

# Doing Business with MegaPath Quick Guide

## Managing Your Orders and Services

Business Need	Contact Options	Hours of Operation
Get order status updates	Portal <a href="http://my.megapath.com">my.megapath.com</a> Call 877-611-6342, Option 5	24/7 M-F 8am-8pm ET
Make a change to a pending order	Call 877-611-6342, Option 5	M-F 8am-8pm ET
Cancel order	Call 877-611-6342, Option 5	M-F 8am-8pm ET
Moves, additions, changes to service	Call 877-611-6342, Option 2	M-F 8am-8pm ET
Add voice lines	Portal <a href="http://my.megapath.com">my.megapath.com</a> (adds to existing sites) Call 877-611-6342, Option 2	24/7 M-F 8am-8pm ET
Request IPs	Online <a href="http://www.megapath.com/support/iprequest">www.megapath.com/support/iprequest</a>	24/7
DNS Transfers	Online <a href="http://www.megapath.com/support/dnstransfer">www.megapath.com/support/dnstransfer</a>	24/7
View Terms and Conditions	Online <a href="http://www.megapath.com/about/corporate-policies/">www.megapath.com/about/corporate-policies/</a>	24/7
Disconnect service	Call 877-611-6342, Option 2	M-F 9am-8pm ET

## Using the Customer Portal

Business Need	Contact Options	Hours of Operation
Portal Demo Videos	Online <a href="http://www.megapath.com/support/?playlist=7&amp;index=0">www.megapath.com/support/?playlist=7&amp;index=0</a>	24/7
Questions on Portal	Call 877-611-6342, Option 4	M-F: 8am-12am ET Sat/Sun: 9am-8pm ET
Portal Password Reset	Call 877-611-6342, Option 4	M-F: 8am-12am ET Sat/Sun: 9am-8pm ET

## Training

Business Need	Contact Options	Hours of Operation
Learn about Voice features	Online <a href="http://www.megapath.com/support/voice">www.megapath.com/support/voice</a> Live Training <a href="http://www.megapath.com/support/voice/training">www.megapath.com/support/voice/training</a>	24/7 See online schedule

## Billing

Business Need	Contact Options	Hours of Operation
View Bill	Portal <a href="http://my.megapath.com">my.megapath.com</a>	24/7
Billing Questions	Call 877-611-6342, Option 3	M-F 9am-8pm ET
Make a one-time payment	Portal <a href="http://my.megapath.com">my.megapath.com</a> Call 877-611-6342, Option 3	24/7 M-F 9am-8pm ET
Set up automatic payments	Portal <a href="http://my.megapath.com">my.megapath.com</a> Call 877-611-6342, Option 3	24/7 M-F 9am-8pm ET
Make payment arrangements	Call 877-611-6342, Option 3	M-F 9am-8pm ET

## Support

Business Need	Contact Options	Hours of Operation
Check network status	Online <a href="http://www.megapath.com/support/network-status">www.megapath.com/support/network-status</a>	24/7
Report a service issue	Portal <a href="http://my.megapath.com">my.megapath.com</a> Call 877-611-6342, Option 4	24/7 24/7
Request a service credit	Online <a href="http://www.megapath.com/support/creditrequest">www.megapath.com/support/creditrequest</a>	24/7
Request an SLA credit	Online <a href="http://www.megapath.com/support/sla">www.megapath.com/support/sla</a>	24/7
Locate a dial-up access number	Online <a href="http://www.megapath.com/support/dialup-access">www.megapath.com/support/dialup-access</a>	24/7