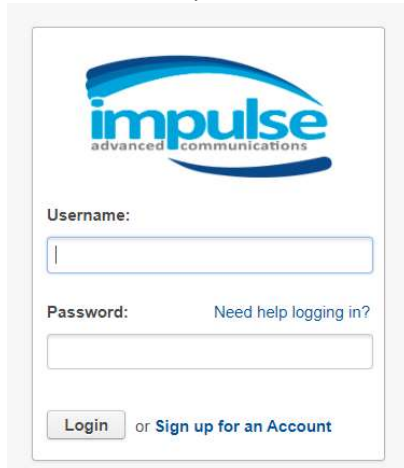


IMPULSE BILL CENTER FAQS

- **How do I log into the bill portal with my username and password?**

You can access your account online by using the customer portal billcenter.impulse.net.



The screenshot shows the login interface for the Impulse Bill Center. At the top is the Impulse logo with the tagline 'advanced communications'. Below the logo are two input fields: 'Username:' and 'Password:'. To the right of the password field is a link that says 'Need help logging in?'. At the bottom of the form are two buttons: 'Login' and 'or Sign up for an Account'.

- **If you haven't enrolled in online access**

email billingsupport@impulse.net to resend login information.

- **What if I don't have a username or password?**

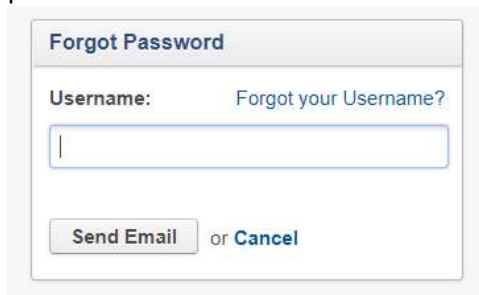
For authorized users send an email to billcenter.impulse.net to resend your username.

- **What is my Bill Center Registration Code?**

For authorized users send an email to billcenter.impulse.net to resend your Registration Code.

- **How do I unlock my Authorized User account?**

If you have forgotten your password, go to the site and click on Forgot your Password. A temporary password will be emailed to you. It will then prompt you to create a new password.



The screenshot shows the 'Forgot Password' page. It has a title 'Forgot Password' at the top. Below it is a 'Username:' label and a link 'Forgot your Username?'. There is an input field for the username. At the bottom are two buttons: 'Send Email' and 'or Cancel'.

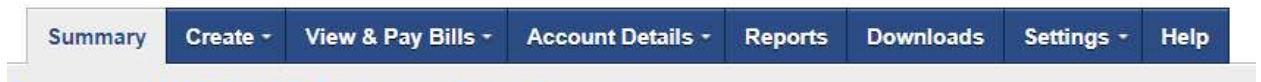


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- **What if I have a general billing question?**

Billing specific questions can either be submitted by creating a ticket in the portal or by emailing billingsupport@impulse.net and a ticket will be opened on your behalf. The ribbon at the top of the portal under the Create Tab is where to find the ticket and payment creator.



- **What is the turnaround time for a billing question through email and an open ticket?**

The Billing Team will reach out within 24 hours, and may require 3-5 business days for resolution depending on complexity.

- **What if I need to cancel services?**

- An account or services may only be terminated in writing by opening a Cancel Request ticket through the customer billcenter.impulse.net or by sending an email to billingsupport@impulse.net. Please see full details of cancellation of services in accordance with contracts here <https://impulse.net/support/agreements-policies/billing-policies/>

- **How to add a Bill Center Contact?**

New users can be added under **Settings > Manage Users > Add New User**



- **How to make a payment?**

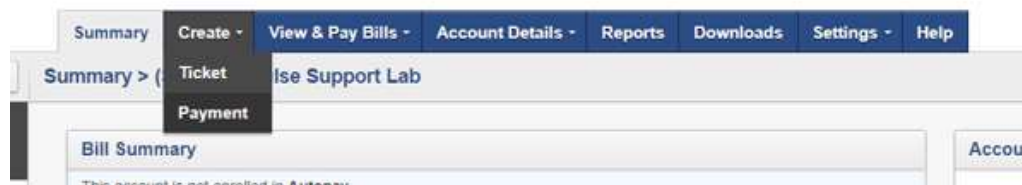
Payments can be made under **View & Pay Bills > Payments > Make a Payment**



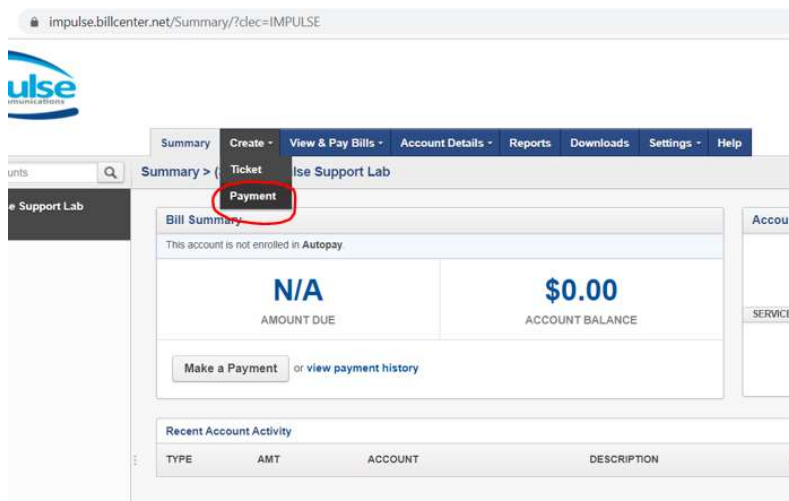
- **Can I pay with a credit card?**

Credit card payments are accepted for payments under \$1,000. Payments over \$1,000 may be paid electronically by echeck. Should you need an exception or are having trouble processing a payment - please reach out to billingsupport@impulse.net for assistance.

Create > Payments > Make a Payment



Choose the Method: Credit Card or ACH (e-check)



- **How to enroll in auto pay?**

Payment settings can be accessed under **View & Pay Bills > Auto Pay**

The screenshot shows the 'Auto Pay' enrollment interface. At the top, there are navigation tabs: 'Summary', 'Create', 'View & Pay Bills', 'Account Details', and 'Reports'. Below these, the breadcrumb path is 'Auto Pay > (40549) LAB Customer - Sales Requests'. The main area contains two buttons: 'Enroll in Auto Pay' and 'Remove Auto Pay'. Below these is an 'Edit Auto Pay' section with a 'Payment Day' dropdown set to 'Due Date' and a 'Payment Method' section. The 'Method' dropdown is set to 'Credit Card'. Below this are input fields for 'Name on Card' and 'Card Number', followed by logos for VISA, MasterCard, AMEX, and Discover. An 'Edit' link is at the bottom.

- **What if my payment is not going through?**

If payments are not being processed, please submit a ticket through the billcenter.impulse.net or by sending an email to billingsupport@impulse.net.

- **How do I get past bills and see payment history?**

Payments can be found under **View & Pay Bills > Payments**

The screenshot shows the 'Payments' page in the Impulse Customer Portal. The top navigation bar includes the Impulse logo, 'Customer Portal', and a user welcome message 'Welcome Brenna (Impersonating Brenna) - Logout'. Below the navigation bar, there are tabs: 'Summary', 'Create', 'View & Pay Bills', 'Account Details', 'Reports', 'Downloads', 'Settings', and 'Help'. The 'View & Pay Bills' tab is active, showing a sub-menu with 'Payments' and 'Auto Pay'. The main content area has a search bar for accounts and a list of accounts on the left. The central part shows a table of payments with columns: AMOUNT, ACCOUNT, REFERENCE, PAYMENT METHOD, and DATE RECEIVED. There are also buttons for 'Export', 'Filter Results', 'Filter', and 'Clear'.

Bills can be found under **View & Pay Bills > Bills**

Summary Create View & Pay Bills Account Details Reports Downloads Settings Help

Bills > (40549) LAB Customer - Sales Requests Welcome Brenna (Impersonating Brenna) Logout

☐ Notify me when a new Bill is ready.

BILL	ACCOUNT	CREATED DATE	DUE DATE	MRC	ADJUSTMENTS	USAGE	OTHER	TAXES & SURCHARGES	TOTAL	
▼ 45979	(40549) LAB Customer - Sales Requests	8/19/2020	8/20/2020	\$1,181.00	\$0.00	\$0.00	\$0.00	\$68.90	\$1,249.90	Options
▼ 43749	(40549) LAB Customer - Sales Requests	7/19/2020	7/20/2020	\$1,181.00	\$0.00	\$0.00	\$1,313.00	\$192.43	\$2,686.43	Options
▼ 41428	(40549) LAB Customer - Sales Requests	6/19/2020	6/20/2020	\$1,157.00	\$0.00	\$0.00	\$0.00	\$52.08	\$1,209.08	Options
▼ 39269	(40549) LAB Customer - Sales Requests	5/20/2020	5/20/2020	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00	Options

- **How to download bills in Excel?**

Bills can be found under **View & Pay Bills > Bills**

Under Options there is the option to down the bill in Excel

Customer Portal

Summary Create View & Pay Bills Account Details Reports Downloads Settings Help

Bills > (40549) LAB Customer - Sales Requests Welcome Brenna (Impersonating Brenna) Logout

☐ Notify me when a new Bill is ready.

BILL	ACCOUNT	CREATED DATE	DUE DATE	MRC	ADJUSTMENTS	USAGE	OTHER	TAXES & SURCHARGES	TOTAL	
▼ 45979	(40549) LAB Customer - Sales Requests	8/19/2020	8/20/2020	\$1,181.00	\$0.00	\$0.00	\$0.00	\$68.90	\$1,249.90	Options
▼ 43749	(40549) LAB Customer - Sales Requests	7/19/2020	7/20/2020	\$1,181.00	\$0.00	\$0.00	\$1,313.00	\$192.43	\$2,686.43	Download as Excel
▼ 41428	(40549) LAB Customer - Sales Requests	6/19/2020	6/20/2020	\$1,157.00	\$0.00	\$0.00	\$0.00	\$52.08	\$1,209.08	Options
▼ 39269	(40549) LAB Customer - Sales Requests	5/20/2020	5/20/2020	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00	Options

- **Where do I mail payments?**

Impulse Billing Department
PO Box 1450
Goleta, CA 93116
(805) 456-5800



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