

AireCare

Advanced DID and Toll Free Number Management, Ordering and Routing Portal

AireSpring's online customer portal, AireCare provides you with 24/7/365 access to your essential and mission critical telecommunications services so you can manage your communications needs in real-time. Order additional toll free numbers (TFNs) or DIDs in minutes using AireCare. Quickly set up new service to accommodate tracking for marketing campaigns, assist with new product roll outs, product recall campaigns, emergencies or to improve contact center effectiveness. Make changes to your service as your call volume or business needs change – use features like AireCare's time-of-day and percentage allocation routing to easily view, set, and change the routing for all your toll free numbers and **even your DIDs!**

AireSpring Routing Functionality Includes:

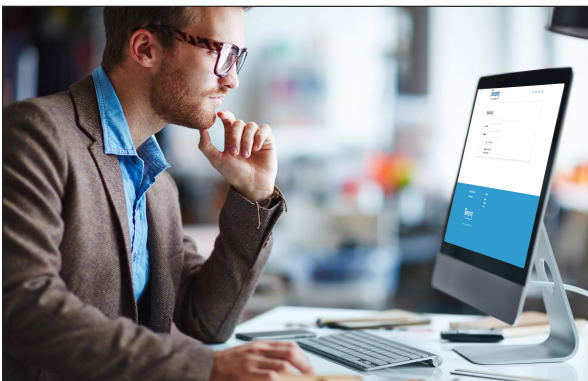
- Time-of-day, day-of-week and holiday routing
- Geographic routing (originating number plan area (NPA), NPA-NXX or 10-digit automatic number)
- Identification (ANI), state or LATA of caller
- Percentage-allocation routing
- Direct termination overflow (DTO) routing
- Trunk Group (DTO) routing
- In-switch overflow trunk (DTO) routing
- Busy-ring-no-answer (BRNA) routing
- Alternate call plan routing

View and download usage reports in .xml or .csv file format, review current rates and other useful information about your account. You can even order TFNs and DIDs via AireCare in real-time.

AireCare is accessible from anywhere via a web browser, allowing routing changes to be made instantly to ensure business continuity, or assist with disaster recovery. Using the AireCare portal, you can easily move traffic between contact centers or other locations to respond to unexpected increases in call volume, holidays and weekend hours, emergencies, or “follow the sun” scheduling. Decide whether to route to each one in turn, or build a schedule that changes with time of day, allowing you to easily and automatically handle repeated changes.

Set up your service quickly and get answers to any questions from our dedicated support team.

To get started using AireCare, visit <https://airecare.airespring.com>



FEATURES & BENEFITS

- **Get New DIDs in the USA and Canada in real-time!**
Edit, change and redirect 24/7 as needed
- **Get New Toll-Free Numbers assigned in minutes!**
Edit, change and redirect 24/7 as needed
- **Real-Time, Sophisticated Routing Functionality:**
Time-of-Day, day-of week and holiday routing, DTO, BRNA, Percentage Allocation plus many more options let you easily move traffic between locations or even trunk groups in real time, to respond to unexpected call volume, emergencies, or other situations – instantly!
- **Unparalleled Control:**
Up to eight routes can be set per number, with the system routing to each one in turn, or build a timed schedule.
- **Call Forwarding:**
Toll Free numbers can be routed to any number, including mobile phone numbers, providing maximum flexibility.
- **Call Detail Records (CDRs):**
CDRs are downloadable and can be exported in .xml or .csv format.
- **AireTXT Integration:**
Full support for our AireTXT service. Send and receive SMS text messages from within the AireCare portal.

The AireSpring Advantage™

- Fully Managed Network with QoS:** Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).
- Eliminate Finger Pointing Between Providers:** All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).
- Largest Available Coverage:** We cover more locations than anyone else on our network, with the largest combined footprint.
- Reliable and Diversified Network:** AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.
- Free 24/7 Proactive WAN Network Monitoring Service:** Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).
- Personalized Service:** AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.
- AireCare Online Customer Portal:** Benefit from convenient real-time rerouting and management of Toll-Free numbers and DIDs. Control services with percentage allocation, manual and time-of-day routing. Update switches in real time and easily move traffic between locations, for a key component in disaster recovery. Easily view and manage account billing and payment services, view reports and access online support.



AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899,
email sales@airespring.com, or visit our website at www.airespring.com

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