


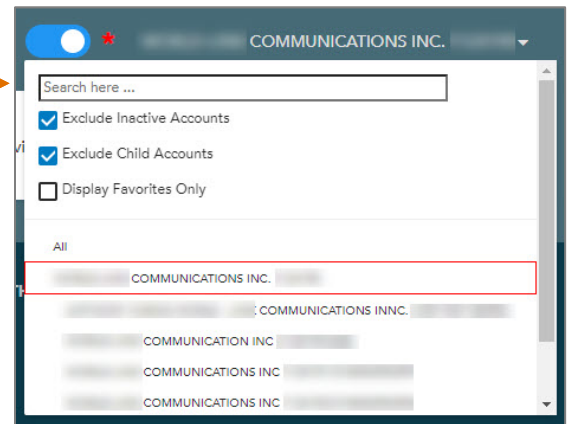
Managing Payments



Allstream Portal Quick Start Guide

Making payments online is an easy way to save time and reduce any risk of missed payments and late fees. First, add your payment accounts in the **Billing Center**. Then you can make one-time payments or set up recurring payments using a bank account to automatically process the amount due for each billing cycle.

1. From the **My Account** menu, select **Billing Center**.
2. Select the account for the payments you want to manage. Inactive and child accounts are excluded from the drop-down list by default. To include inactive or child accounts in the list, uncheck the appropriate checkboxes. To quickly locate an account in the list, type your search criteria in the **Search here...** field.
3. From the **Accounts** section of the page, click **+**.

4. Click the account type you want to add and provide the requested information.



Adding Bank Accounts

Enter the bank account **Routing Number** and **Account Number** and click **Submit**.

Adding Credit Cards

Enter the credit card and card billing information and click **Submit**.

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Autopay is used to automatically process the amount due for each billing cycle, alleviating the need to make a manual payment toward the amount due. You may use Autopay with bank accounts or credit cards, but Autopay may be activated for only one payment account at a time. Autopay is activated using the **Autopay** toggle in the **Accounts** list of the **Billing Center**.

Type	Last 4	Status	Expiration	Autopay	Payment	Delete
Bank Account	6535			Off ▼	Make a Payment	⊖
Visa	4223		11/22	Off ▼	Make a Payment	⊖
Discover	7798		11/21	Active ▼	Make a Payment	⊖
Visa	8004		3/21	Off ▼	Make a Payment	⊖

Note: Autopay is not available on payment accounts having pending transactions. Wait until the payment is processed to enable Autopay. If Autopay is **Active**, the selected payment account is unavailable for making single payments.

Making One-Time Payments

From the **Accounts** section of the **Billing Center** page, locate the account you want to use to make a payment and click the corresponding **Make a Payment** link. Enter the amount and email recipient for payment confirmation and click **CONTINUE**. Click **SUBMIT** to make the payment.

Make a Payment with Bank Account

Amount
124.56

Email Confirmation
Other ▼

Email
swmiller@allstream.com


CANCEL CONTINUE

Removing a Payment Account

To remove a payment account, locate the account you want to remove from the **Accounts** section of the **Billing Center** and click the corresponding **Delete** icon.

Viewing Payment History

Payment history is available for viewing and exporting to an Excel spreadsheet. To view payment history, click **Payment History** from the **Quick Links** list in the **Billing Center**.

Select the range of payments you want to view. Click the **Export** icon  to export the list to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically downloaded to your **Downloads** folder, or a dialog may display prompting you to select a location where you want to save the document.