



Screamin' Fast Broadband and Great Sounding ePhone Service

March, 2014
Revision: 1.02

WiFi Renewal Process

Overview

An existing WiFi customer can RENEW their connection at any time during or after the current WiFi period. To do so, follow the instructions below.

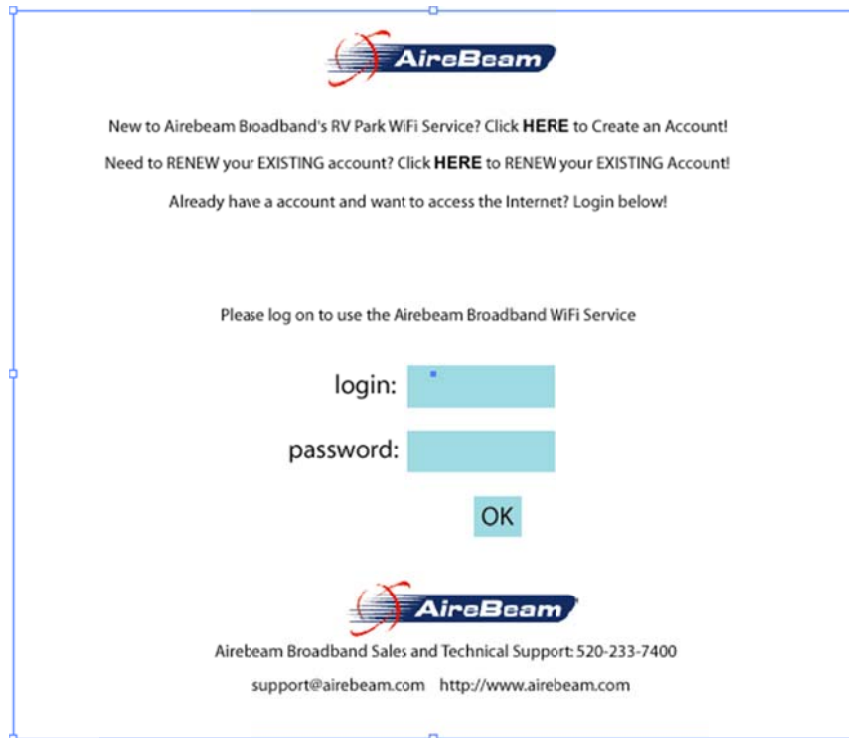
Accessing the Renewal Page

Customers can access the renewal page by opening their web browser and clearing out the contents of the URL line and entering:

- 1.1.1.1 followed by the ENTER key
- If you are logged on, you will see a Logoff Button. Click LogOff. This switches to a LogON Button, Click LogON

This brings up the WiFi Initial (Splash) Page..See below:

Line two (2) has a link: Click [HERE](#) to Renew your EXISTING account. Alternatively, point your browser to <https://billing.airebeam.com>. In either case, you end up at the AireBeam Customer Portal Login Screen on the next page.



Powering Community Broadband

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Existing customers simply enter their USERNAME and PASSWORD and click Login –
Next, Click the **Purchase Time** button.



Customer Account Center

Account Status Billing Info Recharge Acct **Purchase Time** Account Settings Assistance Log Off

Welcome Gregory Friedman

Account status: **Expired**
Current balance: 0.00 (USD) Your credit limit is 100.00 (USD)
Expiration date: 10/07/12

Quick Links

- [AireBeam Web Site](#)
- [WiFi Login - WiFi Customers Only](#)

Login Information:

Username: friedo [WiFi Customers Only: Click the LINK below to LOG IN](#)
Password: bandito



Customer Account Center

Account Status Billing Info Recharge Acct Purchase Time Account Settings Assistance Log Off

Account: **friedo - Desert Gardens 1 Meg** Expires: 10/07/12 Time Left: **Infinite** MB Left: **Infinite**

Description	Cost (USD)	Qty
1-Month 1 mbps - Desert Gardens WiFi - \$29.95	29.95	<input type="text" value="1"/>
14-Day 1 mbps - Desert Gardens WiFi - \$18.95	18.95	<input type="text" value="0"/>
3-Day 1 mbps - Desert Gardens WiFi - \$5.95	5.95	<input type="text" value="0"/>
7-Day 1 mbps - Desert Gardens WiFi - \$10.95	10.95	<input type="text" value="0"/>

[>> Continue](#)

Login Information:

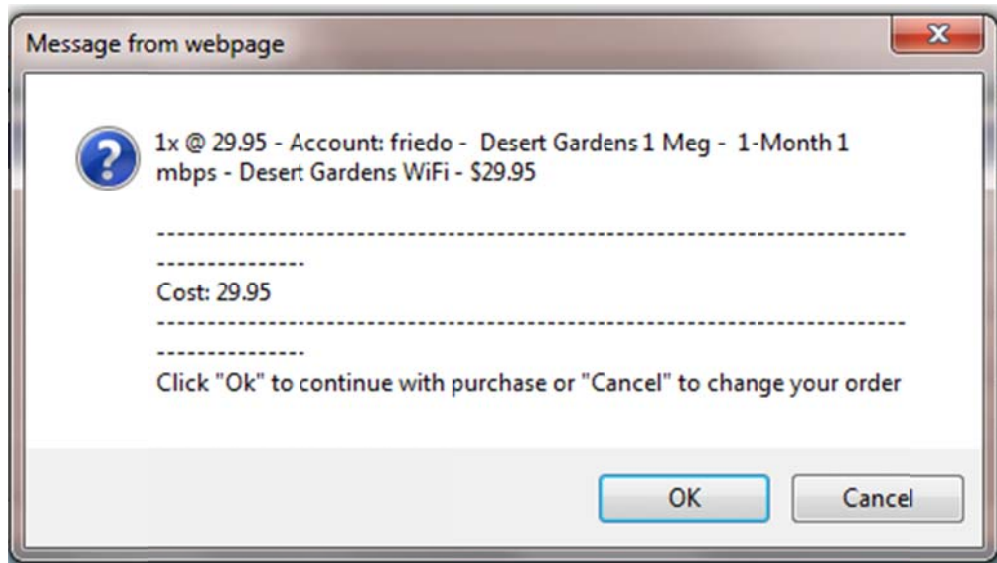
Username: **friedo** [WiFi Customers Only: Click the LINK below to LOG IN](#)

Password: **bandito**

Example: enter **1** in the **1 Qty** field for the service duration period of your choice. Click **Continue..**

IMPORTANT: Do **NOT** enter any digit other than **“1”** in the **quantity field** or you will be **purchasing THAT MANY** periods of time.

The following confirmation is presented:



Make sure that you have chosen the desired renewal period and that the amount you are being asked to pay is the amount you agree with.

Click **OK** to proceed...

Note that an Invoice is created. If the payment process is declined, an unpaid invoice is left in the account. If the customer then REPEATS the process from scratch, he may be presented with two invoices to pay. An AirBeam CSR can VOID the first invoice and instruct the customer then to proceed to start over, or CSR can accept new payment information from the customer over the phone and pay the invoice.

The screenshot shows a navigation bar with buttons for "Account Status", "Billing Info", "Recharge Acct", "Purchase Time", and "Account". Below the navigation bar, a green checkmark icon is next to the text "Creating Invoice" and "Successfully processed 1 line items - Total Cost:29.95".

Below this is a "Make New Payment" form with the following fields:

- Pay Method: Credit/Debit Card (dropdown)
- Amount (USD): 29.95
- Comment: (text input)
- Card Number: (text input)
- Expiration: 08 (dropdown) / 2014 (dropdown)
- Auth Name: Gregory Friedman
- Postal Code: 85130
- Bill Addr: PO Box 10941
- Bill State: Arizona (dropdown)
- Security (CVV2) Code: (text input)
- Make Payment (button)

Below the payment form is a "Billing Status" section with the following information:

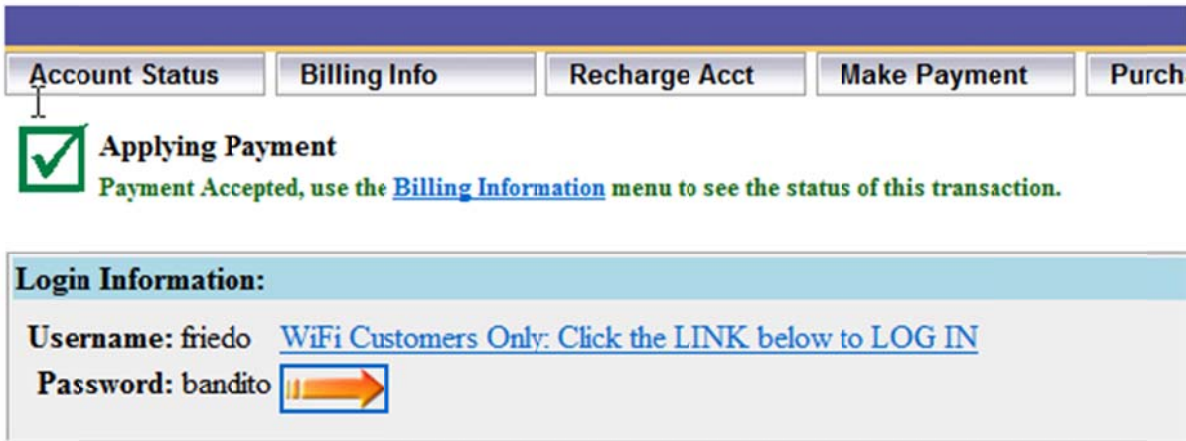
- Current Balance: 29.95 (USD)
- Available Credit: 70.05 (USD)

Below the billing status is an "Unpaid Invoices" section with the following information:

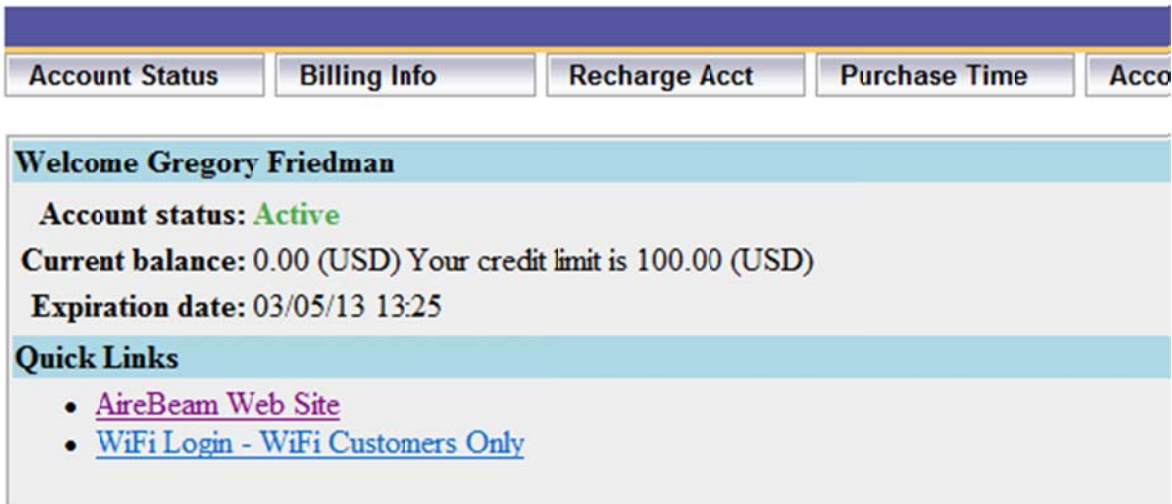
- [Invoice #85411](#) - 02/05/13 (0 days) - Amount Left: 29.95

Customer then enters CC information and clicks **Make Payment...**

Payment Application window is displayed if payment is accepted. Declined message presented if it is declined.



Customer may confirm payment by pressing the Account Status button:



* * * * * END OF PROCEDURE * * * * *