airespring™

Managed Solutions. Personalized Service.

AireSpring Advantage
Support Guide

Welcome to AireSpring

WE ARE HONORED that you have selected AireSpring as your communications provider. It is our pleasure and goal to exceed your every expectation. Our mission is to delight our customers by providing exceptional, personalized service, helping you connect and communicate effortlessly!

This document was designed to introduce you to the key benefits of the AireSpring Advantage Support package. If you ever need assistance, your AireSpring Account Manager and supporting teams will be there to help you. After hours, our Service Assurance and Network Operations Center (NOC) is available around the clock 24/7/365 to assist you.

If you ever find that we have not met your expectations, please let us know. This document contains an escalation list, which includes the names and contact information for our senior team members, including myself! Again, thank you for choosing AireSpring and we look forward to helping you with all your connectivity and communication needs now and in the future.

Sincerely,

Avi Lonstein
CEO
AireSpring, Inc.

The AireSpring Advantage - Overview

Welcome to AireSpring!

On the following pages, you will find a summary of important information about AireSpring Advantage Support. Please feel free to contact us at (888) 346-3898 if you don't find the answers to your questions or require any additional clarification.

Key Benefits of AireSpring Advantage Support

At AireSpring we are proud to offer:

- Experienced Project Managers for Service Delivery
- Highly Qualified Solutions Engineers and Managed Services Engineers
- Knowledgeable Account Managers
- Priority Ticket Handling for Service Issues
- 24/7/365 Proactive Service Monitoring
- Priority Ticket Handling for Billing Inquiries
- Handling for Moves, Adds, and Changes
- Enhanced Senior Executive Customer Experience Oversight

AireSpring Advantage Support - Service Delivery

Your AireSpring Project Manager

Critical communication, attention to detail and a well-defined plan are key components for the success of any project.

Our Project Managers will lead the AireSpring teams involved in the implementation and delivery of your service and collaborate with you to ensure successful project completion.

Critical Milestones and Oversight

- Assignment of a Project Manager to your project
- Assignment of a Managed Services Engineer to your project
- Execute smooth handoff from the Solutions Engineering Team to the Service Delivery Team to ensure 100% understanding of all technical requirements
- Project kick-off call with our Service Delivery Team
- Customer agreement and sign-off on the final project schedule
- Service Delivery Management oversight
- Internal AireSpring senior executive project review as required
- Order and plan the installation of circuits and services as per the project schedule
- Regular reviews and meetings led by the Project Manager
- Critical timing of all tests and turnups
- Post-implementation bill reviews
- Project updates provided to AireSpring Senior Executive Team for immediate assistance and guidance where necessary

For immediate service/network issues we recommend calling our Service Assurance team first at 888-288-5010, Option 1, who are available 24 hours a day, seven days a week.

You may contact your Account Manager during normal business hours. Your Account Manager will attempt to respond to your needs as soon as possible and will be there to help you at every step of the way, you may contact them at 888-346-3898.

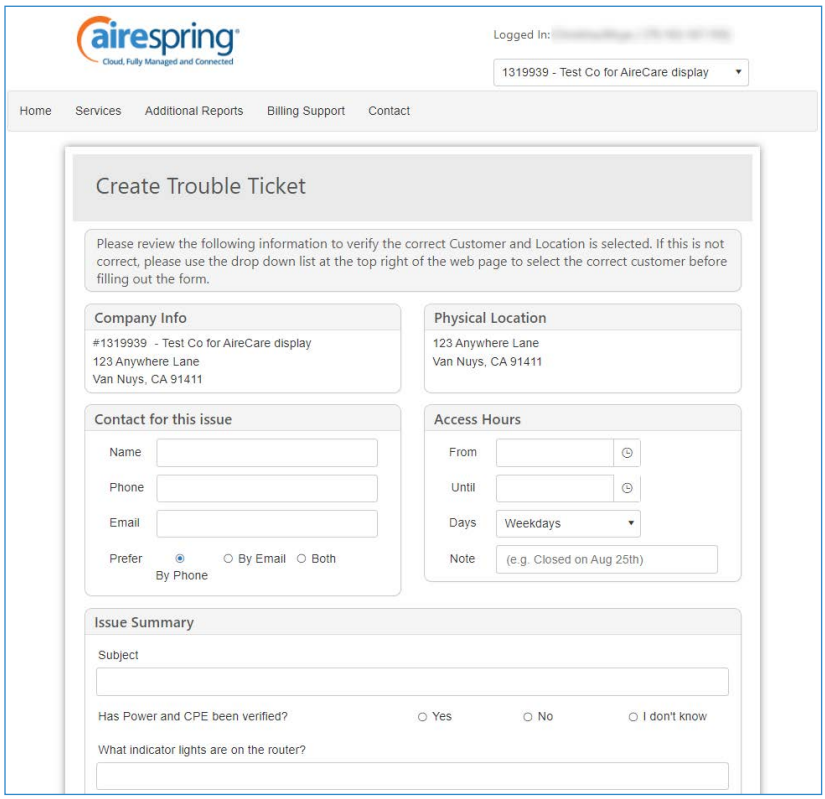
For billing inquiries, you may also call our Customer Service team at 888-288-5010, Option 2, during business hours. Working alongside our sales team, your Account Manager will also arrange quarterly business reviews.

AireSpring Advantage Support - Reporting Service Trouble

If you are experiencing an outage or other trouble with your AireSpring service, please do the following:

1. **Email tt@airespring.com**
2. **Call +1 888-288-5010, Option 1**
   or
3. **Submit via AireCare**

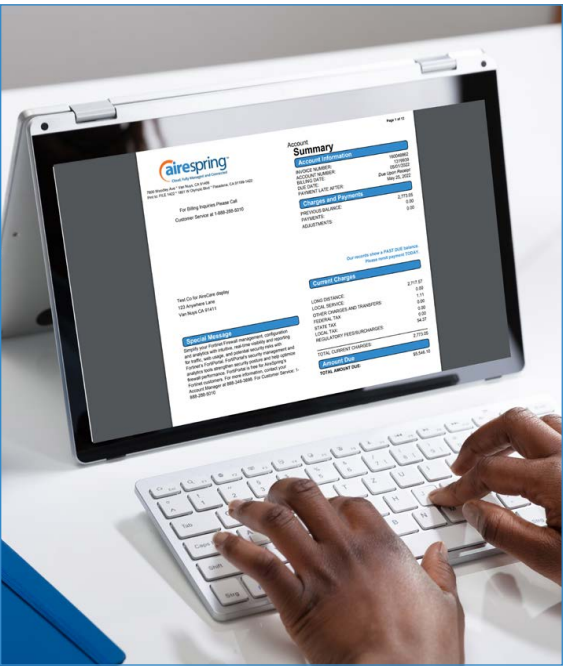
We will immediately open a trouble ticket and work with you to isolate the issue and get your services restored. If for any reason you feel that you are not receiving an adequate response from our Service Assurance Team, you have the option to utilize the provided Escalation List (See page 7). Although your Account Manager is your advocate at AireSpring, we do ask that if you have an immediate service-related issue, you first contact our Service Assurance Team at 888-288-5010, Option 1, so we can address any issues as promptly as possible.



AireSpring Advantage Support – Invoice

Your First Invoice

Do not be alarmed if your first invoice is higher than what you expected. There is a simple explanation for this. First, for certain services, one-time installation charges may appear. Second, most services are charged in advance. If you begin service in the middle of a billing cycle, you will be billed for that partial month in which service was installed, as well as the month in advance. If you have questions about your bill, please contact your Account Manager or Customer Service at 888-288-5010, Option 2, during business hours.



Monthly Invoices

Every month, you will receive an email notification that your bill is available on AireCare, our intuitive customer portal and online billing system. Paper billing by mail is available for a nominal fee. AireCare provides an array of features to help you analyze your services and manage your account. Our Customer Service team at 888-288-5010, Option 2 can provide you with additional information as needed.

AireSpring Advantage Support - Payment

Payment Options and Invoice Information

You can pay your bill monthly or set up AutoPay. Simply click on "Make a Payment" from the home page of AireCare under the Billing section.

You may pay your bill in several convenient ways:

- **Sign-up for Auto-Pay.** Call Customer Service at 800-825-1055, Option 2.
- **Pay by Credit Card.** With one click, we can accept an internet payment via your credit card. Credit card payments over $2,500 require written authorization and are subject to additional fees.
- **Pay with PayPal.** We accept payments submitted via PayPal.
- **Check by Phone.** Call Customer Service at 800-825-1055, Option #2 to pay by phone. Simply provide us with your bank account information and we'll deduct the amount you authorize directly.
- **Pay with Check.** Send a check using the return envelope enclosed with each month's statement or to the remittance address provided on your invoice.
- **Electronic Funds Transfer or Wire Transfer.** Contact Customer Service or your Account Manager for further details.

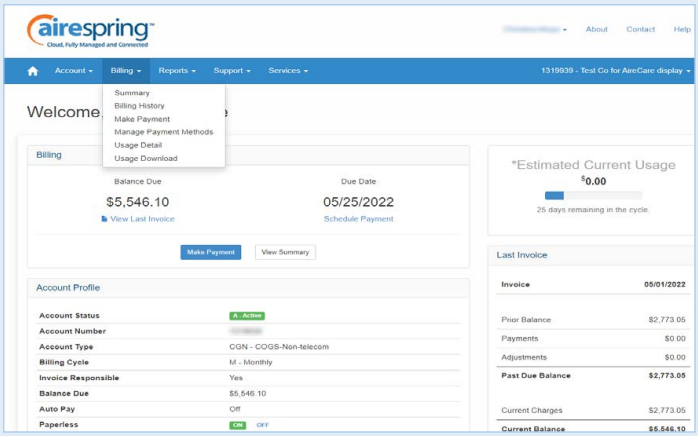
AireSpring Advantage Support – AireCare

Why wait for a bill in the mail?

AireSpring provides your call detail, billing, and payment options via our powerful, intuitive online portal, AireCare. When you need account information or need to make changes, it's all there waiting for you in AireCare. Here's what you need to know:

What can AireCare do for me?

You can read and download an account summary, view services, check your rates, monitor your balance and usage, make payments, open a trouble ticket, and initiate changes to your service.



Where do you find AireCare?

AireCare is located on online at https://airecare.airespring.com

How can I sign up for AireCare?

Simply call our customer support team at Opt 2 at 800-825-1055. You'll be online in no time!

Thank you!

The entire AireSpring staff is here to assist you. If you don't find the information you need in this document or need clarification or assistance with anything, please give us a call. Your account manager, customer service team, and even our most senior executives are here for you.

Thank you for choosing AireSpring!

airespring™
Managed Solutions. Personalized Service.

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