

nexVortex is pleased to have you as a Hosted Voice Customer. We offer several options for billing for your Hosted Voice Account. Please let your project manager know which option will work best for you.

PREPAID BILLING

- **MAINTAINING A PREPAID ACCOUNT BALANCE:** Prepaid accounts do not have a credit line. If a prepaid account balance reaches \$0 or a negative level, service can become automatically disabled by the nexVortex billing platform. This works similarly to a prepaid calling card. A credit card on file with Autodebit payments is the best way to maintain a positive prepaid account balance.
- **DEFAULT AUTODEBIT PAYMENT SETTINGS:** Autodebit payments always keep a minimum of a \$50 positive account balance. When an account balance reaches below \$50 the credit card on file is charged to bring the account balance up to a positive \$150 balance unless you, as the customer, elect to change the settings to higher values. Your new web portal will walk you through the set up process for Autodebit payments.
- **AUTODEBIT PAYMENT ADMINISTRATION:** When signing up for service you will be asked to set up Autodebit payments with a credit card on file. Through your account portal you can manage Autodebit payment preferences and alert notices.
- **ACCEPTED CREDIT CARDS:** Visa, MasterCard and American Express cards are accepted.

POSTPAID AUTODEBIT

- **TO POSTPAID AUTODEBIT REQUIREMENTS:** Customer must pass credit application to be considered for Postpaid Autodebit. In order to activate Postpaid Autodebit, a card will need to be on file, and this credit card will be used to pay off any outstanding balance to keep your account in service. A credit card is saved in your web portal under Billing & Payments > Payment Preferences. If there is a problem processing the credit card on file, a finance charge of 1.5% of the outstanding balance may be applied to the account. If the outstanding balance is not resolved by the end of the month it can result in immediate service disablement.
- **BILLING DATES:** On or about the 11th day of the calendar month your credit card on file will be charged the closing balance of the previous month. Metered usage is billed in real time. Taxes estimated throughout the month and reconciled on the last day of the month. nexVortex statements are calendar month driven. Account MRC (Monthly Recurring Cost) will be billed during the last week of the calendar month for the upcoming calendar month.

POSTPAID (Only available for account with MRC over \$500)

- **POSTPAID REQUIREMENTS:** Customer must pass credit application to be considered for Postpaid. nexVortex uses information from your credit application along with your monthly usage to determine your credit limit. This limit defines the amount of balance that can be carried between monthly payments. **Payments are required monthly.**
- Account Monthly Recurring Costs (MRC) are assessed the last week of each month for next month's services. Ex. October MRC was billed to your account on September 25th. Additional features and usage overage are billed in real time. This can always be seen on the customer portal and the customer's responsibility to keep the balance above the revolving credit limit. nexVortex statements are calendar month driven. On the last day of each month any necessary taxes for your account will be added to your statement.
- nexVortex will send an invoice notification through electronic mail, to the e-mail address defined in your customer portal, during the 1st week of each month. These invoices are not mailed through the US Postal Service. You can download your statements through your web portal at any time. Go To: \$ Billing & Payments > Statements.

PAYMENT OPTIONS (Available for all billing methods)

- ELECTRONIC FUND TRANSFER PAYMENTS (ACH OR WIRE)**

Wells Fargo Bank
501 Elden St.
Herndon, VA 20170
Phone: 703.481.2858

ABA Routing Number: 121000248
Account Name: nexVortex, Inc.
Account: 2000020640163

When sending EFT list your company name and account number for identification purposes.

- PAYING BY CHECK**

Please mail checks to:
nexVortex
Attention: Accounts Receivable
510 Spring St, Suite 250
Herndon, VA 20170

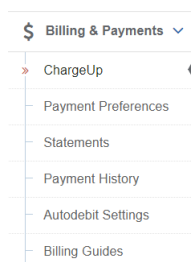
It is important to list your account number on the memo line of any checks you mail to nexVortex.

- CHARGE UP WITH A CREDIT CARD**

Payments can also be made with your credit card on file through the nexVortex web portal. To make a payment through your web portal please click on the Orange "Charge Up" Button. This will allow you to enter in additional credit cards as needed.


BILLING TRAINING

Ask your project manager for billing training on your preferred payment method. Full "Billing & Payments" menu is available through the nexVortex portal for you to manage your billing preferences, see payment history, and review your settings.



"Billing" users can be added to your nexVortex portal which will allow them access to Real-Time Billing Statements, as well as email notifications.

\$ Billing & Payments > Statements

Stmt ID	Statement	Status	Opening Balance	Debits	Credits	Closing Balance	Stmt
624553	Nov 2018	open*	0.00	0.00	0.00	0.00	

*nexVortex statements list your transactions from the 1st day of the calendar month through the last day of the calendar month. Although nexVortex offers near real time billing, statements are officially closed on the last day of the month.

If you have a question on your bill, please reach out to your project manager or our post-sales team at 855.639.8888.