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**Reference: Modification of Wireless Billing Terms**

**Attention: All wireless agents & resellers**

Dear Valued Wireless Reseller,

During this time with COVID-19 it has been very hard on many companies as well as ours to keep up on the changes that have been going on within the wireless industry.

Since April, AT&T products have seen many changes, from new plan specifications to changes in TACs authorized to be used with our plans and the marrying of sims to individual devices, and we understand it has been a tumultuous, and often frustrating time for everyone as we adapt to these new changes.

As such, Easy Systems, Inc has chosen to adopt what have become industry standard billing practices for our wireless services, and all wireless billing will be changed from end of the month billing to a 30-day billing cycle and daily billing (by ACH by default, with an optional card backup), effective immediately.

**This is great news, as it allows more flexibility and better, easier tracking of customer accounts.**

Currently your subscribers have had to prepay the prorated amounts plus the full next month of service. With a change to anniversary date billing, prorates for wireless will be a thing of the past.

*Any accounts that are already in service will have the last day of the month as your renewal date.*

**Transition outline**

While we revamp our billing systems to accommodate these changes, we are putting the following procedures in to place to handle all renewals as well as new orders:

1. All resellers will need to have a deposit on hand under your account (this has been in our agreement for years, although there was no reason until now to put it into practice).
2. ISPWN can either calculate an amount based on your average activations and send a pro-forma invoice, or you can request a custom credit amount and receipt upon payment.
3. In Phoenix there will be a link to the amount of credit you have on your account.
4. At the end of each day any new orders placed during that day will be deducted from the amount that you have on your account. **All renewals are entered into the vendor within 48 hours of the renewal date. If there are not enough funds in your account for renewals, your accounts will not be renewed.**

We estimate that you should have at least 25% over your renewal amounts to cover payments for any new accounts being added on the same day.

Until programming can catch up; to add funds to your account, you will need to call billing department at 520-355-7800 or email [billing@ispwn.com](mailto:billing@ispwn.com) to request a deposit invoice to be made, and for what amount. Please keep in mind that cards can take up to 3 business days to process, so if you are making a card payment the day before renewals are due your funds may not be in your account when they are needed and a wire (\$25 bank fee applies) or Zelle (subject to support by your bank) may be the best option. As soon as your funds are confirmed, they will be reflected in your account and ready for use. **Please remember unless your account is topped up your accounts will not be renewed or ordered.**

### **Account cancellations**

Cancelled accounts must be done correctly in Phoenix so as to avoid them being renewed when they shouldn't be. ***Account cancellations can not be handled via trouble tickets or e-mails***, and because refunds are not possible once a line has been renewed, cancellation requests should be entered in **at least 3 business days prior to the renewal date**, as renewals will be processed by the carrier up to 48 hours prior to the renewal time so as to avoid service interruptions.

To ensure that your cancellations are processed correctly, here are the steps to do so:

1. Go into account Management > View Accounts > Select the account you wish to cancel.
2. Click on the service ID you wish to cancel > Click on view details
3. At the bottom of the page, enter your name, select "cancel" from the dropdown and click submit.
4. Once the account is canceled through the vendor you will get an email confirming the account has been completed.

### **Where can I see what's coming up for renewal?**

We will be keeping track of your renewal dates diligently, and you will be able to see the account coming up for renewal at Reports > Active wireless accounts. If you see a line that should have been cancelled and it is showing active, that means you did not cancel it correctly and you must follow the proper cancel account procedures as noted above.

All invoices that have been sent out for June / July prepay will be added to your account on the day we receive your payment.

### **Terms for wired services**

If you are purchasing both wireline and wireless services, please note that this change applies only to wireless services, so deposits will be used only for that purpose, and the new billing cycle will apply only to wireless services. Wired services will continue to be billed the same way that they always have been.

### **Amendments to your agreement**

The deposit program we are implementing (as noted earlier in this letter) is not a deviation from our existing agreement – ISPWN has always had a deposit requirement noted in section 3 and addendum 1 (wireless services) of the MSA, (we've just never had a good reason to strictly enforce it until this billing cycle change).

However, the change to a 30-day billing cycle for wireless is a significant-enough change in our billing practices that we will distribute an amendment to our MSA accordingly for you to sign and return to us separately. This is also available at [https://ispwn.com/sites/ispwn.com/files/MSA\\_Section\\_3\\_and\\_Addendum\\_1\\_updates.pdf](https://ispwn.com/sites/ispwn.com/files/MSA_Section_3_and_Addendum_1_updates.pdf). **If you are selling ISPWN wireless services, you must sign and return this amendment to legal@ispwn.com no later than 6/30 in order to retain your ability to sell wireless (cellular) services.**

We had hoped never to move into this direction, but, it has become necessary due to the changes imposed on us by the carrier, and ultimately, it's easier for everyone if our billing cycle matches theirs.

We will work very hard with each reseller to assure that this transition is as easy as possible, and we only ask that you will be as patient with our staff as well.

If you have any questions, please reach out to any of our billing or sales staff.

Regards



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