UNDERSTANDING YOUR ESI HOSTED SERVICES INVOICE

(1)

Due: Wed, Jul 20, 2022
Total: $687.07
Bill# 10859   Customer# 1005

ESI HOSTED SD
3701 E Plano PKWY
SUITE 300
Plano, TX 75074

(2)

Remit to:
Estech Systems Inc
P. O. Box 941294
Plano, TX 75094 1294

(3)

(4)

If you need technical support please call 800-850-2151 or if you have questions about your invoice please call 855-600-8705.

Wire or ACH Payment Information: Estech Systems Inc. 3701 E. Plano Parkway Plano, TX 75074-1819 WIRE ABA# 021000021 ACH ABA# 111000614 Account# 613305025 Bank Information: J. P. Morgan Chase Bank, N.A. P.O. Box 182051 Columbus, OH 43218-2051 Credit Card Payment: You may also view and pay your statements online by visiting https://estech.billcenter.net/ Thank You! We appreciate your business.

Summary

(5)

Balance Information	
Previous Balance	
Balance Forward	0.00
New Charges	
New Usage Charges	27.42
Recurring Charges	391.94
Non-recurring Charges	235.00
Taxes and Surcharges	32.71
Total New Charges	687.07
Total Amount Due	687.07

Recurring Charges

(6)

General Number: (972) 422-9700

Description	Start	End	Rate	Qty	Amount
Domestic DID Monthly charge-Renewal order 6/13/2019	07/01/22	07/31/22	.89	1	.89
Select Metered Seat w/BYOD, DID-Add order 6/17/2022 (x9)	06/15/22	07/31/22	26.93	6	161.55
Select Seat w/BYOD, ePhoneGo, DID-Renewal order 6/13/2019 (x10)	07/01/22	07/31/22	22.95	10	229.50
Subtotal					$391.94

Non-recurring Charges

(7)

Description	Start	End	Rate	Qty	Amount
Yealink W60P Cordless SIP Phone-Add order 6/17/2022	06/21/22	06/21/22	215.00	1	215.00

Shipping and Handling- Add order 6/17/2022	06/21/22	06/21/22	20.00	1	20.00
Subtotal					$235.00

Taxes and Surcharges

(8)

CITY SALES TAX	2.65
DALLAS MTA	2.65
COUNTY SALES TAX	0.77
TELECOM RELAY SYSTEMS SURCHARGE	0.35
FCC REG – WIRELINE	2.76
FEDERAL UNIVERSAL SERVICE FUND	5.28
REGULATORY COMPLIANCE FEE STATE	2.25
STATE SALES TAX	16.00
Subtotal	$32.71

Management Reports

(9)

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
3701 E Plano Pkwy		391.94		391.94
Misc Usage	27.42		215.00	215.00
	27.42	391.94	215.00	606.94

Long Distance by State

State	Calls	Mins	Charge	Avg Length	Avg Cost	Avg Rate
AR	1	1.00	0.04	1.00	0.04	0.040
AZ	5	39.50	1.54	7.90	0.31	0.040
CA	10	73.70	2.33	7.37	0.23	0.020
CO	4	31.00	1.21	7.75	0.30	0.040
CT	1	2.30	0.09	2.30	0.09	0.040
FL	10	64.70	2.48	6.47	0.25	0.040
GA	1	10.00	0.39	10.00	0.39	0.040
IA	2	20.00	0.78	10.00	0.39	0.040
IL	2	12.00	0.47	6.00	0.23	0.040
IN	2	11.00	0.43	5.50	0.21	0.040
KS	3	30.00	1.17	10.00	0.39	0.040
MA	1	22.00	0.86	22.00	0.86	0.040
MD	1	10.00	0.39	10.00	0.39	0.040
MO	1	10.00	0.39	10.00	0.39	0.040
NC	3	35.20	1.37	11.73	0.46	0.040
NE	1	10.00	0.39	10.00	0.39	0.040
NJ	6	68.10	2.66	11.35	0.44	0.040
NV	2	11.00	0.43	5.50	0.21	0.040

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1 Summary Area:
Contains your Customer/Account Number, Bill Number, Amount Due and Due Date. Bills must be paid by the Due Date to avoid late fees.

2 Mailing Address:
This is your mailing address, which may be different than your service address. Your Service Address determines the taxes and surcharges applied to your account in number 6.

3 Remit Address:
This is our address for payments and correspondence to be mailed. Credit/Debit Card or ACH payments can be made through the customer portal at https://estech.billcenter.net

4 Bill Messages:
The first block contains our telephone numbers for Customer Service and Technical Support. The second block contains payment instructions, if you are not enrolled in Automatic Payments. If you are enrolled in Automatic Payments, the second block will contain an automatic payment reminder.

5 Bill Summary:
The bill summary shows your account balance information including any unpaid previous balance and new charges for the month of the bill. New Charges include:
* Usage charges since the last bill was issued
* Monthly charges for service (Recurring Charges) for the month of the bill
* One Time charges for new or added services (Non-recurring Charges) such as activation and shipping charges
* Taxes and Surcharges

6 Recurring Charges:
Includes the monthly recurring charges that your service is based on and prorated charges for those services as needed. If you added services mid-month, or if this is your first bill, you will see prorated charges for services. Prorated services will be listed with start date that is in the prior month and an end date that is in the current month. The rate column will include an amount that is higher than your regular monthly recurring service rate due to the longer period of service being billed.

7 Non-recurring Charges:
Includes one-time charges related to new service installation or equipment.

8 Taxes and Surcharges:
The total for each type of tax or surcharge added to your account based on your service location. If you have multiple service locations, you will see multiple tax jurisdictions listed.

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NY	28	106.00		3.79		
OH	3	3.00	0.04	1.00	0.01	0.010
OK	4	24.30	0.95	6.08	0.24	0.040
OR	2	20.00	0.78	10.00	0.39	0.040
PA	6	22.70	0.77	3.78	0.13	0.020
TN	1	2.80	0.11	2.80	0.11	0.040
TX	9	107.20	3.79	11.91	0.42	0.030
VA	5	32.30	0.56	6.46	0.11	0.030
VT	2	2.80	0.11	1.40	0.05	0.040
WA	1	1.00		1.00		
WI	5	15.00	0.39	3.00	0.08	0.010
WV	1	10.00	0.39	10.00	0.39	0.040
	123	808.60	25.31			

Long Distance By Line

TN	Calls	Mins	Charge
4695732380	2	70.00	
4695732382	1	1.00	
8583578792	1	1.00	
8583578794	1	1.00	
8668839777	81	699.50	27.28
8882558877	3	3.70	0.14
9729050715	8	122.00	
9735322300	393	1,237.70	
	490	2,135.90	27.42

Toll-free Usage

866.883.9777

#	Date	Time	Other	Location	Mins	Amt
1	06/04/22	09:32A	9103264608	SWANSBORO, N	10.00	.39
2	06/05/22	09:09A	5635561426	DUBUQUE, IA	10.00	.39
3	06/05/22	09:18A	5192565486	WINDSOR, ON	10.00	.39
4	06/05/22	06:12P	7125465279	LE MARS, IA	10.00	.39
5	06/06/22	09:01A	6132257162	OTTAWA-HULL, ON	10.00	.39
6	06/06/22	11:55A	6232140089	BEARDSLEY, AZ	10.00	.39
7	06/06/22	02:20P	9182883795	SPERRY, OK	1.00	.04
8	06/06/22	03:22P	4197044781	TOLEDO (LUCAS), OH	1.00	.04
9	06/07/22	09:15A	9037221970	HENDERSON, TX	46.20	1.80
10	06/07/22	09:27A	3032371545	LAKEWOOD, CO	10.00	.39
11	06/07/22	03:44P	8477776933	WHEELING, IL	3.00	.12
12	06/07/22	09:54P	4162642514	TORONTO, ON	10.00	.39
13	06/08/22	01:41A	4148714035	MILWAUKEE, WI	10.00	.39
14	06/08/22	08:16A	7275713261	SAINT PETERSBURG, FL	10.00	.39
15	06/08/22	01:39P	5802563490	WOODWARD, OK	2.50	.10
16	06/08/22	02:51P	7804343846	EDMONTON, AB	10.00	.39
17	06/08/22	03:22P	9182883795	SPERRY, OK	4.60	.18
18	06/08/22	05:22P	7148483409	HUNTINGTON BEACH, CA	10.00	.39
19	06/08/22	06:12P	4025531233	OMAHA, NE	10.00	.39
10	06/09/22	09:17A	9182883795	SPERRY, OK	16.20	.63
11	06/09/22	04:39P	3039363325	DENVER, CO	10.00	.39
12	06/10/22	10:00A	8023439675	BURLINGTON, VT	1.00	.04
13	06/10/22	10:11A	8026551186	BURLINGTON, VT	1.80	.07
14	06/10/22	11:55A	8147962236	WATERFORD, PA	1.50	.06
15	06/10/22	11:57A	8147962236	WATERFORD, PA	8.20	.32
16	06/10/22	04:05P	7049427168	CHARLOTTE, NC	24.20	.94
17	06/10/22	05:39P	3212448266	OVIEDO, FL	10.00	.39
18	06/11/22	10:04A	5612831973	WEST PALM BEACH, FL	10.00	.39
19	06/11/22	03:36P	3036654433	LAFAYETTE LOUISVILLE, CO	1.00	.04
10	06/12/22	02:48P	7757511317	PAHRUMP, NV	10.00	.39
11	06/12/22	06:44P	5415571572	LINCOLN CITY, OR	10.00	.39
12	06/12/22	08:55P	9053315180	BURLINGTON, ON	10.00	.39
13	06/13/22	10:15A	5123418341	ROUND ROCK, TX	10.00	.39
14	06/13/22	12:21P	8316375728	HOLLISTER, CA	10.00	.39
15	06/15/22	08:06A	6103652235	NAZARETH, PA	10.00	.39
16	06/15/22	09:30A	8049665092	PROVIDENCE FORGE, VA	1.00	.04
17	06/15/22	09:38A	8049665092	PROVIDENCE FORGE, VA	6.40	.25
18	06/15/22	09:47A	8049662201	PROVIDENCE FORGE, VA	1.00	.04
19	06/15/22	09:48A	8049665092	PROVIDENCE FORGE, VA	5.90	.23
10	06/15/22	10:05A	6093305268	HADDONFIELD, NJ	22.30	.87
11	06/15/22	10:46A	6093305268	HADDONFIELD, NJ	1.50	.06
12	06/15/22	11:09A	6093305268	HADDONFIELD, NJ	31.20	1.22
13	06/15/22	11:44A	6093305268	HADDONFIELD, NJ	2.80	.11
14	06/15/22	11:47A	6093305268	HADDONFIELD, NJ	3.50	.14
15	06/15/22	12:06P	5206253209	GREEN VALLEY, AZ	10.00	.39

#	Date	Time	Other	Location	Mins	Amt
46	06/15/22	03:14P	9134927492	OVERLAND PARK, KS	10.00	.39
47	06/17/22	06:27P	9725479915	MCKINNEY, TX	10.00	.39
48	06/18/22	06:26P	2547730829	TEMPLE, TX	10.00	.39
49	06/18/22	07:55P	3038230889	LYONS, CO	10.00	.39
50	06/19/22	12:06A	7603289803	PALM SPRINGS, CA	10.00	.39
51	06/19/22	05:47P	3103010800	SANTA MONICA, CA	10.00	.39
52	06/20/22	09:25A	4097207265	NEDERLAND PORT NECHES, TX	1.00	.04
53	06/20/22	12:54P	9314036397	LIVINGSTON, TN	2.80	.11
54	06/20/22	02:21P	3147278805	SAINT LOUIS, MO	10.00	.39
55	06/20/22	07:43P	5416860520	EUGENE, OR	10.00	.39
56	06/21/22	07:45A	4132622057	SPRINGFIELD, MA	22.00	.86
57	06/21/22	09:10A	4794669557	FAYETTEVILLE, AR	1.00	.04
58	06/21/22	10:18A	2174335486	DECATUR, IL	9.00	.35
59	06/22/22	08:41A	6022240999	PHOENIX, AZ	10.00	.39
60	06/22/22	03:31P	9545593795	HOLLYWOOD, FL	10.80	.42
61	06/22/22	05:05P	3166859499	WICHITA, KS	10.00	.39
62	06/22/22	08:18P	9726440377	RICHARDSON, TX	10.00	.39
63	06/23/22	12:24P	9545593795	HOLLYWOOD, FL	2.50	.10
64	06/23/22	12:32P	9545593795	HOLLYWOOD, FL	2.30	.09
65	06/23/22	01:01P	9545593795	HOLLYWOOD, FL	7.10	.28
66	06/23/22	01:31P	4806885945	GILBERT, AZ	3.50	.14
67	06/24/22	10:07A	5746423422	MILLERSBURG, IN	10.00	.39
68	06/24/22	12:56P	3524234111	INVERNESS, FL	1.00	.04
69	06/24/22	01:28P	4806885945	GILBERT, AZ	6.00	.23
70	06/26/22	09:37A	9136493976	OVERLAND PARK, KS	10.00	.39
71	06/26/22	10:12A	2408502350	HAGERSTOWN, MD	10.00	.39
72	06/26/22	11:02A	3047992455	MARLINTON, WV	10.00	.39
73	06/27/22	02:20P	9157727555	EL PASO, TX	10.00	.39
74	06/27/22	04:02P	Anonymous	Other	2.90	.11
75	06/28/22	10:47A	3363096754	LEXINGTON, NC	1.00	.04
76	06/28/22	04:50P	5103171484	HAYWARD, CA	10.00	.39
77	06/29/22	12:03P	9167685706	FAIR OAKS, CA	9.70	.38
78	06/29/22	01:05P	7069208378	GREENSBORO, GA	10.00	.39
79	06/29/22	02:54P	2034819622	BRANFORD, CT	2.30	.09
80	06/29/22	04:16P	6093305268	HADDONFIELD, NJ	6.80	.27
81	06/29/22	07:49P	3526009770	WEEKIWACHEE SPRINGS, FL	10.00	.39
	Subtotal				699.50	27.28

888.255.8877

#	Date	Time	Other	Location	Mins	Amt
1	06/09/22	07:32A	5196739845	LONDON, ON	1.70	.07
2	06/21/22	04:21P	3173314378	INDIANAPOLIS, IN	1.00	.04
3	06/21/22	04:24P	7024056351	LAS VEGAS, NV	1.00	.04
	Subtotal				3.70	.14

9 Management Reports:
This section contains a series of reports to help you understand trends related to your bill and usage. Reports include:

* Location Summary - shows total charges for each location
* Usage by Type - usage summarized by Call type including Fax, Local & Long Distance (Note: This Report replaces the Long Distance by State report that was displayed on prior invoices.)

Usage by Type

Description	Calls	Mins	Charge
Conference Calling	5	118.00	
LD - 800 - Interstate	77	606.00	23.63
LD - 800 - Intrastate	7	97.20	3.79
LD - Interstate	51	172.00	
LD - Intralata	337	1,049.00	
LD - Intrastate	2	2.00	
Local	37	410.00	
Toll-Free	11	91.70	
	527	2,545.90	27.42

* Long Distance by Line - usage summarized by Line

10 Usage Details:
Call record details for all calls made in the previous month, for which there was a charge, separated by Telephone Number and service type (i.e. fax, toll free (inbound), metered seats, etc.).

The bill will only display call records that have a charge amount associated with them. If you would like a copy of your entire call record, it can be downloaded from the customer portal at https://estech.billcenter.net

If you have any additional questions about your bill or need assistance accessing the customer portal, please contact Customer Care by email: ccare@esi-estech.com or by phone: 855-600-8705