



## Cloud Communications & Connectivity Solutions

- SD-WAN
- MPLS
- Managed Network Services
- UCaaS
- SIP Trunking
- Voice and Data Services



## Additional Advantages of AireCare

*AireCare is more than just paying your bill or opening a repair ticket. With AireCare you can manage your services and account information as well as generate call reports. This simple guide will assist you in these processes. You can quickly navigate topics within this guide by clicking on the topic below.*

### ***How can we help you in AireCare?***

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## We are here to assist you with 24/7 support and any escalation needs

For Billing, Credits, General Questions.

+1 800-825-1055, Option 2.

customerservice@airespring.com

For Out of Service or Trouble Tickets,  
24 hours 7 days a week.

+1 888-288-5010, Option 1.

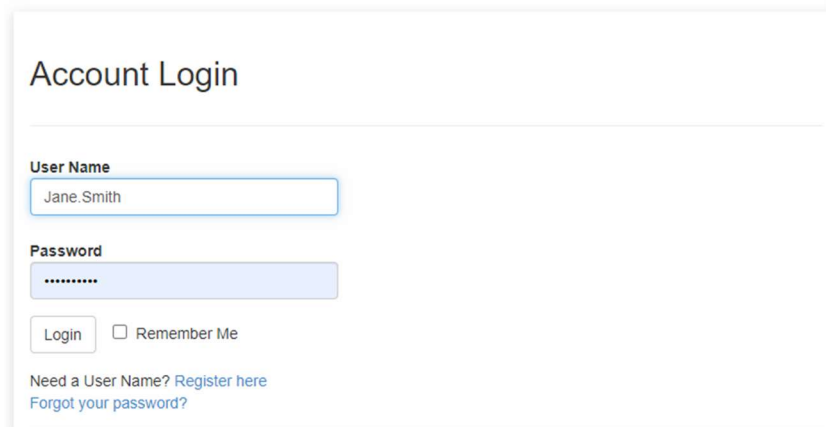
tt@airespring.com

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## Login to AireCare portal to get started

You will need to log into your AireCare account to access various services. Your login credentials are provided at the start of services by the AireSpring Customer Service Team. If for any reason you are unable to access the AireCare portal, you can reach out to us at [800-825-1055, Option 2](tel:800-825-1055).

AireCare URL: <https://airecare.airespring.com/>

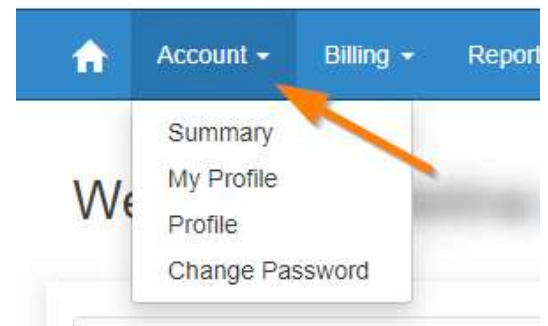


The screenshot shows the 'Account Login' page. It features a 'User Name' field with the text 'Jane.Smith' and a 'Password' field with masked characters. Below the fields are 'Login' and 'Remember Me' checkboxes. At the bottom, there are links for 'Need a User Name? Register here' and 'Forgot your password?'.

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## Let us explore the "Account" tab and learn more about your services

In the "Account" tab, you can see a summary of your account and services, manage your profile and change your AireCare password. It is important to change the initial password provided to you by AireSpring (as well change it on a regular basis for security purposes).

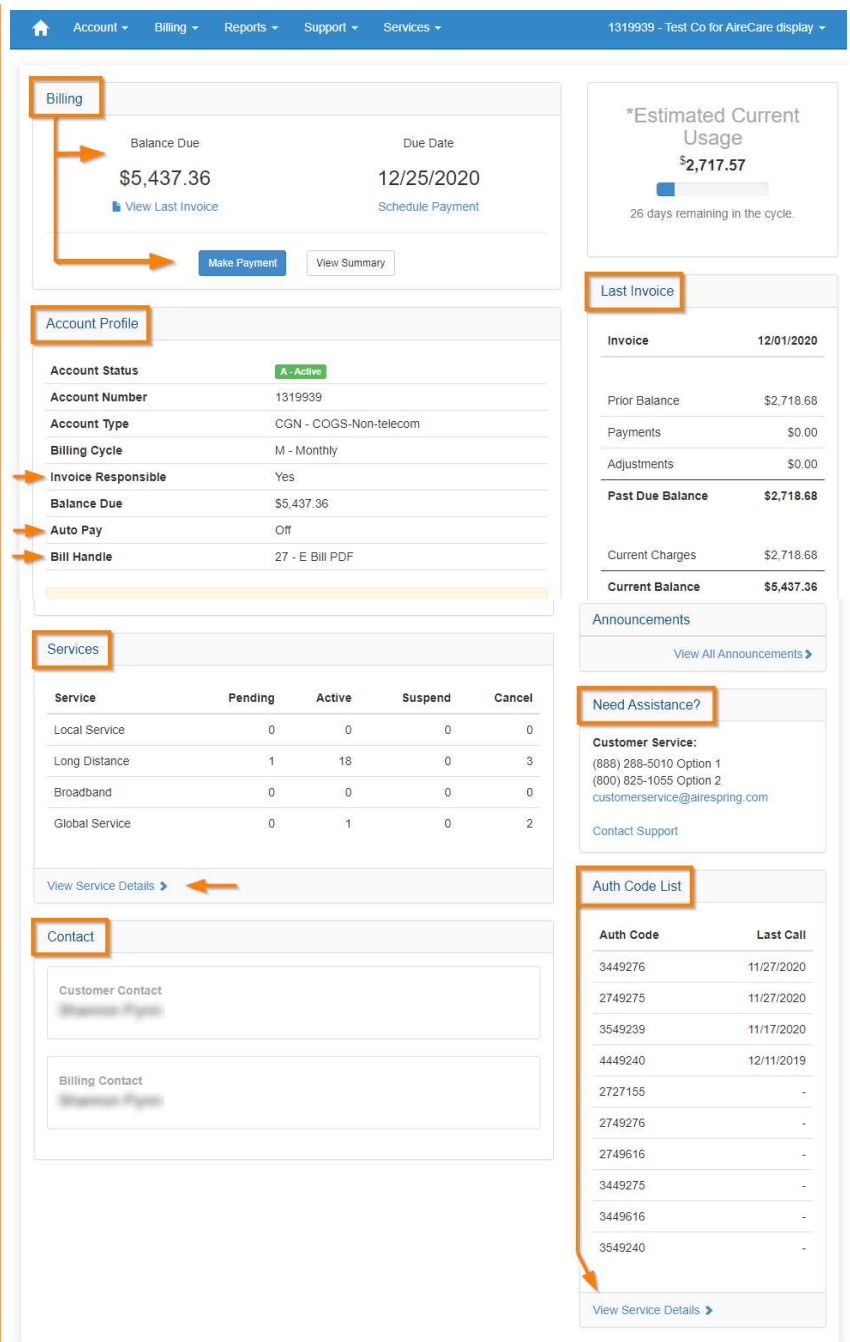


For more assistance, Customer Service at 800-825-1055 Option 2 or customerservice@airespring.com

## 1.1 Account Summary page

On the **Summary** page, you have access to pay your bill and view your account profile. You can see information about your last invoice, ordered services, the assigned account contact, contact information for support requests and you can check your auth code list (DIDs and toll-free numbers).

- **Billing** – Here you can click “*Make Payment*” to pay your bill
- **Account Profile** –
  - ▶ *Invoice Responsibility* indicates if account pays its own invoice. “No” means paid by parent account
  - ▶ *Auto Pay* indicates automatic payments charged to your bank
  - ▶ *Bill Handle* refers to whether your billing is paperless or not
- **Last Invoice** – Information about your last balance, payments and adjustments
- **Services** – This is an overview of your accounts
- **Need Assistance** – Contact information of our Customer Service team
- **Contact** – Displays your customer and billing contacts for your organization



The screenshot displays the Airespring Account Summary page for account 1319939. The page is divided into several sections:

- Billing:** Shows a balance due of \$5,437.36 with a due date of 12/25/2020. It includes buttons for "View Last Invoice", "Make Payment", and "View Summary".
- Account Profile:** Lists account details such as Account Status (A - Active), Account Number (1319939), Account Type (CGN - COGS-Non-telecom), Billing Cycle (M - Monthly), Invoice Responsible (Yes), Auto Pay (Off), and Bill Handle (27 - E Bill PDF).
- Services:** A table showing service usage for Local Service, Long Distance, Broadband, and Global Service.
- Contact:** Displays Customer Contact and Billing Contact information.
- Last Invoice:** Shows invoice details for 12/01/2020, including Prior Balance (\$2,718.68), Payments (\$0.00), Adjustments (\$0.00), and a Past Due Balance of \$2,718.68. The current balance is \$5,437.36.
- Need Assistance?:** Provides customer service contact information: (888) 288-5010 Option 1, (800) 825-1055 Option 2, and customerservice@airespring.com.
- Auth Code List:** A table listing Auth Codes and their Last Call dates.

Service	Pending	Active	Suspend	Cancel
Local Service	0	0	0	0
Long Distance	1	18	0	3
Broadband	0	0	0	0
Global Service	0	1	0	2

Auth Code	Last Call
3449276	11/27/2020
2749275	11/27/2020
3549239	11/17/2020
4449240	12/11/2019
2727155	-
2749276	-
2749616	-
3449275	-
3449616	-
3549240	-

- **Auth Code List** – Here you can review your DIDs, Toll-Free numbers and Circuits

## 1.2 My Profile page

In the **My Profile** section, you can update the contact information of the person listed on the AireCare account. Once you have updated this information, be sure to click **“Save”** so the update is not lost.

**Profile**

Jane	jane.smith@airespring.com
Smith	818-000-0000
Jane.Smith	Enter your mobile number if you wish to receive text message alerts and notifications. ** Carrier rates may apply.

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## 1.3 Profile page

The **Profile** page of AireCare shows the service information for your organization as well as the billing and service address. Please note that the billing and service address cannot be updated through the AireCare portal.

Should you need to update the billing information, please reach out to AireSpring Customer Service at [800-825-1055, Option 2](tel:800-825-1055); if the service address needs to be changed (Ex: your organization is moving), please reach out to our Account Management team at [888-346-3898](tel:888-346-3898).

Account Profile	
Account Status	A - Active
Account Number	1319939
Account Type	CGN - COGS-Non-telecom
Billing Cycle	M - Monthly
Invoice Responsible	Yes
Balance Due	\$2,718.72
Auto Pay	Off
Bill Handle	27 - E Bill PDF

► **Invoice Responsibility** indicates if this account pays its own invoice. “No” means that it is paid by the parent account

► **Auto Pay** lets you know if your payment will automatically be charged to your bank information on file

► **Bill Handle** refers to whether the bill is sent paperless or not

Billing Address	Service Address
US - USA	US - USA
123 Anywhere Lane	123 Anywhere Lane
Address 2 (optional)	Address 2 (optional)
Van Nuys	Van Nuys
CA - CALIFORNIA	ZZ - Update99
91411	91411

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## 1.4 Change Password page

To change/update your password, simply enter in the current password, then the new password twice in the fields below. Before you click **“Submit”** type in a password hint in the fourth box to help recover it later.

\* All fields are required.

Current Password
Password
Confirm Password
Password Hint

**Password Requirements:**

- Password must be at least 7 characters
- Password must have at least one number
- Password must have at least one lower case letter and at least one upper case letter
- Password cannot contain spaces or single quotes
- New password cannot be one used the previous 3 times or within 90 days

You can generate different reports for your business needs from the **“Reports”** tab



## 1.5 Reports Overview page

This page provides an overview and a description of the different reports that can be pulled from the **Analysis Reports** page. By clicking the **“View”** button, you will be directed to the **Analysis Reports** page to run your reports.

Note: Automatic number identification (**ANI**) is a feature that allows a telephone to show the number of the calling party. This allows users to screen their calls.

This section of Customer Access provides on-line access to Usage Analysis Report.

### Analysis Reports

**Executive Summary**  
View Summary information for all Service Numbers.

**ANI Area Code Summary**  
View ANI Call Summary by terminating Area Code.

**Toll Free Area Code Summary**  
View Toll Free Call Summary by terminating Area Code.

**ANI Time Of Day Summary**  
View ANI Call Summary by time of day.

**Toll Free Time Of Day Summary**  
View Toll Free Call Summary by time of day.

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## 1.6 Analysis Reports

Within the **Analysis Reports** page, select the child account you would like to run a report for, then select the billing period of interest, service type (ANI, Toll-Free, Outbound Dedicated), and the Report Template. Once you make your selections, click **"Generate Report"**.

### Analysis Reports

**Step 1: Select Account:**

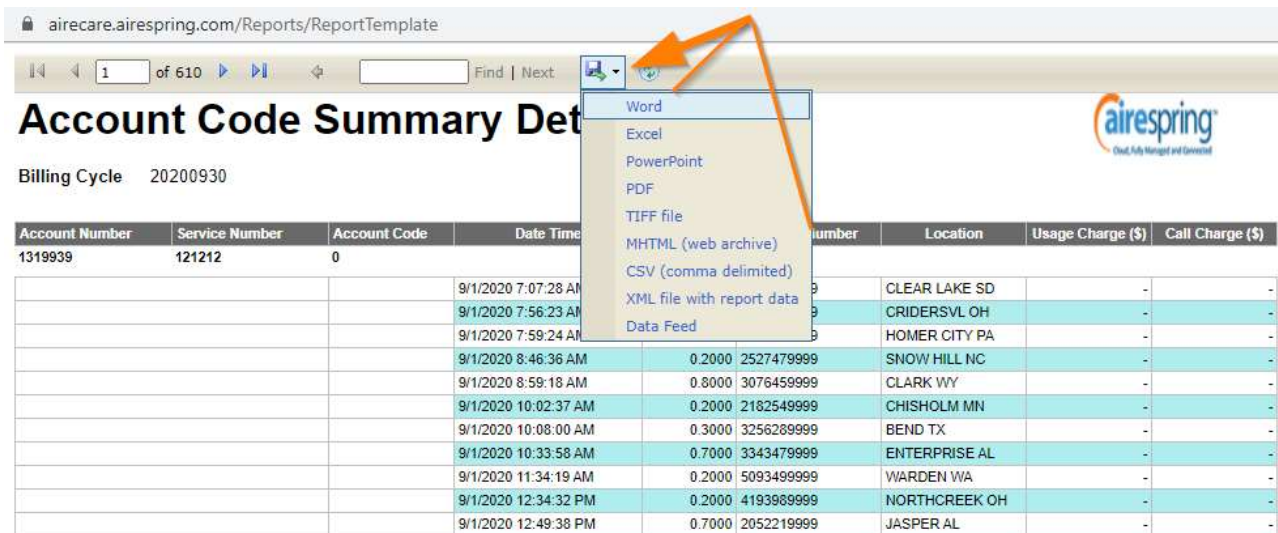
**Step 2: Select Billing Period:**

**Step 3: Select Service Type:**

**Step 4: Select Report Template:**

**Step 5: Generate Report:**

- A report will open in a new window where you will have the option to export to a format of your choice. Note: be sure to have pop ups on your browser enabled for the AireCare site.



Browser address: airecare.airespring.com/Reports/ReportTemplate

### Account Code Summary Detail

Billing Cycle 20200930

Account Number	Service Number	Account Code	Date Time	Usage Charge (\$)	Call Charge (\$)	Location
1319939	121212	0				
			9/1/2020 7:07:28 AM			CLEAR LAKE SD
			9/1/2020 7:56:23 AM			CRIDERSVL OH
			9/1/2020 7:59:24 AM			HOMER CITY PA
			9/1/2020 8:46:36 AM	0.2000	2527479999	SNOW HILL NC
			9/1/2020 8:59:18 AM	0.8000	3076459999	CLARK WY
			9/1/2020 10:02:37 AM	0.2000	2182549999	CHISHOLM MN
			9/1/2020 10:08:00 AM	0.3000	3256289999	BEND TX
			9/1/2020 10:33:58 AM	0.7000	3343479999	ENTERPRISE AL
			9/1/2020 11:34:19 AM	0.2000	5093499999	WARDEN WA
			9/1/2020 12:34:32 PM	0.2000	4193989999	NORTHCREEK OH
			9/1/2020 12:49:38 PM	0.7000	2052219999	JASPER AL

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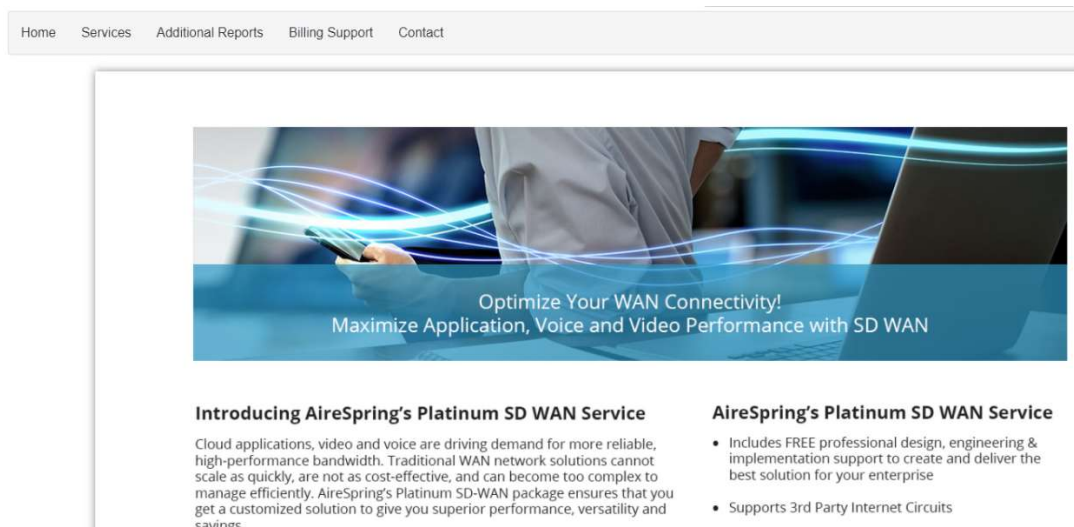
## You can also manage your services through the AireCare portal.

The **“Manage Services”** section of AireCare can be accessed by clicking the link under the **“Services”** tab. You will be taken to [services.airespring.com](https://services.airespring.com) to access and manage your services.



### 1.7 Home page of the Services site

Here you can find the latest information regarding available AireSpring services for you.

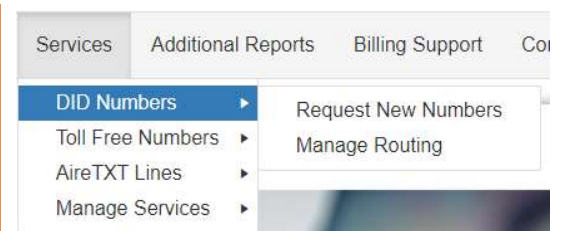


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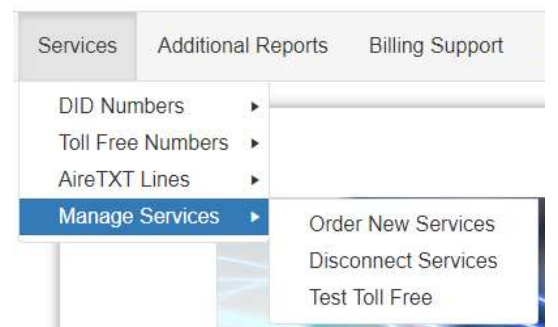
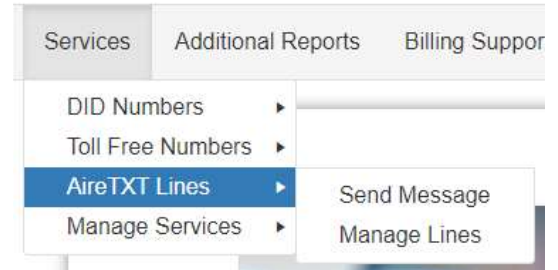
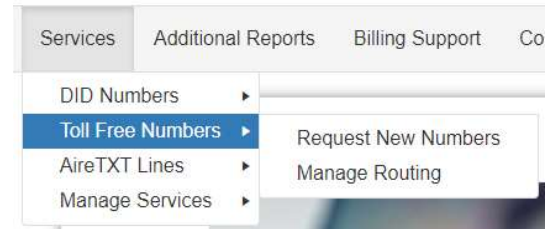
### 1.8 Services tab

Within this tab, you can request or manage your voice services. Below are some options for you:

- You can use the **“DID Numbers”** option to request new numbers by providing the address of the requested number (for 911 services) and preferred area code and prefix (NPA/NXX). You can also manage the routing of your phone numbers here.



- Under the **“Toll Free”** dropdown, you can request new toll-free numbers easily by selecting which account to order the toll-free numbers under, then selecting the quantity of numbers. You can also manage the routing of your toll-free numbers.
- You can send text messages through the **“Send Message”** option under **“AireTXT Lines”**. Select the eligible AireTXT number you would like to send the message from, then enter the destination number, type your message and click **“Send”**. Manage which lines include the AireTXT feature through the **“Manage Lines”** option.
- In the **“Manage Services”** drop-down menu, you can locate the resources needed to order new services or disconnect existing services. You can also test toll free numbers associated to your AireSpring account through this portal by clicking **“Test Toll Free”**.

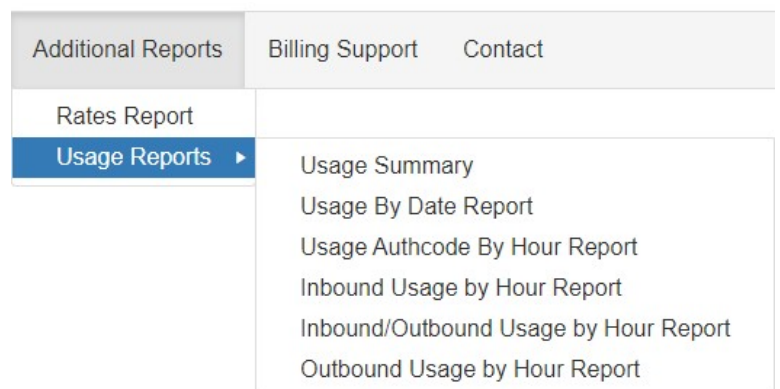


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## 1.9 Additional Reports tab

Additional reports are available should you want more specific views of your account’s usage.

- Once you click on the type of report you want to run, you will be directed to select a child account, then the reporting date. The report will then be viewable in the browser window.





- Example report:

AireCare Reporting

1 of 1

Select a format Export

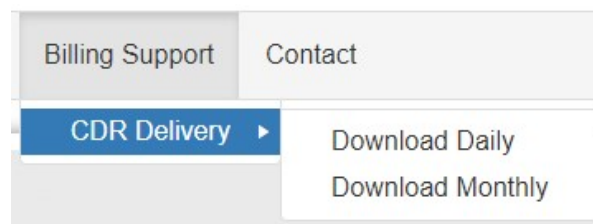
Usage By Date Details: 1319939 - Test Co for AireCare display

Call Date	Calls	Minutes	Amount
6/1/2020	1,867	5,008.2	\$276.38
6/2/2020	703	2,864.3	\$256.67
6/3/2020	949	1,288.0	\$96.71
6/4/2020	1,192	985.7	\$55.06

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### 1.10 Billing Support tab

Here in the billing support section of the services site, you can download a monthly or daily Call Detail Record (CDR), which is the detail of a phone call established through the telephone exchange - including an automated record of the length of each telephone call. This can be downloaded as a ZIP, TXT or CSV file.



- "Monthly CDR File Layout" is a sheet available with descriptions of each of the columns within the CDR.

Download Monthly CDR

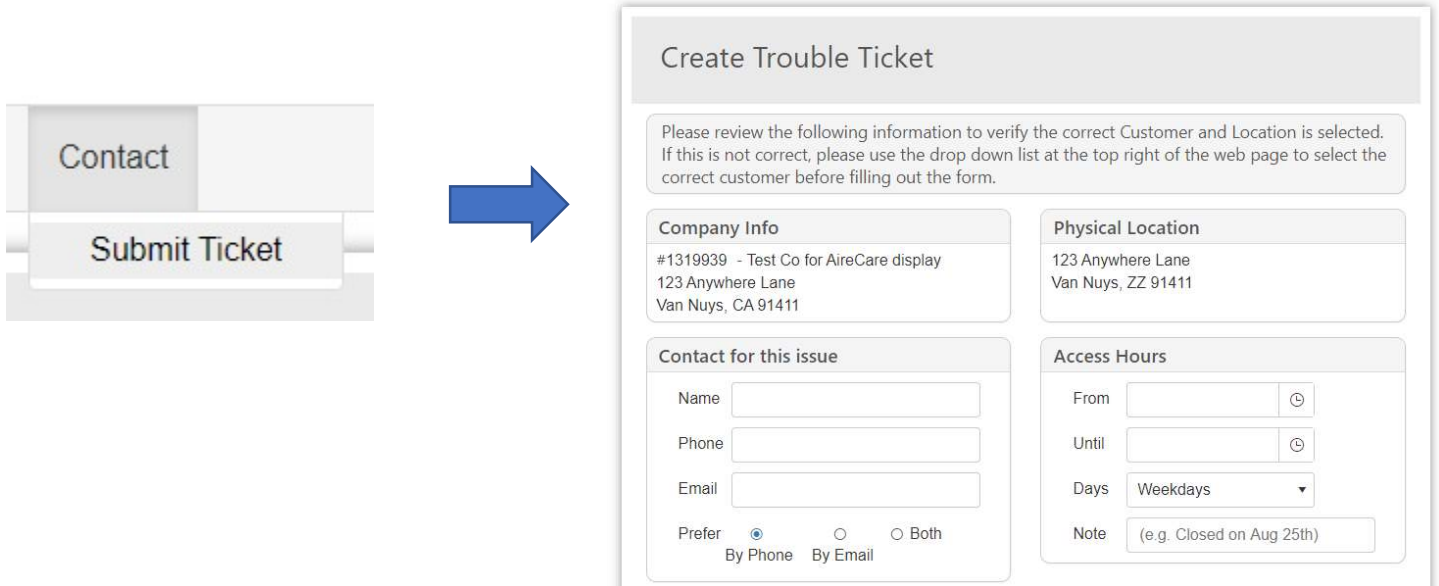
October 2020 CSV (comma delim...) Download

[Monthly CDR File Layout](#)

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## 1.11 Contact tab

Through this tab, you can access the **“Support”** option to open a repair ticket with AireSpring.



The diagram illustrates the process of creating a trouble ticket. On the left, a 'Contact' tab is shown with a 'Submit Ticket' button. A blue arrow points to the right, leading to a 'Create Trouble Ticket' form. The form includes a warning message, a 'Company Info' section with pre-filled data, a 'Physical Location' section, a 'Contact for this issue' section with input fields for Name, Phone, and Email, and radio buttons for 'Prefer By Phone', 'By Email', and 'Both'. The 'Access Hours' section includes 'From' and 'Until' time pickers, a 'Days' dropdown menu set to 'Weekdays', and a 'Note' field with an example: '(e.g. Closed on Aug 25th)'.

**Create Trouble Ticket**

Please review the following information to verify the correct Customer and Location is selected. If this is not correct, please use the drop down list at the top right of the web page to select the correct customer before filling out the form.

**Company Info**  
#1319939 - Test Co for AireCare display  
123 Anywhere Lane  
Van Nuys, CA 91411

**Physical Location**  
123 Anywhere Lane  
Van Nuys, ZZ 91411

**Contact for this issue**

Name

Phone

Email

Prefer  By Phone  By Email  Both

**Access Hours**

From

Until

Days Weekdays

Note

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## Frequently Asked Questions

### 1. How do I make a payment?

You can use the home page shortcut to quickly make a payment. Click **"Make Payment"** to be directed to the payment page where you can select the payment amount, date and method. Or, you can access this through the **"Billing"** drop-down menu and select **"Make Payment"** to be directed to payment page.

Note: There is also an option to set your card on automatic payment by clicking the small box in the payment page.

### 2. Where can I see the status of my repair ticket?

This is currently not available on AireCare, but you can submit a ticket using the **"Support"** drop-down menu, then click on **"Submit Repair Ticket"** and you will be directed to an online form. Populate all the desired information and then click **"Submit Ticket"**. The system will generate a Ticket Number which will automatically be sent to the Airespring Repair team. Tickets will be picked up by a technician depending on the order in which it was received. For updates on a ticket, contact our Repair team at 888-288-5010, Option 1.

### 3. How do I download international calling rates?

Using the **"Services"** drop-down menu, select **"Manage Services"** and you will be directed to [services.airespring.com](https://services.airespring.com). Here, use the **"Additional Reports"** option and select **"Rates Report"**. Then choose which rate plan you would like to see and select **"View Rates"** in that row. You will see the usage rate plans with the descriptions. For international rates, click on the **"View Rates"** link for Outbound Dedicated International with the most recent date assigned. A new page will pop up with another link to click that will display the rates for international dialing. Note: *You can only access this option if your account has an international calling plan.*

### 4. How do I view Parent-child account?

If you are logged in on the parent account (main account), the option to view your other locations should be available. Click the account number and company name at the upper right-hand corner of the home page. It will show a drop-down menu with options to the home, profile, and change account pages. By clicking **"Change Account"**, you will see the list of child accounts; choose the account you wish to view.

### 5. How do I download Call Data Records (CDR)?

Under **"Services"** on the home page of AireCare, click on **"Manage Services"** and you will be directed to a new page. Through **"Billing Support"**, then **"CDR Delivery"**, choose to download Daily CDR or Monthly CDR. Note: Daily CDR is an add on feature with a corresponding cost, however, a Monthly CDR is free to download as soon as the bill generation is completed.

## 6. What are the different Call Types in the CDR?

EI – Outbound Dedicated International	8E – Toll Free Inbound Dedicated
EM – Outbound Dedicated Mexico	TT – Dedicated Toll-Free Termination
EX – Outbound Dedicated Canada	LI – DID Inbound Calls
8K – Toll-Free Inbound Dedicated Canada	LM – Local Outbound
LA – Local Directory Assistance	8G – Toll-Free Dedicated Indeterminate
OA – Directory Assistance	OG – Outbound Dedicated Indeterminate
OE – Outbound Dedicated	

## 7. Is there a charge fee for any card payments?

There is no fee for invoices billing \$4,000.00 or less (within one billing period). Payments can be processed in AireCare or by the Customer Service team for no charge. For invoices billing above \$4,000.00 (within one billing period), there is a required 3% credit card special handling fee.

## 8. How do I view and forward the DID and Toll free from the manage routing tool?

From the home page of AireCare, go to the **“Services”** tab and click on **“Manage Services”**, you will be directed to a new page. Under the **“Services”** tab, you will find the **“Manage Routing”** option under **“DID Numbers”** and **“Toll Free Numbers”**. The manage routing page will show you the list of DIDs or toll-free numbers you can route or forward to any IP address or telephone number. Note: this feature is an add-on to AireCare and charges may apply.

## 9. How do I request new DID from the portal?

From the home page of AireCare, go to the **“Services”** tab and click on **“Manage Services”**, you will be directed to a new page. Under the **“Services”** tab, you will find options for **“Request New Numbers”** within **“DID Numbers”** and **“Toll Free Numbers”**. Populate all necessary fields in the online form to order numbers. Make sure you include the quantity of numbers and click **“Add”** and submit.

Your request will be sent directly to [MACD@airespring.com](mailto:MACD@airespring.com). A Service Delivery Specialist will contact you with any questions within 24-48 business hours. Requests generally take anywhere from 5 to 20 business days to complete depending on the change type. Charges are as described in your contract. You can send a follow up email to [MACD@airespring.com](mailto:MACD@airespring.com) for any other inquiries.

## 10. Can I monitor my service on AireCare?

There is currently no option to do this on AireCare. There is a different portal called AIRENMS where you can monitor your circuit 24/7. For assistance, you may call Customer Service at 800-825-1055 Option 2 or send an email to [customerservice@airespring.com](mailto:customerservice@airespring.com).

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