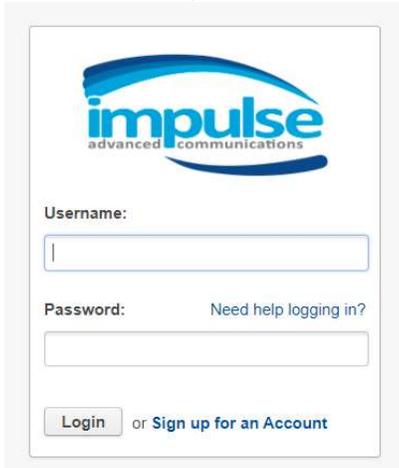


IMPULSE BILL CENTER FAQS

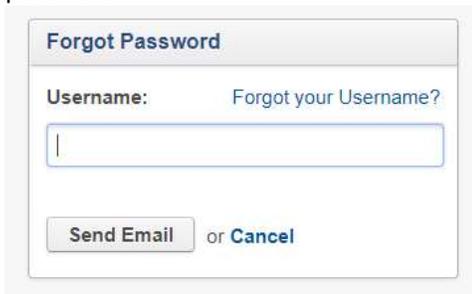
- **How do I log into the bill portal with my username and password?**

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



The screenshot shows the login page for 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 "Sign up for an Account", with the text "or" between them.

- **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.

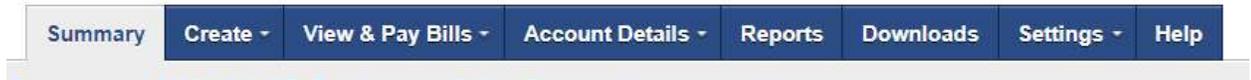


The screenshot shows the "Forgot Password" page. It has a title "Forgot Password" at the top. Below the title are two input fields: "Username:" and "Forgot your Username?". At the bottom of the form are two buttons: "Send Email" and "Cancel", with the text "or" between them.



- **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?**

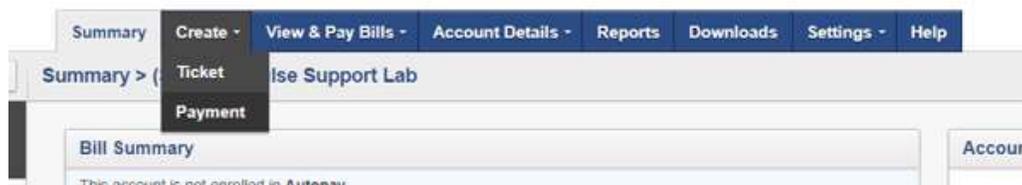
Payments can be made under **View & Pay Bills > Payments > Make a Payment**



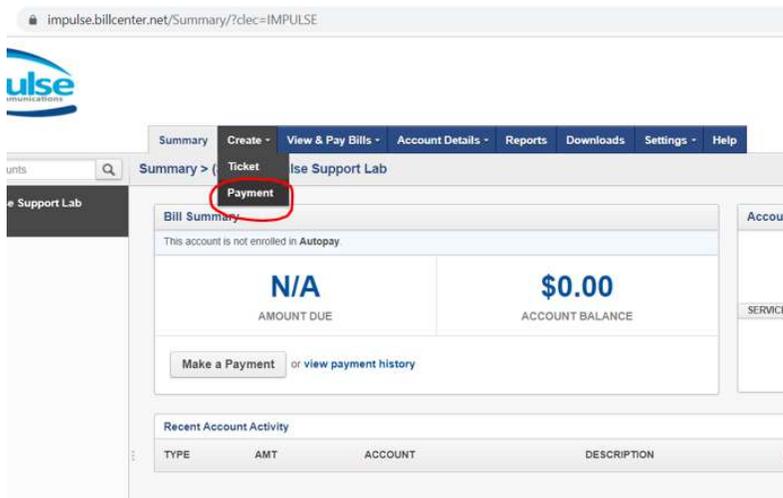
- **Can I pay with a credit card?**

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)

A screenshot of the 'Submit Payment' form. The 'Method' dropdown menu is open, showing options: Credit Card, Credit Card, and ACH (e-Check). The 'ACH (e-Check)' option is selected. Below the dropdown is a text input field containing '0.00'. There is a checkbox labeled 'Save Payment Information for Future Transactions' which is checked. Below that are input fields for 'Name on Card', 'Card Number', 'Exp. Date (MM/YY)', and 'CVV2'. There are also icons for Visa, Mastercard, and American Express.

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

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

- **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**

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

BILL	ACCOUNT	CREATED DATE	DUE DATE	MRC	ADJUSTMENTS	USAGE	OTHER	TAXES & SURCHARGES	TOTAL	Options
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

BILL	ACCOUNT	CREATED DATE	DUE DATE	MRC	ADJUSTMENTS	USAGE	OTHER	TAXES & SURCHARGES	TOTAL	Options
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 Download as Excel
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

- Where do I mail payments?**

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

