



Customer Resource Guide



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Customer Support

Please first contact support to report any and all service issues. They are available 24/7 typically with little to no wait time. Support will open a trouble ticket and escalate to the appropriate department for resolution. They will also be your main contact for updates and communication.

If at any time you feel you are not reaching satisfaction please feel free to escalate to the Customer Service Supervisors and then to the Director of Customer Service.

Tech Support

support@netcarrier.com
888-575-4754 option 2

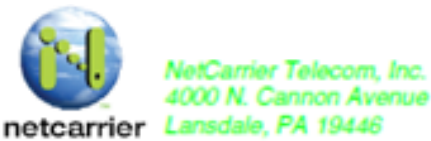
1st Escalation

Customer Service Supervisors
CustomerServiceSupervisors@corp.netcarrier.com
888-575-4754 - x 3415
Ask for a supervisor

2nd Escalation

Customer Service Manager
Chris Riccio
christopher.riccio@corp.netcarrier.com
267-638-3236

Understanding Your Invoice



Return Service Requested

Company ABC
1234 Grace Lane
Lansdale, PA 19446

Billing Address

| Monthly Detail | | |
|-----------------------|------------------------------|----------|
| Payments | | |
| 12/8/20 | Payment Thank You! | \$234.57 |
| Payments Total | | \$234.57 |
| Current Charges | | |
| 1/1/21 | RECURRING LINES AND FEATURES | \$216.00 |
| 1/1/21 | SURCHARGES | \$28.45 |
| 1/1/21 | TAXES | \$10.28 |
| Total Current Charges | | \$254.73 |

| Account # | Invoice # | Billing Date |
|---|-----------|--------------|
| 0000012345 | 123456 | 01/01/2021 |
| Current Billing Period 01/01/2021 – 01/31/21 | | |
| Balance Forward: | | \$307.22 |
| Payments: | | \$234.57 |
| Adjustments: | | \$0.00 |
| Current Charges: | | \$254.73 |
| Total Amount Due: | | \$327.38 |

Service Address:
Company ABC
1234 Grace Lane
Lansdale, PA 19446

Important Messages
Please Note:

Taxes & Surcharges
See more information regarding taxes and surcharges on page 12

- Balance Forward
Any amount due from previous invoices
- Adjustments
Any credits/discounts will show here
- Current Charges
Current billing period charges
- Total Amount Due
The balance forward and includes any payments that have been made. If applicable, adjustments (or credits) are factored into the total amount due.

Understanding Your Invoice

nCloud Connect

Account Number

omit the zeros when calling in for support

Non-Recurring

One time charges may include equipment, installation or service fees for change orders. Prorates for services added during the billing period will show here along with the date the billing began for that service. Monthly discounts or one-time credits will be listed here as well.

Product Type & Access

Access type (NetCarrier Provided Access = NetCarrier manages internet connection or Customer Provided Access = customer manages their own internet connection)

Calling Plan

Example: Unlimited local and long distance calling)

Seats

User extensions and features

Add-Ons

Phone numbers, mobility applications, etc.

Total Monthly Recurring Charges

Please note, if there are any monthly discounts you will need to deduct the discount which is shown under the non-recurring charges section to get the true monthly recurring charge.



| Account # | Invoice # | Billing Date |
|------------|-----------|--------------|
| 0000012345 | 123456 | 01/01/2021 |

Current Charges Summary

| Non-Recurring Charges | Qty | Rate | Total |
|---|-----|--------|------------------|
| nCloud Connect Unify + Seat Bundle CPA (Prorated 12/24/20-12/31/20) | 4 | 5.83 | 23.33 |
| Polycom VVX 450 | 6 | 190.57 | 1143.42 |
| Total Non-Recurring Charges | | | \$1166.65 |
| Recurring Lines, Services and Feature Charges | Qty | Rate | Total |
| nCloud Connect PBX CPA | 1 | 0.00 | \$203.00 |
| Unlimited Local & Long Distance Call Paths CPA | 8 | 0.00 | \$292.50 |
| Unify Seat Bundle CPA | 4 | 20.00 | \$101.65 |
| Unify + Seat Bundle CPA | 4 | 25.00 | \$0.00 |
| Included DID Numbers | 1 | 0.00 | \$0.00 |
| Additional DID Numbers | 5 | 1.00 | \$36.00 |
| Bria Enterprise | 2 | 3.00 | \$0.00 |
| Included - Auto Attendant & General Voicemail | 1 | 0.00 | \$60.00 |
| Managed Router | 1 | 25.00 | \$0.00 |
| Total Recurring Lines, Services and Feature Charges | | | \$216.00 |

Understanding Your Invoice

Voice & Data

Account Number

omit the zeros when calling in for support

Non-Recurring

One time charges may include installation or service fees for change orders. Prorates for services added during the billing period will show here along with the date the billing began for that service. Monthly discounts or one-time credits will be listed here as well.

Product & Access Type

Access type (NetCarrier Provided Access = NetCarrier manages internet connection or Customer Provided Access = customer manages their own internet connection)

Internet Circuit

Fee for NetCarrier provided internet connection

Calling Plan

Example: Unlimited local and bundled long distance

Add-Ons

Phone numbers and all other features

Total Monthly Recurring Charges

Please note, if there are any monthly discounts you will need to deduct the discount which is shown under the non-recurring charges section to get the true monthly recurring charge.



| Account # | Invoice # | Billing Date |
|------------|-----------|--------------|
| 0000012345 | 123456 | 01/01/2021 |

Current Charges Summary

| Non-Recurring Charges | Qty | Rate | Total |
|---|------|--------|----------|
| PRI Handoff NPA w/ 23 Channels (Prorated 12/24/20-12/31/20) | 1 | 47.36 | 47.36 |
| Total Non-Recurring Charges | | | 47.36 |
| Recurring Lines, Services and Feature Charges | Qty | Rate | Total |
| PRI Handoff NPA w/ 23 Channels | 1 | 203.00 | \$203.00 |
| nCloud Ethernet over Fiber - Loop 3Mb | 1 | 292.50 | \$292.50 |
| nCloud Ethernet over Fiber - Port 3Mb | 1 | 101.65 | \$101.65 |
| 5 Static IPs - Included | 1 | 0.00 | \$0.00 |
| Unlimited Local Calling | 1 | 0.00 | \$0.00 |
| Minute LD Bundle | 1800 | 0.02 | \$36.00 |
| Included DID Numbers | 20 | 0.00 | \$0.00 |
| Additional DID Numbers | 60 | 1.00 | \$60.00 |
| Managed Router | 1 | 0.00 | \$0.00 |
| Total Recurring Lines, Services and Feature Charges | | | \$693.15 |

Usage Rates

Applicable Charges

Amount of Minutes Used

Number of Placed Calls

Local Bundled Services

If you have unlimited local calling there will not be a charge in this section. If you have metered local calling it will show a price for your calls.

| Local Bundled Services | Calls | Minutes | Charge |
|------------------------------|-------|---------|--------|
| Local Calls | 62 | 235 | \$0.00 |
| No Bundles Purchased | | 0.00 | |
| Billable Local Bundled Usage | 0 | 0.00 | \$0.00 |

LD Bundles Services

If you have unlimited long distance there will not be any charges for these calls. If you have metered calling it will show with a charge and bundled usage will show with a charge if you have exceeded the minutes in your bundle.

| LD Bundled Services | Calls | Minutes | Charge |
|---------------------------|-------|---------|---------|
| IntraLATA Calls | 27 | 165.7 | \$4.65 |
| Intrastate Usage | 0 | 0.0 | \$0.00 |
| Interstate Usage | 197 | 979.5 | \$27.32 |
| Billable LD Bundled Usage | 224 | 0.00 | \$0.00 |

8XX Bundled Services

This will show the total calls into your toll free numbers and minutes used on those calls. The charges will show based on if you have a bundle or metered calling.

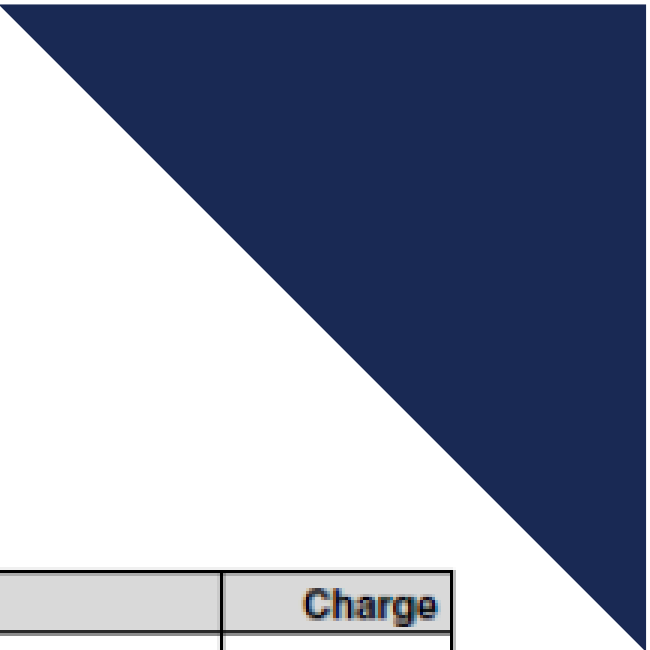
| 8XX Bundled Services | Calls | Minutes | Charge |
|----------------------------|-------|---------|--------|
| Inbound 8XX Usage | 0 | 00.0 | \$0.00 |
| No Bundles Purchased | | 00.0 | |
| Billable 8XX Bundled Usage | 0 | 0.00 | \$0.00 |

Unbundled Usage

Any calls placed under the unbundled usage section will have a charge associated with it. Please note, to allow international dialing to your services signature on our international dialing addendum is required.

| Unbundled Usage | Calls | Minutes | Charge |
|---------------------------------|-------|---------|--------|
| Non-Continental U.S. Calls | 0 | 0.00 | \$0.00 |
| International Calls | 0 | 0.00 | \$0.00 |
| International Inbound 8XX Calls | 0 | 0.00 | \$0.00 |
| Operator Assisted Calls | 0 | 0.00 | \$0.00 |
| Directory Assistance Calls | 0 | 0.00 | \$0.00 |
| Total Unbundled Usage | 0 | 0.00 | \$0.00 |

Taxes & Surcharges



Surcharges

Detailed explanation on page 12

| Surcharges | Charge |
|--------------------------------|---------|
| Number Portability | \$0.00 |
| FEDERAL UNIVERSAL SERVICE FUND | \$18.54 |
| Regulatory Recovery Fee | \$0.16 |
| Access Recovery Charge | \$0.00 |
| OSS Charge | \$4.95 |
| VOIP Access Fee | \$0.00 |
| 911 SYSTEM/EMERG. RESP. FEE | \$4.80 |
| Total Surcharges | \$28.45 |

Taxes

Detailed explanation on page 12

| Taxes | Charge |
|--------------------|---------|
| FEDERAL EXCISE TAX | \$10.28 |
| SALES TAX | \$0.00 |
| Total Taxes | \$10.28 |

Taxes & Surcharges

NetCarrier adheres to the regulations mandated by the FCC. Listed below is a detailed explanations of the industry wide taxes and surcharges. Additional state/local fees may apply based on service location.

Taxes (Standard telecom industry fees):

- **Federal Excise Tax** – Government sales tax (not charged if federal tax exempt).
- **State Sales Tax** - Sales tax submitted to the state (not charged if tax exempt).

Surcharges:

- **Federal Universal Service Fund** – A federal program created to help ensure telecommunications services are available to all consumers nationwide. The fee percentage is determined on a quarterly basis by the FCC.
- **Operations System Support (OSS)** – A fee for information processing and network management.
- **VoIP Access Fee** - NetCarrier combines the below line/call path based fees into one charge.
 - **Number Portability** -Fee associated with porting from carrier to carrier.
 - **Regulatory Recovery Fee** – Fee to comply with federal, state and local regulatory requirements.
 - **Access Recovery Charge** – Fee associated with terminating and communicating with other carrier networks.
- **Public Safety Emergency Telephone ACT (911) Fee (varies by state)** – This 911 Emergency Service Fee provides funding for the operation of 911 emergency telecommunications services in your area.
- **E911 Service Fee:** This is a fee that is applied for any number that is registered in the 911 database
- **Broadband Administration Fee:** Charge for customers that we are rebilling broadband services for and managing the 3rd party connection. Comcast, Optimum etc.



Online Billing Portal



VIEW YOUR INVOICE

Link all of your accounts to view them in one place



PAY YOUR BILL

Schedule payments on your accounts



PAYMENT HISTORY

View past payments on your accounts

Activating Your Account

Step 1: Click pay online under the customer care dropdown on **netcarrier.com**

Step 2

Registered Users - Log In

User Name

Password

Log In

[Forgot User Name](#) [Forgot Password](#)

Not Registered? Register Now

Registered User Benefits

Pay your bill online - no checks or stamps

24 hour access to statements

Go green - save paper and the environment

Register

Account Info
Enter the required information in each field

Enrollment Token
This appears on the bottom of the first page of your paper bill, for example F2LEIZGZ

Step 3

Register for eStatements

Account Number

Enter your account number as it appears on your bill

User Name

Password

Confirm Password

Password must be at least 8 characters

Email Address

This is the address we will use for notifications about your account

[View the terms and conditions of this site](#)

☒ I have read, understand, and agree to the Terms and Conditions of this site

Register

Cancel

Enrollment Token

This appears on the bottom of the first page of your paper bill, for example F2LEIZGZ

Password Question

Mother's maiden name

Password Answer

We will use this to confirm your identity if you forget your password

Click Register
You must register before using the online billing portal

Complete Registration
You must click on the link in the email that was sent to activate your account

Step 4

Registration Successful


You have successfully registered for eStatements.

You will receive an activation email shortly. The activation email is our way of confirming that we have the correct email address on file.

Click on the activation link in the email to complete your enrollment, then log in using your user name and password.


Welcome to eStatements!

[Return to Home Page](#)

 netcarrier™

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View Your Invoices


 My Account

◦ Statement History

◦ Linked Accounts

◦ Settings


◦ Change Password

 Payments

◦ Make a Payment

◦ Payment History

◦ Payment Accounts

 Log Off

← **Statement History**
Enter the required information in each field

Statement History

| Account Number | Type | Date ▼ | Amount | Due Date | Invoice# | Name | |
|----------------|---------|------------|------------|------------|----------|------|----------------------|
| 00000 | Invoice | 05-01-2021 | \$19.31 | 05-01-2021 | 721362 | | View |
| 00000 | Invoice | 05-01-2021 | \$0.99 | 05-01-2021 | 721198 | | View |
| 00000 | Invoice | 05-01-2021 | -\$174.41 | 05-01-2021 | 721166 | | View |
| 00000 | Invoice | 05-01-2021 | \$1.34 | 05-01-2021 | 721120 | | View |
| 00000 | Invoice | 05-01-2021 | \$887.19 | 05-01-2021 | 720348 | | View |
| 00000 | Invoice | 05-01-2021 | -\$699.13 | 05-01-2021 | 720136 | | View |
| 00000 | Invoice | 05-01-2021 | -\$1.10 | 05-01-2021 | 720129 | | View |
| 00000 | Invoice | 04-01-2021 | \$156.86 | 04-01-2021 | 716076 | | View |
| 00000 | Invoice | 04-01-2021 | \$598.20 | 04-01-2021 | 715913 | | View |
| 00000 | Invoice | 04-01-2021 | \$1,917.33 | 04-01-2021 | 715912 | | View |
| 00000 | Invoice | 04-01-2021 | \$524.86 | 04-01-2021 | 715881 | | View |
| 00000 | Invoice | 04-01-2021 | \$1,106.35 | 04-01-2021 | 715834 | | View |

Page 1 of 10 (113 items) < Prev **1** 2 3 4 5 6 7 8 9 10 Next >

← **View**
Click on view next to the invoice that you would like to see

Making a Payment & History

Click on Payments

My Account

Statement History

Linked Accounts

Settings

Change Password

Payments

Make a Payment

Payment History

Payment Accounts

Log Off

Account Summary

User Name

Last Payment

Total Amount Due

No payments

\$449.99

Account Number 00000

Invoice Date 04-01-2016

Due Date 04-01-2016

Invoice Balance \$449.99

Payments \$0.00

Amount Due \$449.99

[View Invoice](#)

Auto Pay Status Off

[Configure Autopay](#)

Scheduled Payments None

Make a Payment

Click on Make a Payment

My Account

Statement History

Linked Accounts

Settings

Change Password

Payments

Make a Payment

Payment History

Payment Accounts

Log Off

Account Settings

Contact Information

Email Address

[Edit Contact Information](#)

Notifications

Account Details Changed By Email

Payment Account Changed By Email

Payment Made By Email

Payment Failed By Email

Payment Cancelled By Email

Autopay Setting Changed By Email

[Edit Notifications](#)

Complete the Fields
for your Payment

Make a Payment

Payment Account

Select a Payment Account

Payment Date

5/18/2021

Total Payments

\$0.00

Transaction Fee

No fee for ACH payments, 2.5% for Credit Card

Cancel

Select the account(s) you wish to pay:

| Pay | Account Number | Statement Date | Due Date | Amount To Pay |
|-------------------------------------|----------------|----------------|----------|--|
| <input checked="" type="checkbox"/> | 00000 | 5/1/2021 | 5/1/2021 | <div><div><input checked="" type="radio"/> Pay Total Amount Due \$887.19</div><div><input type="radio"/> Pay Other Amount \$0.00</div></div> |

Click on Statement History

My Account

Statement History

Linked Accounts

Settings

Change Password

Payments

Make a Payment

Payment History

Payment Accounts

Log Off

Linking Accounts

For Multi-site

Click on Linked Accounts

My Account

Statement History

Linked Accounts

Settings

Change Password

Payments

Make a Payment

Payment History

Payment Accounts

Log Off

Manage Linked Accounts

| Account Number | Name |
|----------------|------|
| 0000066241 | |

Add Linked Account

Account Number

Enter your account number as it appears on your bill

Enrollment Token

This appears on the bottom of the first page of your paper bill, for example F2LE1ZGZ

Add Linked Account

Call us at [1-888-575-4574](tel:1-888-575-4574) or send an email to Telecombilling@corp.netcarrier.com
Click [here](#) for detailed invoice information and spreadsheets

My Account

Statement History

Linked Accounts

Settings

Change Password

Payments

Make a Payment

Payment History

Payment Accounts

Log Off

Manage Linked Accounts

| Account Number | Name |
|----------------|------|
|----------------|------|

Add Linked Account

Account Number

Enter your account number as it appears on your bill

Enrollment Token

This appears on the bottom of the first page of your paper bill, for example F2LE1ZGZ

Linked account added

Add Linked Account


Company Name &
Account Numbers Listed

All Accounts that are Linked will Show

Complete this Info to Add Accounts
Once added, you will receive an email confirmation

Email Notification

From: NetCarrier Telecom <telecombilling@corp.netcarrier.com>
Sent: Wednesday, August 10, 2022 7:55:31 PM
To: Accounts Payable <AccountsPayable@ivyrehab.com>
Subject: Your eBill from NetCarrier Telecom



Your new [NetCarrier Telecom](#) eBill is now available. Please log in to view and pay your bill before the due date below.

| Type | Date | Amount Due | Due Date |
|---------|------------|------------|------------|
| Invoice | 08-01-2022 | \$352.18 | 08-01-2022 |
| Invoice | 08-01-2022 | \$485.34 | 08-01-2022 |

Have questions? Give us a call at 1-888-575-4754. We're always here to help.

Sincerely,

NetCarrier Telecom
1-888-575-4754
TelecomBilling@corp.netcarrier.com

©2018 NetCarrier Telecom

Once your invoice is available to view and make a payment online, you will receive an email notification with date and amount due.

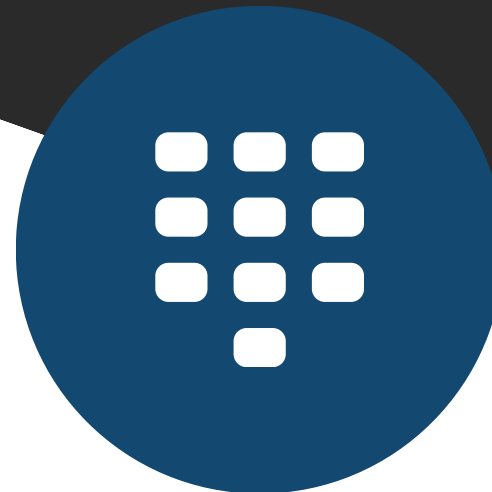
Customer Portal

For additional account information access
our customer online portal



GO GREEN

Enroll in paperless billing



CIRCUITS/LINE LIST

See a list of all of the phone
numbers for each of your accounts



IMPORTANT MESSAGES

Get important information from
NetCarrier

Navigating the Customer Portal

Access this through our website www.netcarrier.com.

Click on the customer care drop down and then customer portal

Customer Portal

View and download your invoices from your own computer.
You can find your User Name and PIN in your welcome letter.

User Name:

PIN:

Login

Enter Login Info
Your user name is the last 5 digits of your account number. The pin is contained in a letter that was sent to your billing address when your services were activated

Customer Care

- [Customer Center](#)
- [International Rates](#)

Customer Information

- [View All Accounts](#)
- [Message History](#)

Account Information

- [Circuits](#)
- [Line List](#)

Account Management

- [Pay Online](#)
- [Edit Email](#)
- [Go Green](#)
- [Change Password](#)
- [Log Out](#)
- [Contact Us](#)

Portal Menu

- The links to the left of your portal will allow you to do the following:
- **Customer Care** - View legacy account info
 - **International Rates** - View the cost per minute to call outside of the US
 - **View All Accounts** - See the invoices for each linked account
 - **Message History** - View upcoming contract end dates
 - **Circuits** - View the type of circuits for your accounts and the provider
 - **Line List** - View the list of phone numbers for your accounts
 - **Pay Online** - This will take you to the Online Billing Portal
 - **Edit Email** - Update the email address
 - **Go Green** - Enroll in paperless billing
 - **Change Password** - Update your password
 - **Logout** - End your session
 - **Contact Us** - Find important contact info

Go Green

Account Management

- [Pay Online](#)
- [Edit Email](#)
- [Go Green](#)
- [Change Password](#)

Once you log onto your online account, select Go Green under Account Management.

You will be prompted to supply the email address that would like to receive notification when your invoice is ready to review.

Entering your name will act as your electronic signature authorizing you to receive electronic invoicing and eliminate paper invoicing.

Account Management

Go Green!



Go Green will set your account to receive your bills online only, reducing the use of paper and helping to protect our environment while keeping costs down.

Email
Address:

Regardless of whether you Go Green, this address will be used to send Invoice Notifications.

Your Name:

Please type your name to serve as a Digital Signature for these changes.

After you make changes, be sure you click the Save button.

Account

Save

You will receive an email when your invoice is ready to view online.

Any payments need to be made via
<https://netcarriertelecombillpay.osgview.com/>

From: NetCarrier Telecom <telecombilling@netcarrier.com>

Date: October 4, 2022 at 6:18:20 AM EDT

To: Email Address

Subject: Company Name Your NetCarrier Invoice for account XXXXX is ready to view online.

Reply-To: NetCarrier Telecom <telecombilling@netcarrier.com>

Invoice #: 809846

You can view your invoice at

https://apps.netcarrier.com/customer_care/billing_voicedata.asp

If you have questions about your invoice you can email telecombilling@netcarrier.com or call Telecom Billing at 1-888-575-4754, Monday-Friday between the hours of 8:00 AM and 5:00 PM. Thank you for choosing NetCarrier Telecom as your service provider.