



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?

[Contact us](#)

[Log in to your Account](#)

[Manage your Profile](#)

[Generate Reports](#)

[Manage your Services](#)

[Order DID numbers](#)

[Order Toll Free Numbers](#)

[Test your Toll Free](#)

[View Additional Reports](#)

[Get Daily or Monthly CDR Reports](#)

[Get Support for Services](#)

[Frequently Asked Questions](#)

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.



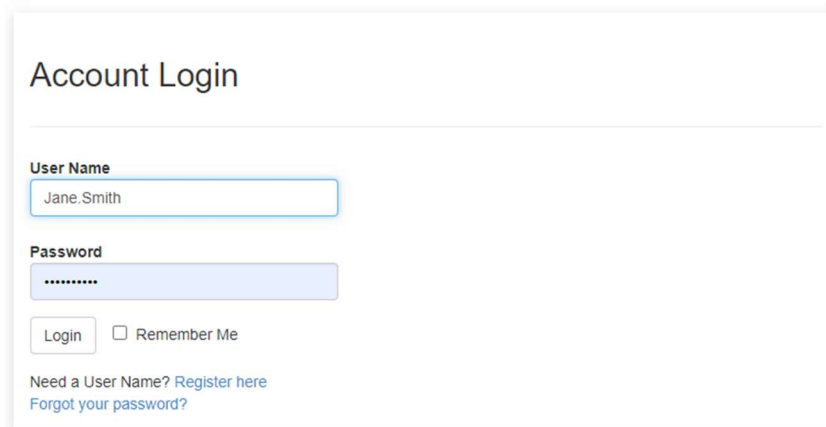
tt@airespring.com

[Back to Menu](#)

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).

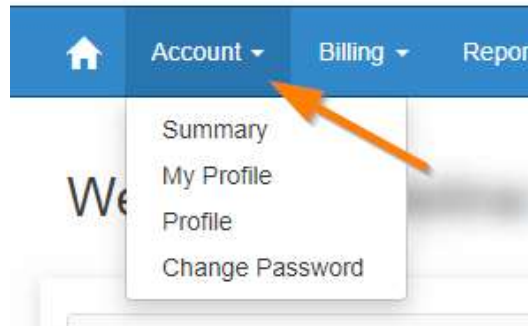
AireCare URL: <https://airecare.airespring.com/>



The screenshot shows a web form titled "Account Login". It contains two input fields: "User Name" with the text "Jane.Smith" and "Password" with masked characters "*****". Below the fields is a "Login" button and a checkbox labeled "Remember Me". At the bottom, there are two links: "Need a User Name? Register here" and "Forgot your password?".

[Back to Menu](#)

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).

1.1 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

[Back to Menu](#)

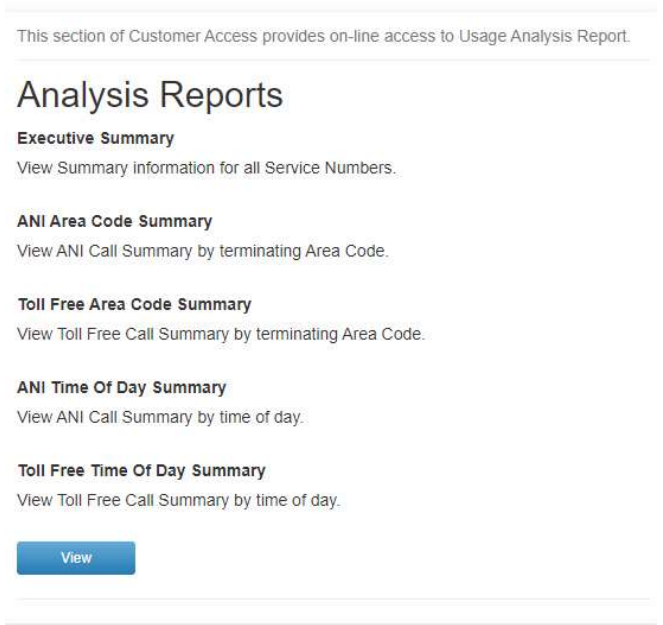
You can generate different reports for your business needs from the “Reports” tab



1.2 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.

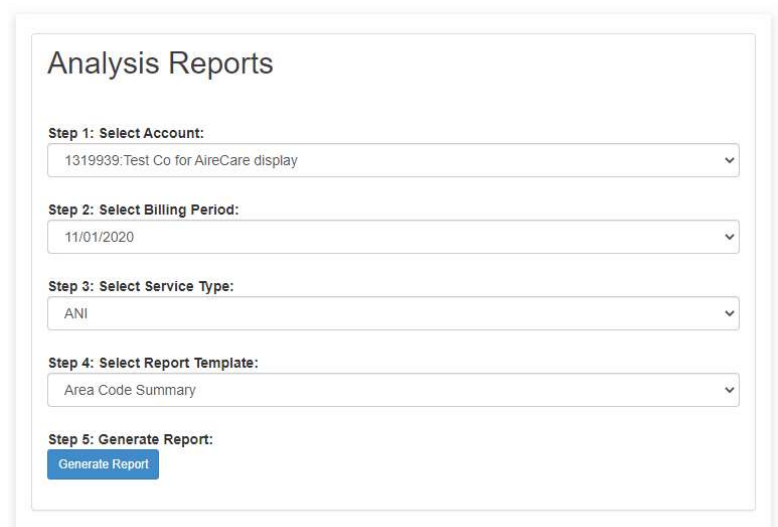
Note: Automatic number identification (**ANI**) is a feature that allows a telephone to show the number of the calling party. This allows users to screen their calls.



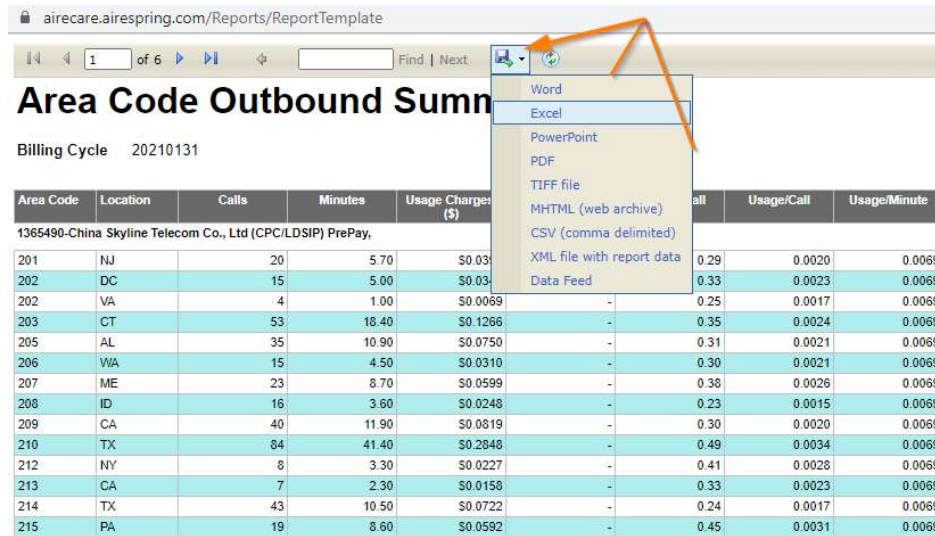
[Back to Menu](#)

1.3 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**”.



- 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.

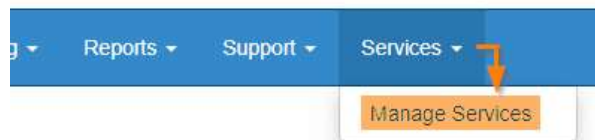


Area Code	Location	Calls	Minutes	Usage Charges (\$)	all	Usage/Call	Usage/Minute
1365490-China Skyline Telecom Co., Ltd (CPC/LDSIP) PrePay,							
201	NJ	20	5.70	\$0.03			
202	DC	15	5.00	\$0.03	0.33	0.0023	0.0069
202	VA	4	1.00	\$0.0069	-	0.25	0.0017
203	CT	53	18.40	\$0.1266	-	0.35	0.0024
205	AL	35	10.90	\$0.0750	-	0.31	0.0021
206	WA	15	4.50	\$0.0310	-	0.30	0.0021
207	ME	23	8.70	\$0.0599	-	0.38	0.0026
208	ID	16	3.60	\$0.0248	-	0.23	0.0015
209	CA	40	11.90	\$0.0819	-	0.30	0.0020
210	TX	84	41.40	\$0.2848	-	0.49	0.0034
212	NY	8	3.30	\$0.0227	-	0.41	0.0028
213	CA	7	2.30	\$0.0158	-	0.33	0.0023
214	TX	43	10.50	\$0.0722	-	0.24	0.0017
215	PA	19	8.60	\$0.0592	-	0.45	0.0031

[Back to Menu](#)

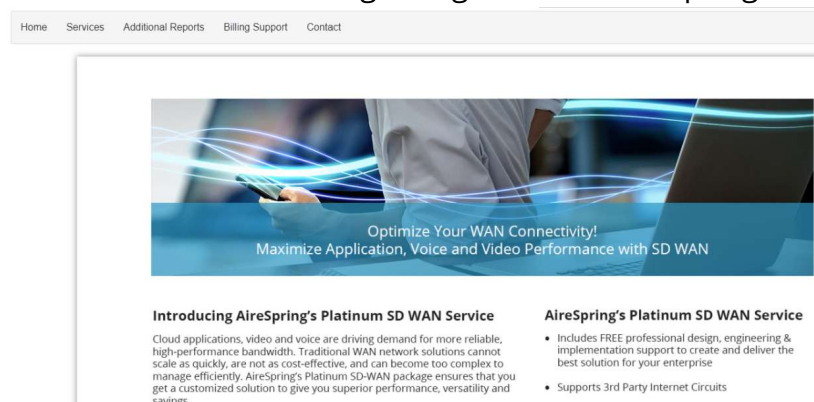
You can also manage your services through the AireCare portal.

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 to access and manage your services.



1.4 Home page of the Services site

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



Home Services Additional Reports Billing Support Contact

Optimize Your WAN Connectivity!
Maximize Application, Voice and Video Performance with SD WAN

Introducing AireSpring's Platinum SD WAN Service

Cloud applications, video and voice are driving demand for more reliable, high-performance bandwidth. Traditional WAN network solutions cannot scale as quickly, are not as cost-effective, and can become too complex to manage efficiently. AireSpring's Platinum SD-WAN package ensures that you get a customized solution to give you superior performance, versatility and savings.

AireSpring's Platinum SD WAN Service

- Includes FREE professional design, engineering & implementation support to create and deliver the best solution for your enterprise
- Supports 3rd Party Internet Circuits

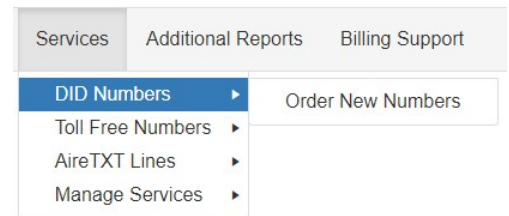
[Back to Menu](#)

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

1.5 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 preferred US State, area code and prefix (NPA/NXX) or the Rate Center. Also add the Quantity of numbers you would like to request.



► Services tab – Ordering new DID Numbers

Order New DID Numbers

State

New York

NPA

315

NXX

XXXX

Rate Center

SEQ

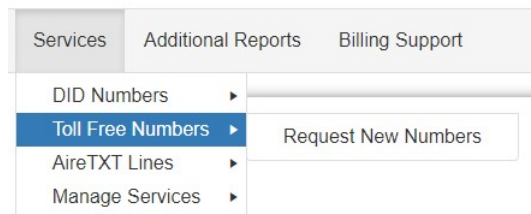
QTY

10

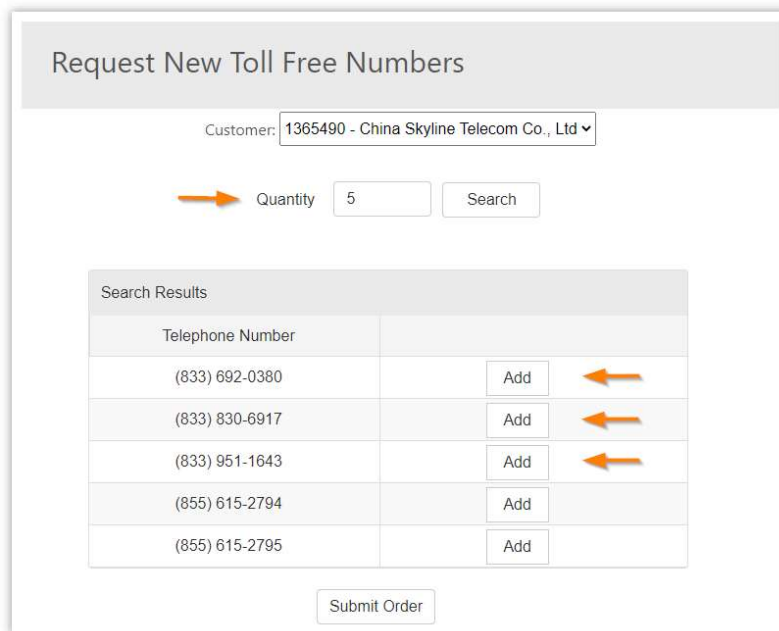
Search

Search Results				
State	Telephone Number	Rate Center	LATA	
NY	(315) 508-7174	LITTLE FLS	136	Add
NY	(315) 508-7178	LITTLE FLS	136	Add
NY	(315) 508-7179	LITTLE FLS	136	Add
NY	(315) 508-7180	LITTLE FLS	136	Add
NY	(315) 508-7182	LITTLE FLS	136	Add
NY	(315) 508-7184	LITTLE FLS	136	Add
NY	(315) 508-7185	LITTLE FLS	136	Add
NY	(315) 508-7187	LITTLE FLS	136	Add
NY	(315) 508-7188	LITTLE FLS	136	Add
NY	(315) 508-7189	LITTLE FLS	136	Add

- 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.



► Services tab – Request New Toll Free Numbers



Request New Toll Free Numbers

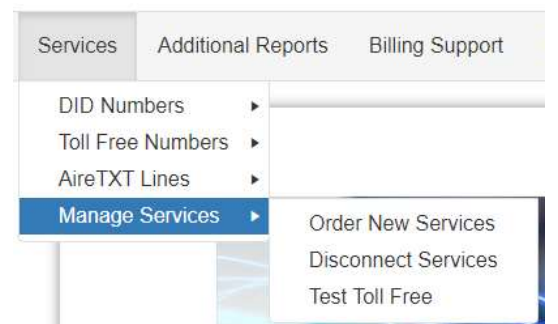
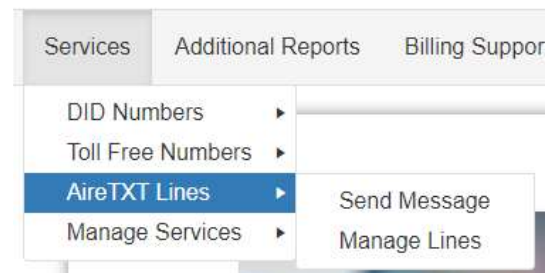
Customer: 1365490 - China Skyline Telecom Co., Ltd

Quantity 5 Search

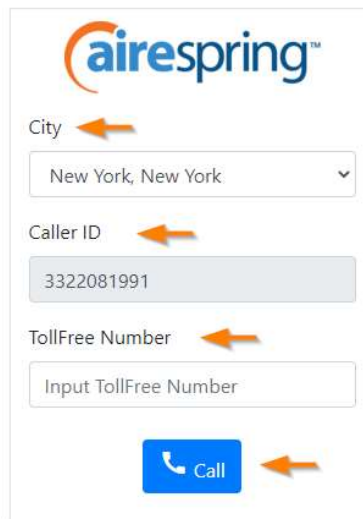
Search Results	
Telephone Number	
(833) 692-0380	Add
(833) 830-6917	Add
(833) 951-1643	Add
(855) 615-2794	Add
(855) 615-2795	Add

Submit Order

- 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”**.



► Services tab – Test Toll Free Numbers

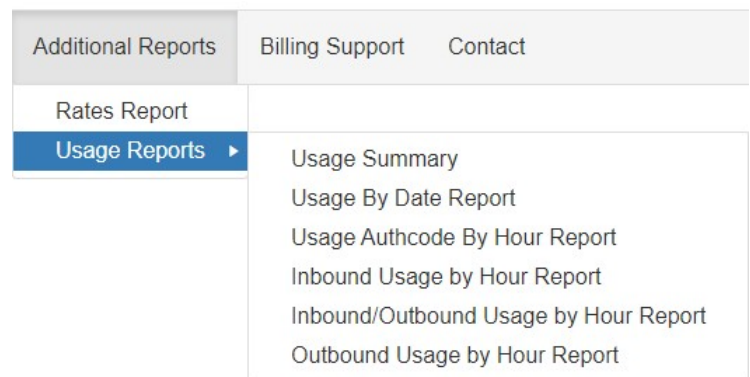


[Back to Menu](#)

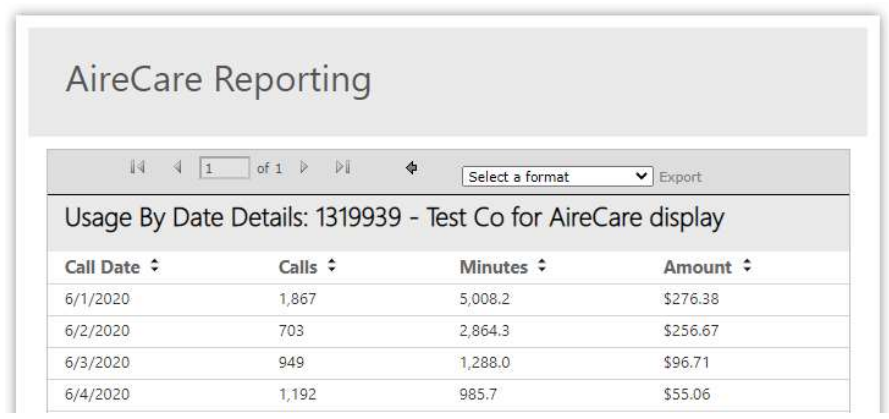
1.6 Additional Reports tab

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:

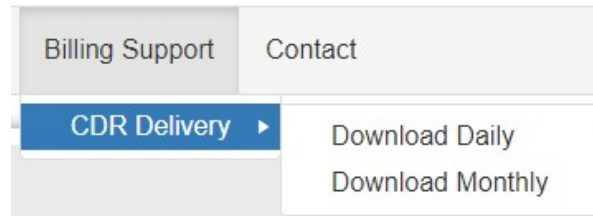


Call Date	Calls	Minutes	Amount
6/1/2020	1,867	5,008.2	\$276.38
6/2/2020	703	2,864.3	\$256.67
6/3/2020	949	1,288.0	\$96.71
6/4/2020	1,192	985.7	\$55.06

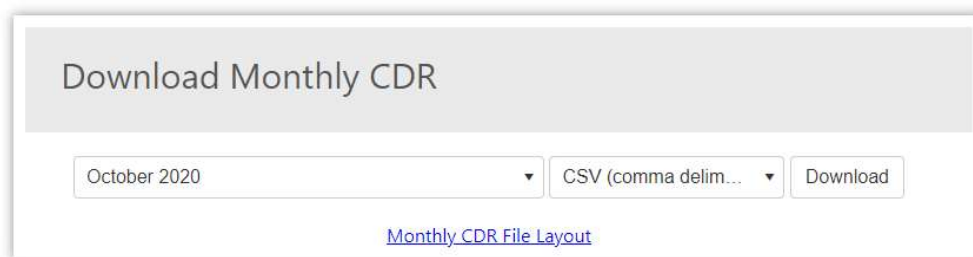
[Back to Menu](#)

1.7 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.

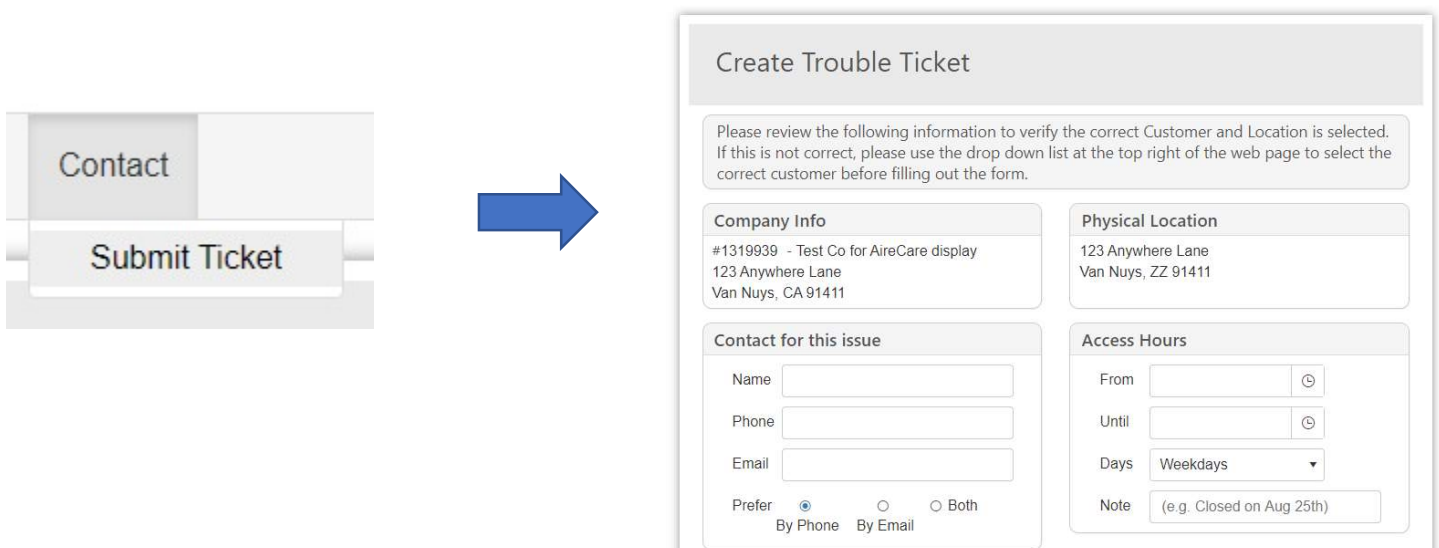


The image shows a form titled "Download Monthly CDR". It features a dropdown menu for the month, currently set to "October 2020". To the right of the month dropdown is another dropdown menu for the file format, currently set to "CSV (comma delim...)". To the right of the file format dropdown is a "Download" button. Below the form is a link labeled "Monthly CDR File Layout".

[Back to Menu](#)

1.8 Contact tab

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



The image shows a "Create Trouble Ticket" form. On the left, there is a "Contact" tab and a "Submit Ticket" button. A blue arrow points from the "Submit Ticket" button to the form. The form contains the following sections:

- 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, and Email input fields. Below these are radio buttons for "Prefer" with options: "By Phone" (selected), "By Email", and "Both".
- Access Hours:** "From" and "Until" input fields with calendar icons, a "Days" dropdown menu set to "Weekdays", and a "Note" input field with the example text "(e.g. Closed on Aug 25th)".

[Back to Menu](#)

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. 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. 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.

[Back to Menu](#)