



# 10DLC Registry

USER GUIDE

Updated: 02.04.2022

**apeiron.io**

2629 Manhattan Ave. #166, Hermosa Beach, CA 90254

US MNO's (Mobile Network Operator) are moving away from unsanctioned long codes and have launched 10DLC (10 Digit Long Code) as a sanctioned A2P (Application to Person) messaging service. In order to create this sanctioned channel, MNO's are requesting CSP's (Campaign Service Providers) to declare who is sending messages and what messaging is being sent.

For the MNO's that require it for their provisioning and registering process, CSP's will have the ability to

### Launch Dates and Requirements by Mobile Network Operator (MNO):

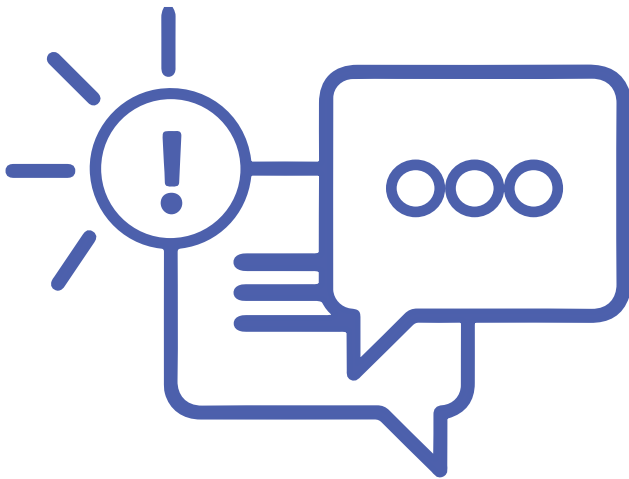
| OPERATOR    | MNO STATUS | USE OF Apeiron Systems |
|-------------|------------|------------------------|
| AT&T        | ✓ Launched | * Required             |
| T-MOBILE    | ✓ Launched | * Required             |
| VERIZON     | ✓ Launched | Suggested              |
| US CELLULAR | ✓ Launched | Suggested              |

## Summary

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## 10DLC and Apeiron Systems

Apeiron Systems (Apeiron) is the Reputation Authority for registering A2P 10DLC Campaigns.



### What is 10DLC?

10 Digit Long Code (10DLC) is the sanctioned standard for A2P text messaging utilizing a traditional 10 digit phone number.

Although similar to the existing long code, 10DLC is a reliable messaging channel with throughput levels suitable for SMS campaigns and is sanctioned by the mobile operators. In addition to messaging, 10DLC supports voice calls on the same number used for Commercial SMS.

## The Benefits of 10DLC



### For Carriers

Carriers have visibility into the “who” and “what” of each messaging campaign which allows them in turn to provide a better quality of service for 10DLC messaging.



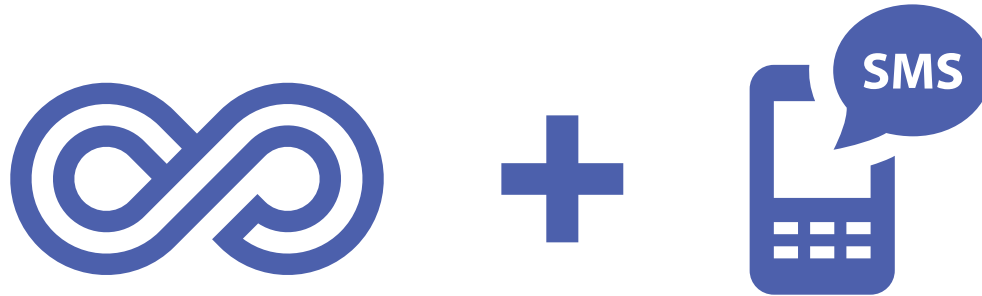
### For CSPs and Brands

CSPs can have confidence knowing that they are using an officially sanctioned messaging channel and Brands can benefit from a better quality of service for their messaging campaigns.



### For Users

Users benefit from an overall sanctioned and accountable ecosystem that will drive more relevant trusted messaging to their device.



## Who is Apeiron?

**Apeiron Systems (Apeiron) is the reputation authority for registering A2P 10DLC messaging campaigns.**

Apeiron works with North American mobile operators and companies that are in the messaging business to register Application-to-Person (A2P) text messaging Campaigns.

The registry supports a sanctioned A2P 10 Digit Long Code (10DLC) text messaging Campaign ecosystem and provides visibility into the messaging source and content, allowing mobile carriers to provide a more reliable and predictable messaging service for Campaign Service Providers (CSPs) and Brands.



# How to Read an Invoice

USER GUIDE

Updated: 01.12.2022

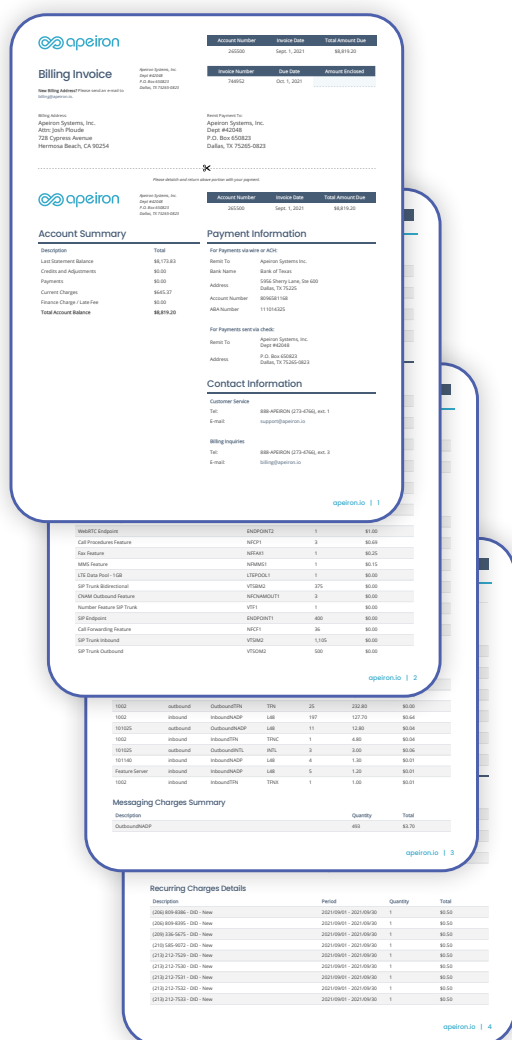
**apeiron.io**

2629 Manhattan Ave. #166, Hermosa Beach, CA 90254

This guide outlines and explains all sections of the Apeiron invoice from beginning to end. This guide should address customer invoice questions to be answered quickly and efficiently at first contact.

Please note not all listed sections below will be on each customer invoice. The invoice sections will depend on the customer's active products.

## Contents



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This is a representation of a current bill and may vary from your actual bill. If you have additional questions, please contact [support@apeiron.io](mailto:support@apeiron.io).

## Invoice Overview



**Billing Invoice**

**7 New Billing Address?** Please send an e-mail to [billing@apeiron.io](mailto:billing@apeiron.io).

**8 Billing Address:**  
Apeiron Systems, Inc.  
Attn: Josh Ploude  
728 Cypress Avenue  
Hermosa Beach, CA 90254

*Apeiron Systems, Inc.  
Dept #42048  
P.O. Box 650823  
Dallas, TX 75265-0823*

**1 Account Number**  
265500

**2 Invoice Date**  
Sept. 1, 2021

**3 Total Amount Due**  
\$8,819.20

**4 Invoice Number**  
744952

**5 Due Date**  
Oct. 1, 2021

**6 Amount Enclosed**  
-----

**9 Remit Payment To:**  
Apeiron Systems, Inc.  
Dept #42048  
P.O. Box 650823  
Dallas, TX 75265-0823

----- ✂ -----

- 1. Account Number** - a set of six unique numerals assigned to each individual customer account. This is important information to identify the customer and ensures payments are applied to the correct customer.
- 2. Invoice Date** - date when the invoice was generated and the Apeiron customer received their billing statement.
- 3. Total Amount Due** - full account balance due at the time of invoice generation. Includes previous unpaid invoice charges and current invoice charges.
- 4. Invoice Number** - a set of six unique numerals assigned to each individual billing statement. This is important information to identify which invoice the customer is looking at and is used to apply payments to the designated invoice.
- 5. Due Date** - date of when the current charges are due by.
- 6. Amount Enclosed** - area customer indicates remittance payment submitted for check payments through the mail.
- 7. New Billing Address** - instructions for the customer to follow on contacting Apeiron when their billing address needs updated. Usually is for when a customer moves to a new location.
- 8. Billing Address** - customer's location connected to their payment method.
- 9. Remit Payment To** - lockbox address that check payments should be mail to. All check payments are mailed to the same lockbox. That address will never be different.



## Account Summary

| Account Summary              |            |
|------------------------------|------------|
| Description                  | Total      |
| 10 Last Statement Balance    | \$8,173.83 |
| 11 Credits and Adjustments   | \$0.00     |
| 12 Payments                  | \$0.00     |
| 13 Current Charges           | \$645.37   |
| 14 Finance Charge / Late Fee | \$0.00     |
| 15 Total Account Balance     | \$8,819.20 |

- 10. Last Statement Balance** - total charges for the previous month's invoice
- 11. Credits and Adjustments** - financial entry decreasing the account balance for usually incorrect billed charges
- 12. Payments** - remittance amount/amounts received since previous month's invoice date
- 13. Current Charges** - total amounts for unpaid previous invoices along with the present invoice
- 14. Finance Charge/Late Fee** - penalty customer is charged on a past due invoice/invoices
- 15. Total Account Balance** - sum of all unpaid previous invoices, current invoice, credits, and payments. (Last Statement Balance, Credits and Adjustments, Payments, Current Charges, and Finance Charge/Late Fee)

## Payment Information

| Payment Information           |                                               |
|-------------------------------|-----------------------------------------------|
| For Payments via wire or ACH: |                                               |
| Remit To                      | Apeiron Systems Inc.                          |
| Bank Name                     | Bank of Texas                                 |
| Address                       | 5956 Sherry Lane, Ste 600<br>Dallas, TX 75225 |
| Account Number                | 8096581168                                    |
| ABA Number                    | 111014325                                     |
| For Payments sent via check:  |                                               |
| Remit To                      | Apeiron Systems, Inc.<br>Dept #42048          |
| Address                       | P.O. Box 650823<br>Dallas, TX 75265-0823      |

- 16. For Payments via Wire or ACH** - banking information for customers to submit wire and ACH payments to
- 17. For Payments sent via check** - remittance address for customers to mail check payments to

## Contact Information

### Customer Service

Tel: 888-APEIRON (273-4766), ext. 1  
E-mail: support@apeiron.io

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### Billing Inquiries

Tel: 888-APEIRON (273-4766), ext. 3  
E-mail: billing@apeiron.io

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## Contact Information

**18. Customer Service** - Apeiron toll free number, extension, and email information for customers to correspond with Apeiron's Customer Service

**19. Billing Inquires** - Apeiron toll free number, extension, and email information for customers to correspond with Apeiron's Billing Department for invoicing questions

## Charges Summary

### Charges Summary

| Description           | Total    |
|-----------------------|----------|
| Recurring Charges     | \$411.63 |
| Non-Recurring Charges | \$4.00   |
| Usage Charges         | \$198.85 |
| LTE Data              | \$0.00   |
| Messaging Charges     | \$4.05   |
| Taxes and Surcharges  | \$26.84  |
| Other Charges         | \$0.00   |
| Credits               | \$0.00   |

**20. Recurring Charges** - pre-arranged monthly subscription that automatically charges every invoice. Also known as Monthly Recurring Charge (MRC) which is the cost of the customer's selected monthly Apeiron services.

**21. Non-recurring Charges** - one-time expense on the current invoice. Usually related to activation cost, equipment or SIM costs.

**22. Usage Charges** - costs related to voice usage based on the Apeiron service.

**23. LTE Data** - data overage charges for SIMs active on the LTE Network. Overage is charged when the data usage went over the allotted amount.

**24. Messaging Charges** - costs related to SMS (Short Message Service) and MMS (Multimedia Messaging Service). Customer is charged per inbound and outbound message.

There are several fees associated with telephone service that may not be familiar to you. The following descriptions will provide information about many of the taxes and surcharges that may appear on your bill. We continually update tax and surcharge rate information in accordance with local, state, and federal laws and guidelines.

If there are any additional items on your bill that you don't understand, please contact [support@apeiron.io](mailto:support@apeiron.io).

**25. Taxes and Surcharges** - taxes are the financial charges on the cost of goods imposed on the taxpayer by the government. Surcharges are extra fees charged by a merchant. All applicable taxes are charged federal, state, and local based off of the customer's service address. Taxes & Surcharges Summary have a breakout on what exactly shows for the Apeiron invoice

- a. **Federal Subscriber Line Charge** - FCC sanctioned charge to provide for recovery of costs related to delivering long distance calls to the local telephone network.
- b. **Universal Service Fund Surcharge** - A surcharge imposed by the FCC, designed to keep telephone service affordable in rural and high-cost areas.
- c. **State Universal Service Fund Surcharge** - A surcharge imposed by some states to provide telecommunications discounts for schools, libraries, rural health care providers, hearing impaired, and low-income consumers.
- d. **Local Number Portability Charge** - FCC sanctioned charge to provide for recovery of costs related to maintaining customers' existing telephone numbers when they change telephone service providers.
- e. **Federal Excise Tax** - The telephone excise tax is imposed by the federal government. Fed Excise Tax applied to most telecommunication services.
- f. **Poison Control Surcharge** - A surcharge imposed by some states to provide funding for poison control centers that provide information on poisoning issues.
- g. **State, County or City Tax** - A tax that may apply to all or some charges and varies by state and/or jurisdiction. It usually takes the form of a sales tax.
- h. **State or Local 911 Fee** - A monthly charge to support E911 service that connects callers to police, fire and other emergency providers. This charge provides for the maintenance and upgrade of emergency communications.
- i. **Relay Service Surcharge** - A surcharge imposed by some states to fund telecommunications service for individuals who are speech or hearing impaired.

## Charges Summary

### Description

Recurring Charges

Non-Recurring Charges

Usage Charges

LTE Data

Messaging Charges

25 Taxes and Surcharges

26 Other Charges

27 Credits

**26. Other Charges** - extra expenses customer is charged that is not specifically tied to an Apeiron product. Usually is for technical and support service calls. Could also be for independent shipping charges.

**27. Credits** - dollar amount applied to account that will reduce total balance such as for incorrect billing.

## Recurring Charges

### Recurring Charges Summary

#### Description

|                                                 |
|-------------------------------------------------|
| MPLS Network Access with DIA - 100Mbps Ethernet |
| LTE SIM Card - Flat Rate - 8Mbps x 8Mbps        |
| DID - New                                       |
| LTE SIM Card - Multi-Carrier                    |
| LTE Data Pool - 5GB                             |
| TFN - New                                       |
| LTE SIM Card - 1GB - ATT                        |
| e DID - Ported                                  |
| DID-Intl-United KingdomN                        |
| SMS Feature                                     |
| TFN - Ported                                    |
| DID-Intl-United KingdomG                        |
| WebRTC Endpoint                                 |
| b Call Procedures Feature                       |
| Fax Feature                                     |
| MMS Feature                                     |
| LTE Data Pool - 1GB                             |
| SIP Trunk Bidirectional                         |
| d CNAM Outbound Feature                         |
| Number Feature SIP Trunk                        |
| SIP Endpoint                                    |
| a Call Forwarding Feature                       |
| SIP Trunk Inbound                               |
| SIP Trunk Outbound                              |

**28. Recurring Charges Summary** - breakout showing all the customer's recurring charges for the current invoice.

- a. **Call Forwarding Feature** - redirects the call to another destination.
- b. **Call Procedures Feature** - allows for a custom message to be played when the customer's DID is dialed
- c. **CNAM Inbound Feature** - Caller ID Name (CNAM) is used in US-based telephone networks to provide name identification of the calling party. The CNAM information is a component of Caller ID. It refers to the Caller ID Name that is displayed on an incoming phone call. Customers are charged an MRC per line with this feature. The inbound means that the Apeiron customer is receiving a call.
- d. **CNAM Outbound Feature** - Caller ID Name (CNAM) is used in US-based telephone networks to provide name identification of the calling party. The CNAM information is a component of Caller ID. It refers to the Caller ID Name that is displayed on an incoming phone call. Customers are charged an MRC per line with this feature. The outbound means that the Apeiron customer is making a call.
- e. **DID** - Direct Inward Dial (DID) is a virtual number that routes calls to existing telephone lines. It allows for direct numbers to be assigned without the need for a physical phone line. Customers are charged an MRC per DID.
  - i. **New DIDs** means the DID is a new number for the customer. They didn't have this DID active before with Apeiron or through another carrier.
  - ii. **Ported DID** means the customer had the DID active on another carrier and wants to move the DID to Apeiron's network.
  - iii. **International DIDs** will have the country name after DID. This means the number is provisioned to be a local number for that country.
- f. **E911 Feature** - Enhanced 911 (E911) allows for 911 dispatchers to automatically receive the caller's location. The caller's address will display on the emergency operator's screen unlike the basic 911 service where the caller must tell the operator their location. Customers are charged an MRC per line with this feature.

## Recurring Charges Summary

### Description

h

MPLS Network Access with DIA - 100Mbps Ethernet

LTE SIM Card - Flat Rate - 8Mbps x 8Mbps

DID - New

LTE SIM Card - Multi-Carrier

i

LTE Data Pool - 5GB

TFN - New

k

LTE SIM Card - 1GB - ATT

DID - Ported

DID-Intl-United KingdomN

SMS Feature

TFN - Ported

DID-Intl-United KingdomG

WebRTC Endpoint

Call Procedures Feature

g

Fax Feature

i

MMS Feature

LTE Data Pool - 1GB

SIP Trunk Bidirectional

CNAM Outbound Feature

Number Feature SIP Trunk

SIP Endpoint

Call Forwarding Feature

SIP Trunk Inbound

SIP Trunk Outbound

**g. Fax Feature** - allows for the product to send a scanned document electronically

**h. MPLS Network Access** - Multiprotocol Label Switching (MPLS) is a routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The plan amount will be listed after the product name. Customers are charged an MRC for this product.

**i. LTE Data Pool** - Long Term Evolution (LTE) is a wireless broadband communication for mobile devices and data terminals. Routers are an example of a device that would be activated on LTE Data. The plan amount will be listed after the product name. That is how much allotted data the customer has. Customers are charged an MRC per line activated with LTE Data.

**j. LTE Router Lease** - The customer is leasing their router from Apeiron and this is where the customer is charged monthly for the device. The customer will have an MRC per each leased device.

**k. LTE SIM Card** - Subscriber Identification Module (SIM) is a smart card that is used for provisioning the device. The SIM is inserted into the device and the device will not have service without an active SIM. The SIM's carrier will be listed after the product name. Verizon, AT&T, T-Mobile or Multi-Carrier are the different carriers. The customer will be charged an MRC for each active SIM.

**l. MMS** - Multimedia Messaging Service (MMS) is a message that includes multimedia content such as a picture message or videos.

**m. POTs** - Plain Old Telephone Service (POTs) is a traditional analog phone with copper wires connected to a standard telephone. POTs allows to make calls through a fixed/dedicated line.

## Recurring Charges Summary

### Description

|                                                 |
|-------------------------------------------------|
| MPLS Network Access with DIA - 100Mbps Ethernet |
| LTE SIM Card - Flat Rate - 8Mbps x 8Mbps        |
| DID - New                                       |
| LTE SIM Card - Multi-Carrier                    |
| LTE Data Pool - 5GB                             |
| TFN - New                                       |
| LTE SIM Card - 1GB - ATT                        |
| DID - Ported                                    |
| DID-Intl-United KingdomN                        |
| SMS Feature                                     |
| TFN - Ported                                    |
| DID-Intl-United KingdomG                        |
| WebRTC Endpoint                                 |
| Call Procedures Feature                         |
| Fax Feature                                     |
| MMS Feature                                     |
| LTE Data Pool - 1GB                             |
| SIP Trunk Bidirectional                         |
| CNAM Outbound Feature                           |
| Number Feature SIP Trunk                        |
| SIP Endpoint                                    |
| Call Forwarding Feature                         |
| SIP Trunk Inbound                               |
| SIP Trunk Outbound                              |

- n. **SIP Endpoint** - In reference to URLs. Customer's gateway is an endpoint.
- o. **SIP Trunk Features**- These are the SIP Trunk DID's which are charged an MRC. Features would be things such as E911 and CNAM.
- p. **SIP Trunk** - Session Initiation Protocol (SIP) is a version of VOIP that is designed to make and deliver phone calls. Interconnected from end to end.
  - i. **Bidirectional SIP Trunk** means the trunk can receive inbound and outbound calls. This product will show under Recurring Charges but doesn't have an MRC.
  - ii. **Inbound SIP Trunk** means the trunk can only receive incoming calls
  - iii. **Outbound SIP Trunk** means the trunk can only receive outgoing calls
- q. **SMS** - Short Message Service (SMS) is a text messaging service that allows for wireless devices to exchange messages through a cellular signal instead of an internet connection.
- r. **TFN** - Toll Free Number (TFN) is a telephone number with distinct three-digit code that can be dialed from landlines with no charge to the person placing the call. A TFN will start with 800, 888, 877, 866, 855, 844 or 833.
  - i. **New TFN** - TFN is a new number for the customer. They didn't have this TFN active before with Apeiron or through another carrier.
  - ii. **Ported TFN** - Customer had the TFN active on another carrier and wants to move the TFN to Apeiron's network.
  - iii. **International TFN** - Has the country name after TFN. This means the number is provisioned to be a local number for that country.
- s. **WebRTC Endpoint** - Web Real-Time Communication (WebRTC) is both an open-source project and specification that enables real-time media communications like voice, video, and data transfer natively between browsers and devices

## Non-recurring Charges

### Non-recurring Charges Summary

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| Description             | SKU    | Quantity | Total  |
|-------------------------|--------|----------|--------|
| TFN - New               | VTTFN1 | 1.00     | \$2.00 |
| DID - New               | VTDID1 | 3.00     | \$1.50 |
| SMS Feature             | NFSMS1 | 1.00     | \$0.25 |
| Call Procedures Feature | NFCP1  | 1.00     | \$0.25 |

**29. Non-recurring Charges Summary** - breakout showing all of the customer's recurring charges for the current invoice.

## Usage Charges

### Usage Charges Summary

30

| Description                                 | Quantity | Duration | Total    |
|---------------------------------------------|----------|----------|----------|
| Outbound Lower 48 US Interstate             | 110      | 2,048    | \$188.66 |
| Inbound Toll Free Lower 48 US Indeterminate | 292      | 1,039    | \$9.35   |
| Inbound Lower 48 US Interstate              | 86       | 82       | \$0.41   |
| Inbound Lower 48 US Intralata               | 74       | 24       | \$0.12   |
| Outbound Lower 48 US Intrastate             | 4        | 30       | \$0.07   |
| Outbound International                      | 3        | 3        | \$0.06   |
| Inbound Lower 48 US Indeterminate           | 20       | 12       | \$0.06   |
| Inbound Lower 48 US Intrastate              | 26       | 10       | \$0.05   |
| Inbound Toll Free Canada Indeterminate      | 1        | 4        | \$0.04   |
| Inbound Toll Free Extended US Indeterminate | 1        | 1        | \$0.01   |
| Outbound Toll Free Indeterminate            | 25       | 232      | \$0.00   |
| Outbound Lower 48 US Intralata              | 1        | 1        | \$0.00   |

**30. Usage Charges Summary** - breakout showing the customer's voice usage for the current invoice. Current list of all Usage Charges Summaries on the Apeiron invoice along with descriptions can be found below.

[Usage Charges Summaries >](#)

## Trunk Group Usage Summary

### Trunk Group Usage Summary

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| Trunk Group    | Direction | Call Type    | Rate Type | Total Calls | Duration | Charge   |
|----------------|-----------|--------------|-----------|-------------|----------|----------|
| 1002           | outbound  | OutboundNADP | L48       | 104         | 2,066.90 | \$188.69 |
| 1002           | inbound   | InboundTFN   | TFNL      | 292         | 1,039.20 | \$9.35   |
| 1002           | outbound  | OutboundTFN  | TFN       | 25          | 232.80   | \$0.00   |
| 1002           | inbound   | InboundNADP  | L48       | 197         | 127.70   | \$0.64   |
| 101025         | outbound  | OutboundNADP | L48       | 11          | 12.80    | \$0.04   |
| 1002           | inbound   | InboundTFN   | TFNC      | 1           | 4.80     | \$0.04   |
| 101025         | outbound  | OutboundINTL | INTL      | 3           | 3.00     | \$0.06   |
| 101140         | inbound   | InboundNADP  | L48       | 4           | 1.30     | \$0.01   |
| Feature Server | inbound   | InboundNADP  | L48       | 5           | 1.20     | \$0.01   |
| 1002           | inbound   | InboundTFN   | TFNX      | 1           | 1.00     | \$0.01   |

**31. Trunk Group Usage Summary** - breakout showing the customer's SIP Trunk usage for the current invoice. Duration is the totals of the call. The charge is the total duration multiplied by the customer's usage rate.

## Messaging Charges Summary

### Messaging Charges Summary

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| Description  | Quantity | Total  |
|--------------|----------|--------|
| OutboundNADP | 493      | \$3.70 |

**32. Messaging Charges Summary** - breakout showing the customer's messaging usage for the current invoice. The total is the quantity of messages multiplied by the customer's message rate.



## Taxes and Surcharges Summary

### Taxes & Surcharges Summary

**33**

| Description                            | Rate     | Total   |
|----------------------------------------|----------|---------|
| Universal Service Fund - FCC           | 33.4000% | \$24.51 |
| Telecomm Relay Service - FCC           | 1.1370%  | \$0.83  |
| Local Number Portability - FCC         | 0.3600%  | \$0.41  |
| Regulatory Fee - FCC                   | 0.3170%  | \$0.36  |
| California Teleconnect Fund - CA       | 0.5900%  | \$0.23  |
| Numbering Plan Admin - FCC             | 0.1070%  | \$0.12  |
| High Cost Fund B - CA                  | 0.3000%  | \$0.12  |
| TDD Program - CA                       | 0.2000%  | \$0.08  |
| High Cost Fund A - CA                  | 0.1800%  | \$0.07  |
| California Advanced Services Fund - CA | 0.1640%  | \$0.07  |
| Universal Lifeline - CA                | 0.1150%  | \$0.05  |

**33. Taxes & Surcharges Summary** - breakout showing the customer's taxes and surcharges for the current invoice. Current list of all Taxes and Surcharges on the Apeiron invoice along with descriptions can be found below.

**Taxes and Surcharges >**

## Non-recurring Charges Details

### Non-recurring Charges Details

**34**

| Description                              | Date          | Quantity | Total  |
|------------------------------------------|---------------|----------|--------|
| (818) 480-4707 - DID - New               | Aug. 4, 2021  | 1.00     | \$0.50 |
| (818) 824-9224 - DID - New               | Aug. 2, 2021  | 1.00     | \$0.50 |
| (833) 519-2796 - SMS Feature             | Aug. 11, 2021 | 1.00     | \$0.25 |
| (833) 519-2796 - TFN - New               | Aug. 11, 2021 | 1.00     | \$2.00 |
| (925) 690-1270 - Call Procedures Feature | Aug. 8, 2021  | 1.00     | \$0.25 |
| (925) 690-1270 - DID - New               | Aug. 8, 2021  | 1.00     | \$0.50 |

**34. Non-recurring Charges Details** - lists all lines with the products that have a non-recurring charge. Will have the DID, product type, and/or feature, date added, quantity, and total charge.

## Recurring Charges Details

### Recurring Charges Details

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| Description                | Period                  | Quantity | Total  |
|----------------------------|-------------------------|----------|--------|
| (206) 809-8386 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (206) 809-8395 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (209) 336-5675 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (210) 585-9072 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (213) 212-7529 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (213) 212-7530 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (213) 212-7531 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (213) 212-7532 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |
| (213) 212-7533 - DID - New | 2021/09/01 - 2021/09/30 | 1        | \$0.50 |

**35. Recurring Charges Detail** - lists all lines with the products that have a monthly recurring charge. Will have the DID, product type, and/or feature, billing period, quantity, and total charge.

## LTE Data Charges Details

### LTE Data Charges Details

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| ICCID                | Day            | Volume (MB) | Total  |
|----------------------|----------------|-------------|--------|
| 89011703278369730083 | Sept. 30, 2021 | 72.04       | \$0.98 |
| 89011703278369730083 | Oct. 1, 2021   | 80.04       | \$0.00 |
| 89011703278369730083 | Oct. 2, 2021   | 80.04       | \$0.00 |
| 89011703278369730083 | Oct. 3, 2021   | 78.04       | \$0.00 |
| 89011703278369730083 | Oct. 4, 2021   | 76.04       | \$0.00 |
| 89011703278369730083 | Oct. 5, 2021   | 76.04       | \$0.00 |
| 89011703278369730083 | Oct. 6, 2021   | 78.04       | \$0.00 |
| 89011703278369730083 | Oct. 7, 2021   | 74.04       | \$0.00 |
| 89011703278369730083 | Oct. 8, 2021   | 76.04       | \$0.00 |
| 89011703278369730083 | Oct. 9, 2021   | 76.48       | \$0.00 |

**36. LTE Data Charges Details** - lists the ICCID (SIM Number) with each usage date, MB used, and data overage charge. A \$0.00 charge means the usage for that specific usage date was not over the customer's allotted data.

# Customer Dashboard User Guide

This document is **Interactive**, click on text in this format to navigate throughout the User Guide.

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Contact via phone  
**888-APEIRON (273-4766)**

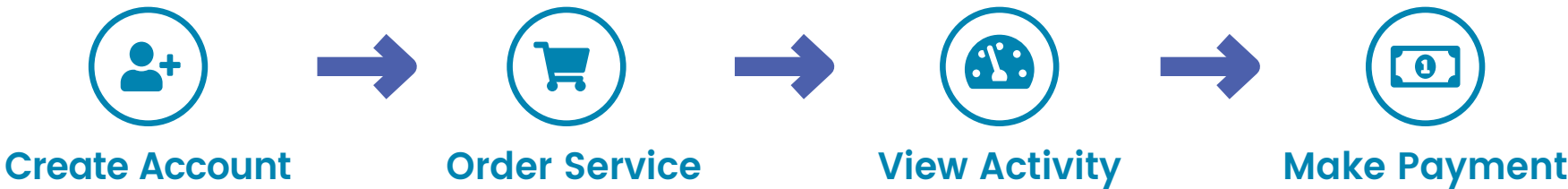
For other questions regarding Apeiron products or services, send us an e-mail at **support@apeiron.io**



## Dashboard Overview:

The Apeiron Dashboard is a web interface that allows customer view, change & order capabilities for services provided by the Apeiron platform. If you have a dashboard login then you have established an Apeiron account that either has activated, or is planning to activate a voice, data, messaging, mobility or other service on the Apeiron platform.

In this user guide we will provide explanation and instruction of the sections found in dashboard and provide an overview of the higher-level sections that will be used to navigate.



## Dashboard Navigation:

Dashboard can be broken down into six main sections. They are:

- **The Landing Page**  
Summary and Real-Time information regarding your account balance, activity, billing and contacts
- **Command Menu**  
Balance summary with quick links to logging, developer and support sections
- **Management Menu**  
Reports and curates data, provides status info about services and transactions
- **Services Menu**  
Configuration and control of provisioned services
- **Ordering Menu**  
Initiate and view status of provisioning requests
- **Billing Menu**  
See invoices, make payments, manage info



## Where to get help:

The Welcome package found on the landing page will provide support contacts and escalation information that is specific to your accounts and its services.

To reset your password visit [dashboard.apeiron.io](https://dashboard.apeiron.io) and select “forgot password.”

For dashboard login assistance or to open a ticket anytime please email [support@apeiron.io](mailto:support@apeiron.io).

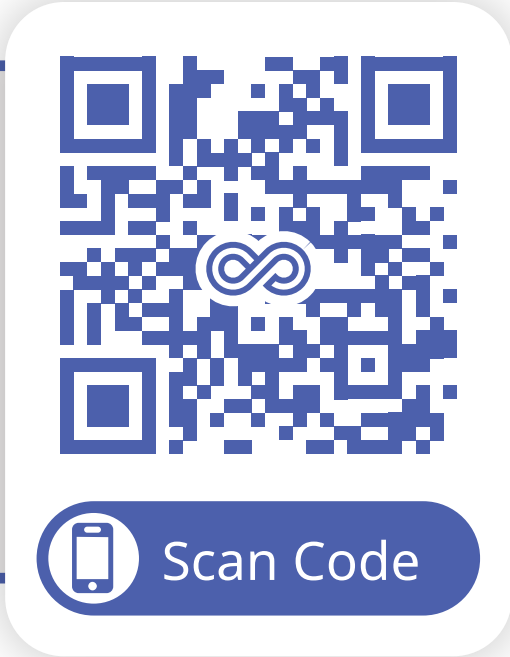


How To Get Started

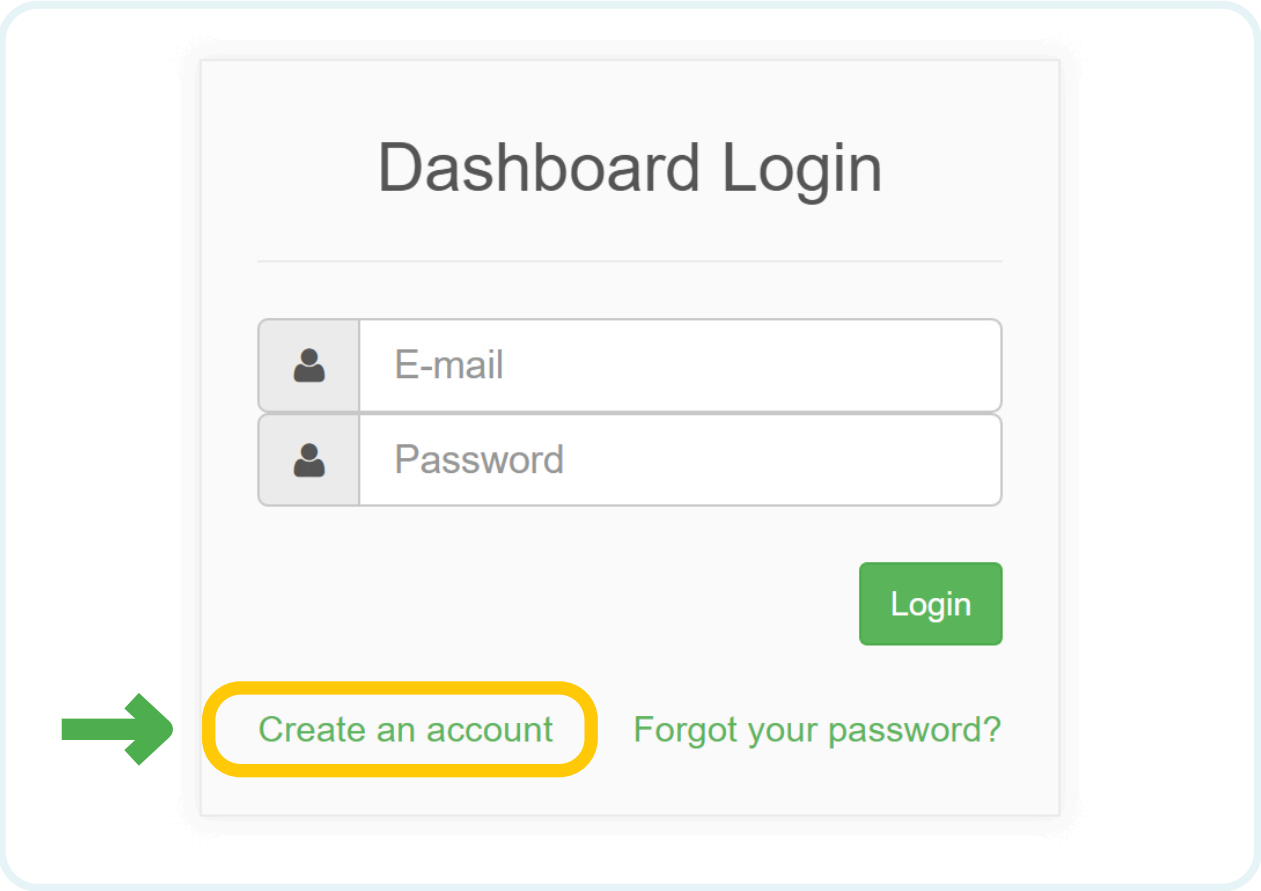
Customers can access Apeiron’s Dashboard by accessing

[Dashboard Login Page](#)

or using the following QR Code.



1. Register for New Apeiron Account via the Apeiron Dashboard



2. Fill out the fields to Create an Account:

- a. Company Name
- b. Account First Name
- c. Account Last Name
- d. Main Account Contact Email
- e. ENTER desired PASSWORD and RE-TYPE PASSWORD for confirmation

Company Name \*

Apeiron Systems

a

First Name \*

Cindy

b

Last Name \*

Collins

c

Email \*

@il.com

d

Password \*

.....

e

Minimum 8 characters

Password (again) \*

.....

✓

I'm not a robot

reCAPTCHA

Privacy - Terms

f

Register

g

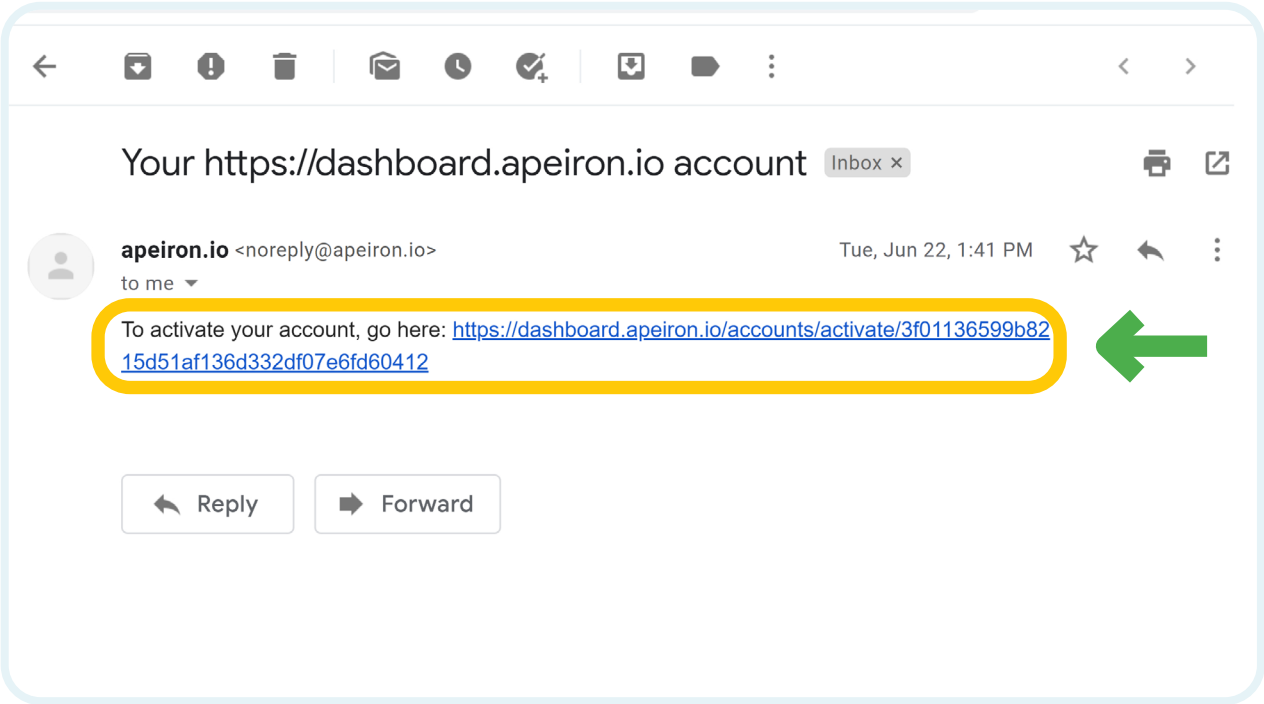
f. SELECT checkbox ‘I’m Not A Robot’

g. SELECT REGISTER

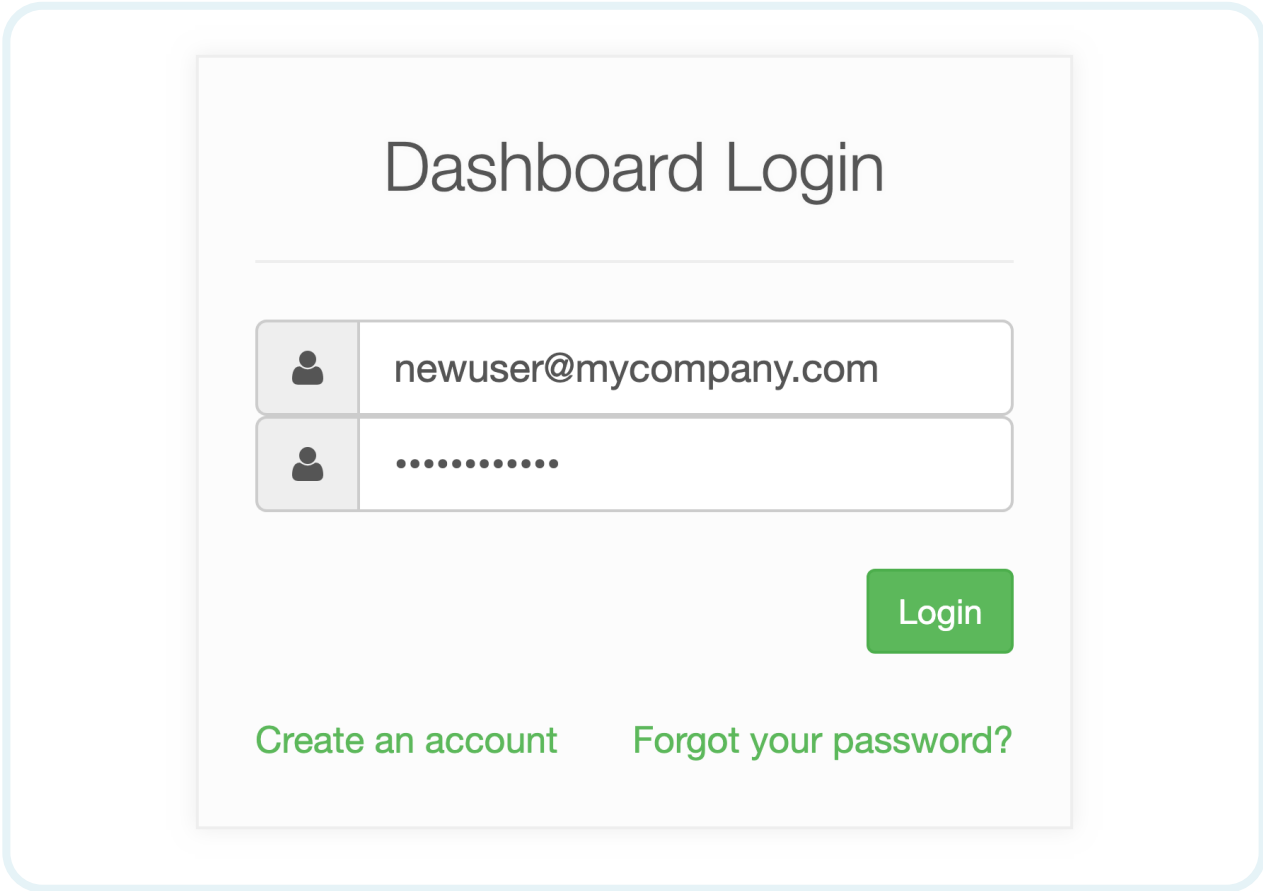


3. ONCE Submitted an ACTIVATION Email will be sent to registered Email entered – Go To ACTIVATION Email and

4. Your Dashboard Account is now accessible ENTER your Email and Password – SELECT Login



Click on Link

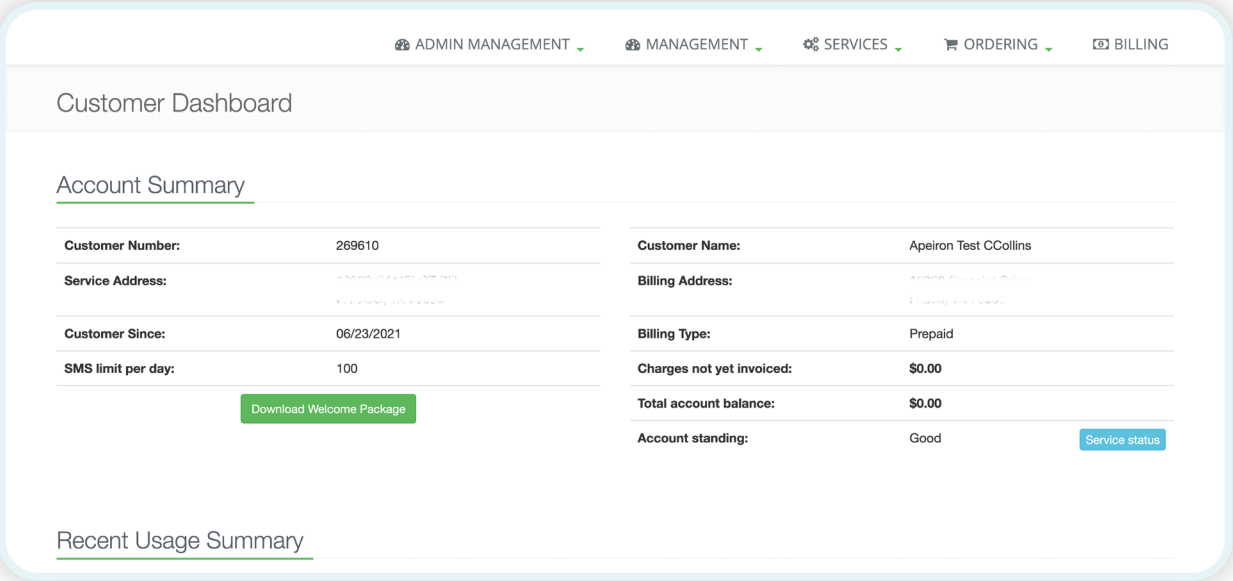






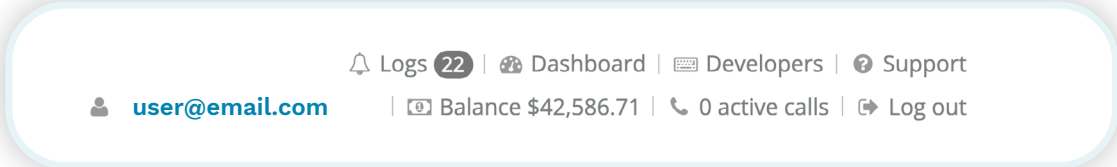
1. Customer Dashboard Main

When you login into your Apeiron account, the Customer Dashboard is the first thing you will see. You can view your customer information such as customer number, name, and service address. You are also able to see a quick view of pending charges and total account balance.



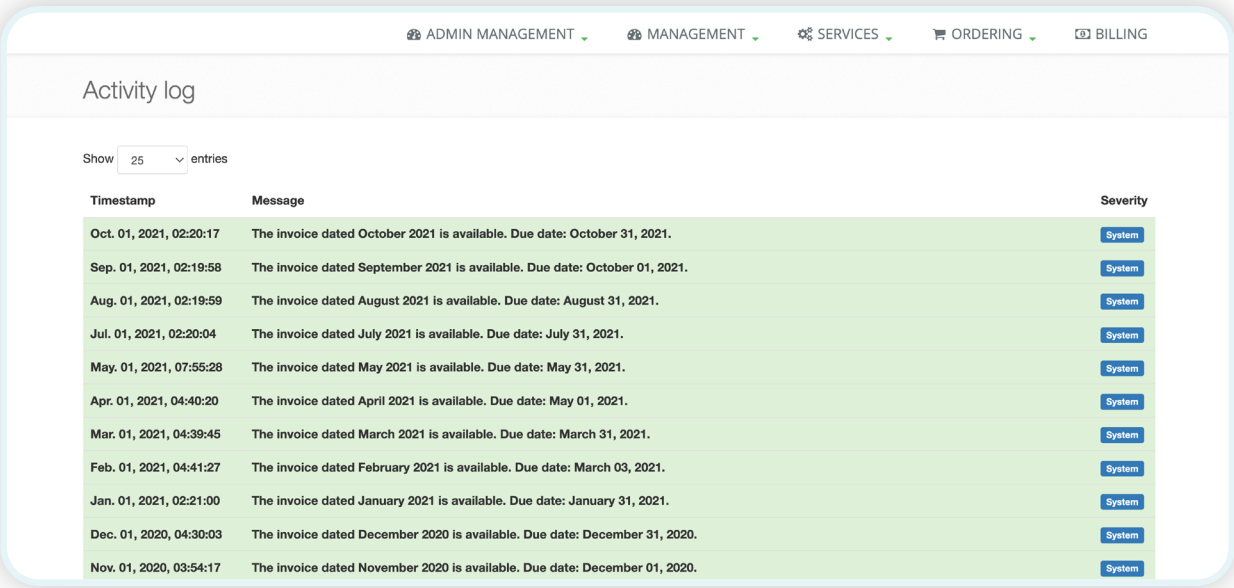
2. Command Menu

In the upper right corner of the Customer Dashboard you have quick access to Account Activity Log, Dashboard Main Page Quick Link, Developers (API) Quick Link, Ticketing Support Access, Current Balance and Active calls on the network.



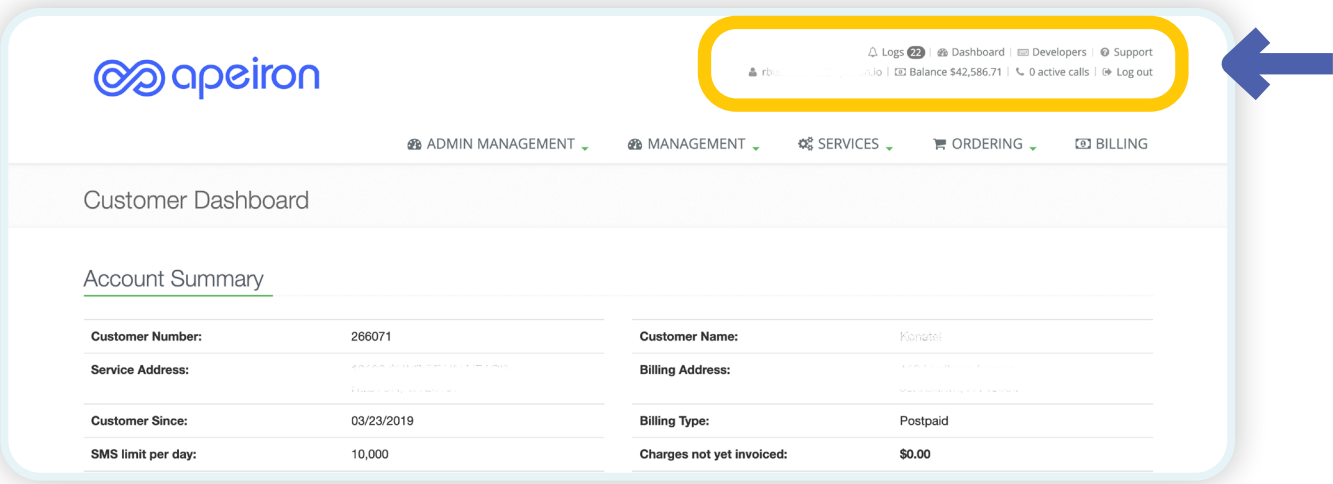
3. Command Menu – Activity Log

View account activity, history and update messages.



4. Command Menu – Dashboard

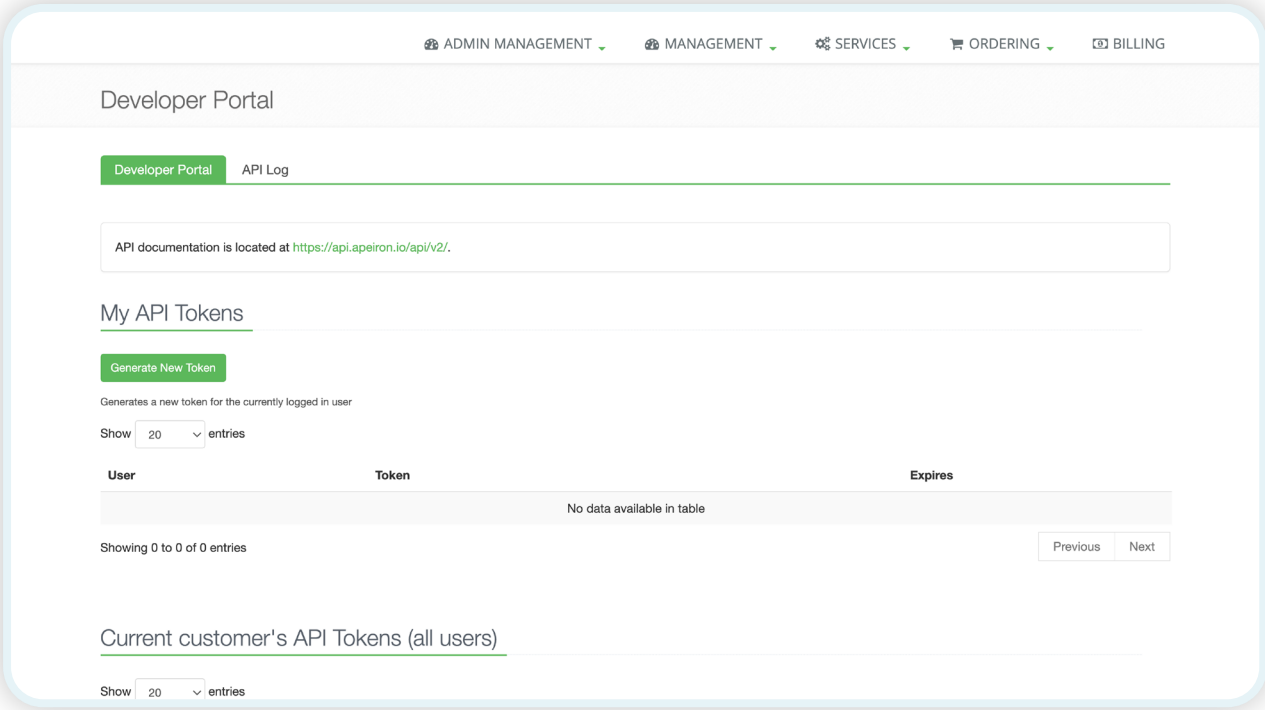
Quick access to your customer dashboard main page.



## 5. Command Menu – Developers

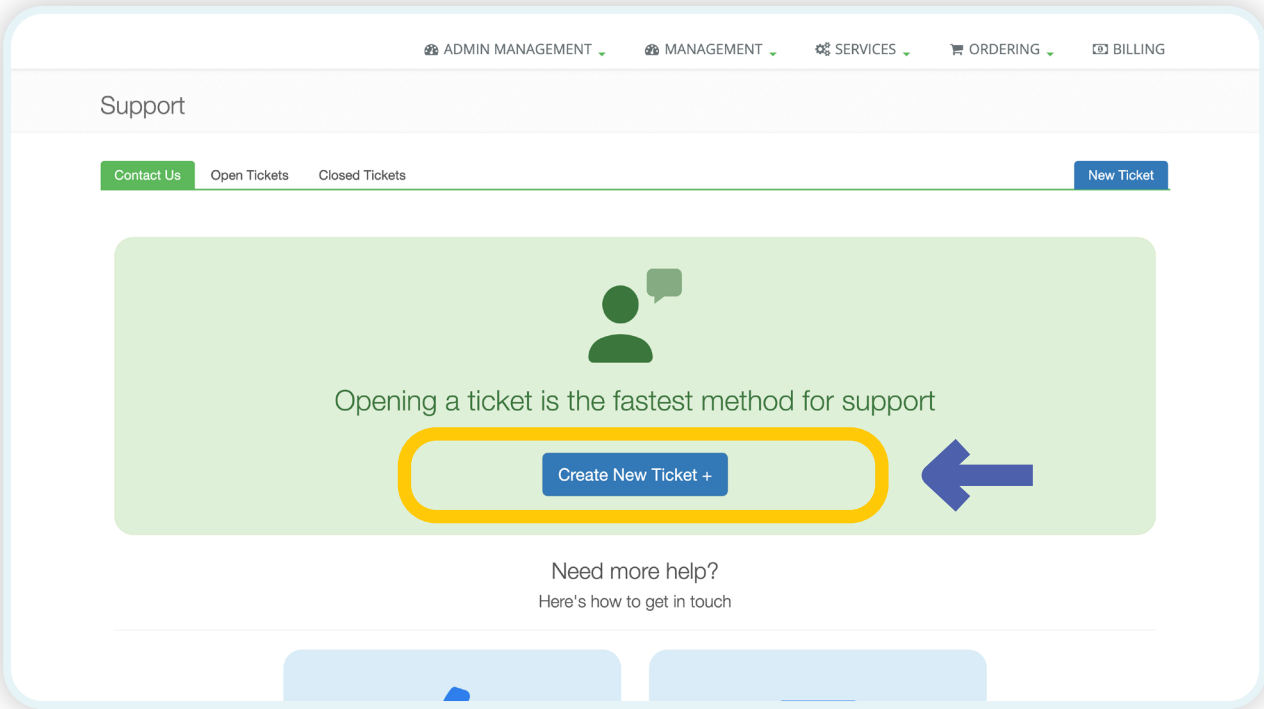
Generate API tokens and see current API Tokens.

- In order to generate a new API token, choose the Generate New Token Button. This automatically creates a new token for the logged in user.
- You can delete an API token by choosing the delete button.

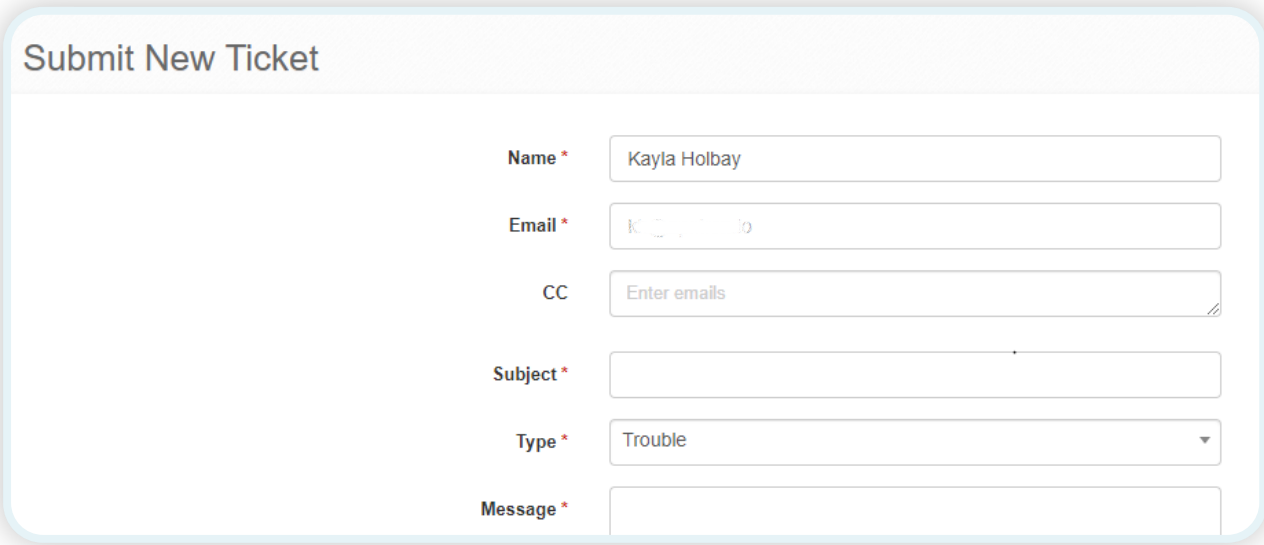


## 6. Command Menu – Support

Here you can view the status of opened support tickets, view past support tickets that have been closed, and submit a new ticket.



To begin a new ticket, choose the blue **Create New Ticket +** button. Please provide as much information as possible to help us quickly resolve your issue.







7. Command Menu – Balance

Displays most recent balance, as well as, Quick Link to the account Billing menu.

ADMIN MANAGEMENTMANAGEMENTSERVICESORDERINGBILLING

Billing

| Previous Statement      | Last Payment | Current Charges          | Total Balance |
|-------------------------|--------------|--------------------------|---------------|
| \$21.52 ( October 2021) | \$0.00       | \$0.00 (\$21.52 credits) | \$0.00        |

Payment Method

No payment method on file.

Change Billing InformationAdd a Payment Method

Invoices

Show 10 entries

| Invoice Date  | Due Date      | Invoice Number | Total  |                      |
|---------------|---------------|----------------|--------|----------------------|
| Oct. 01, 2021 | Oct. 31, 2021 | 754023         | \$3.75 | View Invoice #754023 |
| Sep. 01, 2021 | Oct. 01, 2021 | 749301         | \$3.75 | View Invoice #749301 |
| Aug. 01, 2021 | Sep. 01, 2021 | 744687         | \$3.75 | View Invoice #744687 |

8. Command Menu – Active Calls

Active calls currently showing on the Apeiron Network.

ADMIN MANAGEMENTMANAGEMENTSERVICESORDERINGBILLING

Active Calls

2155 Active Calls

| Answer Time         | Origination Number | Termination Number | Direction | Duration | Trunk Group | Source FQDN  | Cost   |           |
|---------------------|--------------------|--------------------|-----------|----------|-------------|--------------|--------|-----------|
| 10/19/2021 13:10:25 | 2082583672         | 8777774778         | Outbound  | 79.3     | 102289      | 63.128.88.38 | \$0.00 | Terminate |
| 10/19/2021 13:10:04 | 7858409087         | 7858647474         | Outbound  | 68.7     | 102258      | 8.22.66.15   | \$0.22 | Terminate |
| 10/19/2021 13:10:46 | 6209100441         | 9132372656         | Outbound  | 53.0     | 102289      | 63.128.88.36 | \$0.17 | Terminate |
| 10/19/2021 13:10:03 | 2082583673         | 8777774778         | Outbound  | 47.7     | 102289      | 63.128.88.34 | \$0.00 | Terminate |
| 10/19/2021 13:10:16 | 7858714076         | 7208192715         | Outbound  | 43.5     | 102289      | 63.128.88.37 | \$0.14 | Terminate |
| 10/19/2021 13:10:22 | 7853804088         | 7135484756         | Outbound  | 40.4     | 102289      | 63.128.88.42 | \$0.13 | Terminate |

## 9. Customer Dashboard – Account Summary

The Apeiron Customer main dashboard page displays a variety of Customer information.

Account Summary

|                                     |                                   |   |                           |                                   |    |
|-------------------------------------|-----------------------------------|---|---------------------------|-----------------------------------|----|
| Customer Number:                    | 269610                            | 1 | Customer Name:            | Apeiron Test CCollins             | 5  |
| Service Address:                    | 1234 Main St<br>Anytown, NY 10001 | 2 | Billing Address:          | 1234 Main St<br>Anytown, NY 10001 | 6  |
| Customer Since:                     | 06/23/2021                        | 3 | Billing Type:             | Prepaid                           | 7  |
| SMS limit per day:                  | 100                               | 4 | Charges not yet invoiced: | \$0.00                            | 8  |
| <div>Download Welcome Package</div> |                                   |   | Total account balance:    | \$0.00                            | 9  |
|                                     |                                   |   | Account standing:         | Good                              | 10 |

Service status

- 1

Customer Number

Uniquely assigned Apeiron Account Number used to reference when doing account inquiries and payments.
- 2

Service Address

Physical address service associated with Apeiron.
- 3

Customer Since

Account Start Date
- 4

SMS Limit Per Day

Number of Outbound SMS-MMS Messages Allowed Per Day on the Account
- 5

Customer Name

Company or individual name responsible for the account
- 6

Billing Address

Physical address where all Billing statements will be sent.
- 7

Billing Type

Postpaid (Billed in Arrears) or Prepaid (Pay in Advance)
- 8

Charges Yet Not Invoiced

Total amount of charges to be billed on next invoice
- 9

Total Account Balance

Real Time Balance of Account
- 10

Account Standing

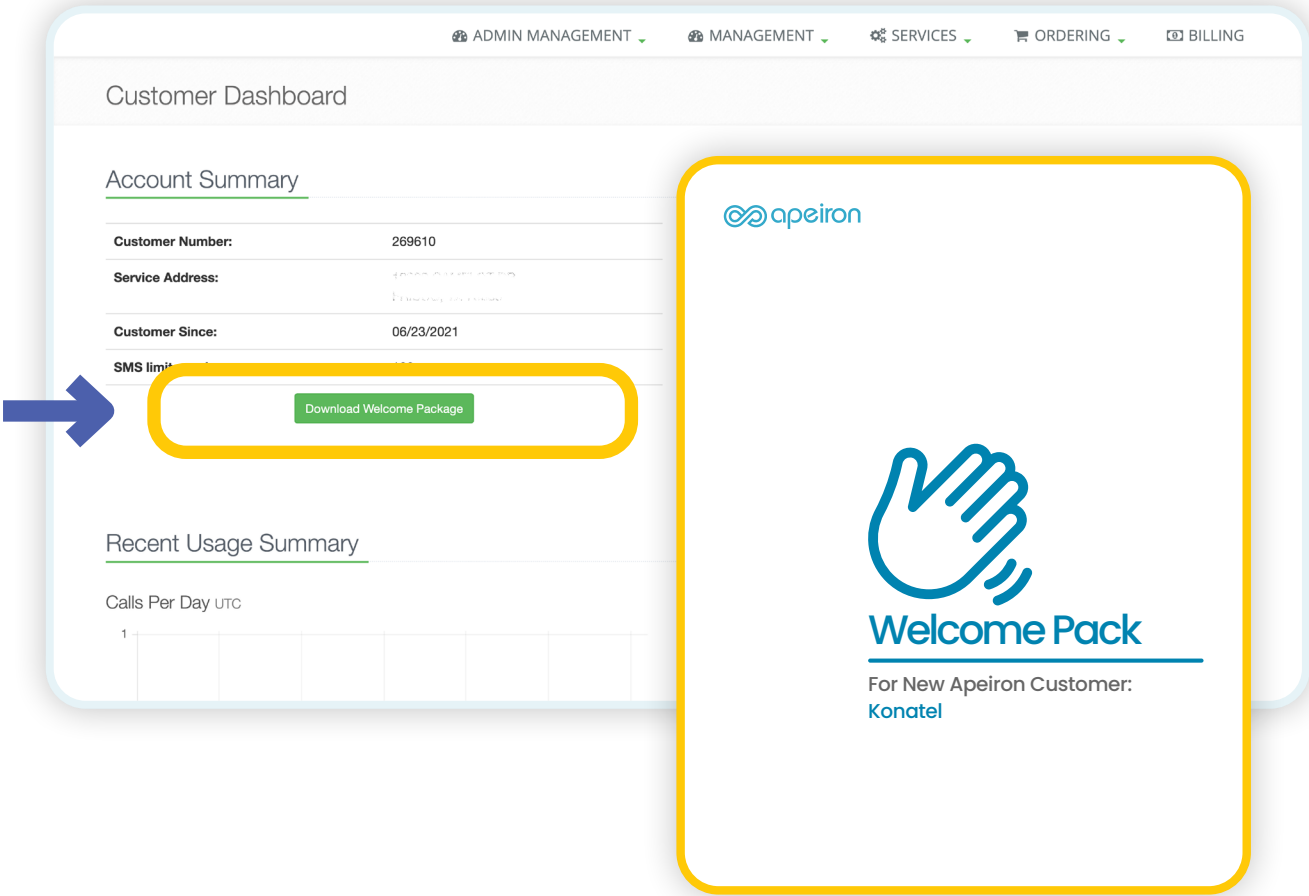
Good – Active and In Service



10. Welcome Package

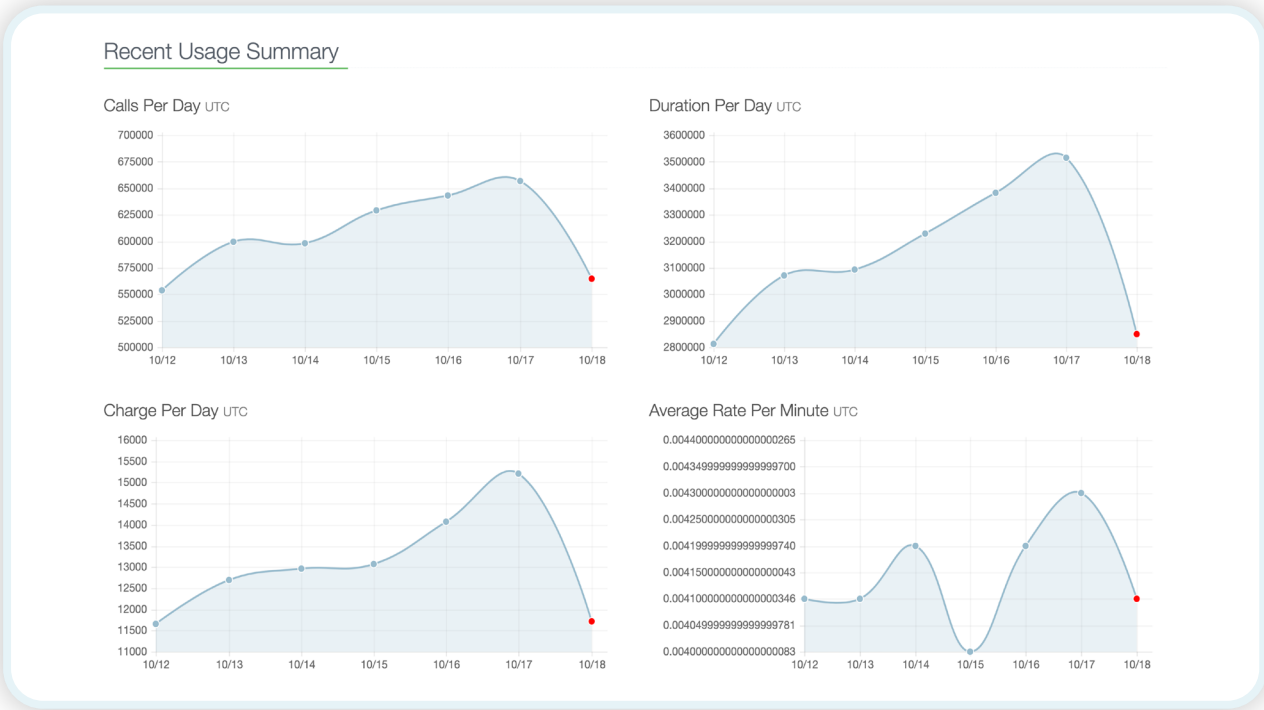
The Apeiron Welcome Package contains helpful service and support information. (Available in PDF Download)

Displays most recent balance, as well as, Quick Link to the account Billing menu.



11. Real Time Usage Graphs

View usage statistics in real-time giving you visibility at all times of activity on the Apeiron network. (All calls appear in GMT)



## 12. Open Tickets

All Inquiry, Provisioning, Repair and Billing Tickets associated to your Apeiron account

ADMIN MANAGEMENT

MANAGEMENT

SERVICES

ORDERING

BILLING

Support Tickets

Contact Us

Open Tickets

Closed Tickets

New Ticket

Ticket type:

All

Filter

| Ticket ID | Subject                                                                                   | Type    | Product             | Status | Created             | Updated             |                             |
|-----------|-------------------------------------------------------------------------------------------|---------|---------------------|--------|---------------------|---------------------|-----------------------------|
| 864471    | Please investigate call ICS-8316                                                          | Trouble | Voip-Outbound_Voice | Open   | 10-18-2021 17:18:52 | 10-18-2021 22:18:26 | <a href="#">View ticket</a> |
| 863976    | PRAESES-2141 - KDOC - LCF Min Facility East - Mckibbin 0099057 Calls to 316-283-7619 drop | Trouble | Voice               | Open   | 09-24-2021 14:49:47 | 10-18-2021 14:42:23 | <a href="#">View ticket</a> |
| 863419    | 208-253-6058                                                                              | Trouble | Voice               | Open   | 09-01-2021 20:49:08 | 10-18-2021 14:33:45 | <a href="#">View ticket</a> |
| 864428    | DTMF Not Passing                                                                          | Trouble | Voice               | Open   | 10-14-2021 20:41:26 | 10-18-2021 13:35:44 | <a href="#">View ticket</a> |

## 13. Account Contacts

Apeiron account contact listings, by contact type, allowing you to manage and update as needed.

**Note:** Invoice Contact Type is the email your monthly billing statement will be sent.

Contacts

Click here to edit contact information

Admin:

Apeiron Test CCollins  
t1@gmail.com

Fraud:

Apeiron Test CCollins  
t1@gmail.com

Billing:

Apeiron Test CCollins  
t1@gmail.com

Rates:

Apeiron Test CCollins  
t1@gmail.com

NOC:

Apeiron Test CCollins  
t1@gmail.com

Invoice:

Apeiron Test CCollins  
t1@gmail.com

Simply update your contact type information and click **SUBMIT** to Save.

ADMIN MANAGEMENT

MANAGEMENT

SERVICES

ORDERING

BILLING

Update Admin contact

Customer Dashboard / Update Admin contact

Name:

New Admin Contact

Email:

contact@gmail.com

Phone number:

1235559999

Email CC:

× contacttwo@email.com

×

Any CC recipients in addition to the primary email contact. Use comma, space, or enter after typing in a new email.

Submit