PAXIO Customer FAQs

⍰ How do I log into the client portal?

To log-in to the Client Portal, please go to https://1143737.app.netsuite.com/app/center/card.nl?sc=-47&whence=. You can then view invoices, account details, payments made, statement and more. You can also visit the PAXIO website and click "log in" in the upper right corner of the homepage.

⍰ How do I pay my bill?

PAXIO offers multiple ways to pay:

Enroll in Autopay: enroll in automatic payments by contacting our Client Services team at 800-377-6335 or emailing clientservices@paxio.com. Once enrolled your invoice will be automatically charged on the due date.
Customer Portal: visit our Customer Portal and log in with your credentials to view your invoice and make a one-time payment.
Click-to-Pay: you can simply open the invoice and click the secure click-to-pay link and process a one-time payment.

⍰ How do I check my Internet speed?

When running a speed test make sure all devices that might be using bandwidth are turned off. If you are still seeing a slow Internet speed, we recommend rebooting your router and restarting your computer. Then run the test again. Run at least two speeds tests from multiple servers and websites. Use speedtest.net, speed.googlefiber.net, or fast.com.

For the most accurate test, connect directly from the PAXIO service handoff. To do this, connect a computer with an Ethernet cable to the wall outlet or CPE. Run at least two speed tests from multiple websites. Use speedtest.net, speed.googlefiber.net, or fast.com.

⍰ How do I plug directly into the CPE?

1. Go to the wire center where it is located (location varies; typically, in a closet or in the garage).
2. The Ethernet service line is the second cable from the left as in the picture. Please do not unplug the cable from the CPE. Unplug it from the other end and connect it into your computer.

Note: You may need a 1 Gigabit Ethernet dongle adapter if your computer only has USB or Thunderbolt port.