



## Cloud Communications & Connectivity Solutions

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



## Starting out with the AireCare Portal

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*AireSpring offers all our customers a user-friendly, enhanced interface to view and manage their account, billing, and payment services. You can quickly navigate topics within this guide by clicking on the topic below.*

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

[Contact us](#)

[Update your AireCare password](#)

[Pay your AireSpring bill](#)

[Frequently Asked Questions](#)

[Set up your AireCare account](#)

[Get information on AireCare homepage](#)

[Open a Support Ticket](#)

## 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.

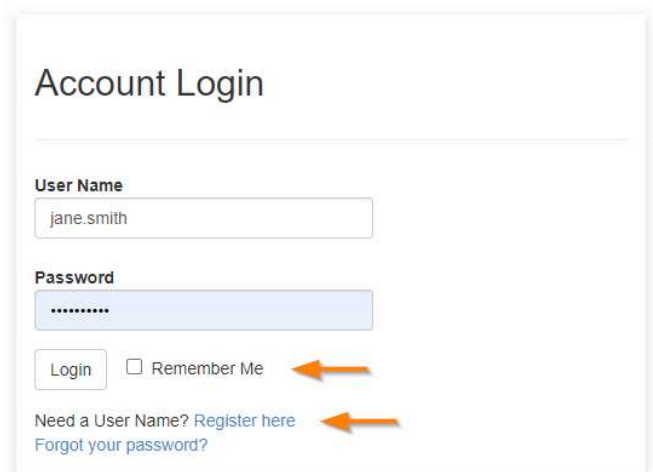
tt@airespring.com

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## Customer Service will provide you access to AireCare, but you can also register your account directly

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

- Once your services are activated, you will receive a “Welcome Call” from AireSpring’s Customer Service team with information regarding your AireSpring services. If you need immediate assistance, you can reach out directly by phone at [800-825-1055 Option 2](tel:800-825-1055) / [customerservice@airespring.com](mailto:customerservice@airespring.com)
- Our Customer Service Representative will provide you with your AireCare login credentials and information to get you started.
- On the AireCare login page, you can find a link to register your account. Once you click that link, a registration page will appear, and it will require you to input your account number, billing zip code, invoice date and invoice bill amount. This information is necessary to ensure you are authorized to access the account.



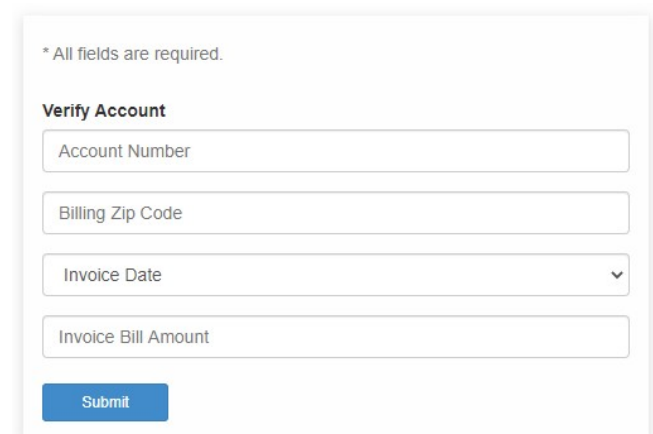
Account Login

User Name  
jane.smith

Password  
.....

Login  Remember Me

Need a User Name? [Register here](#)  
Forgot your password?



\* All fields are required.

Verify Account

Account Number

Billing Zip Code

Invoice Date

Invoice Bill Amount

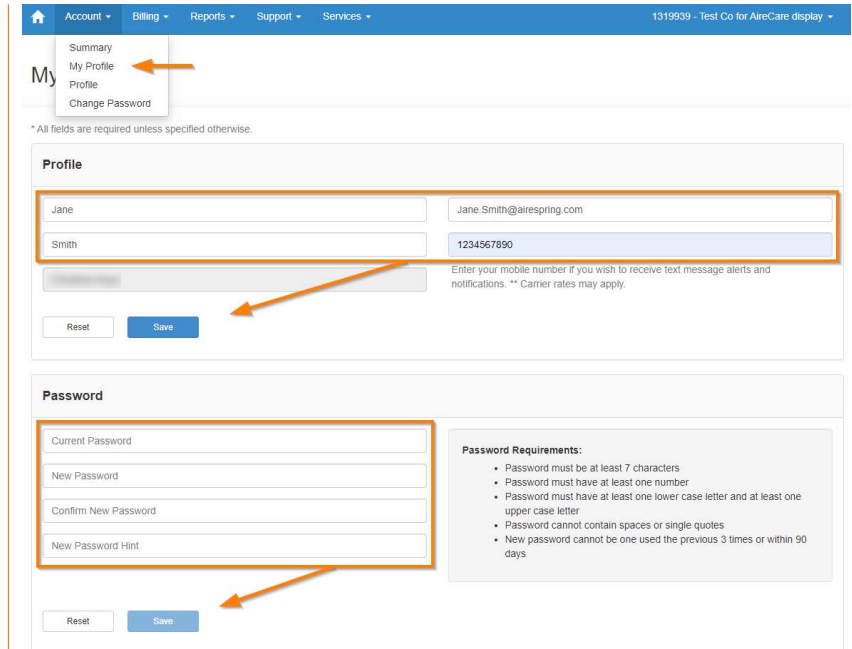
Submit

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## You can update your account password after your initial log in (for your security)

A simple way to update your profile information and AireCare password is to access **“My Profile”** from the **“Account”** dropdown menu.


- Under the profile section, you can update the username, account email and enter a mobile number (for account updates via text messages).
- For security purposes, be sure to update the temporary password provided by AireSpring Customer Service to a secure password of your own.

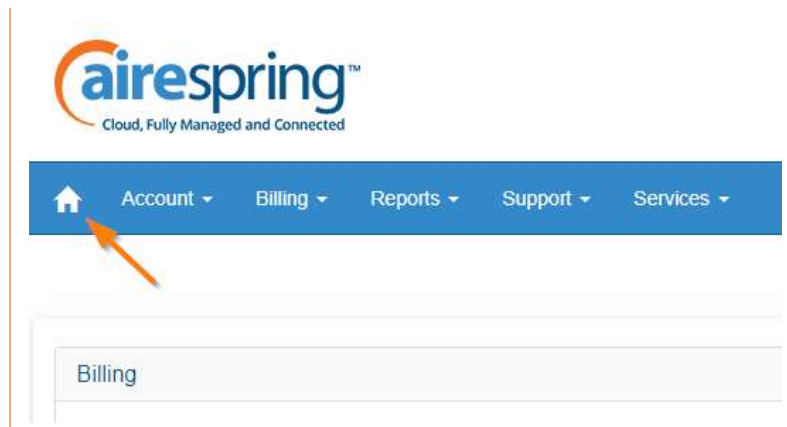


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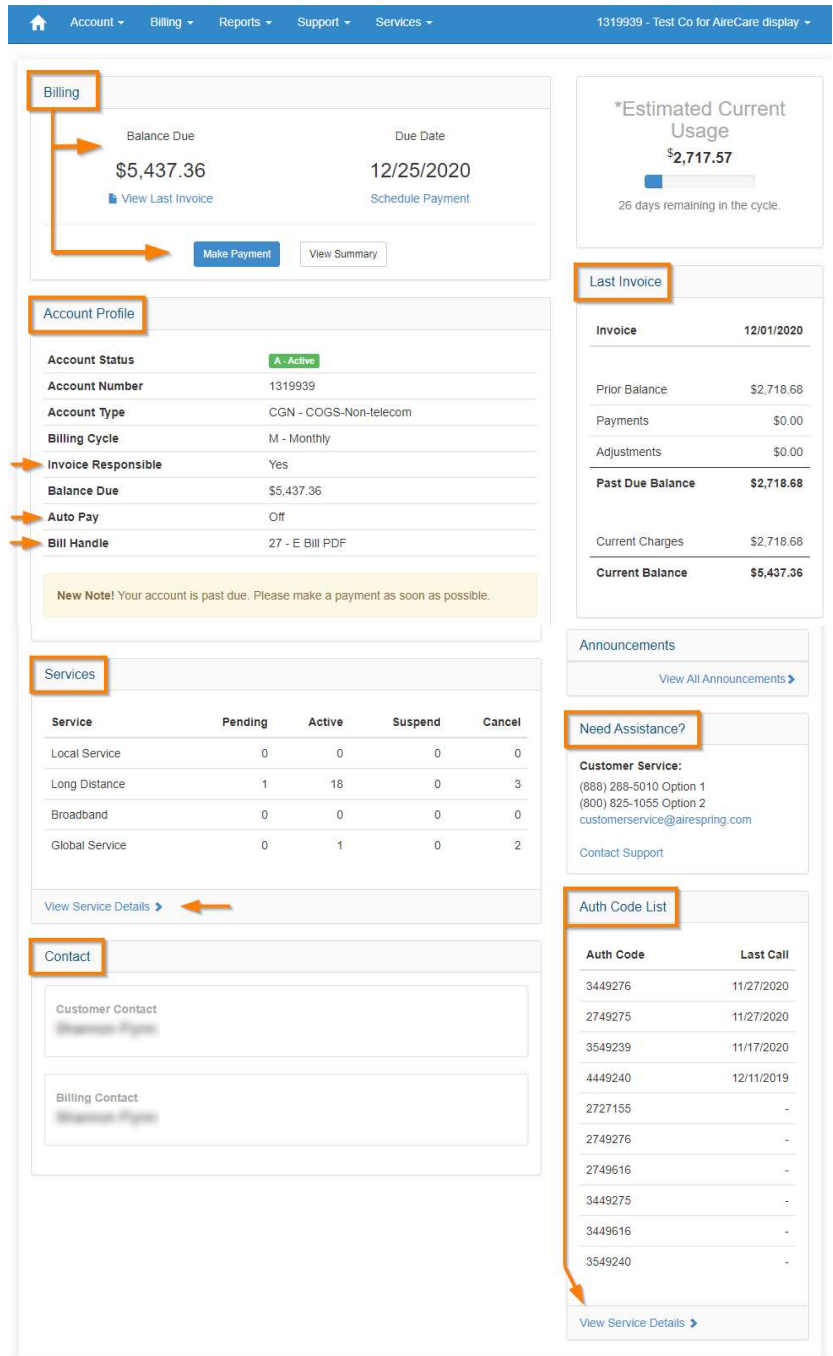
## Let us explore the AireCare home page

Here on the home page, you have quick access to paying your bill and viewing 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, toll-free numbers and circuits).

- You can always reach the AireCare home page by clicking on the  icon in the upper left corner of every AireCare page.



- **Billing** allows you to click “Make Payment” to pay your bill.
- **Account Profile** is where you can look to see the status of your account.
  - ▶ *Invoice Responsibility* indicates if this account pays its own invoice. “No” means the parent account pays the invoice.
  - ▶ *AutoPay* lets you know if your payment will be automatically charged to your bank information on file.
  - ▶ *Bill Handle* refers to whether the bill is sent paperless or not
- **Last Invoice** provides Information about your last Balance, Payments and Adjustments.
- **Services** is an overview of your accounts.
- **Need Assistance** provides contact information for our Customer Service team.
- **Contact** displays your customer and billing contacts at your organization.
- **Auth Code List** allows you to review your DIDs, toll frees and circuits.



The screenshot displays the Airespring account management interface. The top navigation bar includes links for Account, Billing, Reports, Support, and Services, along with the account ID 1319939. The main content area 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 (Active), Account Number (1319939), Account Type (CGN - COGS-Non-telecom), Billing Cycle (M - Monthly), Invoice Responsible (Yes), Balance Due (\$5,437.36), Auto Pay (Off), and Bill Handle (27 - E Bill PDF). A yellow note indicates the account is past due.
- Last Invoice:** Provides a summary of the invoice for 12/01/2020, showing a prior balance of \$2,718.68, payments of \$0.00, and a current balance of \$5,437.36.
- Services:** A table listing various services and their status:
 

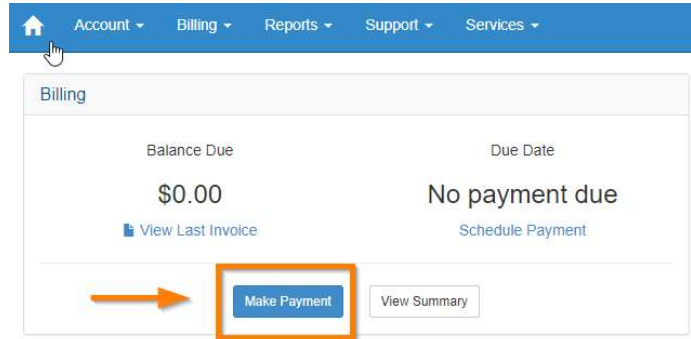
Service	Pending	Active	Suspend	Cancel
Local Service	0	0	0	0
Long Distance	1	18	0	3
Broadband	0	0	0	0
Global Service	0	1	0	2
- Need Assistance?:** Provides contact information for Customer Service, including phone numbers (888) 268-5010 and (800) 825-1055, and the email customerservice@airespring.com.
- Auth Code List:** A table listing authentication codes and their last call dates:
 

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	-

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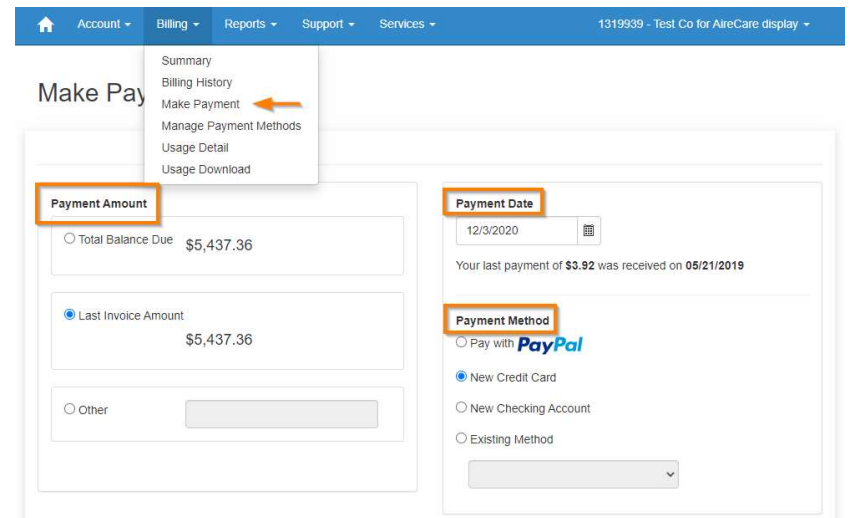
## Paying your bills is easier than ever on AireCare

You can pay your bill by clicking on **“Make a Payment”** from the home page under the billing section.



You can also access the payment screen from the **“Billing”** drop-down at the top of the screen and click **“Make a Payment”** from the home page under the billing section.

- **Payment Amount** allows you to choose the amount you would like to pay towards your bill.
- Choose the **Payment Date** that best suits your organization.
- **Payment Method** provides the options for paying through PayPal, credit card, bank account or use an existing payment method.



After selecting your options, the screen will populate the appropriate form for you to fill out. After you enter your payment information, be sure to confirm the correct billing address, read the terms, and click **“Next”**.

\* All fields are required.

**Type**

**Name as it appears on card**

**Card Number**

**Expiration Month**

**Expiration Year**

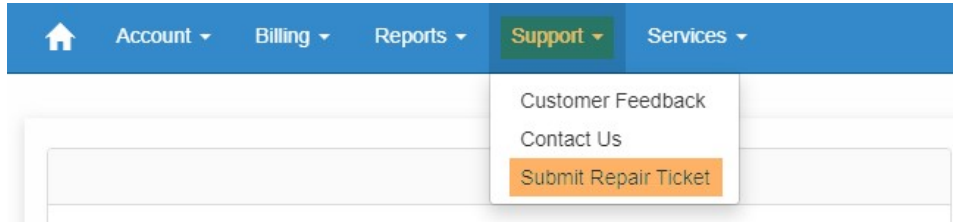
**CVC**

Use this method for Auto Pay

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## If you need support, you can open a repair ticket through the AireCare Portal

Should you need assistance with an issue, you can use AireCare to submit a repair ticket to address your concerns. Using the **“Support”** dropdown menu, click on **“Submit Repair Ticket”**, to be redirected to our services site with an online form to fill out.



Then confirm and fill out as much information as you can to inform our technicians of your situation. After clicking **“Submit Ticket”**, contact our Repair team at [888-288-5010](tel:888-288-5010), Option 1 for updates.

### 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.

<b>Company Info</b> #1319939 - Test Co for AireCare display 123 Anywhere Lane Van Nuys, CA 91411	<b>Physical Location</b> 123 Anywhere Lane Van Nuys, ZZ 91411
<b>Contact for this issue</b> Name <input style="width: 90%;" type="text"/> Phone <input style="width: 90%;" type="text"/> Email <input style="width: 90%;" type="text"/> Prefer <input checked="" type="radio"/> By Phone <input type="radio"/> By Email <input type="radio"/> Both	<b>Access Hours</b> From <input style="width: 60%;" type="text"/> <input type="button" value="⌄"/> Until <input style="width: 60%;" type="text"/> <input type="button" value="⌄"/> Days <input type="button" value="Weekdays"/> <input type="button" value="▼"/> Note <input style="width: 80%;" type="text" value="(e.g. Closed on Aug 25th)"/>

**Issue Summary**  
 Subject   
 Has Power and CPE been verified?  Yes  No  I don't know  
 What indicator lights are on the router?  
  
 What services is this affecting?  Voice  Data  Both  
 Are you completely out of service?  Yes  No

**Additional Details**

**Submit**  
 Please ensure that all information on this form is correct before submitting the ticket.

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## Frequently Asked Questions

### 1. How do I download Invoices?

From the **"Billing"** drop-down, click on **"Billing History"**. It will show you the available invoices in PDF format (downloadable). Note: All our Customers' Monthly Billing Invoices only go back as far as 13 Months

### 2. How do I get a list of my active services?

On the lower right side of the home page, you will find a section titled **"Auth Code List"** to get a list of your active AireSpring services. Click the **"View Service Details"** to get the complete list of your voice services. On the page itself, you should see a drop-down in the top right where you can choose from local service, long-distance, broadband & global services (circuits).

### 3. How to set up my billing to be paperless or e-bill?

There is currently no option to do this on AireCare. For assistance with this, contact [Customer Service](#).

### 4. How to add/edit authorized contacts/information?

There is currently no option to do this on AireCare. For assistance with this, please contact [Customer Service](#). Note: The list of current Authorized Contacts is available on the lower part of the page.

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

This is currently not available on AireCare. Once you submit a ticket using the **"Support"** option, updates can be obtained through our Repair team at 888-288-5010, Option 1.

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

Using the **"Services"** drop-down menu, select **"Manage Services"**. 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 descriptions for each. 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 that will give you another link to click so that you can view the rates for international dialing. Note: You can only access this option if your account has an international calling plan.

### 7. How do I view Parent-child accounts?

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 page, profile, and change account page. By clicking **"Change Account"**, you will see the list of child accounts; choose the account you wish to view.

## 8. 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.

## 9. 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 with no fee. For invoices billing above \$4,000.00 (within one billing period), there is a required 3% credit card special handling fee.

## 10. How do I view/forward a DID or 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”** options 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 or telephone number. Note: this feature is an add-on to AireCare, and charges may apply.

## 11. How do I request new DIDs 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, then 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, 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.

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

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

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