

Dear Valued Customer,

To enhance your service experience and allow us to better serve you, your account will be migrated to a new billing system. The following is important information regarding changes to your Segra account as part of that migration.

Your migration will take place over the next few months. During this time, there is nothing that you will need to do. You will NOT see any changes to your services or your billing prior to migration. When the time to migrate your account is closer, you will receive weekly emails with any timeline and process updates.

Once you receive your new invoice, you will need to set up a new payment method. All previous payment methods will no longer be active, therefore your new payment method needs to be established for the new billing system.

To make the transition to the new billing system as smooth as possible, please see the following pages with detailed information about your new bill, new payment methods and contact information for support.

TOPICS COVERED

- Account Number
- Systems Access
- Invoice/Payment
- Billing Support

We are pleased to continue providing you connectivity service and excited about the enhancements Segra makes available to you.

Should you have any questions about your billing changes, please feel free to contact us at any time at 833.GO.SEGRA (833.467.3472) or email billingsupport@segra.com.

Sincerely,

Segra

FAQ - IMPORTANT BILLING AND ACCOUNT CHANGES

Account Number Changes

- Your account number WILL NOT change and will remain the same.

Systems Access Changes

- Your access to the My Account portal website will be stopped once your account has been transitioned.
- Once your account has transitioned, you will have the ability to register and set up your new ePay account at <https://epay.segra.com/Login.aspx>.

Invoicing/Payment Changes

- Your invoice branding WILL NOT change.
- Invoice layout WILL change. [See the how to Read Your Bill document below.](#)
- All W-9 payee information WILL NOT change. There will be no change in Tax ID or Tax status, thus a new W-9 should not be necessary. Please contact billing support if you have further questions.
- All previously established wire transfers, electronic and mail payment methods have changed and will end after your account has been migrated. You will need to set up new methods of payment post-migration.
- Your billing cycle and periods WILL NOT change. You will continue with the same billing period and cycle you have today.

ACH or Wire Transfer

- You may pay by ACH or wire transfer; however, you will need to amend the banking information you currently use for remittance.
- To setup a new ACH or wire transfer payment, please email accountsreceivable@segra.com or billingsupport@segra.com for the banking information. You may use the same address to send any specific forms your company may require for ACH or wire payment as well.

Electronic Payment

- You will be able to set up your online billing once you've received your first transitioned invoice. You will need specific information from your invoice and any attempt to do so prior to receiving your first invoice, will not work.
- Online bill pay is done through the ePay portal, which is a convenient way to make a one-time payment or setup for auto pay features.
- Visit www.segra.com/online-bill-pay/, click the "Log into My Account" button below the invoice designated for 7 digit account numbers (right-side image), or go directly to ePay by visiting <https://epay.segra.com/Login.aspx>
 - You will have two options to pay electronically:
 - **Quick Pay**
 - Use this option to process a one-time payment
 - When using Quick Pay, you will need the following information from your invoice: (There are helpful links on the portal to help you locate this information on your invoice)
 - Account Number
 - Service ID Number
 - **Setup as a New User**
 - Use this option to register and have additional features such as:
 - Account summary
 - Viewing past statements (transitioned invoices only)
 - Download past statements (transitioned invoices only)
 - Payment history
 - Set up auto payment(redirects to <https://ww2.e-billexpress.com/ebpp/Spirit/>)
 - You will need to enroll into this site
 - Recurring credit card payment
 - Recurring ACH payment
 - Bill delivery options (electronic or paper)
 - Account maintenance (Username & Password updates)
 - Submit questions specific to a service ID

- When setting up as a new user, you will need the following information:
 - Account number
 - Service ID
 - Last name of the account holder or company name
 - Last statement balance (this will be your current invoice balance)

Mail-In Payment

- You may opt to pay your invoice via mail.
- Please be sure to update the remit address for your mail-in payments.

Remit to: PO Box 631140, Cincinnati, OH 45263-1148

- Please contact Segra Billing Support or Segra's Support Center if you need additional information.

Phone Payment

- You may opt to pay your Segra invoice via phone by calling 833.GO.SEGRA (833.467.3472) and selecting option 1 from the automated directory.
- You must have the account name as it appears on your invoice, or your account number when calling in to make a payment.

Segra Support

- Your directive for support WILL NOT change once migrated.

- **Billing Questions**

Billing Support

- billingsupport@segra.com
- 8 a.m. – 5 p.m. Monday - Friday
- 1.833.GO.SEGRA (833.467.3472) Option 1

Questions for:

- Billing Inquiries/Research
- Bill Payment
- Assistance with how to read your invoice

○ **Service Questions**

Customer Care

- customercare@segra.com
- 8 a.m. – 7 p.m. Monday – Friday
- 1.833.GO.SEGRA (833.467.3472) Option 3

Trouble Tickets

- 24/7/365
- 1.833.GO.SEGRA (833.467.3472) Option 2
- Online at <https://support.segra.com/home/>

Questions for:

- General Account Needs
- Password Reset
- Service Issues/Changes
- Trouble Ticket Inquiry

How To Read Your Bill

1. Account Number:

Please reference this number when calling customer service.

2. Due Date:

Payment must be received before this date to avoid a late charge.

3. Amount Enclosed:

Please enter the payment amount included with your remittance.

4. Invoice Information:

Account and payment details.

5. Previous Balance:

Shows charges for the prior bill and payments received.

6. Balance Forward:

Any unpaid amount from the previous bill.

7. Total Current Charges:

A total of the current bill activity, including fees and taxes.

8. Total Amount Due:

Current charges plus any balance forwarded.


9. Remittance Address:

Send your payment and remittance slip to this address to ensure proper credit to your account.

Customers with automatic payments will see the text in blue instead of the remittance address.

10. Important Messages:

Keeps you informed about current promotions, new products and services, sponsored events, etc.



P.O. BOX 000000
CHARLOTTE, NC 00000-0000

JANE SMITH
123 MAIN STREET
ANYWHERE, USA 12345-1234

Invoice Information	
Invoice Date:	00/00/00
Account Number:	0000000
Invoice Number:	5555555
Due Date:	00/00/00
Total Amount Due:	\$0
Amount Enclosed:	\$ _____

Please put your account number on your check and make payable to SEGRA

9 SEGRA
P.O. BOX 000000
CHARLOTTE, NC 00000-0000

Invoice Information	
Invoice Date:	00/00/00
Account Number:	0000000
Invoice Number:	5555555
Due Date:	00/00/00
Total Due:	\$0

Summary of Charges	
Previous Balance:	0.00
Total Payments Received	
Through 00/00/00:	0.00 CR
Balance Forward:	0.00
Total Equipment and Maintenance:	0.00
Total Bundled Charges:	0.00
Total Voice Services:	0.00
Total Internet Services:	0.00
Total Usage:	0.00
Total Fees:	0.00
Federal Tax:	0.00
State Tax:	0.00
County Tax:	0.00
Local Tax:	0.00
Universal Service Fund:	0.00
State Universal Service Charge:	0.00
State Relay Fund:	0.00
E911 Tax:	0.00
Regulatory Fees:	0.00
Total Current Charges:	0.00
Total Amount Due by 00/00/00	0.00

Important Messages	
IMPORTANT NOTICE	
National Do Not Call Registry	
<p>The Federal Trade Commission (FTC), the nation's consumer protection agency, created the National Do-Not-Call Registry to limit telemarketing calls to your home. Registering your telephone numbers on the National Do-Not-Call Registry will assist in the following ways:</p> <ul style="list-style-type: none"> • Allows you to register residential and wireless telephone numbers for free. Business numbers are not eligible for the registry. • Your phone numbers will remain on the list until you remove them or discontinue the service. • After you register, telemarketers have 31 days to remove your telephone number(s) from their calling lists. • Telemarketers are still allowed to call when they have established business relationships for up to 18 months after the last purchase, delivery, or payment even if you are registered on the Do-Not-Call Registry unless you ask the company not to call again. • Political organizations, charities, and telephone surveys are not covered by the requirements of the national registry. <p>To register, simply call 1-888-382-1222 or go online at www.donotcall.gov For TTY, call 1-866-290-4236</p> <p>More FACTS about unwanted calls can be found at: www.consumer.ftc.gov/articles/0108-national-do-not-call-registry#calls</p>	

For more information regarding your account, please call us at 1.833.G0.SEGRA or email BillingSupport@segra.com.

IMPORTANT BILLING NOTES:

Local access and feature charges for each line are billed one month in advance. Both access and feature charges are prorated for the actual number of days with active service. For instance, if your service has only been active for 10 days, you are billed the prorated amount (based on 10 days) plus one full month in advance. You are responsible for all long distance calls billed to your account, regardless of who placed the call. It is your responsibility to read your bill and verify accuracy.