

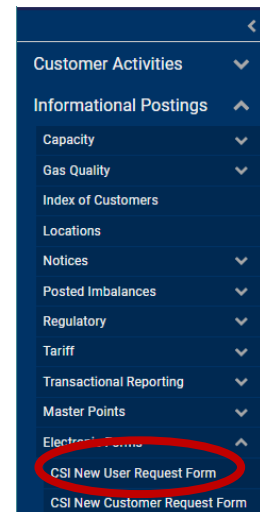
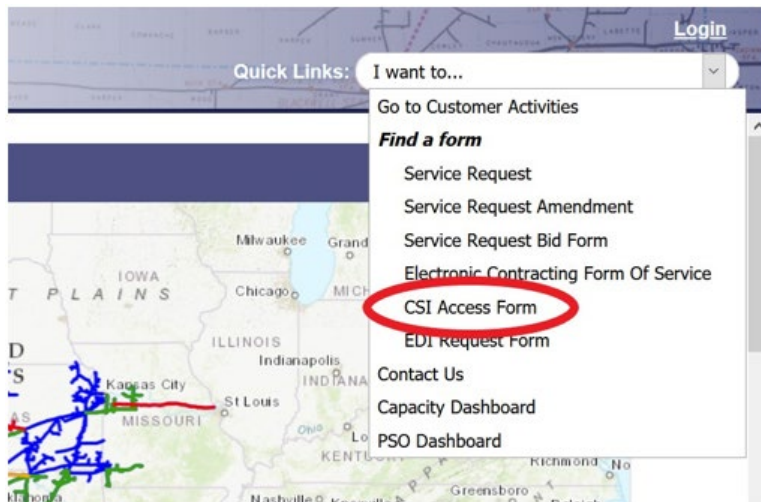
We at Southern Star are very glad you're interested in utilizing the tool our company has available to give our customers access to information. Below you will find the instructions on how to gain access to our EBB, or Customer Service Innovations "CSI" as we refer to it. If you need further assistance, please reach out to sscontractadministration@southernstar.com.

Step 1

- Navigate to the Southern Star CSI homepage by clicking this link: [CSI Homepage](#)

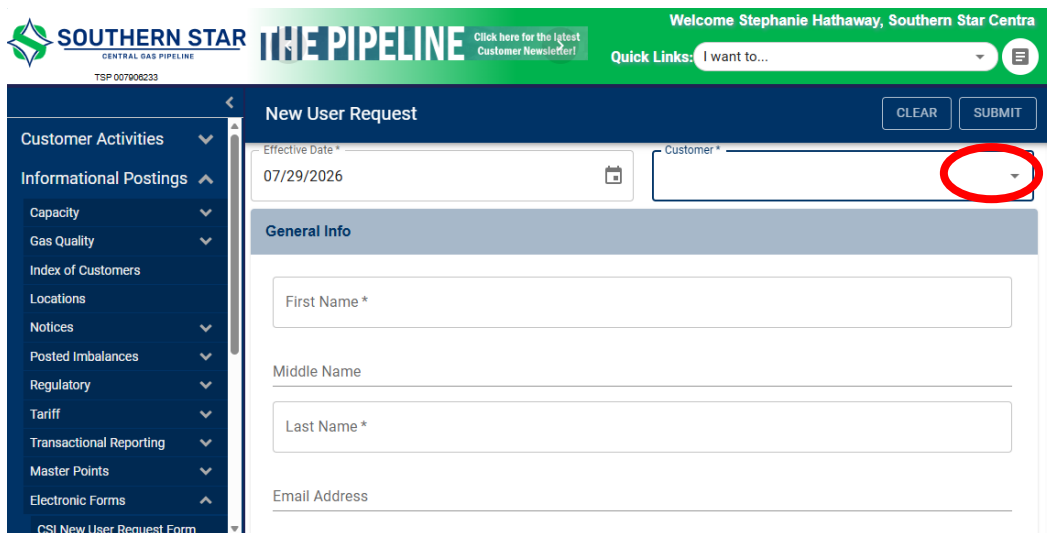
Step 2

- Once on the homepage, either utilize the Quick Links in the top right-hand corner of the page or navigate to the "Electronic Forms" section under "Informational Postings" and select "CSI New User Request Form."



Step 3

- On the New User Request Form, the first step is to input your customer information into the top box. To do this, click on the downward pointing arrow to open a search box to select your customer from our database.



The screenshot shows the 'New User Request' form on the Southern Star CSI homepage. The 'Customer' dropdown menu is highlighted with a red circle. The form includes fields for 'Effective Date' (07/29/2026), 'First Name', 'Middle Name', 'Last Name', and 'Email Address'. The 'General Info' section is currently expanded.

Step 4

- Fill in the required General Information, Address and Phone Numbers

General Info

First Name *

Middle Name

Last Name *

Email Address

Job Title

Address

Line1 *

Line2

City *

State *

Line3

Country *
United States

Postal Code *

Phone Numbers

+1

Primary

Extension

+1

Secondary

Extension

+1

Fax

Extension

Step 5

- Select the desired Job Functions. This will determine what functions you have access to in CSI, what reports you are able to see and what emails/notifications you will receive.

Job Functions

Contracting

☐ Contracting

☐ Service Request Initiator

☐ Service Request Execution

☐ Capacity Release

Scheduling

☐ Nominations

☐ Confirmations

☐ Measurement - External

Invoicing

☐ Invoice Transport Primary

☐ Invoice Transport Secondary

☐ Invoice Transport View Only

☐ Invoice OBA

☐ Invoice Domestic

Notifications

☐ Planned Service Outage

☐ Critical Notice

☐ OFO

Internal Only

☐ Refund

☐ Domestic

Other

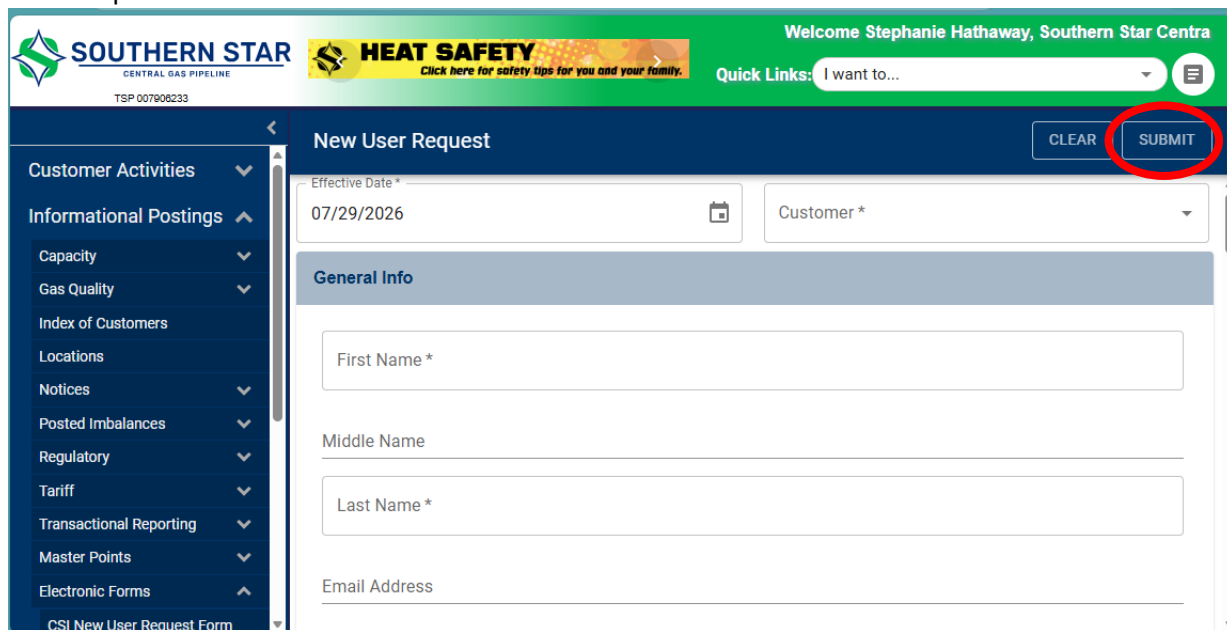
☐ Security Admin

☐ View - External

*Please note that if Service Request Approver and/or Service Request Initiator is selected a separate Electronic Contracting Agreement will need to be completed as well as an Appendix A for each person with this contact type (these documents will be emailed to you by contract administration).

Step 6

- Once completed click the "Submit" button.



The screenshot shows the 'New User Request' form in the Southern Star system. The form is titled 'New User Request' and includes a 'CLEAR' button and a 'SUBMIT' button. The 'SUBMIT' button is circled in red. The form fields include:

- Effective Date: 07/29/2026
- Customer: *
- General Info section with fields for:
 - First Name *
 - Middle Name
 - Last Name *
 - Email Address

*If you receive a red error message after clicking the submit button, this could be due to your company not having a security administrator setup in our system. Please contact Southern Star Contract Administration for further assistance.

Step 7

- When the form is submitted, an email is automatically sent to your company's CSI security administrator for approval. The only action required of them is to reply to the system generated email that they "Approve" or "Deny" the access request. This approval or denial is sent to Southern Star Contract Administration who then finalizes the CSI Access Request. When the access request is finalized, you will receive an email with your login information and registration instructions.