



# Welcome Pack

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For New Apeiron Customer:  
Konatel

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We look forward to working with you and optimizing your communication needs.

*The Apeiron Team*

This Welcome Pack is a reference guide to help you gain a better understanding of the Apeiron platform.

It details the steps, from beginning to completion, for handling support inquiries, billing procedures, and provides some best practices for using our platform.

## Account Information

Welcome to the Apeiron platform! We look forward to working with you and optimizing all your business communication needs. On this page, you'll find important information regarding your Apeiron account, including your account number and login credentials to access the dashboard.

### Customer Name

The Apeiron account number listed below is associated with your customer name.

Konatel

### Account Number

This number is important to access your account with Apeiron.

266071

### Apeiron Login Credentials

This is your account username to access the Dashboard. To reset your password, click "Forgot Password" on the login page, or follow this link: [dashboard.apeiron.io/accounts/password\\_reset/](https://dashboard.apeiron.io/accounts/password_reset/)

rbustamante@apeiron.io

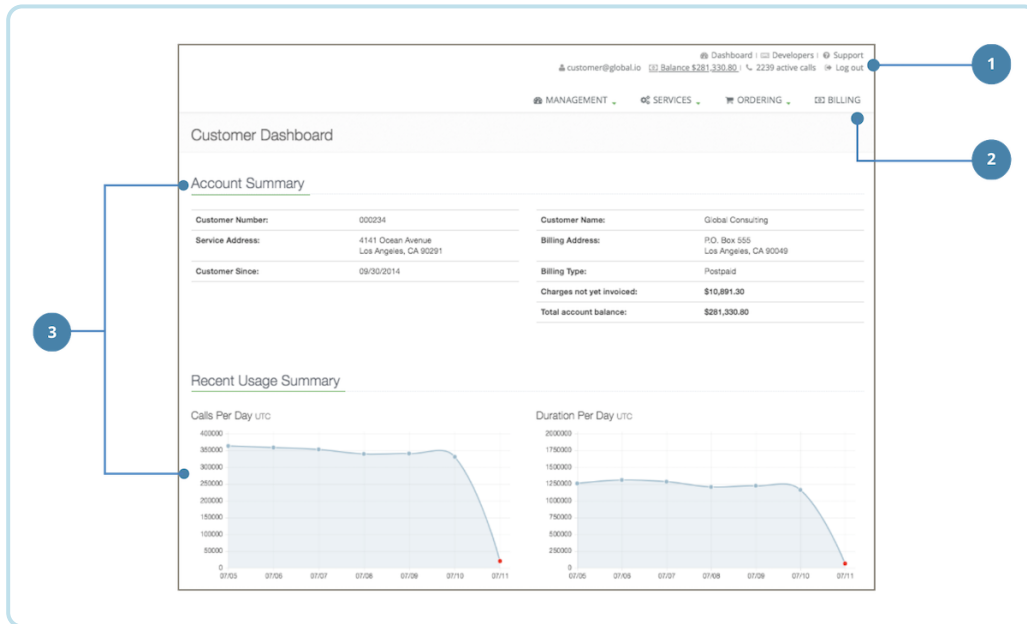
## Accessing the Apeiron Dashboard

To access the Dashboard, go to [dashboard.apeiron.io](https://dashboard.apeiron.io) and sign in using your Apeiron username and password.

The Apeiron Dashboard is where you can view and manage your active services, order new services, submit support inquiries, download invoices, make payments, and more.

## At a Glance: Navigating the Dashboard

To access the Dashboard, go to [dashboard.apeiron.io](https://dashboard.apeiron.io) and sign in using your Apeiron username and password. Here you can view your account status, usage summary, and view your existing support inquiries.

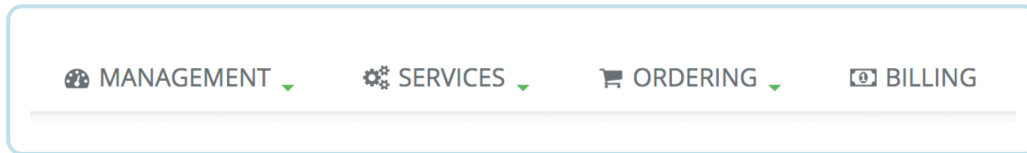


### Key

1. On this top menu, you'll be able to do the following:
  - a. Access Dashboard, manage your profile, and log out.
  - b. View your current balance and active calls.
  - c. Get in touch with Support and view your existing support tickets.
  - d. *Developers* will allow you to manage your API tokens and view your API log.
2. Use these navigation tabs for Management, Services, Ordering, and Billing. A detailed breakdown for each of these tabs will be provided on the following page.
3. The **Customer Dashboard** is the first thing you'll see upon login. On this page you can view:
  - a. *Account Summary*: View your customer information, billing address and type, outstanding charges, and total account balance.
  - b. *Recent Usage Summary*: View your overall usage stats.
  - c. *Support Tickets*: View your active support inquiries.

# Navigating the Admin Dashboard

This page provides a breakdown of each of the navigation tabs on the Admin Dashboard.



## Management

In the **Management** tab, you'll find the following:

- Graphs
- CDR
- SMS Usage
- Voice Usage
- LTE Data Usage
- Documents & Files
- Notifications
- Supplemental Users
- Endpoint Subscribers

## Services

In the **Services** tab, you can view Inventory and access your existing services with Apeiron (i.e, Call Recordings, SMS, and more).

## Ordering

You can order additional products and services in the **Ordering** tab.

## Billing

Access your current billing statement, make a payment, view invoices, and manage your payment information in the **Billing** tab.

# How to Submit a Support Ticket

To submit a support ticket via Apeiron Dashboard, follow these steps:

1. In the top navigation menu, go to “Support”
2. On the Support Tickets page, click “New Ticket”
3. Fill out the required information on the form (including name, email address, subject, request type, message, and priority)
4. In the message portion of the form, please provide any of the following:
  - Order Number
  - Trunk Group Number
  - Circuit ID
  - Source IP address
  - Call/Message failure example with dates

The screenshot shows a support ticket submission form with the following fields and content:

- Name \***: Jane Doe
- Email \***: email@apeiron.io
- CC**: Enter emails
- Subject \***: Issue Regarding Order #1234567
- Type \***: Trouble (dropdown menu)
- Message \***: I would like to report an issue with order #1234567. We have been experiencing multiple failed calls from origination number 310-999-4567 on 6/24/2019 starting at 18:06:58. Please advise.
- Priority \***: Normal (dropdown menu)
- Submit Button**: Contact Support

# Service Support & Escalation List

## Here's how to get in touch with Support:

All support requests are managed by our Customer Service team.

- **Call us** at 888-APEIRON (273-4766), ext. 1
- **E-mail us** at [support@apeiron.io](mailto:support@apeiron.io). A support ticket will be created upon receipt.
- **Submit a ticket using the Apeiron Dashboard.** Log in to the Apeiron Dashboard at [dashboard.apeiron.io](https://dashboard.apeiron.io) and go to "Support" in the top menu to submit a ticket.

## When contacting Support by phone, please have the following ready:

- Customer Number
- Ticket Number (if you are calling about an open issue)

## If reporting a new issue, please reference at least one of the following:

- Order Number
- Trunk Group Number
- Circuit ID
- Source IP address
- Call/Message failure example with dates

## Escalation Contact Information

| Level | Name, Title                                                     | Contact Information                                                                                                                                           |
|-------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1st   | Amy Prindle,<br>Customer Service Operations and Billing Support | <ul style="list-style-type: none"><li>• Phone: 814-341-8280 (EST)</li><li>• Email: <a href="mailto:ap@apeiron.io">ap@apeiron.io</a></li></ul>                 |
| 2nd   | Eddie Archuleta,<br>NOC Manager                                 | <ul style="list-style-type: none"><li>• Phone: 972-464-9204 (CST)</li><li>• Email: <a href="mailto:earchuleta@apeiron.io">earchuleta@apeiron.io</a></li></ul> |
| 3rd   | Jim Connolly,<br>Engineering Manager                            | <ul style="list-style-type: none"><li>• Phone: 214-288-1381 (CST)</li><li>• E-mail: <a href="mailto:jconnolly@apeiron.io">jconnolly@apeiron.io</a></li></ul>  |

# How to Make a Payment

## To submit a payment on the Apeiron Dashboard:

- Access the Dashboard ([dashboard.apeiron.io](https://dashboard.apeiron.io)) and log in using your account credentials.
- In the top navigation menu, go to **Billing**.
- On the Billing page, you can review your current billing summary, manage payment information, view previous invoices, and access payment history.
- In “Payment Method”, ensure that your credit card information is valid. Once confirmed, click **Make a Payment**.
- To update your payment method, go to **Change Payment Preferences**.

## For payments sent via wire or ACH:

|                |                                                    |
|----------------|----------------------------------------------------|
| Remit To       | Apeiron Systems, Inc.                              |
| Bank Name      | Bank of Texas                                      |
| Address        | 5956 Sherry Lane,<br>Suite 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 |

# Billing & Payment FAQs

## How does Apeiron charge for its services?

- **Inbound and Outbound Voice Calls:** Charges incur per minute upon call connection. Per minute pricing also varies among countries and can require an additional carrier fee for certain prefixes. Refer to our pricing page for all country specific rates for inbound and outbound calls
- **Transcription:** \$0.05 per minute for Auto and \$0.35 per minute for Hybrid.
- **Call Recording:** Free
- **Call Recording Storage:** Free
- **Multilingual Text to Speech:** Free
- **Automatic Machine Detection:** Free

## How does Apeiron charge for SMS services?

- **Text Messages:** Charges incur per SMS text message. SMS pricing varies between countries. Check the pricing page for complete details and contact us for information on high volume discounts.
- **Inbound SMS Text Messages:** Free

## How does Apeiron charge for Phone Number services:

- **Phone Numbers:** Monthly rental for each number. Rental is charged on a prorated basis in case a number is purchased during the middle of a monthly billing cycle.
- **SMS Short Codes:** Please refer to [SMS FAQs](#) for pricing details.
- Apeiron also offers discounts for high volume usage, please contact us to learn more.