

## Support Advanced Customer Service with SuiteSolution<sup>®</sup> Web Care Module

Provide online customer access for electronic bill payment and invoice presentation with HickoryTech's Web Care Module. Customers access their account information to view and print exact replicas of current or historical statements, make electronic payments and drill down into statement details.

The SuiteSolution Web Care Module provides 24/7 customer access and frees up your customer service representatives to focus on high-level responsibilities. The customized GUI, branded with your colors and company logo, includes areas to promote, up-sell & cross-sell your products and services.

Customers can elect to go entirely 'paperless' and receive only electronic invoices. No paper bills would be produced allowing you to suppress paper invoices for customers selecting this format – saving you time, paper and postage.

Customers are notified each month via e-mail of the new invoice availability.

### Security

The web-based module seamlessly integrates with Internet Explorer and Firefox platforms. Access to the module is controlled through a secure socket layer enforced by security certification. A time-out protection feature closes a session left idle.

### My Profile

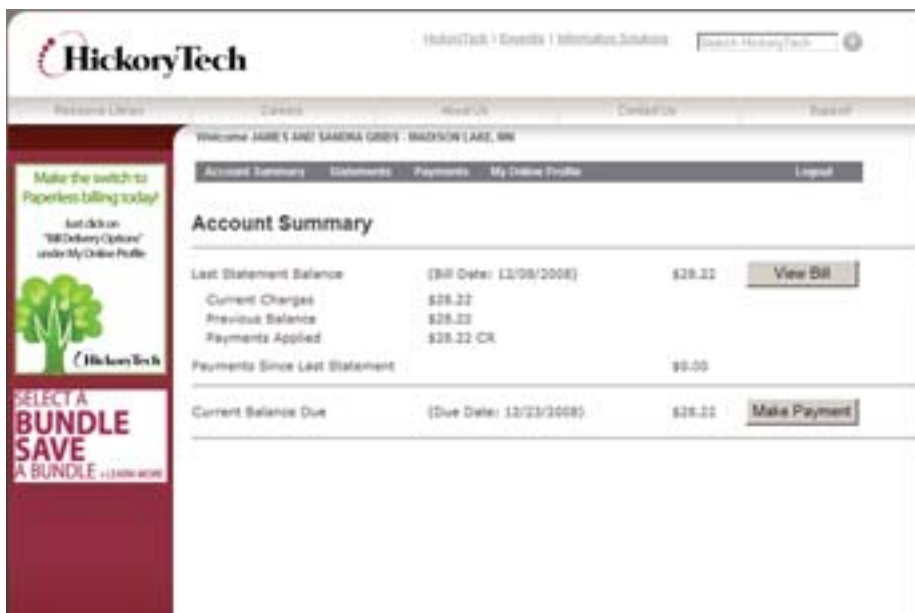
The registration wizard validates first-time customers and assists in creating a user login and password. The My Online Profile tab maintains and updates changes to the user's registration information. Customers receive a 'thank you' email message upon successfully activating their online account. The 'password reminder' feature includes security question validation to assist users with a forgotten password.

### Statements

The account summary provides a snapshot of activity on the user's account including the last statement balance, current charges, and payments received.

Clicking the 'View Bill' button opens an exact replica of the last or historical statement in PDF format. Statements can be downloaded and saved. Select any tab above the account summary to quickly navigate to detailed account information regarding statements, payments and profile maintenance.

- Branded GUI
- Intuitive Web access 24/7
- Security access & controls
- View current & historical statements and payments
- View billed and unbilled toll
- Export & print current and past bills
- Payment options for credit card, debit card, ACH or bank draft
- Exact replica of invoice in PDF format
- Marketing & promotional ad space to upsell services
- Integrated to Internet Explorer and Firefox platforms



Account Summary   Statements <b>Payments</b> My Online Profile   Logout			
Payment History Auto-Payment			
<b>Payment History</b>			
Enter search dates to view your payments.			
Start Date:	6/30/2007	Through:	6/30/2008   Search
<input checked="" type="radio"/> View All Payments <input type="radio"/> Display Payments Since Last Bill			
Date	Type	Amount	
06/24/2008	CRCARD	-42.60	
05/23/2008	CRCARD	-40.46	
04/21/2008	CRCARD	-40.46	
03/19/2008	CRCARD	-40.25	
02/25/2008	CRCARD	-40.25	
01/22/2008	CRCARD	-40.43	
12/18/2007	CRCARD	-40.40	
11/19/2007	CRCARD	-40.40	
10/22/2007	CRCARD	-40.40	
09/24/2007	CRCARD	-40.46	
08/24/2007	CHECK	-40.46	
07/18/2007	CRCARD	-40.46	

Online customer access to inquire, pay, export and print billing information anytime. Frees up your customer service representatives and saves paper, postage and time.

## Payments

Customers set personal preferences for auto-payment by selecting one of several methods including credit card, debit card, bank draft or ACH. Credit card payments are handled in real-time. Credit card information is encrypted, retained and can be used as a default for subsequent payments. Only the last four digits of the credit card are displayed online for security purposes.

Web Care accepts recurring, one-time, future, same day, next day, overpay and partial payments. The Quick Pay feature allows a customer to make a single payment by another method of their choice.

## Print & Export

Payments and credits can be viewed, sorted, printed or downloaded to a .csv file for further analysis and reporting in programs such as Excel.



## Marketing Promotions

Web Care provides ample room to feature special promotions or messages along the left pane or across the top of the web page. Banner ads can be set to rotate each time the customer navigates to another page on the site.

## Customer Satisfaction

Customers will appreciate immediate access to account information and the flexibility of payment options available with Web Care. You not only satisfy the needs of your customers, you save postage, paper and time in your office.

## Architecture & System Requirements

Web-based, seamless integration with Internet Explorer or Firefox platforms.

## Billing Inquiry

Customers can view and sort billed, current and unbilled call detail. Subscriber usage can be viewed by a number of options including: bill number, city, message type, jurisdiction, total minutes, call duration, and to or from number.

## Search

Selecting specific search criteria allows you to narrow your search by service type, account level, from and through dates, quantity and amount.

For example, if you select service type of 'long distance' the search will return data such as the called number, place, call time, duration, etc. Search results can be downloaded to a comma-delimited file like Excel and sent to your computer.

## Tracking

Web Care collects statistics in a tracking report and notifies you via email with the number of customer messages opened. The system aids in SPAM blocking to assure success in delivery of invoice messages to your customers. Failed delivery notifications are also tracked for immediate action and follow-up.

Account Summary <b>Statements</b> Payments   My Online Profile   Log				
Statement Inquiry Billing Inquiry				
<b>Statements</b>				
Click the "Download" link to view or save your statement.				
Bill Date	Amount	Payments Applied	Outstanding as of Last Billing	Click to Download
06/15/2008	42.60	0.00	42.60	<a href="#">Download</a>
05/15/2008	40.46	40.46	0.00	<a href="#">Download</a>
04/15/2008	40.46	40.46	0.00	<a href="#">Download</a>
03/15/2008	40.25	40.25	0.00	<a href="#">Download</a>
02/15/2008	40.25	40.25	0.00	<a href="#">Download</a>

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