December 22, 2025

NOTICE:

Service Management & Administration Fee
(Effective February 2026)

Beginning with your February 1, 2026 invoice, NetCarrier will introduce a 2.5% Service Management & Administration (SMA) Fee, calculated on Monthly Recurring Charges (pre-tax and before surcharges).

What this means:

- Replaces all individual MACD (Moves, Adds, Changes, Deletes) charges
- Covers items such as:
- Call-flow or auto-attendant updates
- Feature and configuration changes
- Adding or removing services
- Administrative account updates
- Provides a predictable monthly cost instead of per-change fees

For most customers, this structure results in lower annual costs compared to traditional MACD billing.

Opt-Out Option
Customers may opt out of the SMA Fee using the QR Code below.

Opted-out accounts will not be charged the monthly fee, but non-outage administrative requests will incur a $99 per-request automatically billed charge.

Opt Out: