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MegaPath Customer Portal

Introduction

The purpose of this user guide is to help portal users understand the navigation, functionality and features of the MegaPath customer portal. This will help users find and interact with information related to their company, user account, services, billing and support.

Users may access the customer portal for any or all of the following purposes:

- View and manage their Services information
- View and manage their voice service orders placed online.
- View and manage their Billing information
- View and manage their Company’s Contact information
- View and manage their Company’s Service Locations’ contact information.
- View and manage their Company’s Portal users
- View and manage their Account information
- View and manage their Service Tickets
- View Help and Support resources

Portal Login

Portal URL

MegaPath customers may access the MegaPath customer portal by typing in the following URL in the Internet browser address bar.

URL: https://my.megapath.com/

The user should get the following login page.
Credentials

To log in to the portal, you’ll need your portal credentials, which you should have received via email. If you don’t know your credentials or have forgotten then, you may:

- Reset password online by clicking the Forgot your password? link.
- Call MegaPath customer support at 1-877-611-6342.

Reset Password Online

You may reset your portal password any time by clicking on the Forgot your password? link.

- This requires you to provide the correct Username and email address.

- Next, correctly answer the challenge questions that you previously selected and answered.
You’ll receive an email at the email address we have on record that contains instructions on how to finish resetting your password.

### Easy Accessibility

For easy access to the portal, you may select the following settings. **To ensure security of your account information, please do not select these settings on a shared or public computer.**

- **Remember Username**: Remembers your username for your next visit.
- **Stay Logged In**: Keeps you logged in until you log out.
Home

The home page is your entry point for accessing and managing your services, billing, support, and company and account information.

Navigation

You may navigate to the various portal sections by using the following links:

- Support Links
- Main Menu
- Quick Links
- Bread Crumbs

Support Links: Use the main menu to navigate the sections of the portal indicated below:

- Support Chat (Orders (Click to chat with a support representative)
- Support Helpline (Dial 1-877-611-6342 to contact support)

Main Menu: Use the main menu to navigate the sections of the portal indicated below:

- Services (Requires Services Administrator privilege to access)
  - By Category
  - By Location
- Orders (Requires Orders Administrator privilege to access)
- Billing (Requires Billing Administrator privilege to access)
  - Usage Reports
- Support
  - Tickets
• My Company
  o Service Locations
  o User Administration (Requires **Account Administrator** privilege to access)
  o Email History
• My Account

**Quick Links:** Use the following quick links on the home page to access the sections indicated.

• Services: You can see all the services (by category) that you subscribe to, and other services available for purchase. Click the heading to see all services by location (requires selection of a site location).
• Billing: You can see the latest billing information, latest invoice, and last payment. You may also pay your balance by using the **Pay Now** link. Click the heading to see the billing overview.
• Tickets: You can see a summary of your last 3 open tickets or latest 3 tickets. You may click on a specific ticket number to see details for that support ticket. You can also see older tickets by clicking on the **View all** link. Create a support ticket by clicking the **Create Ticket** link. Click the heading to access the support tickets section and see all support tickets open to date.
• Orders: You can see a summary of your last 3 open orders submitted online. You may click on a specific ticket number to see details for that order ticket or click View Details to see order details. You can also see older orders by clicking **View all** link. Create a new order by clicking the **Create New** link or upgrade existing services by clicking **Upgrade** link.
• Company: Here you can view your company information such as number of service locations and number of portal users. You can see all service location details and all portal users by clicking on the **View All** links. Click on the heading to see company details and contact information.
• Account: Here you can view your own user information. To edit it, click the **Edit** link. By clicking on the heading, you'll be able to access the My Account section to manage your information and user accounts.

**Bread Crumbs:** You may use bread crumbs to navigate the portal.
Services

The Services tab provides two ways to navigate and interact with your services across all service locations:

- **By Category**: View all services for a specific service category installed across all service locations.
- **By Location**: View all active services at a particular service location.

Alternatively, you may select the sub menus under the Services tab to view services by category or location.

Services – By Location

This view shows all service locations in a tabular format. The following details are available:

- **Site ID** (MegaPath-assigned ID for a service location)
- **Street Address** (Service location address)
- **City** (Service location City)
- **State** (Service location State)
- **ZIP** (Service location ZIP code)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order. Click on the Site ID for a service location to find service location-specific details. (See Service Location - Service Details.)
Service Location—Service Details

This view allows users to see all active services and installed equipment at a particular service location in tabular format. The following secondary navigation options are available:

- Data & Networking Services (if applicable to the service location)
- Voice Services (if applicable to the service location)
- Security Services (if applicable to the service location)
- Hosted IT Services (if applicable to the service location)
- Equipment (if applicable to the service location)

These site-level service and equipment sections display services and equipment information similar to individual service category and equipment view, except that they only pertain to a particular service location (Also See Service – By Category).

You’ll see tabs for the service(s) that your company subscribes to at a given service location. For example, if only Data and Networking services are installed at a given location, only the Data & Networking service tab appears along with the Equipment tab. Please Note: Because Hosted IT Services are not location-specific, the Hosted IT tab displays only for the site at which these services are billed. If you would like to see all of your Hosted IT Services, use the Hosted IT Services category view. (See Hosted IT Services.)
Service– By Category

Use this view to see all active services and installed equipment across all service locations under four major service categories:

- Data & Networking Services
- Voice Service
- Security Services
- Hosted IT Services
- Equipment

You’ll only see services that your company subscribes to. For example, if your company only uses MegaPath Voice and MegaPath Data & Networking Services, only these services appear, along with Equipment.

Click on any service category to see all services under that service category, across all service locations.
Data & Networking Services

View all active Data & Networking services across all service locations in a tabular format. The following details are available:

- **Service** (Data Service hyperlinked to its details page)
- **Site ID** (Service location ID for the Data Service)
- **Street Address** (Service location address for the Data Service)
- **City** (Service location City for the Data Service)
- **State** (Service location State for the Data Service)
- **ZIP** (Service location ZIP code for the Data Service)
- **Networking** (Type of network (e.g., MPLS, IPSec) of which the given Data Service is a part, if applicable)
- **Monitoring** (Link to check service monitoring status, if applicable)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

Click on the highlighted **Service** to see its details (See Data Service Details). Click on the highlighted **Site ID** to navigate to the service location details page. (See **Service Location---Service Details**.)

### Availability and MTTR Reports
Access the Availability and MTTR reports by clicking on the link provided. Please note that this option appears only if your company subscribes to these reporting services. (See **Availability and MTTR Reports**.)

### Monitoring Reports
Access the Monitoring reports by clicking on the **Check Status** link in the service table corresponding to a service location/data service. Please note that this option appears only if the customer subscribes to Monitoring Services. (See **Monitoring Reports**.)
Data Service Details

In this view, see details of an active core data service installed at a particular service location. The following details are available:

- **Service Information** (basic information about the data service, e.g., service address, phone, onsite contact, Circuit ID, and status (if monitoring service is available))
- **Additional Service Information** (lists all the additional services that your company subscribes to, along with the core data service, e.g., IP Services, Monitoring Services, Failover Services, etc.)
- **IP Information** (displays IP information associated with the core data service)

**Please Note:** You can sort tables by column heading and view information in the desired quantity of entries and preferred order.
Monitoring Reports

In this view, you can generate and view monitoring reports for the devices at a particular service location. Please note that this feature is available only if your company subscribes to Monitoring Services.
Availability and MTTR Reports

Use this view to generate and view availability and MTTR reports for a particular service location by selecting appropriate filters. Please note that this feature is available only if your company subscribes to these reporting services.

Select among the following filters:

- **Service Location** (select a service location for which a report needs to be generated)
- **Report Type** (select report type: Availability or MTTR)
- **Month** (select the month for which a report needs to be generated)
- **Year** (select year for which a report needs to be generated)
Voice Services

In this section, you can view all active Voice Services across all service locations in a tabular format. The following details are available:

- **Service** (Voice Service name)
- **Qty** (Quantity of the service purchased)
- **Site ID** (Service location ID)
- **Street Address** (Service location address)
- **City** (Service location City)
- **State** (Service location State)
- **ZIP** (Service location ZIP code)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

You can access the **Voice Administration** section by clicking the **Manage Now** button.

You can also place a new order for an existing voice service location by clicking the **Order Now** button.
Security Services

In this section, you can view all active Security Services across all service locations in a tabular format. The following details are available:

- **Service** (Security Service name, hyperlinked to its configuration page if applicable)
- **Site ID** (Service location ID)
- **Street Address** (Service location address)
- **City** (Service location City)
- **State** (Service location State)
- **ZIP** (Service location ZIP code)

**Please Note:** You can sort tables by column heading and view information in the desired quantity of entries and preferred order.
Firewall Configuration Settings (See Firewall Configuration Settings)

White List / Black List Configuration Settings (See White List / Black List Configuration Settings)

MSS Report (See MSS Report)

NB (Network-based) SSL VPN Client and User Guide (Network based SSL VPN customers can download the client and user guide by clicking on the link provided. Please Note these download options are available only to NB SSL VPN customers.)

Firewall Configuration Settings
Access and manage Firewall Configuration Settings by clicking the highlighted Firewall Service in the Security Services table. The following details are available for a firewall rule:

- Source IP
- Destination IP
- Service (select from the list)
- Action (allow or deny)
- Status
- Custom Protocol Type
- Port Range Start
- Port Range End

You can create a new rule or edit or delete an existing rule by clicking on the links provided.
White List / Black List Configuration Settings
Access and manage White List / Black List Configuration Settings by clicking the highlighted White List / Black List service in the Security Services table. The following details are available for a URL that has been white-listed or black-listed:

- URL
- Action
- Sort Order
- Status
- Actions

You may add a new URL to the White List or Black List, edit, or remove an existing URL from the White List or Black List.

**Please Note:** You can sort tables by column heading and view information in the desired quantity of entries and preferred order.
MSS Report

Access Managed Security Services (MSS) Reports by clicking on the link provided. Please note that this feature is available only if your company has subscribed to the MSS Reporting Service.

You can perform the following actions:

- View saved MSS Report profiles for a selected service location.

- Create a new on-demand reporting profile or edit an existing one.
- View MSS policy change logs.
Hosted IT Services

In this section, you can view information for all active Hosted IT services in a tabular format. The following details are available:

- **Service** (Hosted IT Service name)
- **Qty** (Quantity of the service purchased)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

Click on the Manage button (if applicable) to manage your Domain Hosting Services. Clicking the link or the button will open the domain hosting application.
Equipment

Here you can view information about all equipment installed across all service locations in a tabular format. The following details are available:

- **Equipment** (name, make and model of the equipment)
- **Tracking#** (tracking number of the equipment if it is shipped by MegaPath, if a record is available)
- **Serial#** (serial number of the equipment, if a record is available)
- **MAC#** (MAC address of the equipment, if a record is available)
- **Date Shipped** (date on which the equipment was shipped)
- **Date Installed** (date on which the equipment was installed)
- **Type** (Type of equipment, e.g., rental, purchase, or customer provided)
- **Site ID** (service location ID)
- **Street Address** (service location address)
- **City** (service Location’s City)
- **State** (service location State)
- **ZIP** (service location ZIP code)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.
Orders

Visit the **Orders** section to place a *New Service Order* and or see the details, status of orders submitted online.

The following details are available for submitted orders:

- **Order Ticket#** (Unique identifier for your order to be used to when contacting MegaPath customer support. It is linked to the [Order ticket information](#) section.)
- **Order Date** (Date on which the order was submitted)
- **Status** (The current status of the submitted order)
- **Order Total, Monthly** (The total amount to be invoiced monthly)
- **Order Total, One-Time** (The total amount to be invoices one time)
- **Order Details** (Link to the [order details](#))

*Please Note:* At this time, the online ordering feature can be used only to add new Voice Services (e.g., Hosted Seats, Trunks, DIDs, Auto Attendants, and Hunt Groups) and Phones to an existing voice service location. To order voice installation at a new site, please call MegaPath customer support at 888-831-4997 or email voipchanges@megapath.com.
Order Ticket Information

Here you can view updates related to processing and fulfilling your order.

---

Ticket Information

This section provides you with basic information regarding your Support Ticket's activity.

Ticket Number: 7337091
Status: open
Date Opened: 12/18/2013 - 09:15
Last Update: 12/18/2013 - 09:15

Ticket Details

The Issue Category and Description for this support ticket are listed here for your reference. Please note that our Support representatives may re-categorize the issue for this ticket, if appropriate.

Service Location: FAGE Compumetrics
Tech Type: Ethernet
LSN: 5761908
Category:
Site Address: 21116 Vanowen St FL 2, Canoga Park, CA 91303

---

Update Support Ticket
Add additional information to your support ticket.

Update Now
Order Details

This section shows the details of submitted orders.

<table>
<thead>
<tr>
<th>Service</th>
<th>Qty</th>
<th>Monthly</th>
<th>One Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-Ons</td>
<td>1</td>
<td>$15.95</td>
<td>$15.95</td>
</tr>
<tr>
<td>Hosted Seats and Lines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hosted Voice Sharing Line Unused</td>
<td>1</td>
<td>$28.95</td>
<td>$28.95</td>
</tr>
<tr>
<td>Equipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment Rental (Router)</td>
<td>1</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>Equipment Purchase (Router)</td>
<td>1</td>
<td>$345.00</td>
<td>$345.00</td>
</tr>
</tbody>
</table>

Service Location: 14593 Aspen Ct, Addison, TX 75001-4462

Please Note:
- All hardware costs are taxable.
- Order does not reflect Regulatory Recovery, surcharge or federal mandated usage fees and/or taxes.
- Order does not reflect shipping costs. Actual shipping cost will be assessed at the time of shipping.

Order Total (Monthly): $24.90
Order Total (One-Time): $60.00
*New Order*

To place a new order, click on the New Service Order button. You’ll find this button on the Orders page and on the Voice Services page. Once you’re on the New Order page, you can place your order. The page features three sections, indicated and described below.

1. **Order Progress**

Creating a *new order* consists of the following steps:

- Select Site
- Select Services
- Configure Services
- Select Equipment
- Preview & Submit
- Confirmation

2. **Main Mody**

Here you can follow the prompts and enter the information required to place your order.

3. **Order Summary**

This section displays your order summary. It confirms your selection of site, services, configuration, and equipment. It also shows the total dollar amount of your order (Monthly and One-Time charges).

*Please Note:* At this time, the online ordering feature can be used only to add new Voice Services (e.g., Hosted Seats, Trunks, DIDs, Auto Attendants, and Hunt Groups) and Phones to an existing voice service location. To order voice installation at a new site, please call MegaPath customer support at 888-831-4997 or email voipchanges@megapath.com.
New Order Process
The following describes the order process.

1. **Select Site**

In the site selection table, you can:

- Sort by any column heading
- Search for a specific site by using the search filter.

Click the radio button that corresponds to the service location where you would like to add services and click **Continue**. The selected site will appear in the order summary. You may edit your selection; however, doing so may require you to re-start the order process from the beginning.
2. Telephone Number Transfer

**Please Note:** To place your order with a number porting request, please call MegaPath customer support at 888-831-4997 or email voipchanges@megapath.com. If you wish to cancel the order, you may click Close. If you wish to proceed without number porting, you may select No and click Continue.
3. Select Services

Select from the list of available services. To select a service, enter a quantity. The selected services and quantity will appear in the order summary. The Order Total will update accordingly. Click Done once you have made all your selections. To revise your selection, click the link in the order summary. Once you have chosen the desired services, click Continue.
*Please Note:* At this time, the online ordering feature can be used only to add new Voice Services (e.g., Hosted Seats, Trunks, DIDs, Auto Attendants, and Hunt Groups) and Phones to an existing voice service location. To order voice installation at a new site, please call MegaPath customer support at 888-831-4997.
4. Configure Services

Some services require configuration. Depending on the service, you may need to enter the following:

- **Name** (User’s name for a Hosted Seat, for example)
- **Extension** (Telephone extension consistent with the existing extensions at the site. Be sure that you do not enter duplicate extensions.)
- **Nick Name** (Auto Attendant Seattle, for example, to identify the Auto Attendant at the Seattle office)

**Please note:** You may change these settings after provisioning by using the [Voice Administration](#) section of the portal.

Enter the requested information and click **Done**. The configured services will appear in the order summary. To make changes, click the link in the order summary. Once you have entered the required information for all services, click **Continue**.

*Please Note:* At this time, the online ordering feature can be used only to add new Voice Services (e.g., Hosted Seats, Trunks, DIDs, Auto Attendants, and Hunt Groups) and Phones to an existing voice service location. To order voice installation at a new site, please call MegaPath customer support at 888-831-4997.
5. Select Equipment

To preview phone features, click the link to view our Phone Comparison Guide. Select phones from the drop down menu and choose rent or purchase. If you choose to use your own equipment, select the Customer Provided Equipment option. Click Select to confirm your selection. Once you have selected equipment for each service, click Done. The selected equipment will appear in the order summary. The Order Total will update accordingly. To make changes, click the link in the order summary. Click Continue.

*Please Note: At this time, the online ordering feature can be used only to add new Voice Services (e.g., Hosted Seats, Trunks, DIDs, Auto Attendants, and Hunt Groups) and Phones to an existing voice service location. To order voice installation at a new site, please call MegaPath customer support at 888-831-4997 or email voipchanges@megapath.com.
6. Preview Order

Please review your order carefully. To make changes to your order, click the links in the order summary to navigate back to the appropriate page and follow the steps described above.

7. Review Terms & Conditions

Please read all terms and conditions carefully. Click the boxes to verify your review and acceptance. Click Submit Order.
8. Order Submission Results

If your order is submitted successfully, you’ll see the page shown below.

In the unlikely event that your order is not submitted successfully, you may try again or place your order by calling MegaPath customer support at **888-831-4997** or emailing voipchanges@megapath.com.

You may also Upgrade Existing Voice Services and Transfer Existing Phone Numbers from your current provider to MegaPath.
Upgrade Services

To place an Upgrade Existing Service order, click on the Upgrade Now button. You’ll find this button on the Orders page and on the Voice Services page. The following describes the Upgrade order process.

1. **Select Site**

In the site selection table, you can:

- Sort by any column heading
- Search for a specific site by using the search filter.

Click the radio button that corresponds to the service location where you would like to upgrade services and click **Continue**. The selected site will appear in the order summary. You may edit your selection; however, doing so may require you to re-start the order process from the beginning.
2. Select Services

Select from the list of available upgrades for the existing services. When upgrade option is selected the corresponding Monthly Cost and One-Time cost will be displayed. The selected services and quantity will appear in the order summary. The Order Total will update accordingly. Click **Continue** once you have made all your selections. To revise your selection, click the link in the order summary. Once you have chosen the desired services, click **Continue**.
3. Preview Order

Please review your order carefully. To make changes to your order, click the links in the order summary to navigate back to the appropriate page and follow the steps described above.

4. Review Terms & Conditions

Please read all terms and conditions carefully. Click the boxes to verify your review and acceptance. Click Submit Order.
5. Order Submission Results

If your order is submitted successfully, you’ll see the page shown below.

In the unlikely event that your order is not submitted successfully, you may try again or place your order by calling MegaPath customer support at 888-831-4997 or emailing voipchanges@megapath.com.

![Order Confirmation Page]

Thank you for your order! Your request is now in the hands of our provisioning team. To view your order details and status, please visit the Orders section. If you need assistance, please call MegaPath customer support at 888-831-4997 or email voipchanges@megapath.com.
Transfer Existing Numbers
To transfer your existing telephone numbers from your current provider to MegaPath, click on the Transfer Now button. You’ll find this button on the Orders page and on the Voice Services page. The following describes the Number Transfer process.

1. **Number Transfer Pre-Check**

   In this step you are required to answer few questions to identify reasons that your current service provider could reject your transfer request.

   ![Transfer Phone Numbers](image)

   **STEP 1 of 7: Number Transfer Pre-Check**
   - Complete this step to identify reasons that your current service provider could reject your transfer request.
   - All fields are required.

   Please select the appropriate answers below.

   1. Are any of the numbers you wish to transfer inactive?  
      - Yes  
      - No
   2. Are any of the numbers you wish to transfer used for DSL?  
      - Yes  
      - No
   3. Do you have any open orders with your current service provider?  
      - Yes  
      - No
   4. Have your MegaPath Voice services been installed?  
      - Yes  
      - No

   [Continue]
2. Select Site

In this step you are required to select site to which you wish to transfer your existing telephone numbers. You may search a site or sort table by column headings.

3. Add Accounts and Numbers

In this step you are required to enter your account information with your current provider and specify which numbers you wish to transfer by clicking Add Account link. You may enter local numbers as well as Toll Free numbers. You may enter number ranges as well as individual numbers which are not part of any range. You may also add multiple provider accounts with multiple current providers if needed.
Transfer Phone Numbers

STEP 3 of 7: Add Accounts and Numbers

- Click the "Add Account" link to select accounts that you would like to transfer phone numbers from. You may find it helpful to reference your most recent invoice.
- Fields marked with an asterisk (*) are required.

You will need to complete a separate form for each account that you would like to transfer telephone numbers from.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Account Number</th>
<th>Provider Name</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>654123789</td>
<td>AT&amp;T</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>457906512</td>
<td>Verizon</td>
<td></td>
</tr>
</tbody>
</table>

Enter Account Details

Provider Name*: XYZ TELECOM
Account Number*: 4579124598
Billing Telephone (BTN): 206-902-1000

Enter information for the person authorized to make changes to this account.

Name*: John Doe
Job Title*: Manager
Phone*: 206-902-1005

Enter the following information as it appears on your invoice for this account.

Company Name*: ABC Corp.

Service Delivery Address:
- Street Number: 1201
- Pre-Directional: Select
- Street: WESTERN
- Building: 
- Unit: STE
- Unit Value: 700
- City: SEATTLE
- State: WA
- Zip Code*: 98101

Invoice Delivery Address: Same as Service Delivery Address

Enter telephone numbers that you wish to transfer from this account. You can enter local US Numbers or Toll Free Numbers. Once you are done, click the Save button and then Continue button.

Number Range:
- From: 206-902-8000
- To: 206-902-8050

Individual Number:
- 206-902-7455
- 800-457-1254

Add Range
Add Number
Save | Cancel | Continue
4. Telephone Number Porting Eligibility

In case you entered numbers which are ineligible for transfer (porting) such numbers are displayed in this step for you to take note of. You are then required to either edit such numbers in case you entered those numbers incorrectly in previous step or delete them from the transfer request. Once edited and saved such numbers will be revalidated for porting eligibility.

![Transfer Phone Numbers](image)

*STEP 4 of 7: Telephone Number Porting Eligibility*

The following numbers are not eligible for transfer to MegaPath. To correct a mistyped number, click "Edit". When you are done editing, click the Save link. To remove an ineligible number from the transfer order, click "Delete" or select "Remove All" to delete all ineligible numbers from the transfer request. Once you are done making any necessary changes, click "Continue".

<table>
<thead>
<tr>
<th>Provider Name: AT&amp;T</th>
<th>Porting Account Number: 123456789</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ineligible Numbers</td>
<td>Action(s)</td>
</tr>
<tr>
<td>760-450-0595</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Remove All Numbers
## 5. Replace or Reserve Telephone Numbers

In this step you are required select action that you wish to perform on each individual number or range that you wish to transfer. You may use numbers you are transferring from your current provider to replace MegaPath-provided numbers, reserve transferred numbers for future use (growth reserve); or provision them as New DID (Direct Inward Dialing) numbers or Enhanced DID numbers based on your type of voice service. **Please Note:** There is a cost for some actions to be performed on the transferred numbers, thus when selected it will display a summary of fees below.

![Transfer Phone Numbers](image)

### Transfer Phone Numbers

**STEP 5 of 7: Replace or Reserve Telephone Numbers**

- In this step, you may use numbers you are transferring from your current provider to replace MegaPath-provided numbers, reserve transferred numbers for future use, or provision them as Direct Inward Dialing (DID) / Enhanced DID numbers.
- If you have entered a range of numbers, you may divide the range into smaller sets of ranges and assign separate actions to each set. Or you may select an individual number from a range to perform the desired action indicated in the drop down menu.
- There is a cost for provisioning transferred numbers as new DID / Enhanced DID numbers and for saving them as growth reserve numbers. You will see a summary of fees below once you click the Done button.
- Please make your selections below and click the Done button.

<table>
<thead>
<tr>
<th>Number to be Transferred</th>
<th>Select an Action</th>
<th>Select an Option</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Provider Name: AT&amp;T Account Number: 123456789</td>
<td>209-902-1000 ➔ to 209-902-1950 ➔ Remove</td>
<td>Add To Growth Reserved Is: 209-701-9671</td>
</tr>
<tr>
<td></td>
<td>209-902-2000 ➔ to 209-902-2925 ➔ Remove</td>
<td>Provision as New Enhanced DID</td>
</tr>
<tr>
<td></td>
<td>Add additional ranges</td>
<td>206-743-5021</td>
</tr>
<tr>
<td>Individual Number:</td>
<td>Replace an Existing Num: 206-701-9671</td>
<td></td>
</tr>
<tr>
<td>209-902-3001 ➔ Remove</td>
<td>Add To Growth Reserved Numbers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add To Growth Reserved Numbers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add additional numbers</td>
<td></td>
</tr>
<tr>
<td><strong>2</strong> Provider Name: VERIZON Account Number: 987654321</td>
<td>209-902-4000 ➔ to 209-902-4925 ➔ Remove</td>
<td>Provision as New Enhanced DID</td>
</tr>
<tr>
<td></td>
<td>Add additional ranges</td>
<td></td>
</tr>
<tr>
<td>Individual Number:</td>
<td>Replace an Existing Num: 206-743-5021</td>
<td></td>
</tr>
<tr>
<td>209-902-7001 ➔ Remove</td>
<td>Provision as New Enhanced DID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add To Growth Reserved Numbers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add additional numbers</td>
<td></td>
</tr>
</tbody>
</table>

**Numbers saved for Growth Reserve, New DID and Enhanced DID**

<table>
<thead>
<tr>
<th>Qty</th>
<th>One Time Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>51</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td>29</td>
<td>$52.00</td>
</tr>
<tr>
<td>26</td>
<td>$52.00</td>
</tr>
</tbody>
</table>

**Order Total:** $104.00 | $78.00
6. Sign Porting Documents

In this step you are required to provide signed porting documents i.e. Letter of Authorization (LOA) for local numbers and Responsible Organization (RESPORG) for Toll Free numbers. You may download these documents for each individual provider account and upload after signing them. You may also upload the latest invoice for such account(s) as a supporting document. Once document is uploaded for an account, the porting document status for that account would change to Complete.

![Transfer Phone Numbers](image)

**STEP 6 of 7: Sign Porting Documents**

- Your current provider requires a signed authorization to release your numbers.
- Click the "Complete Now" link to complete this step.
- A "Completed" status in the Porting Document Status column indicates that you have successfully uploaded signed documents for that account.

**Please Note:** Megapath makes every effort to transfer your numbers as quickly as possible. Our success is dependent on the timely release of your numbers from your current provider.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Account Number</th>
<th>Provider Name</th>
<th>Porting Document Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>123456789</td>
<td>AT&amp;T</td>
<td>Complete✓Edit</td>
</tr>
<tr>
<td>2</td>
<td>987654321</td>
<td>VERIZON</td>
<td>Complete✓Edit</td>
</tr>
</tbody>
</table>

**Sign and Submit Number Transfer Authorization Documents**

Follow the steps below to submit your signed documents.

**STEP 1: Download Document(s):** Click the download button and save the documents to your desktop.

- Letter of Authorization (LOA)
- Responsible Organization (RESPORG)

  ![Download](image)

**STEP 2: Print Document(s):**

**STEP 3: Sign & Scan Document(s):** Sign the documents in the space provided, scan, and save in PDF format on your desktop.

**STEP 4: Upload Document(s):** Please browse to the signed document on your desktop and then click Upload button. Files appear below once they are successfully uploaded and ready for submission. Click View to preview. Click Done to submit.

Supporting Documentation (optional): You may also submit an electronic copy of your latest invoice. This could help MegaPath expedite your number transfer request in case of discrepancies between the signed documents and your current provider’s records.

- Document uploaded successfully

  ![Upload](image)
7. Transfer Order Summary

In this step you may review the number transfer (porting) request summary and specify a reasonable date for number transfer along with any special instructions that you may want to specify. After accepting terms and conditions you may submit the transfer order.

![Transfer Order Summary Screen](image-url)
Billing

Access the **Billing** section to pay your bill online, see invoices, and manage billing information.

**Service Location:** Select a service location and click **Go** to view its billing information. Once you have selected a service location, you'll see a secondary navigation menu (Overview, Invoices, Payments and Billing Information). Depending on how the location is billed (to Self, Cost Center, or Organization), this navigation displays billing information for that service location.

**Please Note:** This site selection option may not appear under the following situations:
- The organization has only one service location.
- All service locations are billed to the Organization level.
- The user has billing permissions limited to a particular service location.
Please Note: If you need to access the Billing section but do not have permissions, please contact your company's Account administrator or MegaPath customer support.

Overview

The default tab selection is **Billing Overview**. This section displays a summary of your latest and previous billing details as follows:

- **Current Invoice Date** (Date of your latest invoice)
- **Current Balance** (Current balance amount)
- **Payment Due On** (Current balance payment due date)
- **Previous Balance** (Last Invoice balance)
- **Payments Received** (Last payment received)
- **Next Invoice Date** (Date of your next invoice)
- **View Invoice** (Click to view your latest invoice)
- **Pay Bill** (Click to pay current balance or another amount)

<table>
<thead>
<tr>
<th><strong>Current Invoice Date:</strong></th>
<th>2013-05-14</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Balance:</strong></td>
<td>$199.50</td>
</tr>
<tr>
<td><strong>Payment Due On:</strong></td>
<td>2013-05-14</td>
</tr>
<tr>
<td><strong>Previous Balance:</strong></td>
<td>$179.55</td>
</tr>
<tr>
<td><strong>Payments Received:</strong></td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Next Invoice Date:</strong></td>
<td>2013-08-22</td>
</tr>
</tbody>
</table>

n/a: Information not available on record.
Invoices

This section displays a detailed history of your past invoices in a tabular format. You may also download any displayed invoice in .pdf or .csv format. You will need a PDF reader (e.g. Adobe Reader) to view an invoice in .pdf format.

- Invoice Date
- Invoice Number (#)
- Due Date
- Amount Due
- PDF Invoice (Click link to view/download the invoice in .pdf format)
- CSV Invoice (Click link to view/download the invoice in .csv format)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

Payments

This section displays a detailed history of your past invoices in a tabular format. You may also download any transaction receipt displayed by clicking on the link provided.

- Payment Date (Date on which payment was made)
- Transaction ID (Number/ID associated with the transaction)
- Amount Paid (Amount paid in the transaction)
- Mode of Payment (Payment method: Check, Credit Card, or, if available, Electronic Funds Transfer [EFT])
- Transaction Status (Complete/Failed)
- Receipt (Click to download a transaction receipt in HTML file format)
Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

Billing Information

This section displays billing information and settings that can be edited by the billing administrator. Manage the following options here:

- **Billing Contact** (Billing Contact name, title, address, phone and email)
- **Billing Invoice** (Select Invoice delivery method: Paper/ Email/ Both)
- **Payment Method** (Select a default method of payment: Mail (Physical Check), Debit/ Credit Card, Electronic Funds Transfer)

Please Note: You may edit any section by clicking the **Edit** link for that section. Once you have made changes to any section make sure you click the **Submit** button to save the change or click **Cancel** if you don’t wish to save the changes. Note that there may be a **Paper Invoice Delivery Fee** if you wish to receive a paper invoice. Agree to the fee by clicking the box before clicking the **Submit** button.
### Billing Contact

<table>
<thead>
<tr>
<th>First Name: Ellen</th>
<th>Street: 211 Whisper Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name: Rochelle</td>
<td>Apt/Unit:</td>
</tr>
<tr>
<td>Title:</td>
<td>City: HOUSTON</td>
</tr>
<tr>
<td>Phone: 281-579-2024</td>
<td>State: TX</td>
</tr>
<tr>
<td>Email: <a href="mailto:blackhole@megapath.net">blackhole@megapath.net</a></td>
<td>ZIP: 77094</td>
</tr>
</tbody>
</table>

### Billing Invoice

Please select the method of delivery of payments.

- Paper Invoice
- Email Invoice
- Both

Email to: blackhole@megapath.net

### Payment Method

Please select your method of payment.

- By Mail
- Debit/Credit Card
- (EFT) Electronic Fund Transfer

**Name on Credit Card:** Ellen Rochelle

**Credit Card Type:**
- [ ] Master Card

**Credit Card Number:** ***************3445

**CVV Number:**

**Month:** 01  **Year:** 2013

**Street:** 211 Whisper Pass

**City:** HOUSTON

**State:** TX  **ZIP:** 77094
Making a One-Time Payment

You can make one-time payment by clicking on the Pay Bill button on the billing overview section or the Pay Now link on the home page. Enter the following information before submitting your payment:

- **Payment Amount** – The amount due will display but you can choose to pay a different amount.
- **Payment Method** – You can choose from the following payment options to make a one-time payment online.
  - Credit Card/ Credit Card on File - This option allows you to enter your credit card information.
    - Alternatively, you may use an existing credit card on file (if you have saved a credit card as part of your account information). You will still be required to enter the credit card number and CVV/CID number to make a payment.
    - You may visit the billing information section to save a credit card for future payments.
  - Use Other Card – You may enter an alternate credit card for payment.
  - Electronic Funds Transfer – This option is currently available only for former Covad and Speakeasy customers. Enter your checking account number and bank routing number to make a one-time payment.

---

### Online Payment

- Please enter and confirm the following online billing information before you can submit the payment.

#### Payment Amount

<table>
<thead>
<tr>
<th>Amount Due ($)</th>
<th>493.64</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount To Pay ($)</td>
<td>493.64</td>
</tr>
</tbody>
</table>

#### Payment Method

- Credit Card On File
- Use Other Card
- EFT

<table>
<thead>
<tr>
<th>Name On Card</th>
<th>Ellen Rochele</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Type</td>
<td>MasterCard</td>
</tr>
<tr>
<td>Card Number</td>
<td>**********3405</td>
</tr>
<tr>
<td>CVV/CID</td>
<td></td>
</tr>
<tr>
<td>Expiration Date</td>
<td>01/2012</td>
</tr>
<tr>
<td>Address</td>
<td>211 Whisper Pass</td>
</tr>
<tr>
<td>State</td>
<td>TX</td>
</tr>
<tr>
<td>City</td>
<td>HOUSTON</td>
</tr>
<tr>
<td>Zip Code</td>
<td>77094</td>
</tr>
</tbody>
</table>

[Submit Payment] [Cancel]
Confirm payment details and click either Confirm Payment or Cancel.

Once your payment processes successfully, you’ll see a payment confirmation screen with transaction details. You can choose Make Another Payment or click the I Am Done button to return to the Billing overview page.

Please Note: It may take up to 2 business days to update the payment information in your account. During this period you may continue to see the original Amount Due. Within 2 business days, your payment will be reflected in the payment section.
Usage Reports

You may access usage reports under the Billing tab on the main navigation. Depending on your services and the length of your subscription, you may see the following information:

- **DialUp Usage Reports** - This option appears only if you have dialup as a service. Click the link to access dialup usage reports.
- **Call Detail Records** - This option appears only if you subscribe to Voice services.
  - Prior to August 1\textsuperscript{st} 2013 – View call detail records prior to August 1, 2013 by selecting this option.
  - After August 1\textsuperscript{st} 2013 – View call detail records after August 1, 2013 by selecting this option.
Support
Here you can access support information and manage service tickets. The following details are available:

- **Manage Service Tickets** (View and manage service tickets)
- **Create Service Ticket** (Create a new service ticket)
- **Contact Support** (Send an email to customer support)
- **View Voice Online Learning Center** (See voice service-related help and resources)
- **Portal User Guide** (View and download the portal user guide)
Support Tickets

In this section, you can create, view and manage existing support tickets. The following ticket details are available in a tabular format:

- **Ticket Number** (Unique ticket number associated with a support ticket)
- **Status** (Open or closed)
- **Service Location** (Address of the service location for ticket was created)
- **Tech Type** (Technology type linked to the issue)
- **LSN** (Line sequence number)
- **Last Update** (Date and time when the ticket was last updated)

On this page, you can also:
- Create a Service Ticket (Click the button to create a new service ticket)
- Contact Customer Support (Click the button to send an email to Customer Support)

Please Note: You can sort tables by column heading and view information in the desired quantity of entries and preferred order.

Ticket Details

You can see support ticket details by clicking on the ticket number in the table. The following details are available:

- **View Ticket Details** (View ticket information, description, and any support update if available)
- **Update Ticket** (Update an existing ticket by providing additional information)
- **Resolve Ticket** (Close an open ticket by providing details regarding issue resolution or by reporting that the issue no longer exists)
# View Ticket Information

**Ticket Information**
This section provides you with basic information regarding your Service Ticket's activity.

- **Ticket Number:** 119526
- **Status:** closed
- **Date Opened:** 08/03/2017 - 21:17
- **Date Closed:** 08/14/2017 - 18:52
- **Last Update:** 05/28/2013 - 05:48

**Ticket Details**
The issue Category and Description for this service ticket are listed here for your reference. Please note that our Support representatives may re-categorize the issue for this ticket, if appropriate.

- **Service Location:** Site 1142144
- **Tech Type:** DSL
- **LSN:** 119016
- **Category:** New Install Circuit
- **Ticket Description:** CSS LI: 138235
- **Site Address:** 25 W Hubbard, Chicago, IL 60610

**Ticket Notes**
Updates on the progress of this Ticket are provided in reverse chronological order.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/28/2013 - 05:48</td>
<td>Task Third Party Services marked as complete</td>
<td>Complete Date: 05/28/2013</td>
</tr>
<tr>
<td>05/21/2013 - 08:15</td>
<td>Task General marked incomplete</td>
<td></td>
</tr>
<tr>
<td>05/20/2013 - 14:37</td>
<td>Task Third Party Services marked incomplete</td>
<td></td>
</tr>
</tbody>
</table>

**Update Service Ticket**
Add additional information to your service ticket.

**Resolve Service Ticket**
Close your service ticket.
Create Ticket

Create a new support ticket by clicking on the link provided. You'll be asked for the following information:

- **Service Location** (Select a service location impacted by the issue)
- **Tech Type/ LS/N** (Select technology type/ line sequence number related to the issue)
- **Issue Category** (Select issue category)
- **Contact Name** (Enter the name of the person that MegaPath support can contact for this issue)
- **Contact Phone Number** (Enter the phone number of the contact specified above)
- **Contact Access Hours** (Enter hours during which the contact person is available)
- **Issue Description** (Describe the issue in detail)

Please Note: All fields are mandatory.
My Company

Use this section to view and update your company contact information.

The following details are available:

- **Company Details** (Company name and account number)
- **Primary Contact Information** (Name, email and phone number of the primary contact person)
- **Billing Contact Information** (Name, email and phone number of the billing contact person)

Use the drop-down options in the My Company Menu to access the following:

- **Service Locations** (See Service Locations)
- **Users & Administrators** (See User Administration)
- **Email History** (See Email History)
Service Locations

Here you can view all service locations for your company account in a tabular format. The following details are available:

- **Site Name** (Customer-defined site name)
- **Site ID** (Unique ID of a service location)
- **Site Address** (Service location address)
- **City** (Service location City)
- **State** (Service location State)
- **ZIP** (Service location ZIP code)
- **Shipping Contact** (Contact person for any shipping matters)
- **Technical Contact** (Contact person for any technical issues)
- **Local Contact** (General contact person)

You can edit the contact information for a service location by clicking the **Edit** link.

**Please Note:** You can sort tables by column heading and view information in the desired quantity of entries and preferred order.
User Administration

Here, Account Administrators can see all portal users in a tabular format. Please Note: This section is accessible only to Account Administrators. The following details are available:

- **First Name** (User's first name)
- **Last Name** (User's last name)
- **Administrative Privileges** (One or all: Account Admin., Billing Admin., and Services Admin.)

An Account Administrator may edit privileges by clicking on the edit option. An Account Administrator also may change or update the following user information by clicking on the username:

- **Profile Information** (First name, last name, title, phone number, email address)
- **Username** (Portal username)
- **Password** (Portal password)
- **Administrative Privileges** (Assign any or all of the administrative privileges.)
- **Delete User** (Delete an existing portal user)
Administrative Privileges

Clicking Edit next to a portal user’s name allows an Accounts Administrator to manage a user’s portal access privileges. Following user privileges can be assigned to a portal user by the Accounts Administrator:

- **Account Administrator**: Account administrator manages company contacts, users and communication preferences.
- **Services Administrator**: Services administrator views and manages installed services.
- **Orders Administrator**: Orders administrator views and manages order placed online.
- **Billing Administrator**: Billing Administrator views invoices and manages payments.
- **No Administrative Privileges**: User has no administrative privileges. (Used to revoke all privileges of an existing portal user either temporarily or permanent.)
Email History

In this section, you can view all internal email communications from MegaPath regarding a particular service location. **Please Note:** Legacy Speakeasy and Covad customers may not be able to see this section.
My Account

Use this section to view and update your user account information.

Following information is available:

- **Profile Information** (First name, last name, title, phone number, email address)
- **Username** (Portal username)
- **Password** (Portal password)
- **Administrative Privileges** (Available for a change to an Account Administrator only)
- **Security Questions** (Enter at least two security challenge questions, which are used in the process of resetting your password)
Customer Support Information

Do you need help using the customer portal? Please contact customer support:

Email: support@megapath.com

Call: 1–877–611–6342