

Instructions for Credit Card Payment

This document details how to make credit card changes and payments to a Phoenix Internet or Wydebeam account. Help desk has no ability as of July 1, 2017 to update or process credit cards. Changes must be done through the portal or by mailing in credit card information. If there are questions on this document or policy, or help is needed to navigate the site, feel free to contact a representative. Phoenix Internet customers can call (602)234-0917 and Wydebeam customers can call (480)964-4749.

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Accessing Web Portal

Go to the Phoenix Internet and Wydebeam billing website found at <https://billing.phxinternet.net>. You will need your account username and password. If you do not know it, a staff member can email it to the email address we have on file.

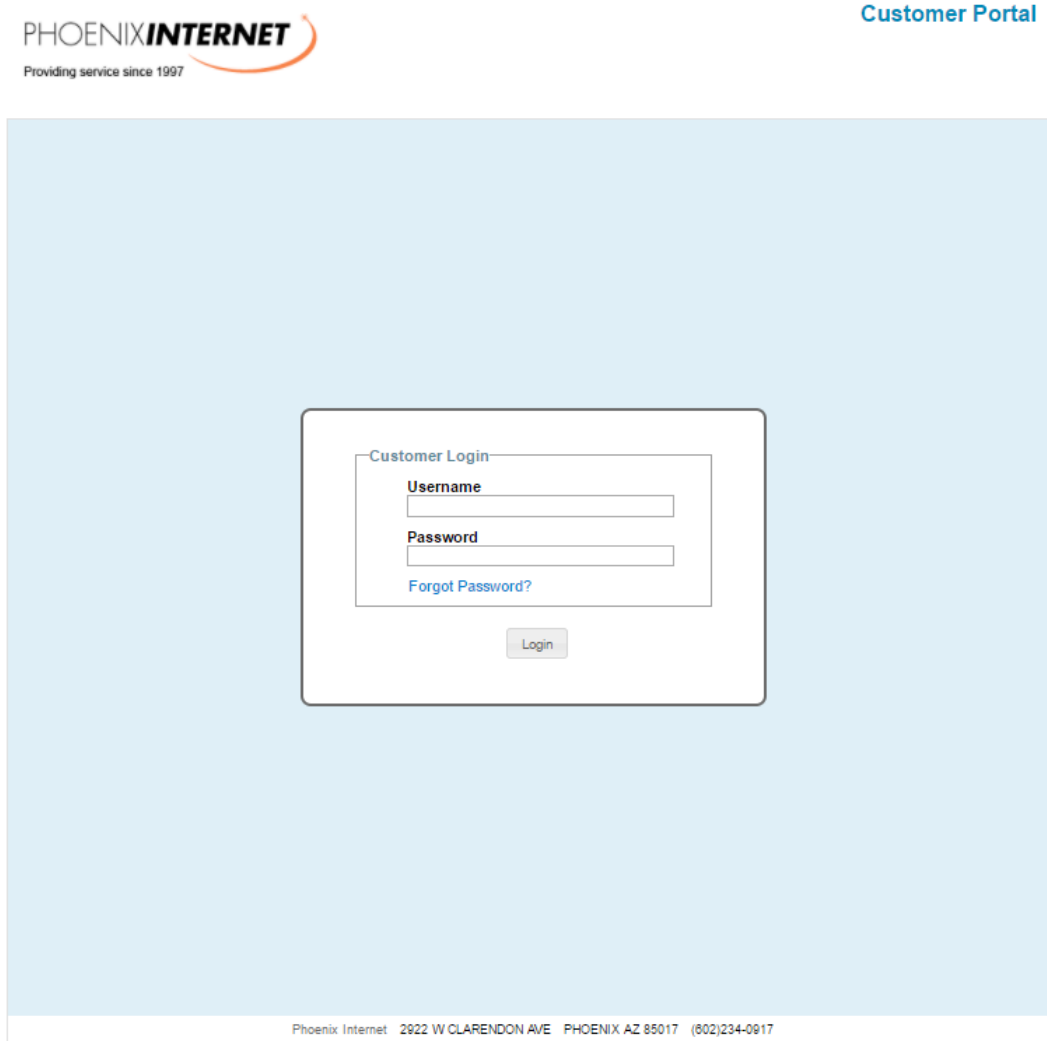


Illustration 1: Billing Portal Login Page

Type in the account Username and Password and press the login button to access the portal. Once logged into our portal, tickets, invoices, account information and more can be viewed, modified, and added to. The left column has most of the options, including payment options. Illustration 2 shows a redacted page of what is seen when logging in. Also the illustration highlights the links to both update the credit card as well as make a payment.

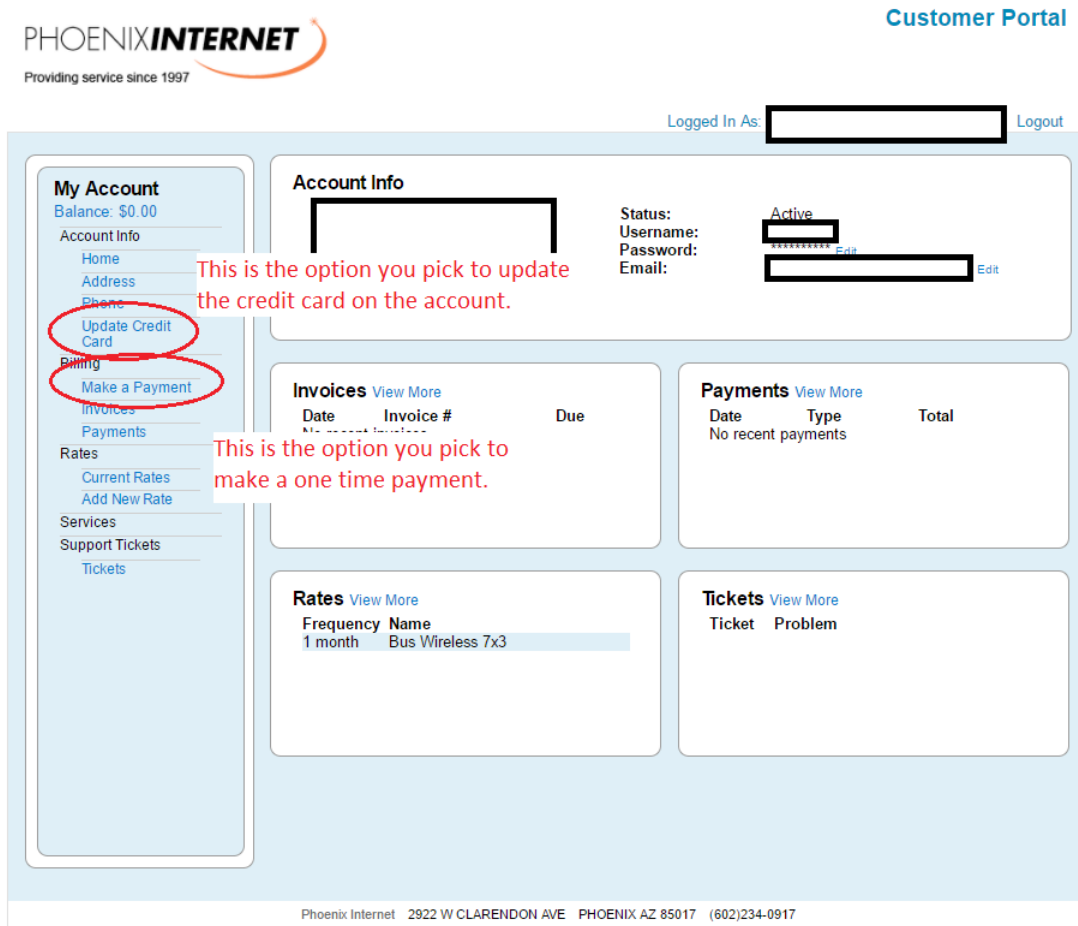


Illustration 2: Portal Main Screen

Update Credit Card

If you select “Update Credit Card”, you will be presented with a page similar to Illustration 3. The credit card type is selected via a drop down box and has 4 options, AMEX, VISA, MC, DISCOVER. Please make sure that all the fields are filled out. After you hit the update button, the credit card entered will be the credit card used for all future automatic billings.

The screenshot displays the 'Update Credit Card' page in the Phoenix Internet Customer Portal. The page is titled 'Customer Portal' in the top right corner. The Phoenix Internet logo is in the top left, with the tagline 'Providing service since 1997'. A 'Logged In As' box is visible in the top right, followed by a 'Logout' link.

The main content area is divided into two columns. The left column, titled 'My Account', shows a balance of \$0.00 and lists various account management options: Home, Address, Phone, Update Credit Card, Billing (Make a Payment, Invoices, Payments), Rates (Current Rates, Add New Rate), and Services (Support Tickets, Tickets). The right column, titled 'Billing Information', contains three sections:

- Account Information:** Account Balance (\$0.00), Credit Balance (\$0.00), Statement Method (Credit Card), and Billing Day (28).
- Credit Card Information:** Credit Card Type (VISA), Credit Card Number (input field), and Expiry Date (09/2021).
- Credit Card Address:** Fields for Cardholder's Name, Address 1, Address 2, City, State/Province, ZIP/Postal Code, and Country, all contained within a large input area.

An 'Update' button is located at the bottom of the credit card information section. The footer of the page provides contact information: Phoenix Internet, 2922 W CLARENDON AVE, PHOENIX AZ 85017, (602)234-0917.

Illustration 3: Credit Card Update Page

One Time Payment

A one time payment can be made by selecting Make a Payment. This is a four step process. The portal allows you to first pick what invoices you wish to pay, followed by entering a credit card and submitting the payment. Note that Phoenix Internet is not a NET30 company and if service is suspended, it will not be restored unless all outstanding invoices are paid. Illustration 4 shows the one time payment page. If invoices are due, the first page would show invoices due where the example says there are no invoices. It will also allow the selection of individual or all invoices if there are multiple due.

PHOENIXINTERNET
Providing service since 1997

Customer Portal

Logged In As: Logout

Make a Payment

Step 1
Select an Invoice

Step 2
Select Payment Type

Step 3
Make a Payment

Step 4
Review & Submit

Step 1 of 4 : Select an Invoice

Select the invoice(s) that you would like to pay.

There are no invoices on this account to pay.

Phoenix Internet 2922 W CLARENDON AVE PHOENIX AZ 85017 (602)234-0917

Manual Credit Card Form

This form is for use by a customer which does not want to use the online portal or cannot use the online portal. This form is an agreement between the account holder, credit card holder, and Phoenix Internet for the purpose of paying amounts due to Phoenix Internet for contracted services on an ongoing basis. By signing this form, the card holder agrees to allow Phoenix Internet to process ongoing payments on the credit card for services rendered against established contracts associated with the account. ALTERATIONS TO THIS DOCUMENT WILL NOT BE ACCEPTED.

Account Number _____

Account Name _____

Credit Card Billing Address

Address _____

City _____

State _____

Zip _____

Credit Card Type (circle): AMEX / VISA / MASTER CARD / DISCOVER

Name on Card _____

Card Number _____

Expiration Date ____/____

Signature of Card Holder _____

Signature of Account Holder (if different) _____

Please submit this form to:

Phoenix Internet
c/o: Accounts Receivable
2922 W CLARENDON AVE
PHOENIX, AZ 85017

– OR –

Wydebeam Broadband
c/o: Accounts Receivable
2922 W CLARENDON AVE
PHOENIX, AZ 85017