SEGRA

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

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 setup your new ePay account at https://epay.segra.com/Login.aspx.
- After account migration, you will be eligible to be on-boarded to our newest customer portal, Segra360. Contact your Segra Account Manager for more information.

Invoicing/Payment Changes

- Your invoice branding WILL NOT change.
- Invoice layout WILL change. See the "How to Read Your Bill" document below.
- Commercial Billing layouts WILL change. See the Commercial Billing legend below for details on what will be included in your CSV file after transition.
    - Note: Further segmentation will be the responsibility of the customer to implement.
- 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.

SEGRA

ACH or Wire Transfer

- You may pay by ACH or wire transfer; however, you will need to amend the banking information that 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 for the set-up 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 to set up auto pay features.

- Visit www.segra.com/online-bill-pay/, click the "Log into My Account" button below the invoice that matches your new layout (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.

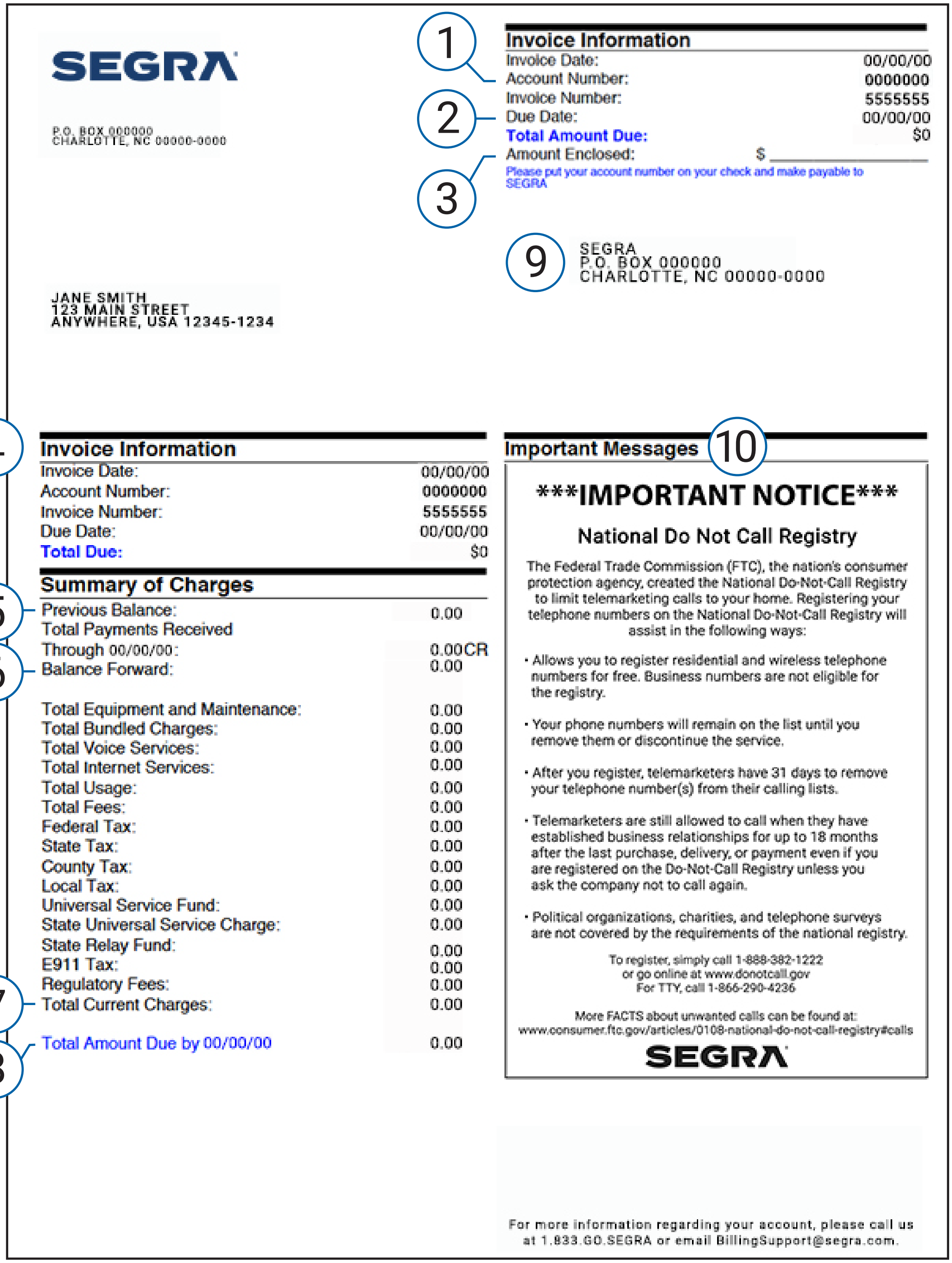
7. Total Current Charges:
A total of the current bill activity, including fees and taxes.

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.



SEGRA

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

Invoice Information

Invoice Date:	00/00/00
1 Account Number:	0000000
Invoice Number:	5555555
2 Due Date:	00/00/00
Total Amount Due:	$0
3 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

JANE SMITH
123 MAIN STREET
ANYWHERE, USA 12345-1234

4 **Invoice Information**

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

Summary of Charges

5 Previous Balance:	0.00
Total Payments Received Through 00/00/00:	0.00CR
6 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
7 Total Current Charges:	0.00
8 Total Amount Due by 00/00/00	0.00

Important Messages 10

IMPORTANT NOTICE

National Do Not Call Registry

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:

- 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.

To register, simply call 1-888-382-1222
or go online at www.donotcall.gov
For TTY, call 1-866-290-4236

More FACTS about unwanted calls can be found at:
www.consumer.ftc.gov/articles/0108-national-do-not-call-registry#calls

SEGRA

For more information regarding your account, please call us at 1.833.GO.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.

Commercial Billing Legend

INDIVIDUAL SERVICE DETAIL

A. STATEMENT DATE – Date Segra invoice was generated.

B. BILLING POINT ID – Segra Billing Point Identification Number (often called account number, or customer number).

C. SERVICE ID – Phone Number, Circuit ID or other method of identification.

D. SERVICE NAME – Business Name, First and Last Name, or other identification given to a particular service or group.

E. ADDRESS – Address designated to a particular service or group.

F. LOCATION – Further Location detail designated to a particular service or group (example: “2nd floor” or “reception area”.

G. CITY – City designated to a particular service or group.

H. STATE – State abbreviation designated to a particular service or group.

I. ZIP – Zip Code (+ 4 where available) designated to a particular service or group.

J. CHARGE CLASSIFICATION – Category of billable charge used to determine taxability.

K. CHARGE NAME – Full Description of charge. Also called: Invoice Label.

L. CHARGE FROM DATE – In cases of a monthly recurring charge, the earliest customer is charged in the invoice month (for Segra, almost always the first through last day of the calendar month).

M.CHARGE END DATE – In cases of a monthly recurring charge, the latest date customer is charged in the invoice month (for Segra, almost always the first through last day of the calendar month).

N. INVOICE CATEGORY CODE – Common accounting coding to differentiate charges and categories.

O. INVOICE CATEGORY DESCRIPTION – Further description of column J. Most often used for tax accounting.

P. SERVICE TYPE – Service category as used on page 1 of Segra PDF invoices.

Q. CHARGE AMOUNT – Pre-tax total per line item.

R. RECORD ID – Used to uniquely identify the charge and Segra customer.

S. RECORD TYPE – Further explanation of Record ID.

USAGE DETAIL

T. USAGE TYPE – Used to uniquely identify the usage category and charge for Segra customer.

U. USAGE DESCRIPTION – Further explanation of Usage Type.

V. MESSAGE DATE – Date call was dialed, received, or terminated. DD-MONTH-YR.

W. MESSAGE TIME – Date call was dialed, received, or terminated. HH:MM:SS.

X. FROM NUMBER – Number in which call was received.

Y. FROM NUMBER LENGTH – Length of From Number which was recorded.

Z. TO NUMBER – Number in which call was dialed.

AA. TO NUMBER LENGTH – Length of To Number which was recorded.

AB. METHOD OF RECORDING – Used to determine minimum call length.

AC. UOM – Unit of Measure for call length. SC=Seconds MN=Minutes.

AD. UNITS – Number of units for particular call.

AE. RATE PERIOD IND – Rate period (time of day) classification.

AF. RATE CLASS – Rate period classification.

AG. TARIFF CLASS – Classification combination to determine rating.

AH. ESN/MEID – Where (if) available, unique identifier for cellular device.

AI. ORIGINATING POINT ID – Where (if) available, unique identifier (phone number) for cellular device.

AJ. ORIGIN PLACE – City, parish, county, or other breakdown of place in which call originated.

AK. ORIGIN STATE – State (abbreviation) of place in which call originated.

AL. TERM PLACE – City, parish, county, or other breakdown of place in which call terminated.

AM. TERM STATE – State (abbreviation) of place in which call terminated.

AN. CARRIER ID – In cases other than Segra, an identifier of providing telecom organization (where available).

AO. JURISDICTION – Determination of rating base on geography.

AP. ACCOUNT CODE – Code used by end user to place call (where provisioned previous to call).

AQ. USAGE CHARGE – Pre-tax figure billed to customer.

AR. DISCOUNT AMOUNT – Discount applied in cases where free or discounted usage packages are available.

AS. BILLED AMOUNT – Pre-Tax figured billed to customer after discount is figured

AT. SERVICE GROUP – Where requested, a further breakdown of location or accounting. (see service group – sub accounting in PDF invoices). Example: Service Group “1”, or Branch “9902”

AU. SERVICE GROUP NAME – Where requested, further Explanation of Service Group. Example: Branch 9902 is “Main Street Branch”.

AV. INVOICE NUMBER – Monthly unique identifier for each invoice.

AW. CHARGE RECURRING – Explanation to determine which charge is recurring or non-recurring. Format: Y or N.