

# ESI Bill Center - Frequently Asked Questions (FAQs)

## PORTAL ACCESS

### 1. I can't login to my billing portal anymore. Where do I go and what do I do?

You can recover your username or password by clicking on the "Need help logging in?" link on the login screen at [estech.billcenter.net](http://estech.billcenter.net). Once you click on this link, a Forgot Password screen will be displayed that asks for your username. If you need to recover your username, click on the "Forgot your Username?" link at the top of the screen and then enter the email address used to create your account and click on the "Send Email" button to be sent an email to recover your username and password. If you have forgotten the email used to create the account, or no longer have access to the email used to create the account, please contact [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or call 855-600-8705 to receive assistance with accessing your account.

### 2. Do I have the ability to grant access to this portal for certain employees? If all employees do login can I password protect certain tabs for managers only? Can I make changes to users/include names?

The BillCenter will allow you to create multiple user IDs for your account and grant/restrict access based on user roles. The following user roles are available to you:

- **Company Administrator** – can set up other users and assign user roles; can view and pay bills, manage automatic payment accounts, and download invoices and other documents. Can view and edit contacts.
- **Accounting** – can view and pay bills, manage automatic payment accounts and download invoices and other documents. Can view contacts.
- **View Only** – can view bills and payments, as well as download invoices and other documents. Can view contacts.

## PORTAL FUNCTIONS

### 1. Why does it say that I do not have permission to View & Pay Bills?

The original BillCenter configuration did not include this option, as July 2022 was our first time billing in this system. Before the initial billing process was completed, there were no invoices to be shared. Now that we have completed the initial billing process, you have access to View & Pay Bills. If you are still unable to view your July 1, 2022 bill, please email [ccare@esi-estech.com](mailto:ccare@esi-estech.com) for assistance.

### 2. Can I view a list of my previous billing history? If so, how far do those records go back and can I print them to my desktop?

Invoices generated on or after July 1, 2022 will be available in the portal by clicking on Invoices under the View and Pay Bills menu tab. Invoices generated for the twelve (12) months prior to June 30, 2022 will be available as PDF files under the Downloads tab of the portal.

### 3. Will I have access to usage and be able to monitor and adjust? Will there be a mechanism to measure service usage? Will I have access to call logs/reports?

The Company Administrator user access role will have the ability to download usage reports in excel for both billed and un-billed usage data.

### 4. Will there be analytical data recommendations given based upon our current usage that will help us to save money?

At this time, the billing system does not produce analytical reports on usage. If this feature were to become available, customers would be notified through email and the announcements/customer news portion of the portal.

**5. Can I access/download all recorded calls via portal?**

Recorded calls cannot be accessed or downloaded through the BillCenter. However, they can be accessed through the ESI e-Console. The ESI e-Console is the only place where recorded calls may be downloaded. This may be done using the Call History tab. There is also a feature available that will enable all calls to be recorded and bulk-downloaded.

**6. Can I make changes to my account from this portal? (I.e. billing/shipping address, email contacts, etc.) How do I update who receives the invoices via email?**

**Example: This person is no longer with the company, so we aren't receiving them.** Address information can only be changed by contacting [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or your Customer Success Representative. Since your taxes are determined by your physical address, this information cannot be updated from within the BillCenter. E-mail contacts can be updated through the BillCenter by the Company Administrator on the Contacts section of the Account Details menu tab. You can also request assistance in updating the contacts by contacting [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or your Customer Success Representative.

**7. Can I see an itemized list of services I am paying for monthly?**

The Company Administrator user access role can view this information by selecting the Services option under the Account Details menu tab.

**8. Can I make changes to the services on my account such as change seat types, add services, renegotiate pricing or contract renewal?**

Changes to services cannot be made directly through the BillCenter. Please contact your Customer Success Representative to change or add services, renegotiate pricing and discuss contract renewal.

**9. Will I be able to access my original signed contract agreement? Can I see my contract start and end date?**

Your original signed contract/agreement is not currently available through the portal at this time, however, we are in the process of loading those documents in PDF format into the Downloads section of the portal. An announcement will be made utilizing the announcements/customer news portion of the portal Summary page when those documents are made available. The contract start and end dates are not visible in the portal, however they can be provided to an authorized user upon request by contacting [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or your Customer Success Representative.

**10. I am having trouble with my phone. How do I request a replacement phone, order a new (additional) phone, new phone number, etc., through my portal?**

If your ESI Phone is not working, you can email tech support at [customersupport@esi-estech.com](mailto:customersupport@esi-estech.com) or call 611 from your ESI Phone or call 800-850-2151.

If you are looking to add, change or modify service, please contact your Customer Success Representative.

**11. What if I decide to cancel my service? Who provides the PIN for Porting? What is the cancellation process? Can I make this request through BillCenter?**

If you decide to cancel service, please contact your Customer Success Representative, they will be able to assist you with obtaining your PIN for porting and advise you on the

cancellation process. Due to CPNI laws, Cancellation and PIN number requests will only be accepted from authorized users listed in your billing portal.

## ACCOUNT INFORMATION

### 1. Who is ESI? What exactly am I being billed for by ESI?

ESI is a VoIP Phone Service Provider. We provide Cloud based phone systems and SIP Trunks to be utilized in providing telecommunications services to a variety of businesses across the United States. Your bill for services could include: Seats, SIP Trunks, Telecommunications Hardware (phones, conference bridges, etc.), and usage (call records) data. ESI partners with many local telecommunications resellers that provide services such as installation and programming on our behalf. You may have worked with one of our partners when negotiating your contract for services.

### 2. Our company name has changed, how do we go about updating it on the account?

An authorized user on your account, such as the individual with the Company Administrator access role, should write a letter on Company letterhead stating the date of the name change, the reason for the name change (new ownership, changed locations, change formation type (such as LLC to INC), etc.) and the new name. This letter needs to be scanned and emailed to [ccare@esi-estech.com](mailto:ccare@esi-estech.com) and your Customer Success Representative. If scanning and emailing is not an option, it can be mailed to ESI Hosted Services, PO Box 941294, Plano, TX, 75074

## INVOICES

### 1. I can't understand this new invoice. Who can help?

For assistance in understanding the new invoice format, please contact [billing@esi-estech.com](mailto:billing@esi-estech.com) or call Customer Service at 855-600-8705. A billing specialist or a member of our Customer Service team will be able to assist you. We are also working on a "How to Read My Bill" sample bill to be included with future invoices and in the Downloads section of BillCenter.

### 2. Will I have the option to get a bill by mail or access online?

All ESI Hosted Services invoices are provided by e-mail and are available for download from the BillCenter.

### 3. How will customers be notified when there is a new available bill? Will there be bill reminders and how will they be sent?

Invoices are emailed on the first business day of the month from [noreply@esi-estech.com](mailto:noreply@esi-estech.com). The e-mail will be sent to the Primary Contact e-mail address and any Billing Contact e-mail address listed on your account. Past Due notices will be sent by e-mail to the Primary Contact e-mail address on your account only.

### 4. Why is my first invoice higher than expected? Why does my bill not match the amount that I was quoted? Why is my phone service costs more than normal this month? Why is my phone service less this month?

Your first invoice includes pro-rated charges from the prior month in addition to your current month's charges. Your contracted amount will be your pre-tax charge on future invoices plus any additions to your account. Any changes that you make to your

account during the month will impact your next month's bill – so your bill could be more or less than the previous month because of the changes you requested.

**5. Explain these taxes to me - Why did my tax value change?**

In addition to State and Local taxes, your invoice includes Federal Universal Service Fund charges and other Federal Communications Commission (FCC) Regulatory surcharges. These amounts change quarterly, impacting your total taxes and surcharges. Our taxing engine makes routine updates to ensure that you are being appropriately taxed on your telecommunications services and hardware based on the tax laws in your local jurisdiction.

**6. If we are Tax-Exempt yet being billed for taxes (or should have been Tax-Exempt) how can I fix it?**

If you believe you qualify for tax-exempt status, please provide a copy of your state's tax-exemption certificate to [billing@esi-estech.com](mailto:billing@esi-estech.com). It will be reviewed by a billing specialist and if you should receive tax-exempt status, your account will be updated and we will issue a credit for taxes on invoices issued in the last 30 days. Taxes on invoices over 30 days, will be reviewed on a case by case basis – as we will have already filed the appropriate returns and paid the appropriate taxes to the local taxing jurisdiction.

**7. I have an Early Termination Fee (ETF), who handles ETF disputes?**

If you were charged an Early Termination Fee and would like to dispute the amount, please contact [billing@esi-estech.com](mailto:billing@esi-estech.com) to have a billing specialist contact you. The billing specialist will contact you to obtain any additional information you have to assist with reducing your ETF. This information will be presented to our internal review committee for discussion and rendering a decision. Once the billing representative has received the committee's decision, you will be notified of the outcome.

## **PAYMENTS**

**1. What methods of payment are accepted by ESI?**

We accept most major credit and debit cards including Visa, MasterCard, Discover and American Express. We also accept ACH or electronic check payments via bank draft from your checking or savings account, as well as Wire Transfers. If you prefer to pay by physical check, checks may be mailed to ESI Hosted Services, PO Box 941294, Plano, TX 75074. Please note that all payments must be received by the invoice due date, as payments received after the due date will incur a late fee.

**2. I was previously enrolled in auto-pay in the old billing system, do I have to set it up again in the new billing system?**

Yes. We are unable to transfer the automatic payment information stored in our old system to the new system. If you were previously enrolled in auto-pay, you will need re-enroll in auto-pay in the new system. We are sorry for this inconvenience.

**3. My credit card has expired, how do I update it?**

Your credit card can be updated by logging into your BillCenter account at [estech.billcenter.net](http://estech.billcenter.net) and selecting the View & Pay Bills tab. From the View & Pay Bills

tab, select Auto Pay and then click on the Edit icon located next to the Payment Account header.

**4. Can I see what credit card we have on file that is paying for our hosted services? Can I edit this credit card myself or do I have to call ESI?**

Tokenized credit card information is visible in BillCenter from the View & Pay Bills tab by selecting either Auto Pay or Payments. This means that you can see the last four digits of the credit card on file by visiting either of these pages. If you need to change the credit card information, you may do so by clicking on the Edit icon next to the Payment Account header and entering the appropriate information. If you have trouble updating your payment information, please email [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or call 855-600-8705.

**5. Can I set up my account for auto pay or manual pay? Do I have the choice? Is there a section that shows when my auto pay will be pulled?**

You have the option to Auto Pay or manual pay by credit or debit card or e-check/ACH (bank draft). Currently, BillCenter will allow you to add a payment method for Auto Pay and save the information without processing a payment at the time the payment information is added. Auto Pay is processed on the first business day of the month for all payment methods and that date is set by our billing system and cannot be changed. Once a payment method is successfully added for Auto Pay, the screen will update and show the Payment Day as "1st of the month." At this time, manual payment methods can only be entered and saved through BillCenter if you are processing a payment. If you would like to add a payment method for future payments without processing a payment, please contact 855-600-8705 and one of Customer Care Agents can assist you with adding the information. Once it is added, you can edit the information or make payments through BillCenter.

**6. What day does Auto pay run? When are ACH Payments and Credit Cards processed?**

Auto Pay is processed on the first business day of the month for all payment methods and that date is set by our billing system and cannot be changed.

**7. My check still hasn't been posted, should I reissue a new one? How long does it take for checks to come in and be entered into the system?**

Please allow ten (10) to fifteen (15) calendar days from the date of mailing for checks to be received and posted to your account. The United States Postal Service says to allow seven (7) to ten (10) calendar days from the date of mailing to ensure that the item was delivered to the recipient; and we ask that you allow an additional three (3) to five (5) days to ensure that it is received and processed.

**8. Does ESI work with online payment services? (bill.com, avidxchange). What forms of payment are accepted to pay my bill online?**

The preferred online payment portal for paying your ESI Hosted Services account invoice is [estech.billcenter.net](http://estech.billcenter.net). We accept payments from other online payment service providers such as bill.com and avidxchange, however we do not have a partnership with any such service provider. Any payment made through bill.com or avidxchange is usually presented to us as either a single use credit card or check and these items are processed by our billing department as they are received.

**9. Do I get notified if I am late on a payment? Is the notification sent via the portal or email? Can we edit who this notification goes to?**

Invoices are generated on the first business day of the month and are due on the 20th of the month. If your account is not paid in full by the 20th of the month, you will receive notification by email that the account has a past due balance. The dashboard in BillCenter will display a Past Due Balance notification, when you login. The e-mail notification will only be sent to the Primary Contact on the account. If you need to have the Primary Contact information updated, please email [ccare@esi-estech.com](mailto:ccare@esi-estech.com) with the name and email address of the individual that should be made the Primary Contact. Please note that the Primary Contact will receive all future e-mail notifications regarding this account including but not limited to the invoice, payment receipts, past due notifications and ticket responses.

**10. If I am charged a penalty for late payment or cancellation of services will this be shown in my portal with descriptions on why? If I am late paying will there be a grace period given? What happens if my services are turned off for non-payment? Is there a fee to reactivate?**

Invoices are generated on the first business day of the month and are due on the 20<sup>th</sup> of the month. If your account is not paid in full by the 20<sup>th</sup> of the month, you will incur a late fee that will be assessed on the morning of the 21<sup>st</sup> of the month. Late fees are assessed at a rate of 1.5% per month. Late fees will be shown on your next invoice and included in the account balance and amount due sections of the BillCenter Summary page.

If you cancel services before the end of your contract, there will be an Early Termination Fee assessed on your account. This fee will be reflected on the next invoice after cancellation of services and will be included in the account balance and amount due sections of the BillCenter Summary page.

If your services are interrupted for non-payment, you may have your services restored by making a payment in full of your past due balance through the BillCenter Payments process. If you make a payment through BillCenter after services have been interrupted, contact [ccare@esi-estech.com](mailto:ccare@esi-estech.com) or 855-600-8705 to have your services restored. There is a \$25.00 reconnection fee that will be added to your next invoice.

**11. We were sent to collections, who do we contact and how do we get back in good graces?**

If you received a ten (10) day demand letter from our external collections agency, and you would like to pay your past due balance in full and have service restored the following options are available:

- Within the first ten (10) days from the date of the letter, you can log in to your account at [estech.billcenter.net](http://estech.billcenter.net) and make a payment for the past due balance.
- After the tenth (10th) day from the date of the letter, you would need to contact the collections agency before contacting [billing@esi-estech.com](mailto:billing@esi-estech.com) to make payment arrangements. Restoration of services would need to be addressed with your Customer Success Representative.