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25 June 2020

Reference: MSA AMENDMENT FOR WIRELESS SERVICES

Attention: All Resellers

Greetings!

We hope that you and your families are well and taking care of yourselves during these times. We understand it's been a rough few months for all, and we've been working hard to resolve some of the issues that started popping up in April and May, but things are now under control.

MSA AMENDMENT FOR WIRELESS SERVICES

Last week, we issued an update to our billing terms (refer to <https://ispwn.com/modification-wireless-billing-terms>) and this letter is to follow up as a gentle reminder for those who haven't yet signed and send the amendments to their MSA for wireless services.

These changes, as outlined in the previous letter, reflect that we have chosen to adopt what has become the industry standard of a 30-day billing cycle with daily billing, rather than continue using the existing cycle of pro-rate + pre-pay, and we have done this so that our billing cycle matches up with the carriers.

The amendment which repeals and replaces the relevant sections of our MSA (changes to existing MSAs are highlighted) is available in PDF format at: https://ispwn.com/sites/ispwn.com/files/MSA_Section_3_and_Addendum_1_updates.pdf. Please sign and return to legal@ispwn.com

We want to stress that these changes apply only to wireless services. Wired services billing terms are not changing, however, if you are currently ordering wireless services, this amendment must be completed and returned to us before June 30th, otherwise we will be unable to activate or renew any lines for you.

If you are not currently ordering wireless services, but intend to do so in the future, we will need to ensure that this amendment is signed and returned to us prior to activation of any wireless services.

As was also noted in the previous letter, we would also like to remind our valued customers that when topping up by card, payments will not be recorded against your account for three business days, which may cause unnecessary delays in processing activations, renewals, or trouble tickets.

To avoid this inconvenience, please ensure any card payments are made at least 3 business days in advance. Alternatively, you can contact our billing department to arrange payments via ACH or Wire.

UPCOMING CORPORATE CHANGES

As we continue to grow both domestically and internationally, we will soon be reorganizing certain aspects of our core businesses and adding new businesses to our lineup, which will make things a bit easier on ourselves and allow us to offer more to our customers.

These changes will be largely internal and will not directly affect operations, nor will it change our obligation to you to provide the best possible service & support we can. ISPWN will continue to be your “one stop shop”, but behind the scenes, we’ll be so much more!

We will be keeping everybody updated on those changes as we begin to implement them so that we are as transparent as we possibly can be.

Please let us know if you have any further questions regarding this notice. We appreciate you and your business with us!

Regards

A handwritten signature in black ink, appearing to read 'Mathew Carley', is positioned above the printed name.

Mathew Carley
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