



Billing Customer Service

Frequently Asked Questions (FAQ)

1 I have a problem with my satellite service or equipment?

Please contact our Customer Support Technical Team, available 24 hours a day, 365 days a year.

Email: support@stratosglobal.com

Fax: 1-709-748-4320

Toll Free North America: 1-866-748-4280 (North America), OPTION 1

Toll Free Hong Kong: 852-8100-3613

Worldwide: 1-709-748-4280

2 Can I pay my invoice from a secure website?

Yes, simply go to www.stratosglobal.com/paybill to pay your invoice with a major credit card – VISA, Mastercard, and American Express are accepted.

You will immediately receive a payment confirmation receipt number for your records.

3 Where do I send my payment remittance notice?

Please email your remittance information to: billingcs@stratosglobal.com

4 How do I change my address or contact details?

The easiest way is to complete the form included with your invoice. Otherwise, you can send a written request by fax or email:

FAX: 1-709-748-4396

Email: billingcs@stratosglobal.com

Please include your Account Number (or Billing Profile Code), the old address and the new address, the old contact name and the new contact name.

5 How do I update an email address for services such as Electronic Invoice (PDF) or Call Records?

Please send a written request including your Account Number (or Billing Profile Code), type of service affected (PDF, CDR), old email address and new email address, as well as the effective date, to:

billingcs@stratosglobal.com

6 How do I change a credit card number for Automatic Payments or for Call-In Payments?

To change or add a credit card number, simply return a completed [Credit Card Authorization Form](#).

If you only need to change the expiry date, please email or fax the information to:
 FAX: 1-709-748-4396
 Email: billingcs@stratosglobal.com

Please include your Account Number (or Billing Profile Code) and the last four digits of the credit card on file with your request.

Or by calling the Stratos Billing Customer Service Line (MON-FRI, 7am – 6:30pm EST)
 Toll Free: 1-866-748-4280 (North America)
 Worldwide: 1-709-748-4280 Option 3

Please have your Account Number (or Billing Profile Code) and credit card number ready for the agent to assist you further.

7 How do I terminate, suspend or unsuspend services on my account?

A written request, by fax or email is required to deactivate services on an account. So that we take the expected action, please clearly indicate which of the following applies:

Deactivate to *permanently* terminal services, no further fees
 Reactivate some services can be reactivated but a cost is incurred
 Suspend *temporarily* block the ability to place or receive calls, a monthly fee does apply
 Unsuspend remove a suspension, typically does not have a fee

If you have any questions, please contact our Activations/Cancellations Team, available 24 hours a day, 365 days a year.

In your written request specify what action is required, your Account Number (or Billing Profile Code), and satellite phone numbers -- especially if not all the satellite phone numbers or services on the account are to be deactivated.

Email: activations@stratosglobal.com
 FAX: 1-709-748-4324
 Toll Free: 1-866-748-4280 (North America), OPTION 2
 Worldwide: 1-709-748-4280

8 I've not yet received a confirmation from an activation request that I emailed or faxed to Stratos.

Please contact our Activations/Cancellations Team, available 24 hours a day, 365 days a year.

Email: activations@stratosglobal.com
 FAX: 1-709-748-4324
 Toll Free: 1-866-748-4280 (North America), OPTION 2
 Worldwide: 1-709-748-4280

9 Where can I find my current rate information or how do I add a service to my account?

All pricing and rate information is available from your sales representative. If you would like to know who is managing your account please contact:

Please contact our Customer Support Technical Team, available 24 hours a day, 365 days a year.

Email: support@stratosglobal.com
 Fax: 1-709-748-4320
 Toll Free North America: 1-866-748-4280 (North America), OPTION 1
 Toll Free Hong Kong: 852-8100-3613
 Worldwide: 1-709-748-4280