



## Your Next Invoice Will Be in a New Format with Expanded Online Tools

Beginning with your next invoice, your conferencing services will be converted to Verizon's next generation billing system. With this change, your paper invoice will have a new look, and you will have access to new online tools, including an interactive online invoice, detail file downloads, and supplementary reporting – all delivered via the Verizon Enterprise Center at <https://enterprisecenter.verizon.com>. Your new online bill will include more detail than your new paper invoice and will include convenient navigation links that allow you to drill down from summary information to individual conference details. Because you currently receive paper invoices, your first new bill will arrive as paper; however, you will soon have the option to convert to convenient, environmentally friendly paperless billing.

### ***Your contract, pricing, and conferencing services are not affected by this billing change***

- Changing to a new billing system will not change your rates.
- The features and functionality of your conferencing services will remain the same.
- You can continue to manage your conferences at <https://e-meetings.verizonbusiness.com>.

### ***Your Account Number and payment information will change***

- You will be assigned a new alpha-numeric Account Number, beginning with "F", which will appear at the top of each page of your new invoice.
- Payments by mail for your new account must be mailed to a different address, and electronic payments require different bank information. The "How to Pay" section of your new invoice will provide complete details.
- Beginning with your next invoice, you should make all payments to your new Account Number. Any unpaid or credit balance on your current account will be moved to your new account.
- **Any prior credit card details on file will need to be added in the Verizon Enterprise Center.**

### ***The format of your paper invoice will change***

- Your new bill will be organized by conferencing leader, with a separate section for each leader's conferences.
- Each conference's date, charges, taxes, and any related Customer Reference (CRC) information will be displayed.
- Your new bill will include a Statement of Account to provide information about your payments, credits, and balances.

### ***Your billing cycle may change***

- As part of the migration, billing cycles are being consolidated to two cycles – end-of-month and mid-month. Your new bill will reflect one of these two cycles, generally moving to the cycle closest to your current one.
- Changing to a new billing cycle may result in a one-time situation where your final invoice and your first new invoice will reflect a billing period that is fewer than or more than 30 days.
- Regardless of any cycle change, you will never be billed more than once for the same monthly fee or conference.

### ***New online tools become available at no additional charge***

- **Interactive online bill view.** The online bill view will be your most comprehensive and convenient invoice, enabling you to view your charges at an overall summary, at a leader-level summary, and by individual conference. Watch for additional information about navigating this new billing medium.
- **Online pdf images of your paper bill.** Images of your paper invoices are stored in Verizon Enterprise Center, eliminating the need to file hard copies. As you continue to receive bills from Verizon's next generation system, up to seven years of online images will accumulate.
- **File downloads.** The contents of each online bill screen can be exported. In addition, you can download a complete CSV-format file of all charges for all leaders and conferences in your entire bill. These new downloads will replace any emailed conferencing detail files that you currently receive.
- **A suite of enhanced reports.** All reports previously included in the conferencing Online Invoice Portal (OLIP), plus several new reports will be available in the Verizon Enterprise Center.

### ***You must use the Verizon Enterprise Center to take advantage of online billing tools***

- Your new bill will include a PIN and instructions for self registering for the Verizon Enterprise Center. Upon receipt of your new invoice, use this PIN to establish immediate access to the online billing tools mentioned above.
- If you are a current OLIP user, watch for an email providing details about registering for the Verizon Enterprise Center.

### ***Additional information is available***

- For Frequently Asked Questions, samples of invoices in the new format, a Guide to Online Billing Tools, and other resources, go to <https://e-meetings.verizonbusiness.com/yourbill/>.
- If you have questions about the pending migration, please contact Verizon Conferencing Customer Relations using the contact information shown on page 1 of this invoice.