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# Airosurf Customer Payment Guide

Updated 3/25/2024

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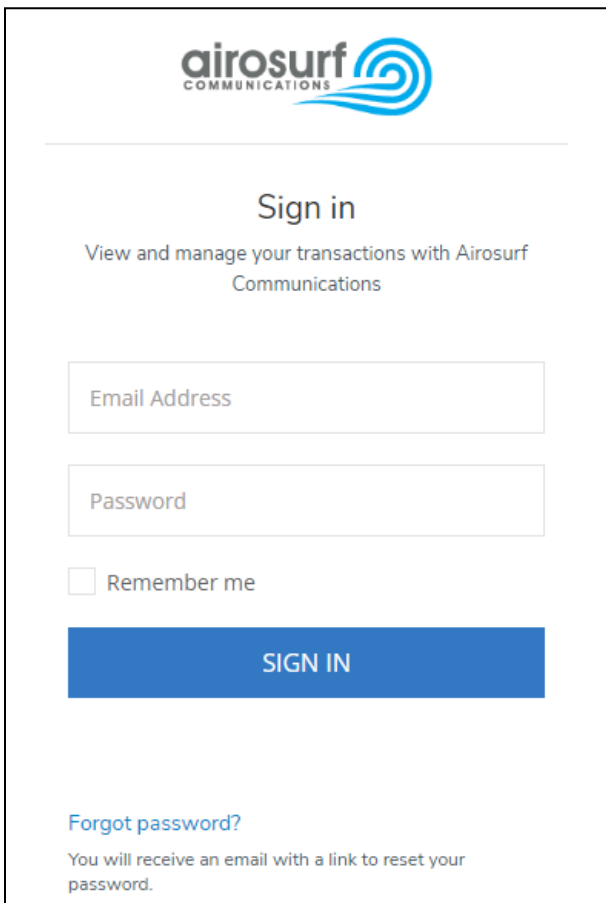
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# 1. Accessing the Customer Portal

The Customer Portal is a self-service platform where you can view invoices, make payments, manage payment methods and update your account information.

Customer Portal URL: [billing.aiosurf.com/portal/aiosurf/login](https://billing.aiosurf.com/portal/aiosurf/login)

Image of the Aiosurf Customer Portal login page:



The image shows the login page for the Aiosurf Customer Portal. At the top left is the Aiosurf Communications logo, which consists of the word "aiosurf" in a bold, lowercase font above the word "COMMUNICATIONS" in a smaller, uppercase font, with a blue wave graphic to the right. Below the logo is a horizontal line. The main heading is "Sign in" in a bold, black font. Underneath is the sub-heading "View and manage your transactions with Aiosurf Communications" in a smaller, black font. There are two input fields: "Email Address" and "Password", both with light gray borders. Below the password field is a checkbox labeled "Remember me". A prominent blue button with the text "SIGN IN" in white, uppercase letters is centered below the input fields. At the bottom left, there is a link "Forgot password?" in blue text, followed by the text "You will receive an email with a link to reset your password." in a smaller, black font.

If you do not know your password, click the [Forgot password?](#) button to set up a new one.

If you are still unable to login after a password reset, please contact the Aiosurf Billing Team for a new invitation.

## 2. Adding a Payment Method to Your Account

On the Home page of the Customer Portal, click View More:

The screenshot displays the Airosurf Customer Portal interface. On the left is a navigation sidebar with the following items: Home (highlighted in blue), Estimates, Subscriptions, Invoices, Credit Notes, Payments Made, Statements, and Help. The main content area features a header with the text 'Hello John Doe!'. Below this is a 'Balance Summary' section showing 'Currency' as 'USD- United States Dollar'. The 'Last Payment Made' section displays a payment of '\$49.95' for invoice 'INV-092070', paid on '10/04/21' with payment number '90095'. At the bottom, the 'My Details' section shows the name 'John Doe'. A red arrow points to a 'View More' link located to the right of the 'My Details' section.

Airosurf Communi...

Hello John Doe!

Balance Summary

Currency

USD- United States Dollar

Last Payment Made

**\$49.95** Paid On Payment #  
Paid for INV-092070, 10/04/21 90095


My Details [View More](#)

John Doe



Then click + Add Payment Method:

**Airosurf Communi...**    **← My Details**


**Account Details**

**John Doe**   
bot1@airosurf.com  
📞 405-555-5555

---

<b>BILLING ADDRESS</b> 	<b>SHIPPING ADDRESS</b> 
123 Wireless Way Edmond Oklahoma U.S.A 12345	123 Wireless Way Edmond Oklahoma U.S.A 12345

**Payment Details**

 [+ Add Payment Method](#)

You may add a **Credit/Debit Card (LEFT)** or a **Bank Account (RIGHT)**.

Payment Information

**Card** Bank Account

Card Number

MM / YY CVV

First Name\* Last Name\*

United States

Oklahoma Edmond

123 Wireless Way 12345

I agree to Airosurf's Terms & Conditions and Privacy Policy

**Proceed**


Payment Information

Card **Bank Account**



By clicking the button below, I agree to Airosurf's Terms and Conditions as stated on [www.aiosurf.com/legal](http://www.aiosurf.com/legal).

**Proceed**

X



**Zoho uses Stripe to connect your accounts**

-  **Fast and simple**  
Connect your account in seconds.
-  **Your data is encrypted**  
Zoho can [access data](#). You can disconnect at any time.

By continuing, you agree to Stripe's [Terms and Privacy Policy](#)

**Agree and continue**

Note: Adding a Payment Method to your account does NOT enable AutoPay. To enable AutoPay, see [AutoPay Settings](#).

### 3. Updating Your Payment Method

At this time, only Credit/Debit Cards can be updated within the Customer Portal. If you need to update a Bank Account, please contact the Airosurf Billing Team.

On the Home page of the Customer Portal, click View More:

The screenshot displays the Airosurf Customer Portal interface. On the left is a navigation sidebar with the following items: Home (highlighted in blue), Estimates, Subscriptions, Invoices, Credit Notes, Payments Made, Statements, and Help. The main content area is titled 'Hello John Doe!' and includes a 'Balance Summary' section showing 'Currency' as 'USD- United States Dollar'. Below this is the 'Last Payment Made' section, which displays a payment of \$49.95 for invoice INV-092070, paid on 10/04/21 with payment number 90095. The 'My Details' section shows the user's name 'John Doe' and a 'CARD DETAILS' section with a partially masked card number '\*\*\*\* \* 3383' and an expiration date of '4/2025'. A red arrow points to a 'View More' link next to the 'My Details' section.

Airosurf Communi...

Hello John Doe!

Balance Summary

Currency Av

USD- United States Dollar

Last Payment Made

<b>\$49.95</b>	Paid On	Payment #
Paid for <a href="#">INV-092070</a> ,	10/04/21	<a href="#">90095</a>

My Details [View More](#)

John Doe

CARD DETAILS

\*\*\*\* \* 3383 4/2025

Click the gear symbol to the right of the card, then click Edit:

The screenshot displays the 'My Details' page of the Airosurf mobile application. On the left is a navigation sidebar with options: Home, Estimates, Subscriptions, Invoices, Credit Notes, Payments Made, Statements, and Help. The main content area is titled 'My Details' and contains three sections:

- Account Details:** Shows the user's name 'John Doe', email 'bot1@airosurf.com', and phone number '405-555-5555'. There is an edit icon (pencil) to the right.
- Billing and Shipping Addresses:** Both are listed as '123 Wireless Way, Edmond, Oklahoma, U.S.A, 12345'. Each has an edit icon.
- Payment Details:** Includes a '+ Add Payment Method' button and a 'CARD DETAILS' section. The card number is partially visible as '\*\*\*\* \* 3383' and the expiration date is '4/2025'. A red arrow points to a gear icon (settings) next to the card details.

Enter the new card information, and click Save. Your card will be updated.

### Edit Card ×

**CARD DETAILS**

Card Number\*

CVV\* Expires on\*

First Name Last Name

**BILLING ADDRESS**

The billing address entered here must match the billing address of the card holder.


Country \*

Address \*

City \*

Postal/Zip Code \*

State \*





## 4. Removing a Payment Method from Your Account

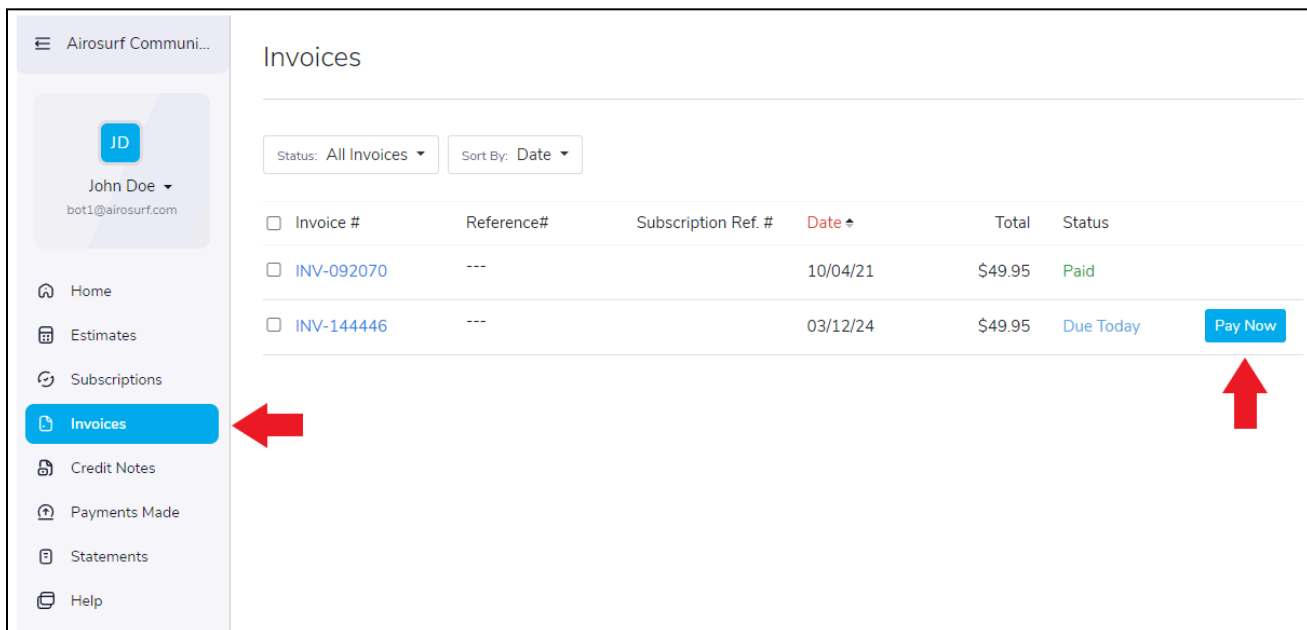
To completely remove a Payment Method from your account, please contact the Airosurf Billing Team.

## 5. Paying an Invoice

Invoices can be paid for in two ways: the customer portal, or the URL link in the invoice email notification.

### 5a. Paying an Invoice in the Customer Portal

Click on the Invoices Tab in the Customer Portal, then click the Pay Now button:



The screenshot displays the Airosurf Customer Portal interface. On the left, a sidebar contains navigation links: Home, Estimates, Subscriptions, **Invoices** (highlighted with a red arrow), Credit Notes, Payments Made, Statements, and Help. The main content area is titled "Invoices" and includes a status filter set to "All Invoices" and a sort option set to "Date". A table lists the following invoices:

Invoice #	Reference#	Subscription Ref. #	Date	Total	Status
INV-092070	---		10/04/21	\$49.95	Paid
INV-144446	---		03/12/24	\$49.95	Due Today

A "Pay Now" button is located next to the "Due Today" status of the second invoice, with a red arrow pointing to it.

Pay with either a **Credit/Debit Card (LEFT)** or a **Bank Account (RIGHT)**.

Payment for INV-144447

INV-144447 | Balance Due  
03/26/24 | \$49.95

**Credit Card** ← Pay swiftly through your credit card.

Bank Account

Card ending with 1195  
Pay via Stripe

Use another card

**MAKE PAYMENT** →

Payment for INV-144447

INV-144447 | Balance Due  
03/26/24 | \$49.95

Credit Card

**Bank Account** ← Make simplified payments through your Bank account.

Account ending with 9329  
Pay via Stripe

Use another account

ACH Authorization Agreement:

By proceeding, you authorize Airosurf Communications to debit funds from your account for transactions made and also credit them back to correct erroneous transactions. This will be effective until you wish to revoke this permission by writing to [billing@airosurf.biz](mailto:billing@airosurf.biz).

**MAKE PAYMENT** →

## 5b. Paying an Invoice using the Email URL Link

In the Invoice email, click on the “click here” text underneath the customer portal link:

**airosurf**  
COMMUNICATIONS

Invoice #INV-144487

Dear John Doe,

If you are set up on our system to pay automatically by credit card or ACH, this invoice is for your records only.

Otherwise, please submit payment by the invoice due date shown below.

Invoice Number: INV-144487

Invoice Date: 03/13/24

Invoice Amount: \$49.95

Invoice Balance: \$49.95

Invoice Due Date: 03/27/24

To pay this invoice online, please log into our customer portal site:

[billing.airosurf.com/portal](https://billing.airosurf.com/portal)

To view just this invoice, [click here](#). Your invoice can also be viewed, downloaded and printed by clicking on the PDF file that is attached to this email.

Regards,

Airosurf Billing Team

[billing@airosurf.biz](mailto:billing@airosurf.biz)

405-701-6080

[www.airosurf.com](http://www.airosurf.com)

A new tab will open. On the top-right corner of the screen, click Pay Now.

The screenshot displays the Airosurf Communications user interface. At the top, a blue header bar contains the company name and a 'Sign in' button. Below the header, a light orange banner indicates the 'Total Payable Amount via Online Payments: \$99.90' with a 'Pay Now' link. The main content area features a sidebar on the left with navigation options: Home, Estimates, Subscriptions, Invoices (highlighted), Credit Notes, Payments Made, and Statements. The central part of the screen shows an invoice for 'INV-144487' with a status of 'OUTSTANDING'. The invoice details include the date (03/13/24), terms (Net 14), and due date (03/27/24). The item details table lists 'Basic Residential' for \$49.95, with a sub-total and total of \$49.95. A red arrow points to the 'Pay Now' button in the top right corner of the invoice view.

**INVOICE DETAILS**

Date: 03/13/24  
Terms: Net 14  
Due Date: 03/27/24  
[Show more](#)

**ITEM DETAILS**

Item	Amount
Basic Residential	\$49.95
1 * \$49.95 Airosurf Wireless Internet Service	
Sub Total	\$49.95
Total	\$49.95

[Hide Item Details](#)

Complete payment using either a Credit/Debit Card or a Bank Account.

# 6. AutoPay Settings

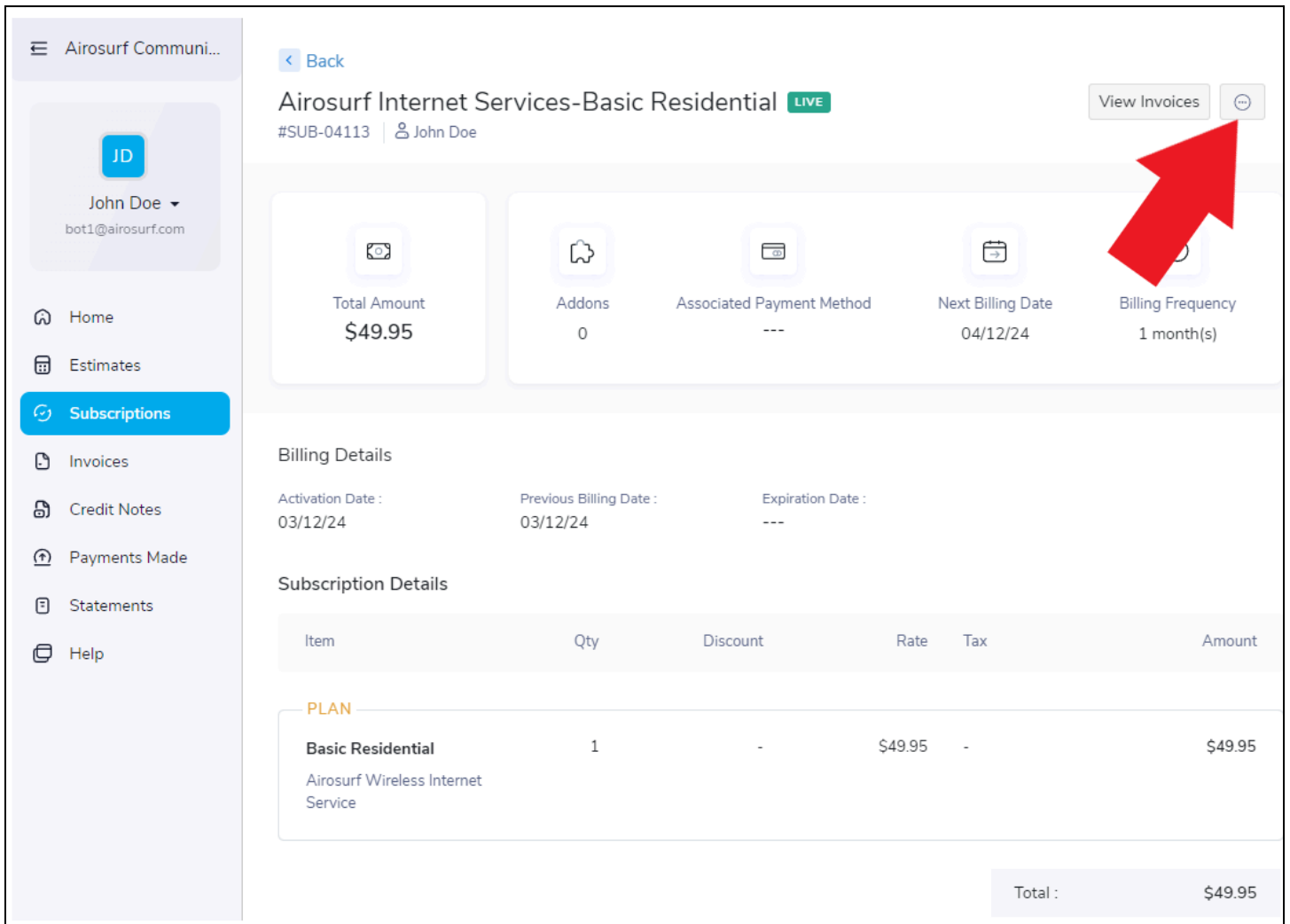
## 6a. Enabling AutoPay

Click on the Subscriptions tab, then click on your active Subscription:


The screenshot shows the Airosurf web interface. On the left is a sidebar with a navigation menu. The 'Subscriptions' menu item is highlighted in blue and has a red arrow pointing to it from the right. The main content area is titled 'Subscriptions' and contains a list of subscription items. The first item is 'Airosurf Internet Services' with a 'Basic Residential' plan, a 'LIVE' status tag, and a price of '\$49.95'. A red arrow points to the 'Basic Residential' text. Below the item name, the 'Activation Date' is '03/12/24' and the 'Next Billing Date' is '04/12/24'. The subscription ID is '#SUB-04113'. At the top of the main content area, there are two dropdown menus: 'Status: All Subscriptions' and 'Sort By: Activation Date'.

Subscription Name	Status	Price	Activation Date	Next Billing Date
Airosurf Internet Services Basic Residential	LIVE	\$49.95	03/12/24	04/12/24

On the top-right corner of the screen, there is a **small button with a circle with dots in the middle**. Click that button, then click either Associate Card or Associate Bank Account:



The screenshot shows a user interface for a subscription service. On the left is a sidebar with navigation options: Home, Estimates, Subscriptions (highlighted), Invoices, Credit Notes, Payments Made, Statements, and Help. The main content area is titled "Airosurf Internet Services-Basic Residential" with a "LIVE" status and user information "#SUB-04113 | John Doe". A "View Invoices" button with a circle and dots icon is in the top right. Below this are five summary cards: Total Amount (\$49.95), Addons (0), Associated Payment Method (---), Next Billing Date (04/12/24), and Billing Frequency (1 month(s)). The "Billing Details" section shows Activation Date (03/12/24), Previous Billing Date (03/12/24), and Expiration Date (---). The "Subscription Details" table lists one item: "Basic Residential" (Airosurf Wireless Internet Service) with a quantity of 1, a rate of \$49.95, and a total amount of \$49.95. A "Total" row at the bottom right shows a total of \$49.95.

**View Invoices** 

**Total Amount**  
\$49.95

**Addons**  
0

**Associated Payment Method**  
---

**Next Billing Date**  
04/12/24

**Billing Frequency**  
1 month(s)

**Billing Details**

Activation Date : 03/12/24      Previous Billing Date : 03/12/24      Expiration Date : ---

**Subscription Details**

Item	Qty	Discount	Rate	Tax	Amount
<b>PLAN</b>					
<b>Basic Residential</b> Airosurf Wireless Internet Service	1	-	\$49.95	-	\$49.95
<b>Total :</b>					\$49.95

Check the payment method you want to use for AutoPay, then click Save:

The screenshot shows the 'Associate Card' screen in the Airosurf Community app. On the left is a sidebar with navigation options: Home, Estimates, Subscriptions (highlighted), Invoices, Credit Notes, Payments Made, Statements, and Help. The main content area has a 'Back to Subscription Details' link at the top, followed by the title 'Associate Card'. Below the title, it shows 'Product Name : Airosurf Internet Services' and 'Plan : Basic Residential'. The 'Available Card(s)' section displays a VISA card with a green checkmark and a red arrow pointing to it. The card details include the number '\*\*\*\* \* 3383', the expiration date 'Expires on: 4/2025', and a 'More Details' link. At the bottom, there are 'Save' and 'Cancel' buttons, with a red arrow pointing to the 'Save' button.

Future invoices will now be paid automatically.

**Note:** Enabling AutoPay does NOT trigger payments for any current open invoices. Therefore, any unpaid invoices generated by your Subscription must be paid manually. See [Paying an Invoice](#).

## 6b. Disabling AutoPay

In your Subscription, click the “Disable” button to disable AutoPay:

The screenshot displays the Airosurf user interface for a subscription. The main header shows "Airosurf Internet Services-Basic Residential" with a "LIVE" status and a "View Invoices" button. Below this, five summary cards are shown: Total Amount (\$49.95), Addons (0), Associated Payment Method (\*\*\*\* \* 3383 with a "Remove" link), Next Billing Date (04/12/24), and Billing Frequency (1 month(s)). A red arrow points to the "Disable" button in the text "\*Auto-charge is enabled. Disable". Below the summary cards, the "Billing Details" section shows activation, previous billing, and expiration dates. The "Subscription Details" section contains a table with one row for the "Basic Residential" plan. A "Total" box at the bottom right shows \$49.95.

**Subscription Summary:**

- Total Amount: \$49.95
- Addons: 0
- Associated Payment Method: \*\*\*\* \* 3383 (Remove)
- Next Billing Date: 04/12/24
- Billing Frequency: 1 month(s)

**Billing Details:**

- Activation Date: 03/12/24
- Previous Billing Date: 03/12/24
- Expiration Date: ---

**Subscription Details:**

Item	Qty	Discount	Rate	Tax	Amount
<b>PLAN</b>					
<b>Basic Residential</b> Airosurf Wireless Internet Service	1	-	\$49.95	-	\$49.95

**Total:** \$49.95

AutoPay will be disabled, but your payment method will not be removed. AutoPay can be Enabled again by pressing the same button.