



February 15, 2021

Dear Valued TPx Communications Customer,

Important Message About the Billing for Your TPx Service

Over the next several months, the TPx team will be migrating accounts to our new billing platform. After the migration, you'll notice that your invoices from TPx will look a little different. Here's a summary of what's changing – and what isn't.

What's Changing?

- Your TPx account number will change. Migrating you to the new billing system necessitates that we assign you a new account number.
- The address where you send your payments will change.
- Your payment due date and bill cycle may change, depending on when we migrate your account. If there is a credit balance remaining, we'll apply that credit in the new billing system.
- Some service names or descriptions may change on your invoice. However, they'll be equivalent to what you had on your previous TPx invoices.
- Some surcharges, government fees, and taxes may vary due to the timing of this change and minor differences in the taxing software our billing systems use. Rest assured, your total bill should be about the same as it is today.

What's Not Changing?

- There will be no change to your TPx service or its configuration. Also, there's no need for you to renew your services at this time.
- The pricing for your TPx service will remain the same, including all monthly recurring charges, usage ratings, and price-per-minute charges.
- Our terms and conditions will remain unchanged.

As a reminder, you can access your invoices online via our OneCentral Portal. For more information about OneCentral and how to use it, visit tpx.com/support and select **OneCentral Portal**.

As always, thank you for being our valued customer. If you have any questions or concerns about this migration, please do not hesitate to contact our Customer Care team at **877-487-8722**.

Sincerely,

TPx Communications