

Customer Portal

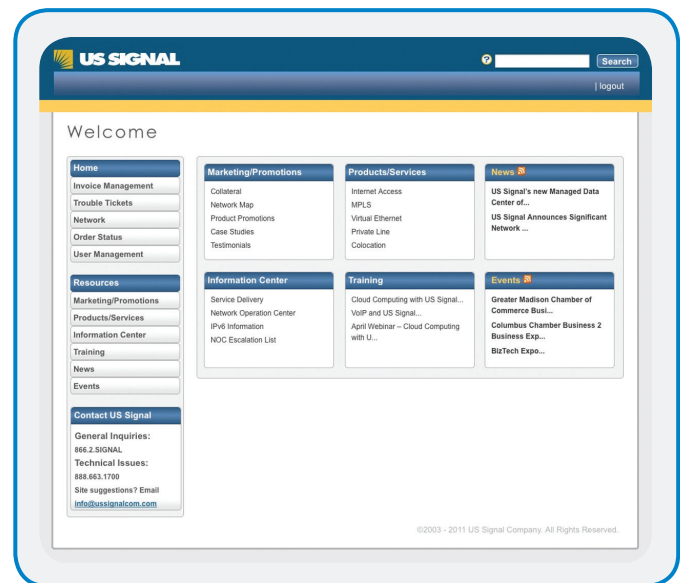
Enhancing your business experience with us

Welcome

US Signal is dedicated to providing its customers with the tools needed to manage their network. US Signal continues this dedication by releasing the US Signal Customer Portal, a web-based interface software system that provides 24/7 access to your account.

Features

- **Trouble Tickets** - view your Open and Closed tickets
- **Network** - view Network Statistics and Performance Data including Bits, Discards, Errors and Unicast
- **Threshold Alerts** - set threshold alerts on IP circuits real time
- **Order Status** - check on Order Status and view Detail of that order
- **Invoice Management** - view and pay your invoice
- **Resources** - such as Marketing Collateral, Promotions and links to US Signal News, Training and Events



Register for the Customer Portal

You will need the following information to register:

- Billing Account number (located on your invoice)
- Invoice ID

After entering the account and invoice information, you will register:

- An Email address for the new account
- Create a Password
- Input the User's First and Last Name

You will then be able to access your qualifying US Signal products and services through the portal at anytime from any computer with an Internet Connection. Please note that the first user that signs up to access the portal becomes the administrator for your account with the ability to add/delete users.

Add your US Signal Authorized Agent to your account

This feature allows your agent to view Trouble Tickets, Network Stats, and Order Status to help answer any questions you might have.

You will need to do the following to add your Authorized Agent:

- **Login** to the Customer Portal
- **Click** on User Management
- **Select** Permit Agent Access
- **Type** the email address of the agent you want to add

If they are an Authorized Agent of US Signal they will appear on the bottom of the page. You can remove the agent at any time by clicking on the red circle left of their name in this same section.