDMA					
Invoice Date		06/18/2019	Invoice No 16204873				
Total Amount Due		\$1,541.58					
SERVICE LOCATION: 199 W ONE ACTUS DR, PHOENIX AZ 85027-2634							
6	Payments	Date	Total	IMPORTANT INFORMATION ABOUT YOUR ACCOUNT			
	Payment Received: Thank You!	6/3/19	-500.00	This Communications Invoice is due and payable upon receipt and is past due if unpaid after the due date shown on the invoice. Please make check or money order payable in U.S. Dollars to Allstream. Failure to pay these charges may result in collection action as well as termination of service. Past due balances are subject to a late fee of 1.5% per month, or the highest rate allowed by law.			
	Payment Received: Thank You!	6/4/19	-1,040.02				
	Payments Total		-1,540.02				
	Description of Charges						
	Monthly Service						
7	Description	Number	Service Date	Quantity	Unit Charge	Total	Allstream strongly supports the billing display requirements of the FCC Truth in Billing Rules. If there is any information presented on this bill about which you have questions or if you would like a further description of charges, please call your local customer care office number, found on the first page of your invoice.
	ValuePlan 10000		06/18/19 to 07/17/19	1	89.95	89.95	
	Total					\$89.95	For additional information, please see the terms and conditions of service found in your Master Service Agreement (MSA) included with your service agreement and order.
	Interstate Access Char	58811ZPPHNAZ81L41PHND	06/18/19 to 07/17/19	1	25.25	25.25	
	Interconnection Fee	PON PHN02588		1	15.00	15.00	Please send any disputes to: Allstream c/o Customer Operations - Billing Dispute 18110 SE 34th St Bldg One Ste 100 Vancouver, WA 98683-9497
	Total 58811ZPPHNAZ81L41PHND					\$40.25	
	Network Monitoring	IAVLP0818797NTG	06/18/19 to 07/17/19	1	10.00	10.00	
	Network Notification Service			1	25.00	25.00	
	Total IAVLP0818797NTG					\$35.00	
	Access Bandwidth - 100	UAKED0818796NTG	06/18/19 to 07/17/19	1	1,024.00	1,024.00	
	Internet Access			1	0.00	0.00	
	IP Address Bundle of 64			1	30.00	30.00	
	IAD Charge			1	35.00	35.00	
	Network Access Device			1	0.00	0.00	
	Promo Access Bandwidth			1	-325.00	-325.00	
	Total UAKED0818796NTG					\$764.00	
	SIP PRI Channel	555-555-4900	06/18/19 to 07/17/19	14	9.50	133.00	
	Caller ID Name & Number			1	20.00	20.00	
	SIP DID Block			301	0.15	45.15	
	Promo ISDN/PRI			14	-0.50	-7.00	
	Promo DID			301	-0.10	-30.10	
	Total 555-555-4900					\$161.85	

Account Number		1	Page 4 of 14		
Account Name		USDMA			
Invoice Date		06/19/2019	Invoice No 16204873		
Total Amount Due		\$1,541.58			
Monthly Service (continued)					
Description	Number	Service Date	Quantity	Unit Charge	Total
Promo Toll Free			1	-7.00	-7.00
Total 877-555-4900					\$2.00
Monthly Service Sub Total					\$1,305.25
Usage Based Service					
Description	Number		Calls	Minutes	Total
Basic Interstate Long Distance	555-555-4900		4	7.6	0.85
International Long Distance	555-555-4900		1	1.0	0.10
Value Interstate Long Distance	555-555-4900		268	668.2	0.00
Value Intrastate Long Distance	555-555-4900		2	6.0	0.00
Value Interstate Long Distance	555-555-4900		1	0.7	0.00
Value Toll Free Interstate	877-555-4900		1	0.6	0.00
Toll Free Interstate Long Distance	877-555-4900		2	10.7	2.79
Value Toll Free Interstate	877-555-4900		26	84.7	0.00
Value Toll Free Intrastate	877-555-4900		5	15.4	0.00
International Toll Free	877-555-4900		4	15.4	1.26
Toll Free Interstate Long Distance	877-555-4900		6	18.8	3.29
Value Toll Free Interstate	877-555-4900		1016	4245.9	0.00
Value Toll Free Intrastate	877-555-4900		42	153.5	0.00
Usage Based Service Sub Total			1378	5228.5	\$8.29
Other Charges and Fees					
Description	Number	Service Date	Quantity	Unit Charge	Total
FCC Regulatory Fee				0.41	0.41
Federal Cost Recovery Charge				4.49	4.49
Federal Universal Fund Surcharge				25.35	25.35
Network Access Assessment				126.48	126.48
Other Charges and Fees Sub Total					\$156.73
Taxes and Surcharges					
Description					Total
County Sales Tax					0.43
County Telecom Sales Tax					2.93
Federal Excise Tax					11.61
Local Sales Tax					1.38
Local Telecom Sales Tax					19.49
State E911					4.20
State Sales Tax					3.36
State Telecom Relay Service					4.21
State Telecom Sales Tax					23.22
State Universal Service Fund (Business Line)					0.39
State Universal Service Fund					0.09
Taxes and Surcharges Sub Total					\$71.31
Total					\$1,541.58
For a complete description of taxes and surcharges please visit www.allstream.com/surcharges					
Questions regarding your invoice? Contact us:					
Customer Service	888-889-9088	Website	www.allstream.com		
Repair	800-622-4354	Email	USenterprise@allstream.com		
ISP Support	844-371-1114				

8 – Usage Based Service

This lists the charges for any usage-based services such as long distance and toll free calls. Please note that all monthly usage-based recurring charges bill one month in advance.

9 – Other Charges and Fees

This section includes one-time charges for installation, late payment fees, and other monthly recurring fees.

10 – Taxes and Surcharges

Allstream collects federal, state, and local taxes and other fees and surcharges levied on communications providers for the sale of goods and services on behalf of the government entities that impose these charges. These include, but are not limited to, sales taxes and municipal franchise fees. These taxes and feeds vary by state and local jurisdiction.


11 – Contact Information

If you have any questions regarding your invoice, please use the contact information at the bottom of your invoice to reach your local Customer Care team.

Long Distance Detail

After you have received your first two invoices, you may begin to receive a summary bill that has your itemized long-distance usage detail removed. Allstream automatically implements this *Suppressed Billing* strategy to help reduce our environmental impact by decreasing the amount of paper used each month. All pertinent account information will still be provided on our normal summary pages. Viewing long-distance detail is convenient and always available online. Simply log in to your Allstream account.

To stop Suppressed Billing on your account and start receiving full-length long-distance detail on your printed invoices, contact your Customer Care team.



7532 0300 N0 30 1A 0L182019 000011 003

Page 6 of 14

Account Number	1
Account Name	USDMA
Invoice Date	06/18/2019
Invoice No	16204873
Total Amount Due	\$1,541.58

Outbound Calls (continued)											
Date	Time	Area/Number	Place	Minutes	Amount	Date	Time	Area/Number	Place	Minutes	Amount
06/04	11:53A	555-555-5555	TORRANCE, CA	1.2	0.00	06/11	10:28A	555-555-5555	SAN MATEO, CA	6.1	0.00
06/04	12:00P	555-555-5555	WANTAGH, NY	3.6	0.00	06/11	1:40P	555-555-5555	LOUISVILLE, NY	0.7	0.00
06/04	12:00P	555-555-5555	PRESTONSBG, KY	2.5	0.00	06/11	1:43P	555-555-5555	DALLAS, TX	1.9	0.00
06/04	12:18P	555-555-5555	EL PASO, TX	11.4	0.00	06/11	4:10P	555-555-5555	SALT LAKE, UT	1.8	0.00
06/04	1:01P	555-555-5555	SUNJ WEST, CA	1.1	0.00	06/11	4:12P	555-555-5555	CHICO, CA	0.5	0.00
06/04	1:48P	555-555-5555	TROY, NY	1.1	0.00	06/12	10:46A	555-555-5555	APPLETON, WI	9.2	0.00
06/04	1:52P	555-555-5555	NICHOLASVIL, KY	2.1	0.00	06/12	11:48A	555-555-5555	BURLINGTON, NC	3.5	0.00
06/04	3:03P	555-555-5555	NEW YORK, NY	1.7	0.00	06/12	11:58A	555-555-5555	ATLANTA NE, GA	2.6	0.00
06/04	3:04P	555-555-5555	FLS CHURCH, VA	0.9	0.00	06/12	12:11P	555-555-5555	SUNNYVALE, CA	3.0	0.00
06/04	3:06P	555-555-5555	NEW YORK, NY	0.7	0.00	06/12	12:17P	555-555-5555	NASSAUZNDW, NY	1.5	0.00
06/04	3:11P	555-555-5555	SUNJ WEST, CA	0.7	0.00	06/12	12:52P	555-555-5555	SAN DIEGO, CA	1.3	0.00
06/04	3:12P	555-555-5555	WANTAGH, NY	1.0	0.00	06/12	1:19P	555-555-5555	MOHENEY, IL	1.6	0.00
06/04	3:18P	555-555-5555	GARDEN CITY, NY	1.7	0.00	06/12	1:23P	555-555-5555	NEW YORK, NY	3.9	0.00
06/04	3:31P	555-555-5555	PAYETTE, ID	0.5	0.00	06/12	1:45P	555-555-5555	BELLINGHAM, WA	1.0	0.00
06/04	3:31P	555-555-5555	PAYETTE, ID	3.4	0.00	06/12	1:49P	555-555-5555	PHILA, PA	8.1	0.00
06/04	4:07P	555-555-5555	JOPLIN, MO	1.5	0.00	06/12	1:50P	555-555-5555	WANTAGH, NY	2.8	0.00
06/04	4:30P	555-555-5555	MIDWAY, TN	0.5	0.00	06/12	2:21P	555-555-5555	GALLUP, NM	2.9	0.00
06/04	4:58P	555-555-5555	VANNUDYS, CA	1.8	0.00	06/12	2:43P	555-555-5555	HOUSTON, TX	2.3	0.00
06/05	7:53A	555-555-5555	READING, PA	0.5	0.00	06/13	9:21A	555-555-5555	COCOA, FL	3.8	0.00
06/05	9:21A	555-555-5555	VISTA, CA	0.9	0.00	06/13	11:18A	555-555-5555	WOODBIDGE, NJ	1.3	0.00
06/05	9:28A	555-555-5555	BRATTLEBO, VT	1.7	0.00	06/13	11:26A	555-555-5555	WILLIAMSVIL, NY	0.6	0.00
06/05	9:41A	555-555-5555	BRATTLEBO, VT	2.1	0.00	06/13	11:38A	555-555-5555	TONAWANDA, NY	2.6	0.00
06/05	10:28A	555-555-5555	NEWARK, NJ	0.5	0.00	06/13	11:42A	555-555-5555	TONAWANDA, NY	0.8	0.00
06/05	12:18P	555-555-5555	NEW YORK, NY	6.8	0.00	06/13	11:44A	555-555-5555	BUFFALO, NY	0.5	0.00
06/05	1:28P	555-555-5555	YORK, PA	1.7	0.00	06/13	11:57A	555-555-5555	PITTSBURGH, NJ	1.9	0.00
06/05	1:38P	555-555-5555	YORK, PA	13.8	0.00	06/13	1:20P	555-555-5555	SANTAMARIA, CA	9.2	0.00
06/05	2:00P	555-555-5555	DUBLIN-SNRM, CA	5.2	0.00	06/13	2:18P	555-555-5555	SFNCNTRL, CA	3.1	0.00
06/05	2:04P	555-555-5555	YORK, PA	0.5	0.00	06/13	2:22P	555-555-5555	SUNNYVALE, CA	1.3	0.00
06/05	3:20P	555-555-5555	SANANTONIO, TX	0.5	0.00	06/13	4:40P	555-555-5555	SANTURCE, PR	1.1	0.13
06/05	8:03A	555-555-5555	ROCKFORD, VA	0.2	0.00	06/14	8:46A	555-555-5555	RICHMOND, VA	0.6	0.00
06/05	8:54A	555-555-5555	WAREFIELD, MA	1.0	0.00	06/14	8:56A	555-555-5555	RICHMOND, VA	1.1	0.00
06/05	9:01A	555-555-5555	PTWASHGHTN, WI	1.6	0.00	06/14	10:18A	555-555-5555	EL MONTE, CA	3.5	0.00
06/05	9:54A	555-555-5555	LOUISVILLE, KY	5.0	0.00	06/14	10:18A	555-555-5555	EAST TAWAS, MI	0.7	0.00
06/05	10:24A	555-555-5555	MARCON, GA	0.7	0.00	06/14	11:51A	555-555-5555	GAITHERSBG, MD	3.1	0.00
06/05	12:01P	555-555-5555	SANANTONIO, TX	0.5	0.00	06/14	1:23P	555-555-5555	NEW YORK, NY	1.0	0.00
06/05	12:43P	555-555-5555	CHAMPAURBN, IL	0.5	0.00	06/14	1:25P	555-555-5555	MNMBRSPUS, MN	1.2	0.00
06/05	12:47P	555-555-5555	DENVER, CO	1.4	0.00	06/14	1:43P	555-555-5555	FREELD, NJ	0.8	0.00
06/05	12:58P	555-555-5555	SUCCASUNNA, NJ	4.7	0.00	06/17	9:06A	555-555-5555	MUSKOGEE, OK	5.3	0.00
06/05	1:38P	555-555-5555	CHICAGO, IL	0.5	0.00	06/17	9:51A	555-555-5555	NWRYCZYNDI, NY	1.5	0.00
06/05	2:01P	555-555-5555	MINNAPL, FL	1.4	0.00	06/17	9:56A	555-555-5555	JACKSONVIL, TX	7.8	0.00
06/05	2:03P	555-555-5555	ROSELLE, IL	0.5	0.00	06/17	10:43A	555-555-5555	ELSDORE, CA	7.9	0.00
06/05	2:05P	555-555-5555	WHITEVILLE, NC	3.6	0.00	06/17	10:52A	555-555-5555	ELSDORE, CA	0.8	0.00
06/05	2:18P	555-555-5555	ATLANTA, GA	0.5	0.00	06/17	11:34A	555-555-5555	GREAT NECK, NY	1.5	0.00
06/05	3:05P	555-555-5555	ATLANTA NE, GA	3.6	0.00	06/17	12:21P	555-555-5555	NEWPORTBCH, CA	2.5	0.00
06/05	3:23P	555-555-5555	CHICAGO, IL	0.5	0.00	06/17	1:08P	555-555-5555	NORTHROCK, IL	0.7	0.00
06/05	5:03P	555-555-5555	FULLERTON, CA	0.5	0.00	06/17	1:37P	555-555-5555	HIGHLANDP, IL	7.8	0.00
06/05	5:20P	555-555-5555	CENTER HBR, NH	1.3	0.00	06/17	1:38P	555-555-5555	OCSD CRLS, CA	1.4	0.00
06/05	8:55A	555-555-5555	TUNKHANCK, PA	1.7	0.00	06/17	1:33P	555-555-5555	PALMDALE, CA	4.6	0.00
06/05	9:58A	555-555-5555	MIAMI, FL	0.5	0.00	06/17	1:53P	555-555-5555	COLORADOSG, CO	1.7	0.00
06/05	10:17A	555-555-5555	BALTIMORE, MD	1.6	0.00						
06/05	10:24A	555-555-5555	CHAMPAURBN, IL	1.3	0.00						
06/05	10:27A	555-555-5555	WHITEVILLE, NC	3.8	0.00						
06/05	10:37A	555-555-5555	NWRYCZYNDI, NY	6.8	0.00						
06/05	10:38A	555-555-5555	CHARFORD, NJ	1.3	0.00						
06/05	10:40A	555-555-5555	MANCHESTER, NH	1.6	0.00						
06/05	10:49A	555-555-5555	LSAN DA 14, CA	8.7	0.00						
06/05	11:12A	555-555-5555	LAUREL, MD	0.9	0.00						
06/05	11:41A	555-555-5555	ANCHORAGE, AK	2.0	0.22						
06/05	12:07P	555-555-5555	NEW YORK, NY	1.0	0.00						
06/05	12:19P	555-555-5555	ANCHORAGE, AK	1.9	0.21						
06/05	12:56P	555-555-5555	ANCHORAGE, AK	2.6	0.29						
06/05	1:08P	555-555-5555	SALT LAKE, UT	1.3	0.00						
06/05	1:29P	555-555-5555	ATLANTA NE, GA	4.2	0.00						
06/05	1:55P	555-555-5555	JEROME, AZ	2.1	0.00						
06/05	2:08P	555-555-5555	BETHRAY, OK	2.6	0.00						
06/05	3:38P	555-555-5555	IRVINE, CA	1.3	0.00						
06/05	4:26P	555-555-5555	MINEOLA, NY	0.9	0.00						
06/10	10:34A	555-555-5555	OKLA CITY, OK	3.1	0.00						
06/10	11:30A	555-555-5555	SANANTONIO, TX	0.9	0.00						
06/10	11:47A	555-555-5555	NEWARK, NJ	4.1	0.00						
06/10	1:22P	555-555-5555	NEWARK, NJ	3.4	0.00						
06/10	1:37P	555-555-5555	CHICO, CA	0.9	0.00						
06/10	1:45P	555-555-5555	HADDON HTS, NJ	3.0	0.00						
06/11	7:54A	555-555-5555	DEFRY, NH	1.8	0.00						
06/11	8:18A	555-555-5555	CHICO, CA	3.4	0.00						

Total Outbound Calls for 555-587-4900	682.8	\$0.95			
Usage for 555-587-4920					
Date	Time	Area/Number	Place	Minutes	Amount
06/17	8:38A	555-555-5555	MOSCOW, ID	0.7	0.00
Total Outbound Calls for 555-587-4920				0.7	\$0.80
Total for Outbound Calls				\$0.95	
Long Distance Legend					
International Mobile Termination Rates Apply					
XX					
Inbound Calls					
Usage for 866-555-3472					
Date	Time	Area/Number	Place	Minutes	Amount
05/20	4:22P	866-555-1372	CLMSTEDFLS, OH	0.6	0.00
Total Inbound Calls for 866-555-3472				0.6	\$0.80

Learn more about our solutions at allstream.com

Contact sales:
sales@allstream.com
 U.S.: 1.888.781.1443
 Canada: 1.800.625.0025

@Allstream

