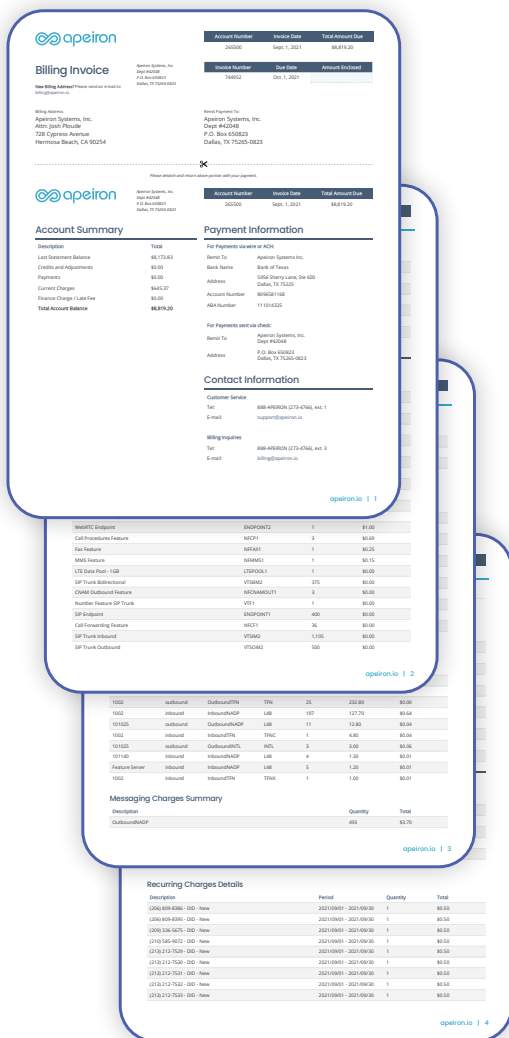apeiron

How to Read an Invoice

USER GUIDE

apeiron.io

2629 Manhattan Ave. #166, Hermosa Beach, CA 90254

This guide outlines and explains all sections of the Apeiron invoice from beginning to end. This guide should address customer invoice questions to be answered quickly and efficiently at first contact.

Please note not all listed sections below will be on each customer invoice. The invoice sections will depend on the customer's active products.

Contents

This is a representation of a current bill and may vary from your actual bill. If you have additional questions, please contact **support@apeiron.io**.

Invoice Overview

apeiron

Billing Invoice

7 **New Billing Address?** Please send an e-mail to billing@apeiron.io.

Apeiron Systems, Inc.
Dept #42048
P.O. Box 650823
Dallas, TX 75265-0823

1 Account Number	**2** Invoice Date	**3** Total Amount Due
265500	Sept. 1, 2021	$8,819.20

4 Invoice Number	**5** Due Date	**6** Amount Enclosed
744952	Oct. 1, 2021	

8 Billing Address:
Apeiron Systems, Inc.
Attn: Josh Ploude
728 Cypress Avenue
Hermosa Beach, CA 90254

9 Remit Payment To:
Apeiron Systems, Inc.
Dept #42048
P.O. Box 650823
Dallas, TX 75265-0823

✂

1. **Account Number**- a set of six unique numerals assigned to each individual customer account. This is important information to identify the customer and ensures payments are applied to the correct customer.

2. **Invoice Date** - date when the invoice was generated and the Apeiron customer received their billing statement.

3. **Total Amount Due** - full account balance due at the time of invoice generation. Includes previous unpaid invoice charges and current invoice charges.

4. **Invoice Number** - a set of six unique numerals assigned to each individual billing statement. This is important information to identify which invoice the customer is looking at and is used to apply payments to the designated invoice.

5. **Due Date** - date of when the current charges are due by.

6. **Amount Enclosed** - area customer indicates remittance payment submitted for check payments through the mail.

7. **New Billing Address** - instructions for the customer to follow on contacting Apeiron when their billing address needs updated. Usually is for when a customer moves to a new location.

8. **Billing Address** - customer's location connected to their payment method.

9. **Remit Payment To** - lockbox address that check payments should be mail to. All check payments are mailed to the same lockbox. That address will never be different.

Account Summary

Account Summary

Description	Total
Last Statement Balance	$8,173.83
Credits and Adjustments	$0.00
Payments	$0.00
Current Charges	$645.37
Finance Charge / Late Fee	$0.00
Total Account Balance	**$8,819.20**

10. **Last Statement Balance** - total charges for the previous month's invoice

11. **Credits and Adjustments** - financial entry decreasing the account balance for usually incorrect billed charges

12. **Payments** - remittance amount/amounts received since previous month's invoice date

13. **Current Charges** - total amounts for unpaid previous invoices along with the present invoice

14. **Finance Charge/Late Fee** - penalty customer is charged on a past due invoice/invoices

15. **Total Account Balance** - sum of all unpaid previous invoices, current invoice, credits, and payments. (Last Statement Balance, Credits and Adjustments, Payments, Current Charges, and Finance Charge/Late Fee)

Payment Information

Payment Information

For Payments via wire or ACH:

Remit To	Apeiron Systems Inc.
Bank Name	Bank of Texas
Address	5956 Sherry Lane, Ste 600 Dallas, TX 75225
Account Number	8096581168
ABA Number	111014325

For Payments sent via check:

Remit To	Apeiron Systems, Inc. Dept #42048
Address	P.O. Box 650823 Dallas, TX 75265-0823

16. **For Payments via Wire or ACH** - banking information for customers to submit wire and ACH payments to

17. **For Payments sent via check** - remittance address for customers to mail check payments to

Contact Information

Contact Information

Customer Service

Tel: 888-APEIRON (273-4766), ext. 1

E-mail: support@apeiron.io

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Billing Inquiries

Tel: 888-APEIRON (273-4766), ext. 3

E-mail: billing@apeiron.io

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18. **Customer Service** - Apeiron toll free number, extension, and email information for customers to correspond with Apeiron's Customer Service

19. **Billing Inquires** - Apeiron toll free number, extension, and email information for customers to correspond with Apeiron's Billing Department for invoicing questions

Charges Summary

Charges Summary

Description	Total
Recurring Charges	$411.63
Non-Recurring Charges	$4.00
Usage Charges	$198.85
LTE Data	$0.00
Messaging Charges	$4.05
Taxes and Surcharges	$26.84
Other Charges	$0.00
Credits	$0.00

20. **Recurring Charges** - pre-arranged monthly subscription that automatically charges every invoice. Also known as Monthly Recurring Charge (MRC) which is the cost of the customer's selected monthly Apeiron services.

21. **Non-recurring Charges** - one-time expense on the current invoice. Usually related to activation cost, equipment or SIM costs.

22. **Usage Charges** - costs related to voice usage based on the Apeiron service.

23. **LTE Data** - data overage charges for SIMs active on the LTE Network. Overage is charged when the data usage went over the allotted amount.

24. **Messaging Charges**- costs related to SMS (Short Message Service) and MMS (Multimedia Messaging Service). Customer is charged per inbound and outbound message.

There are several fees associated with telephone service that may not be familiar to you. The following descriptions will provide information about many of the taxes and surcharges that may appear on your bill. We continually update tax and surcharge rate information in accordance with local, state, and federal laws and guidelines.

If there are any additional items on your bill that you don't understand, please contact **support@apeiron.io**.

25. Taxes and Surcharges - taxes are the financial charges on the cost of goods imposed on the taxpayer by the government. Surcharges are extra fees charged by a merchant. All applicable taxes are charged federal, state, and local based off of the customer's service address. Taxes & Surcharges Summary have a breakout on what exactly shows for the Apeiron invoice

Charges Summary

Description

Recurring Charges

Non-Recurring Charges

Usage Charges

LTE Data

Messaging Charges

25 — Taxes and Surcharges

26 — Other Charges

27 — Credits

a. **Federal Subscriber Line Charge** - FCC sanctioned charge to provide for recovery of costs related to delivering long distance calls to the local telephone network.

b. **Universal Service Fund Surcharge** - A surcharge imposed by the FCC, designed to keep telephone service affordable in rural and high-cost areas.

c. **State Universal Service Fund Surcharge** - A surcharge imposed by some states to provide telecommunications discounts for schools, libraries, rural health care providers, hearing impaired, and low-income consumers.

d. **Local Number Portability Charge** - FCC sanctioned charge to provide for recovery of costs related to maintaining customers' existing telephone numbers when they change telephone service providers.

e. **Federal Excise Tax** - The telephone excise tax is imposed by the federal government. Fed Excise Tax applied to most telecommunication services.

f. **Poison Control Surcharge** - A surcharge imposed by some states to provide funding for poison control centers that provide information on poisoning issues.

g. **State, County or City Tax** - A tax that may apply to all or some charges and varies by state and/or jurisdiction. It usually takes the form of a sales tax.

h. **State or Local 911 Fee** - A monthly charge to support E911 service that connects callers to police, fire and other emergency providers. This charge provides for the maintenance and upgrade of emergency communications.

i. **Relay Service Surcharge** - A surcharge imposed by some states to fund telecommunications service for individuals who are speech or hearing impaired.

26. Other Charges - extra expenses customer is charged that is not specifically tied to an Apeiron product. Usually is for technical and support service calls. Could also be for independent shipping charges.

27. Credits - dollar amount applied to account that will reduce total balance such as for incorrect billing.

Recurring Charges

Recurring Charges Summary

Description
MPLS Network Access with DIA - 100Mbps Ethern
LTE SIM Card - Flat Rate - 8Mbps x 8Mbps
DID - New
LTE SIM Card - Multi-Carrier
LTE Data Pool - 5GB
TFN - New
LTE SIM Card - 1GB - ATT
DID - Ported
DID-Intl-United KingdomN
SMS Feature
TFN - Ported
DID-Intl-United KingdomG
WebRTC Endpoint
Call Procedures Feature
Fax Feature
MMS Feature
LTE Data Pool - 1GB
SIP Trunk Bidirectional
CNAM Outbound Feature
Number Feature SIP Trunk
SIP Endpoint
Call Forwarding Feature
SIP Trunk Inbound
SIP Trunk Outbound

e — DID - Ported
b — Call Procedures Feature
d — CNAM Outbound Feature
a — Call Forwarding Feature

28. **Recurring Charges Summary** - breakout showing all the customer's recurring charges for the current invoice.

a. **Call Forwarding Feature** - redirects the call to another destination.

b. **Call Procedures Feature** - allows for a custom message to be played when the customer's DID is dialed

c. **CNAM Inbound Feature** - Caller ID Name (CNAM) is used in US-based telephone networks to provide name identification of the calling party. The CNAM information is a component of Caller ID. It refers to the Caller ID Name that is displayed on an incoming phone call. Customers are charged an MRC per line with this feature. The inbound means that the Apeiron customer is receiving a call.

d. **CNAM Outbound Feature** - Caller ID Name (CNAM) is used in US-based telephone networks to provide name identification of the calling party. The CNAM information is a component of Caller ID. It refers to the Caller ID Name that is displayed on an incoming phone call. Customers are charged an MRC per line with this feature. The outbound means that the Apeiron customer is making a call.

e. **DID** - Direct Inward Dial (DID) is a virtual number that routes calls to existing telephone lines. It allows for direct numbers to be assigned without the need for a physical phone line. Customers are charged an MRC per DID.

   i. **New DIDs** means the DID is a new number for the customer. They didn't have this DID active before with Apeiron or through another carrier.

   ii. **Ported DID** means the customer had the DID active on another carrier and wants to move the DID to Apeiron's network.

   iii. **International DIDs** will have the country name after DID. This means the number is provisioned to be a local number for that country.

f. **E911 Feature** - Enhanced 911 (E911) allows for 911 dispatchers to automatically receive the caller's location. The caller's address will display on the emergency operator's screen unlike the basic 911 service where the caller must tell the operator their location. Customers are charged an MRC per line with this feature.

Recurring Charges Summary

Description

h — MPLS Network Access with DIA - 100Mbps Ethern

LTE SIM Card - Flat Rate - 8Mbps x 8Mbps

DID - New

LTE SIM Card - Multi-Carrier

i — LTE Data Pool - 5GB

TFN - New

k — LTE SIM Card - 1GB - ATT

DID - Ported

DID-Intl-United KingdomN

SMS Feature

TFN - Ported

DID-Intl-United KingdomG

WebRTC Endpoint

Call Procedures Feature

g — Fax Feature

l — MMS Feature

LTE Data Pool - 1GB

SIP Trunk Bidirectional

CNAM Outbound Feature

Number Feature SIP Trunk

SIP Endpoint

Call Forwarding Feature

SIP Trunk Inbound

SIP Trunk Outbound

g. **Fax Feature** - allows for the product to send a scanned document electronically

h. **MPLS Network Access** - Multiprotocol Label Switching (MPLS) is a routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The plan amount will be listed after the product name. Customers are charged an MRC for this product.

i. **LTE Data Pool** - Long Term Evolution (LTE) is a wireless broadband communication for mobile devices and data terminals. Routers are an example of a device that would be activated on LTE Data. The plan amount will be listed after the product name. That is how much allotted data the customer has. Customers are charged an MRC per line activated with LTE Data.

j. **LTE Router Lease** - The customer is leasing their router from Apeiron and this is where the customer is charged monthly for the device. The customer will have an MRC per each leased device.

k. **LTE SIM Card** - Subscriber Identification Module (SIM) is a smart card that is used for provisioning the device. The SIM is inserted into the device and the device will not have service without an active SIM. The SIM's carrier will be listed after the product name. Verizon, AT&T, T-Mobile or Multi-Carrier are the different carriers. The customer will be charged an MRC for each active SIM.

l. **MMS** - Multimedia Messaging Service (MMS) is a message that includes multimedia contact such as a picture message or videos.

m. **POTs** - Plain Old Telephone Service (POTs) is a traditional analog phone with copper wires connected to a standard telephone. POTs allows to make calls through a fixed/dedicated line.

Recurring Charges Summary

Description

MPLS Network Access with DIA - 100Mbps Ethern
LTE SIM Card - Flat Rate - 8Mbps x 8Mbps
DID - New
LTE SIM Card - Multi-Carrier
LTE Data Pool - 5GB
TFN - New
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LTE Data Pool - 1GB
SIP Trunk Bidirectional
CNAM Outbound Feature
Number Feature SIP Trunk
SIP Endpoint
Call Forwarding Feature
SIP Trunk Inbound
SIP Trunk Outbound

n. **SIP Endpoint** - In reference to URLs. Customer's gateway is an endpoint.

o. **SIP Trunk Features**- These are the SIP Trunk DIDs which are charged an MRC. Features would be things such as E911 and CNAM.

p. **SIP Trunk** - Session Initiation Protocol (SIP) is a version of VOIP that is designed to make and deliver phone calls. Interconnected from end to end.

    i. **Bidirectional SIP Trunk** means the trunk can receive inbound and outbound calls. This product will show under Recurring Charges but doesn't have an MRC.

    ii. **Inbound SIP Trunk** means the trunk can only receive incoming calls

    iii. **Outbound SIP Trunk** means the trunk can only receive outgoing calls

q. **SMS** - Short Message Service (SMS) is a text messaging service that allows for wireless devices to exchange messages through a cellular signal instead of an internet connection.

r. **TFN** - Toll Free Number (TFN) is a telephone number with distinct three-digit code that can be dialed from landlines with no charge to the person placing the call. A TFN will start with 800, 888, 877, 866, 855, 844 or 833.

    i. **New TFN** - TFN is a new number for the customer. They didn't have this TFN active before with Apeiron or through another carrier.

    ii. **Ported TFN** - Customer had the TFN active on another carrier and wants to move the TFN to Apeiron's network.

    iii. **International TFN** - Has the country name after TFN. This means the number is provisioned to be a local number for that country.

s. **WebRTC Endpoint** - Web Real-Time Communication (WebRTC) is both an open-source project and specification that enables real-time media communications like voice, video, and data transfer natively between browsers and devices

Non-recurring Charges

Non-recurring Charges Summary (29)

Description	SKU	Quantity	Total
TFN - New	VTTFN1	1.00	$2.00
DID - New	VTDID1	3.00	$1.50
SMS Feature	NFSMS1	1.00	$0.25
Call Procedures Feature	NFCP1	1.00	$0.25

29. Non-recurring Charges Summary - breakout showing all of the customer's recurring charges for the current invoice.

Usage Charges

Usage Charges Summary

Description	Quantity	Duration	Total
Outbound Lower 48 US Interstate (30)	110	2,048	$188.66
Inbound Toll Free Lower 48 US Indeterminate	292	1,039	$9.35
Inbound Lower 48 US Interstate	86	82	$0.41
Inbound Lower 48 US Intralata	74	24	$0.12
Outbound Lower 48 US Intrastate	4	30	$0.07
Outbound International	3	3	$0.06
Inbound Lower 48 US Indeterminate	20	12	$0.06
Inbound Lower 48 US Intrastate	26	10	$0.05
Inbound Toll Free Canada Indeterminate	1	4	$0.04
Inbound Toll Free Extended US Indeterminate	1	1	$0.01
Outbound Toll Free Indeterminate	25	232	$0.00
Outbound Lower 48 US Intralata	1	1	$0.00

30. Usage Charges Summary - breakout showing the customer's voice usage for the current invoice.
Current list of all Usage Charges Summaries on the Apeiron invoice along with descriptions can be found below.

Usage Charges Summaries ›

Trunk Group Usage Summary

Trunk Group Usage Summary ㉛

Trunk Group	Direction	Call Type	Rate Type	Total Calls	Duration	Charge
1002	outbound	OutboundNADP	L48	104	2,066.90	$188.69
1002	inbound	InboundTFN	TFNL	292	1,039.20	$9.35
1002	outbound	OutboundTFN	TFN	25	232.80	$0.00
1002	inbound	InboundNADP	L48	197	127.70	$0.64
101025	outbound	OutboundNADP	L48	11	12.80	$0.04
1002	inbound	InboundTFN	TFNC	1	4.80	$0.04
101025	outbound	OutboundINTL	INTL	3	3.00	$0.06
101140	inbound	InboundNADP	L48	4	1.30	$0.01
Feature Server	inbound	InboundNADP	L48	5	1.20	$0.01
1002	inbound	InboundTFN	TFNX	1	1.00	$0.01

31. **Trunk Group Usage Summary** - breakout showing the customer's SIP Trunk usage for the current invoice. Duration is the totals of the call. The charge is the total duration multiplied by the customer's usage rate.

Messaging Charges Summary

Messaging Charges Summary ㉜

Description	Quantity	Total
OutboundNADP	493	$3.70

32. **Messaging Charges Summary** - breakout showing the customer's messaging usage for the current invoice. The total is the quantity of messages multiplied by the customer's message rate.

Taxes and Surcharges Summary

Taxes & Surcharges Summary 33

Description	Rate	Total
Universal Service Fund - FCC	33.4000%	$24.51
Telecomm Relay Service - FCC	1.1370%	$0.83
Local Number Portability - FCC	0.3600%	$0.41
Regulatory Fee - FCC	0.3170%	$0.36
California Teleconnect Fund - CA	0.5900%	$0.23
Numbering Plan Admin - FCC	0.1070%	$0.12
High Cost Fund B - CA	0.3000%	$0.12
TDD Program - CA	0.2000%	$0.08
High Cost Fund A - CA	0.1800%	$0.07
California Advanced Services Fund - CA	0.1640%	$0.07
Universal Lifeline - CA	0.1150%	$0.05

33. Taxes & Surcharges Summary - breakout showing the customer's taxes and surcharges for the current invoice. Current list of all Taxes and Surcharges on the Apeiron invoice along with descriptions can be found below.

Taxes and Surcharges ›

Non-recurring Charges Details

Non-recurring Charges Details 34

Description	Date	Quantity	Total
(818) 480-4707 - DID - New	Aug. 4, 2021	1.00	$0.50
(818) 824-9224 - DID - New	Aug. 2, 2021	1.00	$0.50
(833) 519-2796 - SMS Feature	Aug. 11, 2021	1.00	$0.25
(833) 519-2796 - TFN - New	Aug. 11, 2021	1.00	$2.00
(925) 690-1270 - Call Procedures Feature	Aug. 8, 2021	1.00	$0.25
(925) 690-1270 - DID - New	Aug. 8, 2021	1.00	$0.50

34. Non-recurring Charges Details - lists all lines with the products that have a non-recurring charge. Will have the DID, product type, and/or feature, date added, quantity, and total charge.

Recurring Charges Details

Recurring Charges Details **35**

Description	Period	Quantity	Total
(206) 809-8386 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(206) 809-8395 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(209) 336-5675 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(210) 585-9072 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(213) 212-7529 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(213) 212-7530 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(213) 212-7531 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(213) 212-7532 - DID - New	2021/09/01 - 2021/09/30	1	$0.50
(213) 212-7533 - DID - New	2021/09/01 - 2021/09/30	1	$0.50

35. Recurring Charges Detail - lists all lines with the products that have a monthly recurring charge. Will have the DID, product type, and/or feature, billing period, quantity, and total charge.

LTE Data Charges Details

LTE Data Charges Details **36**

ICCID	Day	Volume (MB)	Total
89011703278369730083	Sept. 30, 2021	72.04	$0.98
89011703278369730083	Oct. 1, 2021	80.04	$0.00
89011703278369730083	Oct. 2, 2021	80.04	$0.00
89011703278369730083	Oct. 3, 2021	78.04	$0.00
89011703278369730083	Oct. 4, 2021	76.04	$0.00
89011703278369730083	Oct. 5, 2021	76.04	$0.00
89011703278369730083	Oct. 6, 2021	78.04	$0.00
89011703278369730083	Oct. 7, 2021	74.04	$0.00
89011703278369730083	Oct. 8, 2021	76.04	$0.00
89011703278369730083	Oct. 9, 2021	76.48	$0.00

36. LTE Data Charges Details - lists the ICCID (SIM Number) with each usage date, MB used, and data overage charge. A $0.00 charge means the usage for that specific usage date was not over the customer's allotted data.