

Doing Business with MegaPath Quick Guide

Managing Your Orders and Services

Business Need	Contact Options	Hours of Operation
Get order status updates	Portal my.megapath.com	24/7
	Call 877-611-6342, Option 5	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 my.megapath.com (adds to existing sites)	24/7
	Call 877-611-6342, Option 2	M-F 8am-8pm ET
Request IPs	Online www.megapath.com/support/iprequest	24/7
DNS Transfers	Online www.megapath.com/support/dnstransfer	24/7
View Terms and Conditions	Online www.megapath.com/about/corporate-policies/	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 www.megapath.com/support/?playlist=7&index=0	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 www.megapath.com/support/voice	24/7
	Live Training www.megapath.com/support/voice/training	See online schedule

Billing

Business Need	Contact Options	Hours of Operation
View Bill	Portal my.megapath.com	24/7
Billing Questions	Call 877-611-6342, Option 3	M-F 9am-8pm ET
Make a one-time payment	Portal my.megapath.com	24/7
	Call 877-611-6342, Option 3	M-F 9am-8pm ET
Set up automatic payments	Portal my.megapath.com	24/7
	Call 877-611-6342, Option 3	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 www.megapath.com/support/network-status	24/7
Report a service issue	Portal my.megapath.com	24/7
	Call 877-611-6342, Option 4	24/7
Request a service credit	Online www.megapath.com/support/creditrequest	24/7
Request an SLA credit	Online www.megapath.com/support/sla	24/7
Locate a dial-up access number	Online www.megapath.com/support/dialup-access	24/7