Agility Telecom
Billing Portal Instructions

Last Reviewed 10/07/2025

This guide shows you how to log in to Agility Telecom's billing portal, set up automatic monthly payments (ACH or credit/debit card), and view invoices and payment history.

Please follow the steps exactly.

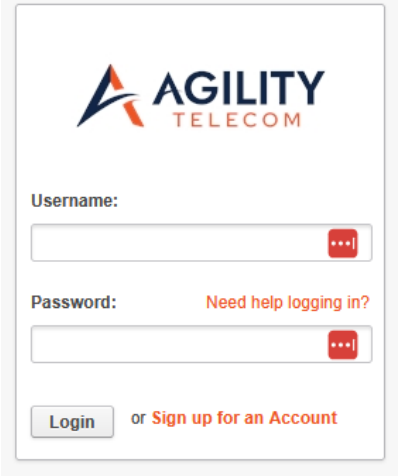
Getting Started

- Open up your Web Browser.
- Our billing portal works best on: Chrome, Edge, Safari, or Firefox (latest versions).
- Billing Portal: https://agility.billcenter.net
- Things to have ready:
  - Your email address
  - One payment method
    - (ACH - checkbook or savings account information or credit/debit card).

First-Time Login

1. Go to https://agility.billcenter.net

You will then see the following landing page.



2. **Username**:

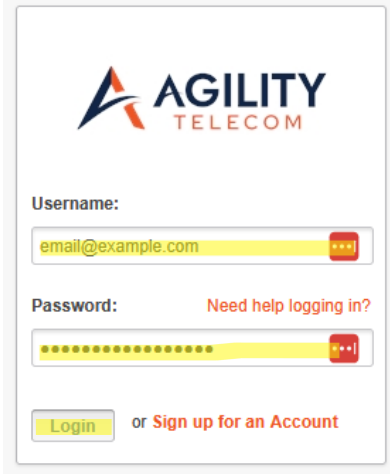
Enter the same email address this guide was sent to.

**The email that you entered during signup.*

3. **Password**:

Enter that same email address

**You'll be prompted to create a new password right after*



4. Click **Login**

Can't sign in?

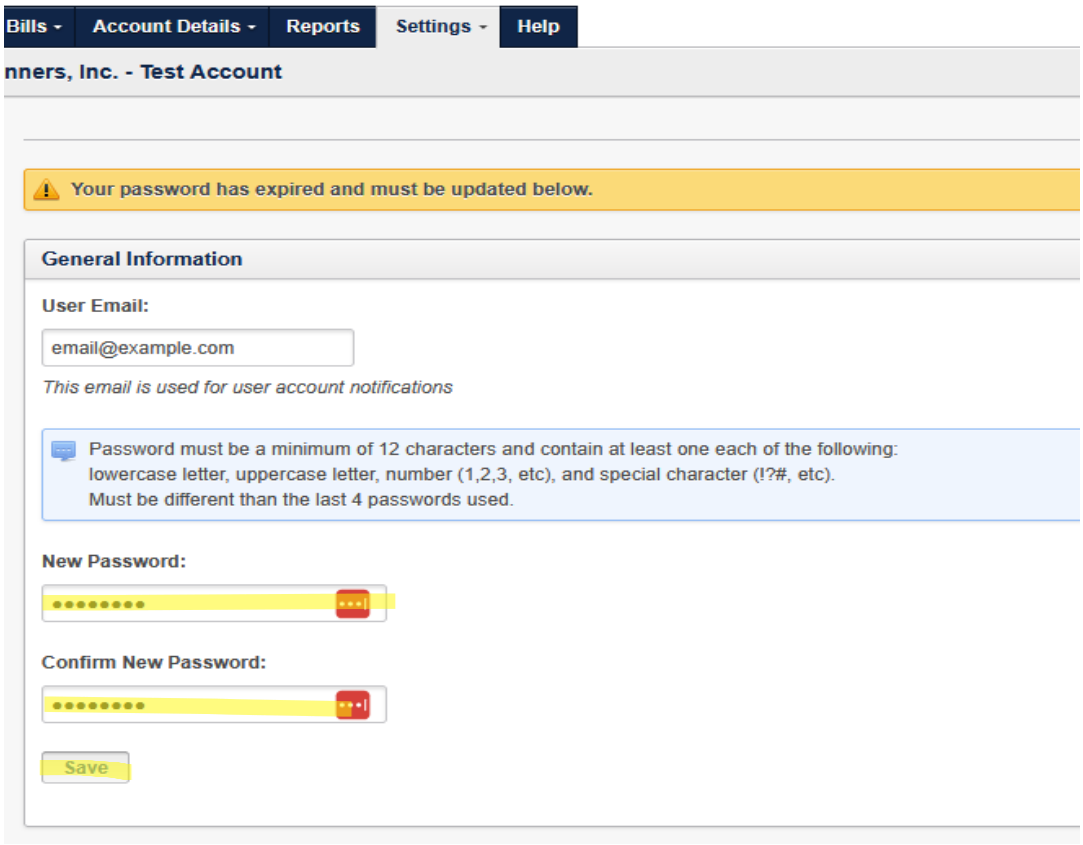
Reset: Click "Need help logging in?" to reset password.

Where it goes: We email the address on file (the signup/username email).

Didn't get it? Check Spam/Junk.

Still stuck? Contact Us

support@agilitytelecom.io or (616) 226-8109



Create a new password by filling in the highlighted fields shown above.

Follow the requirements for a secure password.

Below are the password requirements:

- Minimum of 12 characters.
- Contain <u>at least one each</u> of the following:

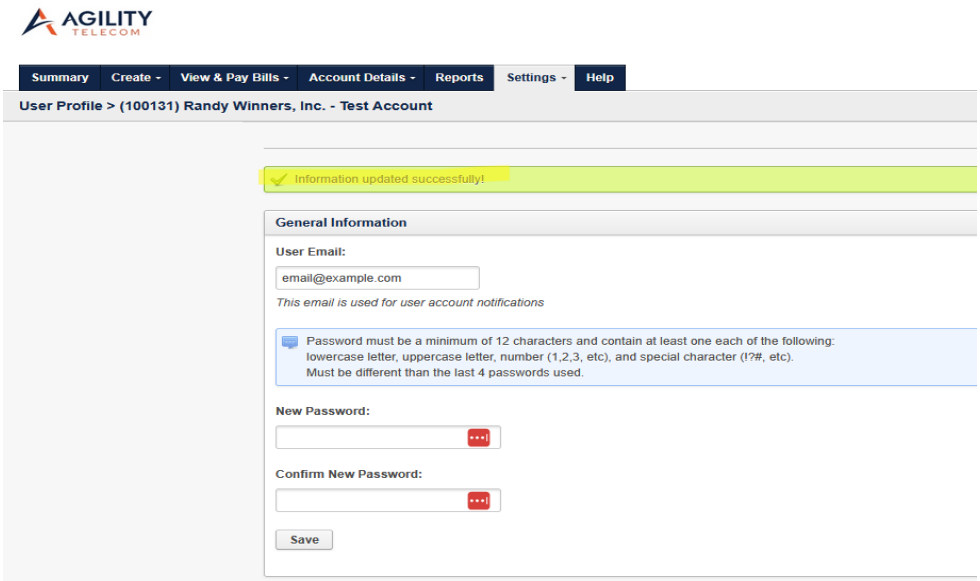
Lowercase letter, uppercase letter, number (1,2,3, etc), and special character (!?#, etc).

- It must be different than the last 4 passwords used.

*You also have the option to change your User Email if you would prefer a different email for user account notifications.

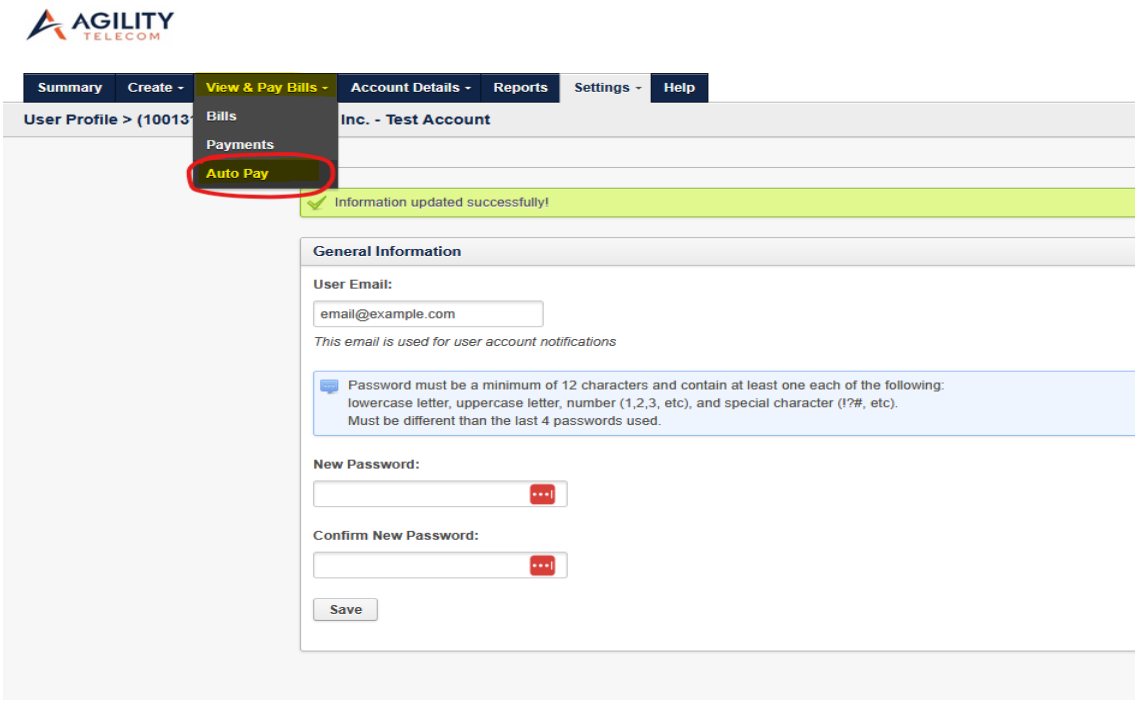
6. Click **Save**

Once you have successfully updated your information, you will then see the green "Information updated successfully!" notification.



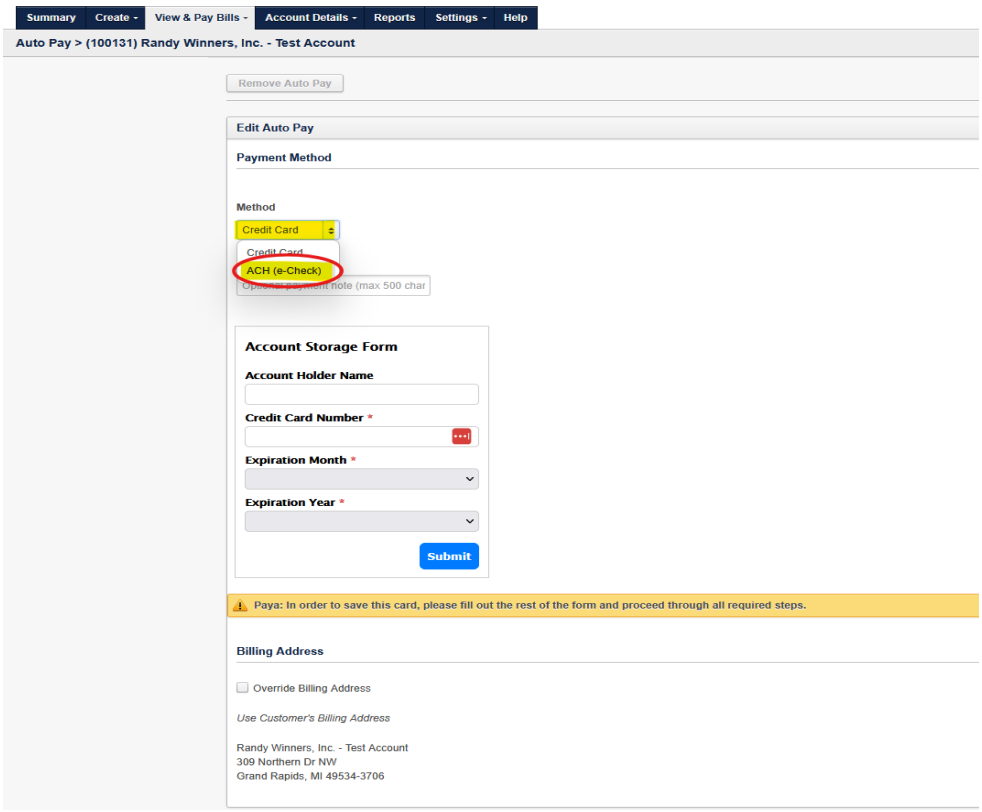
Now, we are ready to set up a payment method for your monthly service.

Set Up Automatic Monthly ACH (Preferred)



1. Hover your cursor over "View & Pay Bills"

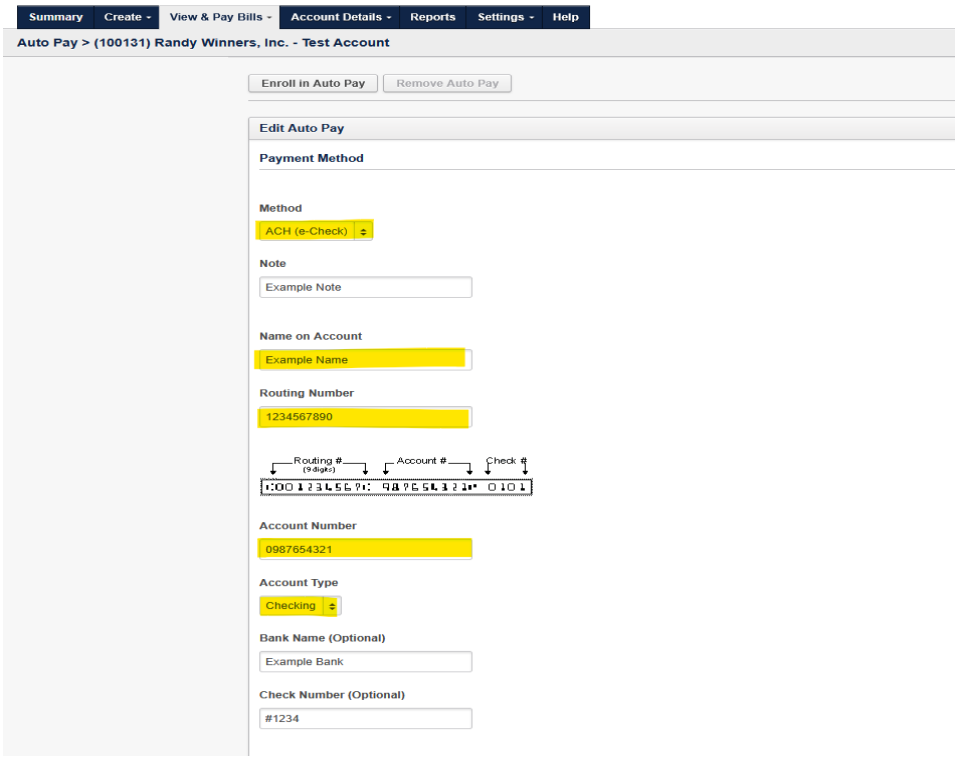
Then Click on "AutoPay"



2. Under "Method" Click the drop down and select the preferred method of payment.

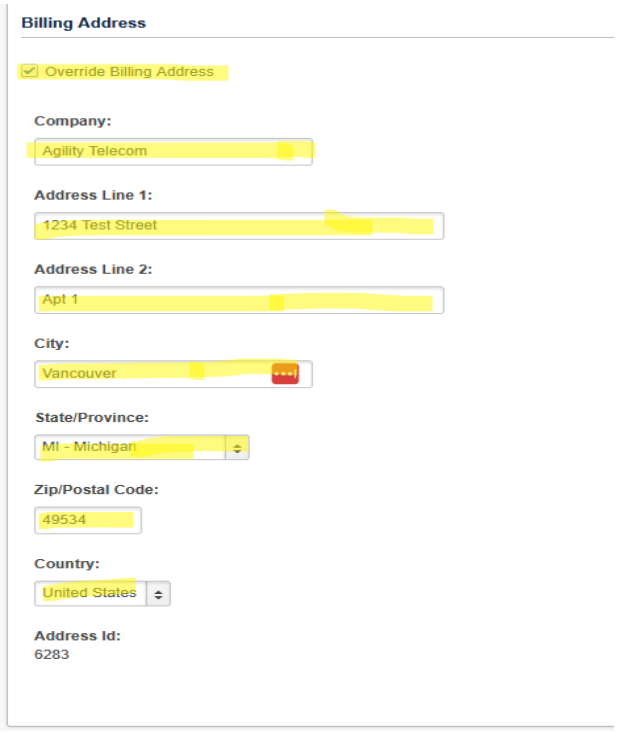
ACH (E-check) is recommended here.

3. You will then see the field options change once you select "ACH (e-Check)"

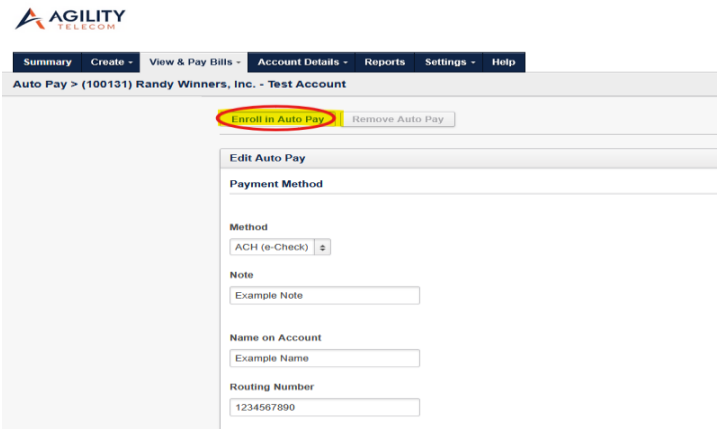


Fill in the following fields:

- Name on Account
- Routing number
- Account number (Checking/Savings)
- Account type (Checking/Savings)

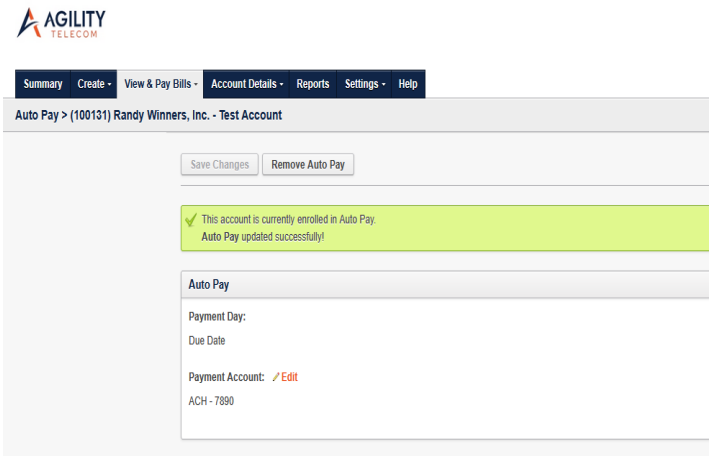


4. **Billing Address** (as it appears on your card statement)
*If you're **paying for a resident**, enter **your billing address** (the one tied to your card), not the resident's service address.
*If it's different from the service address, check *"Override Billing Address"* and fill in the highlighted fields shown below.



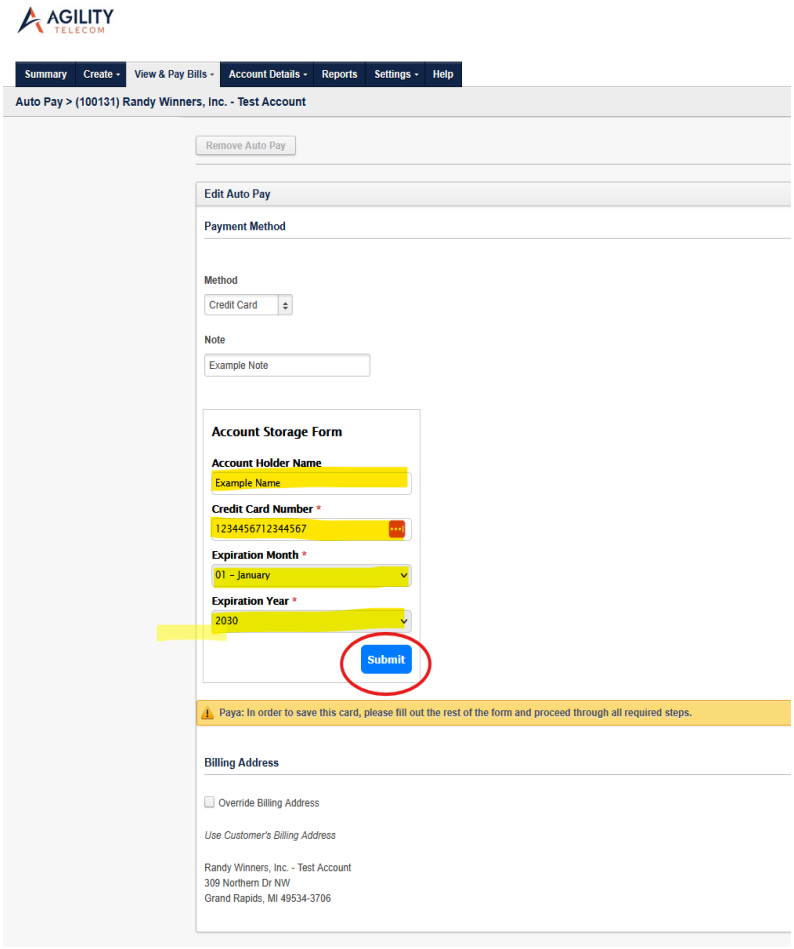
5. Scroll back to the top after you have verified all the fields are filled in accurately.

6. Click "**Enroll in Auto Pay**"



You will then see this screen once everything has been successfully submitted.

Set Up Automatic Monthly Credit/Debit Card

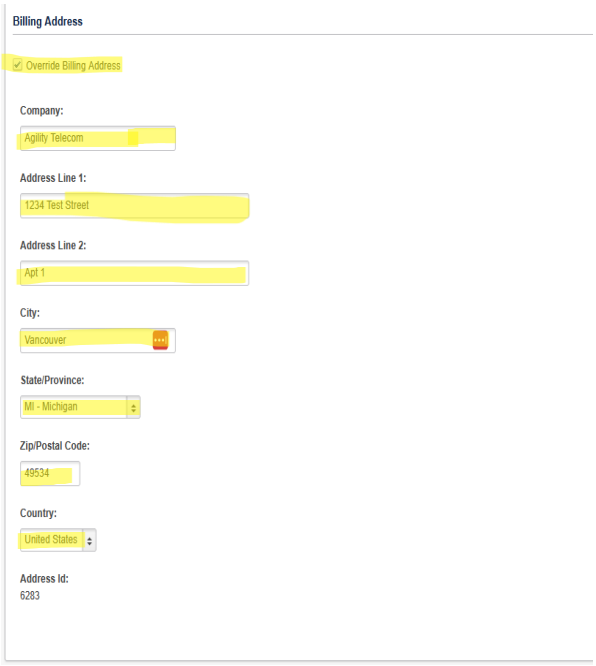


IF USING CREDIT CARD:

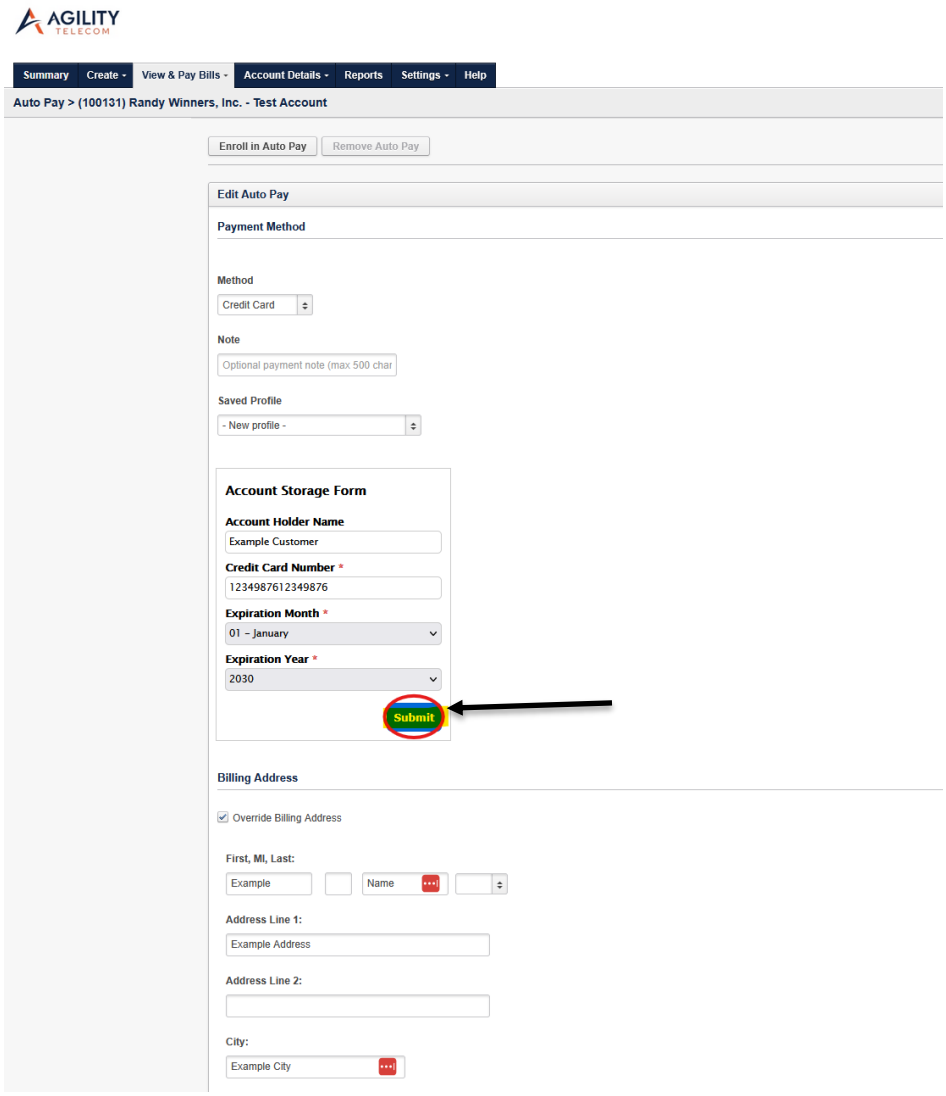
1. Make sure you have "Credit Card" selected in the "Method" field dropdown near the top of the form.

2. Fill in the following fields:
- Account Holder Name
- Credit Card Number
- TYPE IN THE CREDIT CARD NUMBER WITH NO SPACES IN BETWEEN.
- Expiration Month
- Expiration Year

*CHECK TO ENSURE YOUR BILLING ADDRESS IS CORRECT **BEFORE CLICKING SUBMIT.**

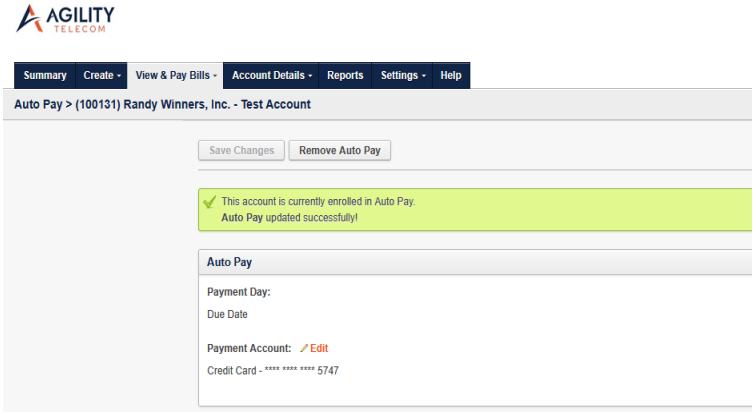


3. **Billing Address** (as it appears on your card statement)
*If you're **paying for a resident**, enter **your billing address** (the one tied to your card), not the resident's service address.
*If it's different from the service address, check *"Override Billing Address"* and fill in the highlighted fields shown below.



5. Scroll back to the top <u>after you have verified all the fields are filled in accurately.</u>

6. Click the blue Submit Button.

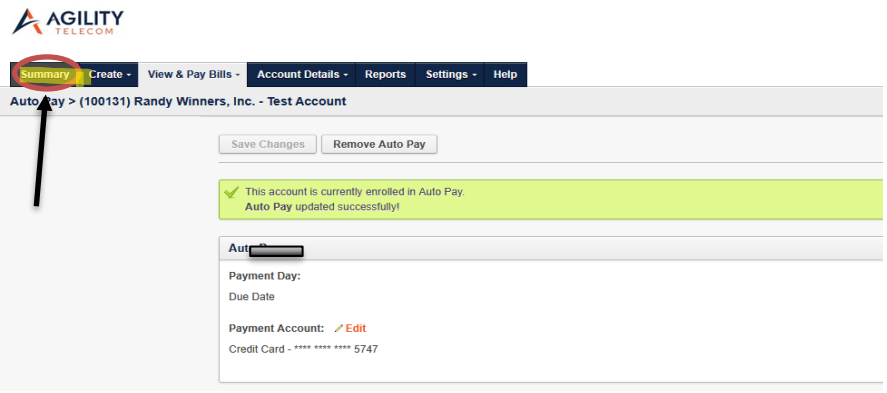


You should then see a green highlighted successful message appear.

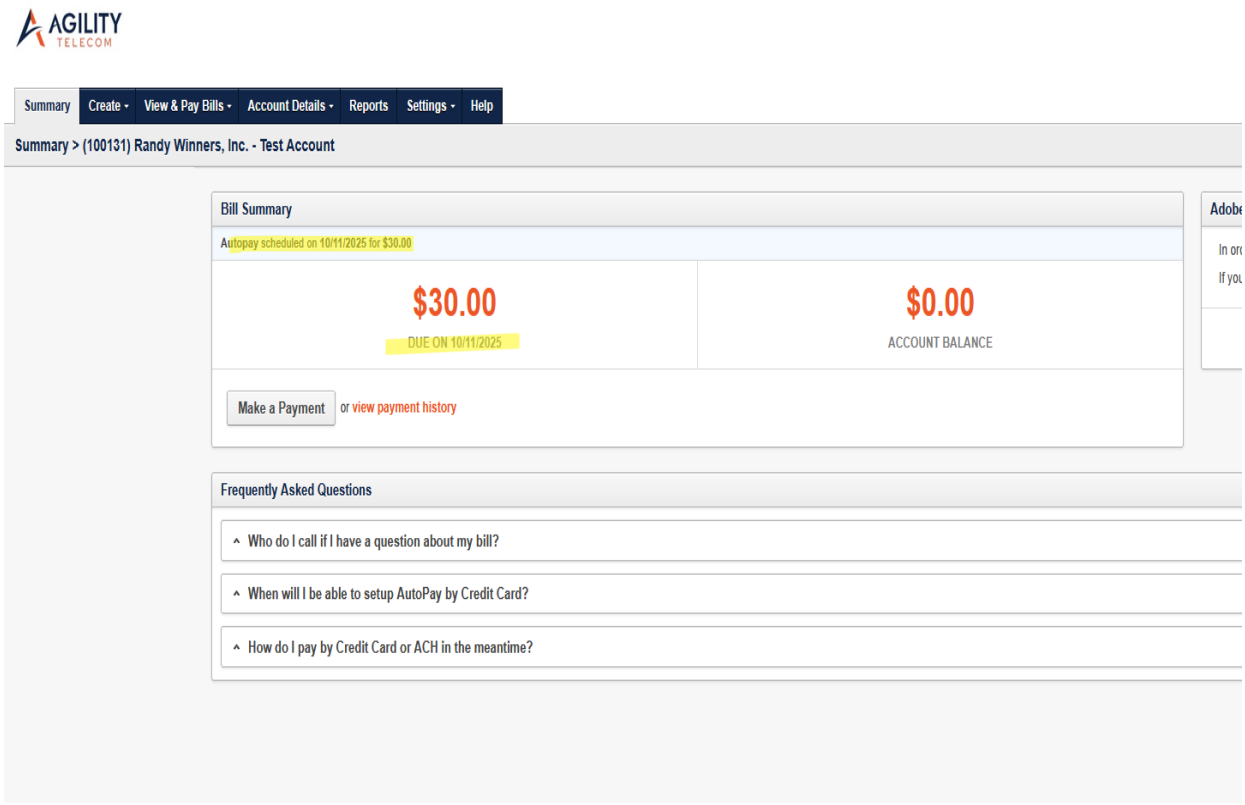
You now have AutoPay setup.

Payment Due Date

To view the payment due date for your bills, follow these instructions:



1. Go to the Summary tab in the billing portal.



On this page, you will be able to locate:

- AutoPay – shows scheduled for [date] if enabled.
- Due Date – the date your current bill is due.

How AutoPay works

If AutoPay is ON, your payment will be initiated on the scheduled date shown on the Summary tab.

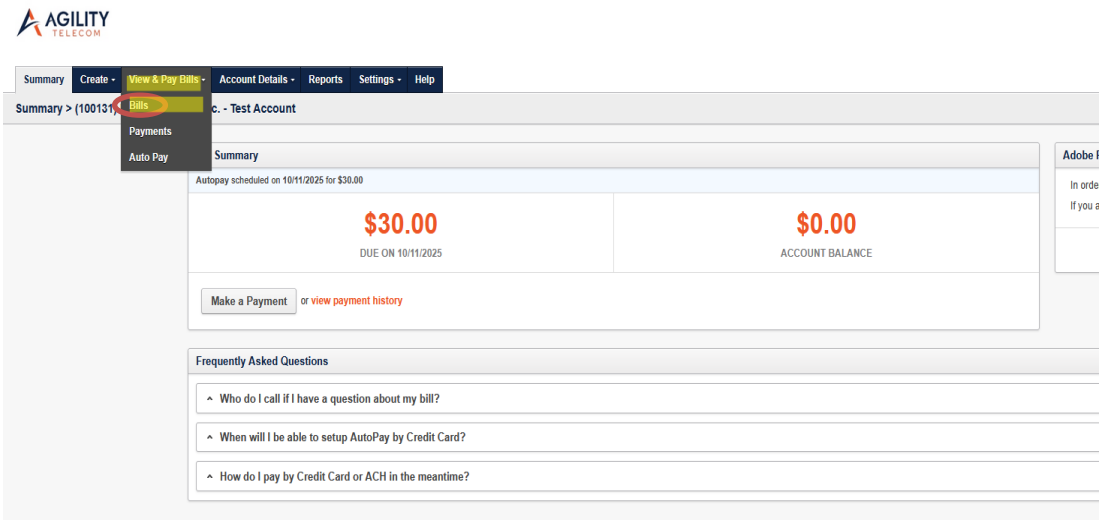
If AutoPay is OFF or no default payment method is set, you'll need to pay manually or enroll in AutoPay to avoid late payment.

Payment Tips:

- If you prefer paying early, you can make a one-time payment anytime; AutoPay will skip that cycle if the full balance is already paid.
- If your card is expired or bank details changed, update your payment method immediately so AutoPay runs successfully.
- Payments can take 1–3 business days to post depending on your bank/processor; the initiation date (the scheduled pull date) is what matters for on-time status.

Need to change the Auto Payment date?
Contact Us **support@agilitytelecom.io** or (616) 226-8109

View Invoices & Payment History

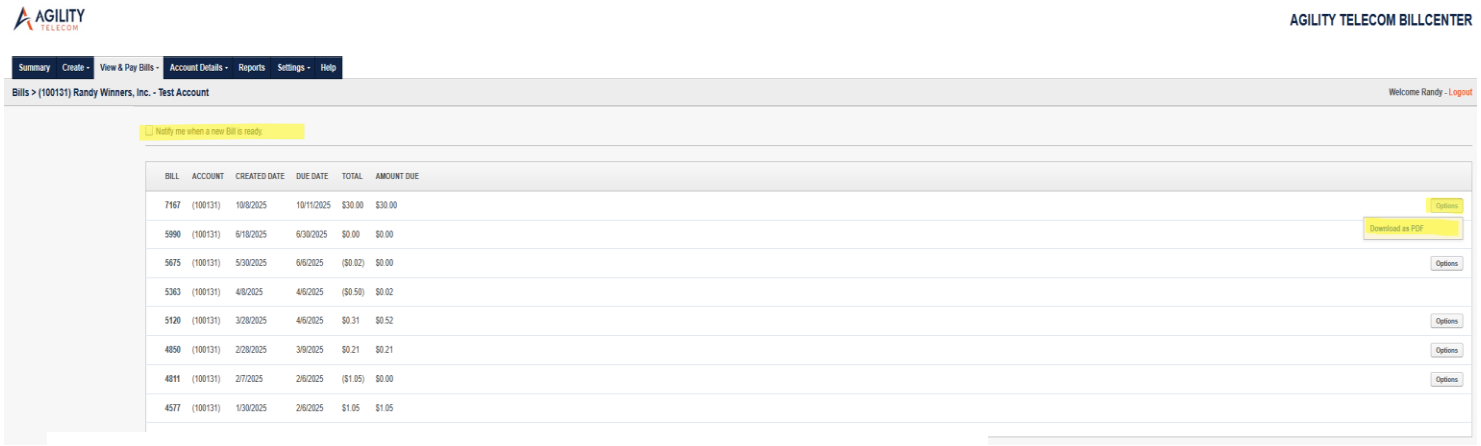


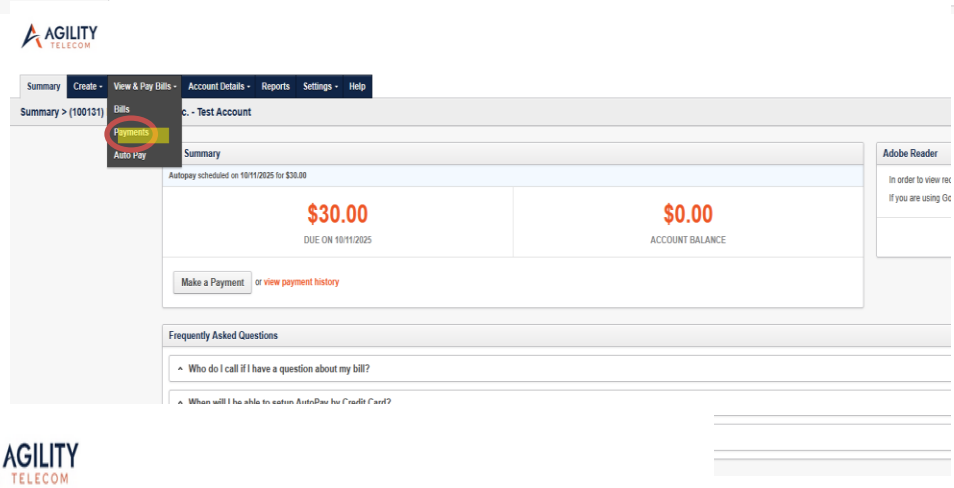
1. Hover your cursor over the "View & Pay Bills" tab.

2. To view current and previous invoices, click on Bills.

From this screen, you also have the option to do the following:
- Get notified when a new Bill is ready, check the highlighted box.

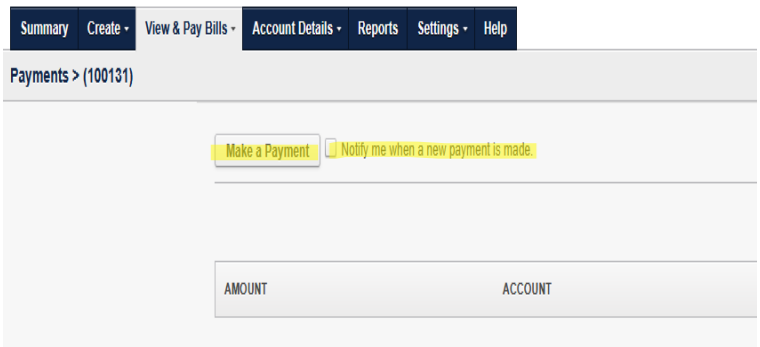
- You can also click the “options” box on any invoice to download it as a PDF





To view all payments you have made:

Hover your cursor over “View & Pay Bills” and click “Payments”



In the payments screen, you can see all payments you have made on your customer account.

You have the options to:

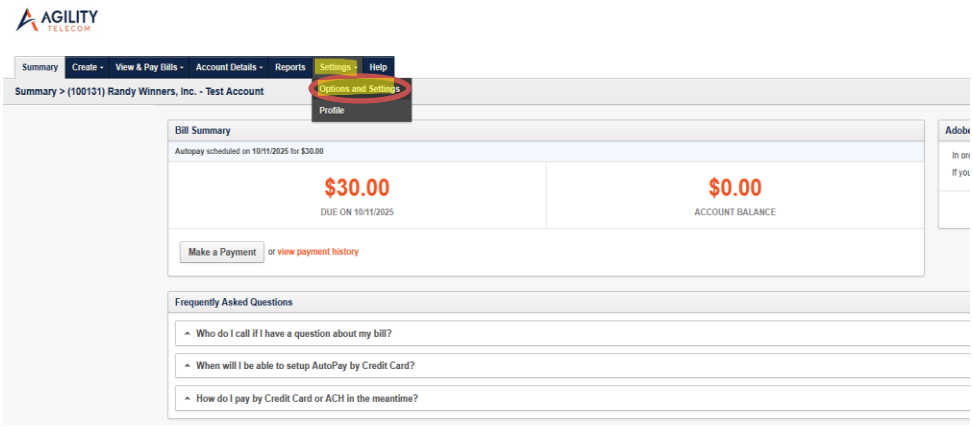
Make a Payment for any future or outstanding bills.

Check the box to get notified whenever a new payment is made.

View Customer Profile Settings

To view the current information about your Customer Account Profile:

Hover your cursor over the “Settings” tab, then click on “Options and Settings”





From this page, you’ll be able to view the following:

Autopay Status – Shows whether you’re Enrolled or Not Enrolled in AutoPay.

Billing Email - The email where we send invoices, receipts, and billing notices.

Bill Notification Status – Shows current email bill notification method and status.

Biling Address - The card/bank statement address tied to your payment method.

ATTN Contact – An optional “attention to” line for invoices/receipts (e.g., “Julie Smith, Sister”). Helps route billing to the right person at a household or facility.

If you would like to make changes to the Bill Notification Status or Billing Address fields, or need assistance,

Contact Us **support@agilitytelecom.io** or (616) 226-8109

Security & Support

- Agility Telecom is PCI compliant; please enter payment details only in the secure portal.
- Do not email or mail card numbers. If you prefer, you may mail a voided check for ACH setup: Agility Telecom, Inc.; 309 Northern Drive NW; Grand Rapids, MI 49534.
- Concerned about scams? Call the numbers on our website: (616) 965-9977 or (616) 226-8109.
- For help, call (616) 226-8109 and ask for Austin or John.

Appendix: Password Requirements

- Minimum length: 12 characters.
- Must include at least one uppercase letter (A-Z).
- Must include at least one lowercase letter (a-z).
- Must include at least one number (0-9).
- Must include at least one special character (e.g., ! @ # $ % ^ & *).

Tip: Use a memorable phrase with numbers and symbols (avoid reusing passwords).

Troubleshooting

- "Username not found" or "Initial password incorrect": Your username and initial password are the email address on file. Try copying/pasting your email carefully, then reset your password if needed.
- Forgot password: Click the "Need Help Logging In?" link on the login page and follow the instructions.
- Account locked: Wait 15 minutes and try again or call us for assistance.
- AutoPay didn't run: Confirm AutoPay is Active, a valid payment method is Default, and the method hasn't expired or changed.
- ACH address mismatch: Ensure the address on the ACH payment method matches the address on file at your bank.