



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

- [Broadband FAQ's](#)
- [Policy Statement](#)
- [Portal FAQ's](#)
- [Portal User's Guide](#)
- [Portal Demonstration](#)
- [Glossary of Terms](#)

Program Contacts

Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact: Billing Services
First Name:
Last Name:
Email Address:
I'd prefer a reply by: Email Phone

MEGAPATH, INC

CUSTOMER PORTAL

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MegaPath Customer Portal

Overview:

The MegaPath Customer Portal is the tool provided by MegaPath for the order placement and post installation management and reporting of services provided by Megapath for Enterprise and Wholesale customers. This guide will provide the ability to fully navigate the Customer Portal site enabling, [ORDERING](#), [REPORTING](#) and [MANAGEMENT](#) of sites and their corresponding services.

Home Page

MegaPath™ Customer Portal Logout

Select Cost Center:
 Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite – Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

[Broadband FAQ's](#) [Policy Statement](#)

[Portal FAQ's](#) [Portal User's Guide](#)

[Portal Demonstration](#) [Glossary of Terms](#)

Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

Program Contacts

Contact information for your company's remote access services.

<p>Customer Primary Contact</p> <p>Name: Customer Primary Contact Title: Customer Primary Contact Title Phone: (555) 555-5555 Email: Customerprimarycontactemail@email.com</p> <p>Edit</p> <p>Customer Secondary Contact</p> <p>Name: Customer Secondary Contact Title: Customer Secondary Contact Title Phone: (555) 555-5555 Email: CustomerSecondarycontactemail@email.com</p> <p>Edit</p>	<p>MegaPath Primary Contact</p> <p>Name: MegaPath Primary Contact Title: MegaPath Primary Contact Title Phone: (555) 555-5555 Email: Megapathprimarycontactemail@email.com</p> <p>MegaPath Secondary Contact</p> <p>Name: MegaPath Secondary Contact Title: MegaPath Secondary Contact Title Phone: (555) 555-5555 Email: Megapathsecondarycontactemail@email.com</p>
---	---

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact:

First Name:

Last Name:

Email Address:

Phone #:

Comments:

I'd prefer a reply by: Email Phone [Submit](#)

Navigating the Home Page

Panels

Panels are sections of the home page off-set from the rest of the page by a frame and managed independently of the rest of the page.

Top Panel

The top panel is the area defined below with a red border

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite – Documentation Testing)

Home

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Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

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<p>Customer Primary Contact</p> <p>Name: Customer Primary Contact Title: Customer Primary Contact Title Phone: (555) 555-5555 Email: Customerprimarycontactemail@email.com Edit</p>	<p>MegaPath Primary Contact</p> <p>Name: MegaPath Primary Contact Title: MegaPath Primary Contact Title Phone: (555) 555-5555 Email: Megapathprimarycontactemail@email.com</p>
<p>Customer Secondary Contact</p> <p>Name: Customer Secondary Contact Title: Customer Secondary Contact Title Phone: (555) 555-5555 Email: CustomerSecondarycontactemail@email.com Edit</p>	<p>MegaPath Secondary Contact</p> <p>Name: MegaPath Secondary Contact Title: MegaPath Secondary Contact Title Phone: (555) 555-5555 Email: Megapathsecondarycontactemail@email.com</p>

Use the form below to contact a MegaPath representative.

Who to contact :

First Name :
 Last Name :
 Email Address :
 Phone # :
 Comments :

I'd prefer a reply by : Email Phone [Submit](#)

Left Panel

The left panel is the area defined below with a red border

Logout

MegaPath™ Customer Portal

Select Cost Center : All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

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Name: Customer Primary Contact	Name: MegaPath Primary Contact
Title: Customer Primary Contact Title	Title: MegaPath Primary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: Customerprimarycontactemail@email.com	Email: Megapathprimarycontactemail@email.com
Edit	
Customer Secondary Contact	MegaPath Secondary Contact
Name: Customer Secondary Contact	Name: MegaPath Secondary Contact
Title: Customer Secondary Contact Title	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: CustomerSecondarycontactemail@email.com	Email: Megapathsecondarycontactemail@email.com
Edit	

Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact : Billing Services

First Name :
Last Name :
Email Address :
Phone # :
Comments :

I'd prefer a reply by : Email Phone

Right Panel

The Right panel is the area defined below with a red border

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

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- [Policy Statement](#)
- [Portal FAQ's](#)
- [Portal User's Guide](#)
- [Portal Demonstration](#)
- [Glossary of Terms](#)

Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact	MegaPath Primary Contact
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Title: Customer Primary Contact Title	Title: MegaPath Primary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: Customerprimarycontactemail@email.com	Email: Megapathprimarycontactemail@email.com
Edit	
Customer Secondary Contact	MegaPath Secondary Contact
Name: Customer Secondary Contact	Name: MegaPath Secondary Contact
Title: Customer Secondary Contact Title	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: CustomerSecondarycontactemail@email.com	Email: Megapathsecondarycontactemail@email.com
Edit	

Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact :

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

Bottom Panel

The Bottom panel is the area defined below with a red border

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

[Broadband FAQ's](#) [Policy Statement](#)

[Portal FAQ's](#) [Portal User's Guide](#)

[Portal Demonstration](#) [Glossary of Terms](#)

Marketing Information

Welcome to the MegaPath Customer Portal

Quick Search

Site Name =

Ticket Manager

Enter a Trouble Ticket ID in the field below to view details about that Trouble Ticket

Ticket ID

Modules

Modules are independent operable units that are available to be part of the home page. Modules can be added or removed from the home page as a means of customizing the look and feel for each user.

Minimizing a Module

Minimizing a module collapses it in the view, reserving its space on the page for the ability to later be maximized and viewed. To minimize a module, click on the grey box with the white arrow in the top right of the module and a drop down will appear with minimize and close as the options. Choose minimize and the module will collapse showing the name of the module.



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite - Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

- Broadband FAQ's
- Policy Statement
- Portal FAQ's
- Portal User's Guide
- Portal Demonstration
- Glossary of Terms

Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact	MegaPath Primary Contact
Name: Customer Primary Contact	Name: MegaPath Primary Contact
Title: Customer Primary Contact Title	Title: MegaPath Primary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: Customerprimarycontactemail@email.com	Email: Megapathprimarycontactemail@email.com
Edit	
Customer Secondary Contact	MegaPath Secondary Contact
Name: Customer Secondary Contact	Name: MegaPath Secondary Contact
Title: Customer Secondary Contact Title	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: CustomerSecondarycontactemail@email.com	Email: Megapathsecondarycontactemail@email.com
Edit	

Marketing Information

Welcome to the MegaPath Customer Portal

Minimize
Close



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite - Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

- Broadband FAQ's
- Policy Statement
- Portal FAQ's
- Portal User's Guide
- Portal Demonstration
- Glossary of Terms

Program Contacts

Marketing Information

Welcome to the MegaPath Customer Portal

Module is collapsed and able to be maximized

Maximizing a Module

Maximizing a module expands it in the view. To maximize a module, click on the grey box with the white arrow in the top right of the module and a drop down will appear with restore and close as the options. Choose restore and the module with expand and show all items relevant to the module.

The screenshot displays the MegaPath Customer Portal interface. At the top left is the logo "MegaPath™ Customer Portal". On the top right, there is a "Logout" link, a "Select Cost Center" dropdown menu set to "All My Units", and a "Switch Realms" dropdown menu set to "REWRITEDOC.COM". Below the header is a navigation bar with links: Home, Orders, Tools, Reports, Network Management, and Contact Us. A welcome message reads "Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)".

The main content area is titled "Home" and contains several modules:

- Portal User Documents**: A module with a dropdown arrow in the top right. Below the title, it says "Below are links providing general information regarding your company's remote access program." and lists several links: [Broadband FAQ's](#), [Policy Statement](#), [Portal FAQ's](#), [Portal User's Guide](#), [Portal Demonstration](#), and [Glossary of Terms](#).
- Marketing Information**: A module with the text "Welcome to the MegaPath Customer Portal".
- Program Contacts**: A module with a dropdown arrow in the top right. A grey box with a white arrow is open, showing the options "Restore" and "Close".

MegaPath™ Customer Portal Logout

Select Cost Center :
 Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite – Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

[Broadband FAQ's](#) [Policy Statement](#)

[Portal FAQ's](#) [Portal User's Guide](#)

[Portal Demonstration](#) [Glossary of Terms](#)

Marketing Information

Welcome to the MegaPath Customer Portal

Program Contacts

Contact information for your company's remote access services.

<p>Customer Primary Contact</p> <p>Name: Customer Primary Contact Title: Customer Primary Contact Title Phone: (555) 555-5555 Email: Customerprimarycontactemail@email.com</p> <p>Edit</p> <p>Customer Secondary Contact</p> <p>Name: Customer Secondary Contact Title: Customer Secondary Contact Title Phone: (555) 555-5555 Email: CustomerSecondarycontactemail@email.com</p> <p>Edit</p>	<p>MegaPath Primary Contact</p> <p>Name: MegaPath Primary Contact Title: MegaPath Primary Contact Title Phone: (555) 555-5555 Email: Megapathprimarycontactemail@email.com</p> <p>MegaPath Secondary Contact</p> <p>Name: MegaPath Secondary Contact Title: MegaPath Secondary Contact Title Phone: (555) 555-5555 Email: Megapathsecondarycontactemail@email.com</p>
---	---

Module is expanded
back on the page

Closing and Module

Closing a module removes it from the view permanently. To close a module click on the grey box with the white arrow in the top right of the module and a drop down will appear with 'minimize' and 'close'. Choose 'close' and the module will disappear from the page.



Logout

Select Cost Center : All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

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- [Policy Statement](#)
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- [Portal User's Guide](#)
- [Portal Demonstration](#)
- [Glossary of Terms](#)

Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact		MegaPath Primary Contact	
Name: Customer Primary Contact	Title: Customer Primary Contact Title	Name: MegaPath Primary Contact	Title: MegaPath Primary Contact Title
Phone: (555) 555-5555		Phone: (555) 555-5555	
Email: Customerprimarycontactemail@email.com		Email: Megapathprimarycontactemail@email.com	
Edit			
Customer Secondary Contact		MegaPath Secondary Contact	
Name: Customer Secondary Contact	Title: Customer Secondary Contact Title	Name: MegaPath Secondary Contact	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555		Phone: (555) 555-5555	
Email: Customersecondarycontactemail@email.com		Email: Megapathsecondarycontactemail@email.com	
Edit			

Marketing Information

Welcome to the MegaPath Customer Portal

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact : Billing Services

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

Minimize
Close

Submit



Logout

Select Cost Center : All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Portal User Documents

Below are links providing general information regarding your company's remote access program.

- [Broadband FAQ's](#)
- [Policy Statement](#)
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- [Portal User's Guide](#)
- [Portal Demonstration](#)
- [Glossary of Terms](#)

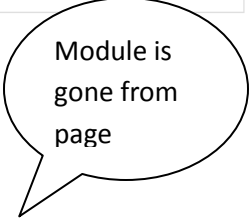
Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact		MegaPath Primary Contact	
Name: Customer Primary Contact	Title: Customer Primary Contact Title	Name: MegaPath Primary Contact	Title: MegaPath Primary Contact Title
Phone: (555) 555-5555		Phone: (555) 555-5555	
Email: Customerprimarycontactemail@email.com		Email: Megapathprimarycontactemail@email.com	
Edit			
Customer Secondary Contact		MegaPath Secondary Contact	
Name: Customer Secondary Contact	Title: Customer Secondary Contact Title	Name: MegaPath Secondary Contact	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555		Phone: (555) 555-5555	
Email: Customersecondarycontactemail@email.com		Email: Megapathsecondarycontactemail@email.com	
Edit			

Marketing Information

Welcome to the MegaPath Customer Portal



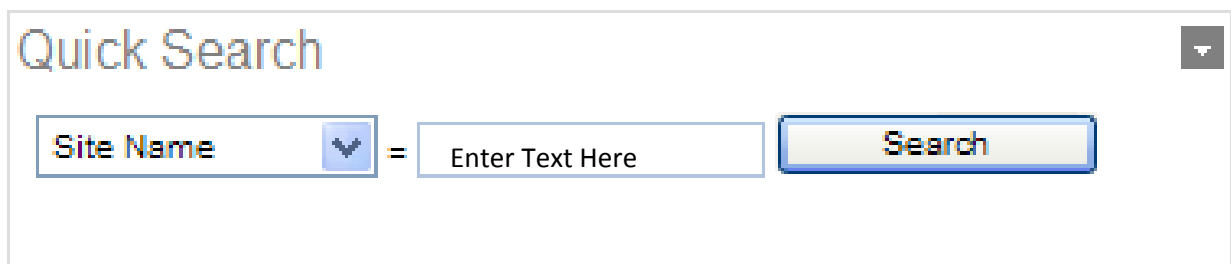
Default Modules

Portal User Documents

This module provides access to links for:

- **Broadband FAQ's** – quick hit information regarding the types of DSL and when an issue should be raised to MegaPath's attention
- **Portal FAQ's** – quick hit list of information regarding how to's within the customer portal such as 'How to place and order', 'How to cancel and order', 'How to see monitoring information'
- **Portal Demonstration** – A video that walks through the various menus and selections available within the customer portal.
- **Policy Statement** – The MegaPath standard use policy
- **Portal User's Guide** – this document
- **Glossary of Terms** – A glossary of terms commonly used within MegaPath as it pertains to services provided

Quick Search



Quick Search is a relatively simple search against one of four fields and the text entered in the associated box to quickly return search results.

Values that can be searched against are:

Site Name – Name of the site provided at order placement

Account Number – Unique value applied to identify the site in the MegaPath System

Service ID – UNIQUE identifier for each service within the MegaPath System

Location ID – Identifier for the site provided at order placement

To use, select the value from the drop down

Quick Search [3]

Enter Text Here

Site Name = Search

Site Name
Account Number
Service ID
Location ID

Enter the text against which you wish to search

Quick Search

Site Name = test Search

Click on Search and review returned results

MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools : Advanced Search

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : test Location ID :

Address : User ID :

City : Account Number :

State : Order Number :

ZIP Code : Billcode :

Install Phone : Services ID :

Search Clear

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select Site Details	TEST 3RD PARTY	TEST 3RD PARTY	Corporate	208209	1652557	(513) 233-3555	2040 Beechmont Ave	Cincinnati	OH	45230

Note: to search by multiple fields, the [Advanced Search](#) tool is used.

Program Contacts

This module provides the MegaPath contact information for the primary and secondary contacts at MegaPath. Also, the customer is able to populate or edit their primary and secondary contact information as needed.

Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact	MegaPath Primary Contact
Name: Customer Primary Contact	Name: MegaPath Primary Contact
Title: Title	Title: Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: email@email.com	Email: email@email.com
Edit	
Customer Secondary Contact	MegaPath Secondary Contact
Name: Customer Secondary Contact	Name: MegaPath Secondary Contact
Title: Title	Title: Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: email@email.com	Email: email@email.com
Edit	

Marketing Information

Marketing Information

Welcome to the MegaPath Customer Portal

The Marketing Information section is a static (unable to be removed) and non-movable module on the customer portal home page. Here the MegaPath Marketing Department will provide messages about new product offerings or other valuable information regarding MegaPath Inc.

Contact Us

This module is used to contact four different areas within MegaPath Inc.

Billing Services – issues or questions regarding billing

MegaPath Customer Portal Issues – issues or questions regarding the Customer Portal

Subscriber Services – issues or questions regarding your orders in process

Support Services – issues or questions regarding the support of your installed services

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact :

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

[Submit](#)

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact :

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

[Submit](#)

To use the module as a means of contacting an area at MegaPath Inc., you would do the following:

- Choose from the drop down the area you wish to inquire of.
- Enter your first and last name in the respective fields.
- Enter an email address where you can be contacted along with a phone number.
- Enter your question, concern or input in the comments section.
- Select whether you wish to be contacted by Email or phone and click submit.

Someone should respond to your inquiry within 24 hours of submission.

Customizing the Home Page

Browse

The browse setting allows for the viewing of the home page without adding or moving any of the modules.



Logout

Select Business Unit :

Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Customize Home Page

Portal User Documents

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[Portal FAQ's](#) [Portal User's Guide](#)

[Portal Demonstration](#) [Glossary of Terms](#)

Quick Search

Site Name =

Program Contacts

Contact information for your company's remote access services.

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Marketing Information

Welcome to the MegaPath Customer Portal

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact :

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

MegaPath™ Customer Portal

Logout

Select Business Unit: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite - Documentation Testing)

Home

Customize Home Page

Display Mode: Browse

Done Reset

Marketing Information

Welcome to the MegaPath Customer Portal

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact: Billing Services

First Name:

Last Name:

Email Address:

Phone #:

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Customer Secondary Contact	MegaPath Secondary Contact
Name: Customer Secondary Contact	Name: MegaPath Secondary Contact
Title: Customer Secondary Contact Title	Title: MegaPath Secondary Contact Title
Phone: (555) 555-5555	Phone: (555) 555-5555
Email: CustomerSecondarycontactemail@email.com	Email: Megapathsecondarycontactemail@email.com
Edit	

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Design

When Design is chosen, the ability to drag and drop the various modules around the page is made available. To pick up an item, hover over the item until the cursor changes to a cross, click and hold the mouse button to drag the item to the appropriate area. Drop the item in the area by releasing the mouse button.



Logout

Select Business Unit : All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Customize Home Page

Display Mode:

Browse

Browse

Design

Catalog

Done

Reset

Announcements

Providing general information regarding your company's remote access services.

[Broadband FAQ's](#)

[Policy Statement](#)

[Portal FAQ's](#)

[Portal User's Guide](#)

[Portal Demonstration](#)

[Glossary of Terms](#)

Quick Search

Site Name =

Search

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<p>Customer Secondary Contact</p> <p>Name: Customer Secondary Contact</p> <p>Title: Customer Secondary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: CustomerSecondarycontactemail@email.com</p> <p>Edit</p>	<p>MegaPath Secondary Contact</p> <p>Name: MegaPath Secondary Contact</p> <p>Title: MegaPath Secondary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: Megapathsecondarycontactemail@email.com</p>

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Last Name :

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Phone # :

Comments :

I'd prefer a reply by : Email Phone

[Submit](#)



Logout

Select Business Unit : All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Customize Home Page

Display Mode:
Design

Done
Reset

Portal User Documents

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- [Portal FAQs](#)
- [Portal User's Guide](#)
- [Portal Demonstration](#)
- [Glossary of Terms](#)

Quick Search

Site Name = Search

Program Contacts

Contact information for your company's remote access services.

Customer Primary Contact		MegaPath Primary Contact	
Name: Customer Primary Contact	Title: Customer Primary Contact Title	Phone: (555) 555-5555	Email: Customerprimarycontactemail@email.com
Customer Secondary Contact		MegaPath Secondary Contact	
Name: Customer Secondary Contact	Title: Customer Secondary Contact Title	Phone: (555) 555-5555	Email: CustomerSecondarycontactemail@email.com

Marketing Information

Welcome to the MegaPath Customer Portal

Right Panel

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact : Billing Services

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

Submit

MegaPath™ Customer Portal

Logout

Select Business Unit: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Customize Home Page
Display Mode: Design
Done
Reset

Portal User Documents
Below are links providing general information regarding your company's remote access program.
[Broadband FAQs](#) [Policy Statement](#)
[Portal FAQs](#) [Portal User's Guide](#)
[Portal Demonstration](#) [Glossary of Terms](#)

Quick Search
Site Name = [Search] Search

Program Contacts
Contact information for your company's remote access services.

Customer Primary Contact Name: Customer Primary Contact Title: Customer Primary Contact Title Phone: (555) 555-5555 Email: Customerprimarycontactemail@email.com Edit	MegaPath Primary Contact Name: MegaPath Primary Contact Title: MegaPath Primary Contact Title Phone: (555) 555-5555 Email: Megapathprimarycontactemail@email.com
Customer Secondary Contact Name: Customer Secondary Contact Title: Customer Secondary Contact Title Phone: (555) 555-5555 Email: CustomerSecondarycontactemail@email.com	MegaPath Secondary Contact Name: MegaPath Secondary Contact Title: MegaPath Secondary Contact Title Phone: (555) 555-5555 Email: Megapathsecondarycontactemail@email.com

Marketing Information
Welcome to the MegaPath Customer Portal

Right Panel
Contact Us
Use the form below to contact a MegaPath representative.

Who to contact: Billing Services
First Name: []
Last Name: []
Email Address: []
Phone #: []
Comments: []
I'd prefer a reply by: Email Phone
[Submit](#)

MegaPath™ Customer Portal

Logout

Select Business Unit: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Home

Customize Home Page
Display Mode: Design
Done
Reset

Portal User Documents
Below are links providing general information regarding your company's remote access program.
[Broadband FAQs](#) [Policy Statement](#)
[Portal FAQs](#) [Portal User's Guide](#)
[Portal Demonstration](#) [Glossary of Terms](#)

Quick Search
Site Name = [Search] Search

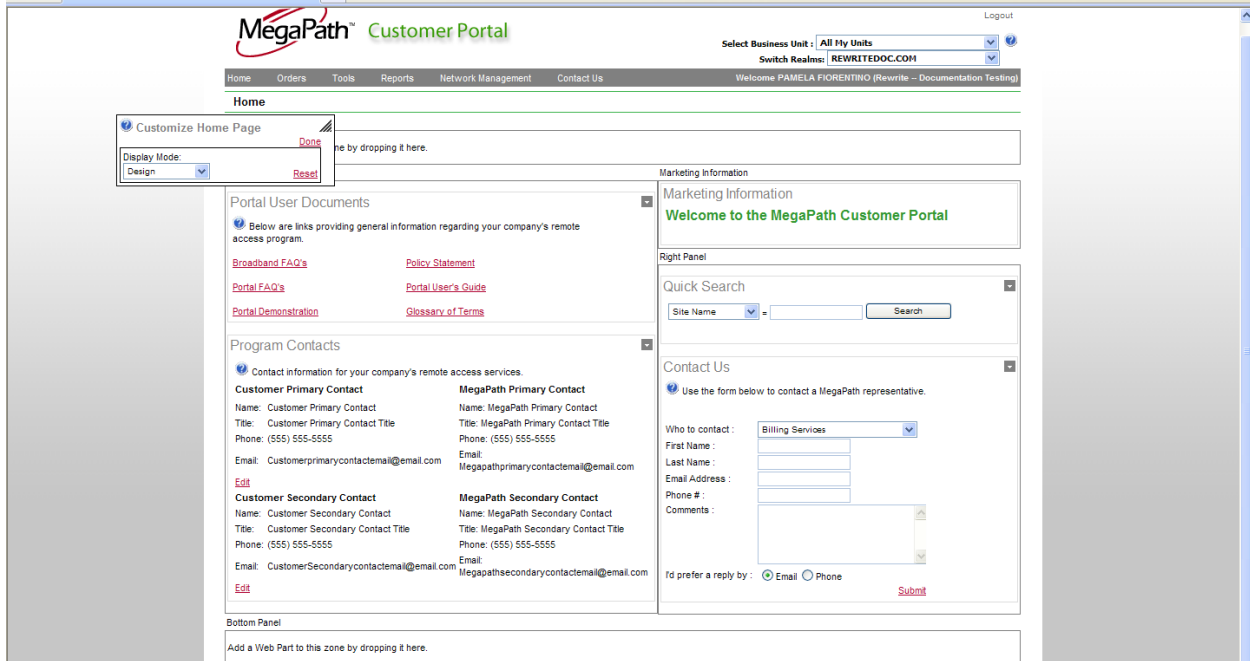
Program Contacts
Contact information for your company's remote access services.

Customer Primary Contact Name: Customer Primary Contact Title: Customer Primary Contact Title Phone: (555) 555-5555 Email: Customerprimarycontactemail@email.com Edit	MegaPath Primary Contact Name: MegaPath Primary Contact Title: MegaPath Primary Contact Title Phone: (555) 555-5555 Email: Megapathprimarycontactemail@email.com
Customer Secondary Contact Name: Customer Secondary Contact Title: Customer Secondary Contact Title Phone: (555) 555-5555 Email: CustomerSecondarycontactemail@email.com	MegaPath Secondary Contact Name: MegaPath Secondary Contact Title: MegaPath Secondary Contact Title Phone: (555) 555-5555 Email: Megapathsecondarycontactemail@email.com

Marketing Information
Welcome to the MegaPath Customer Portal

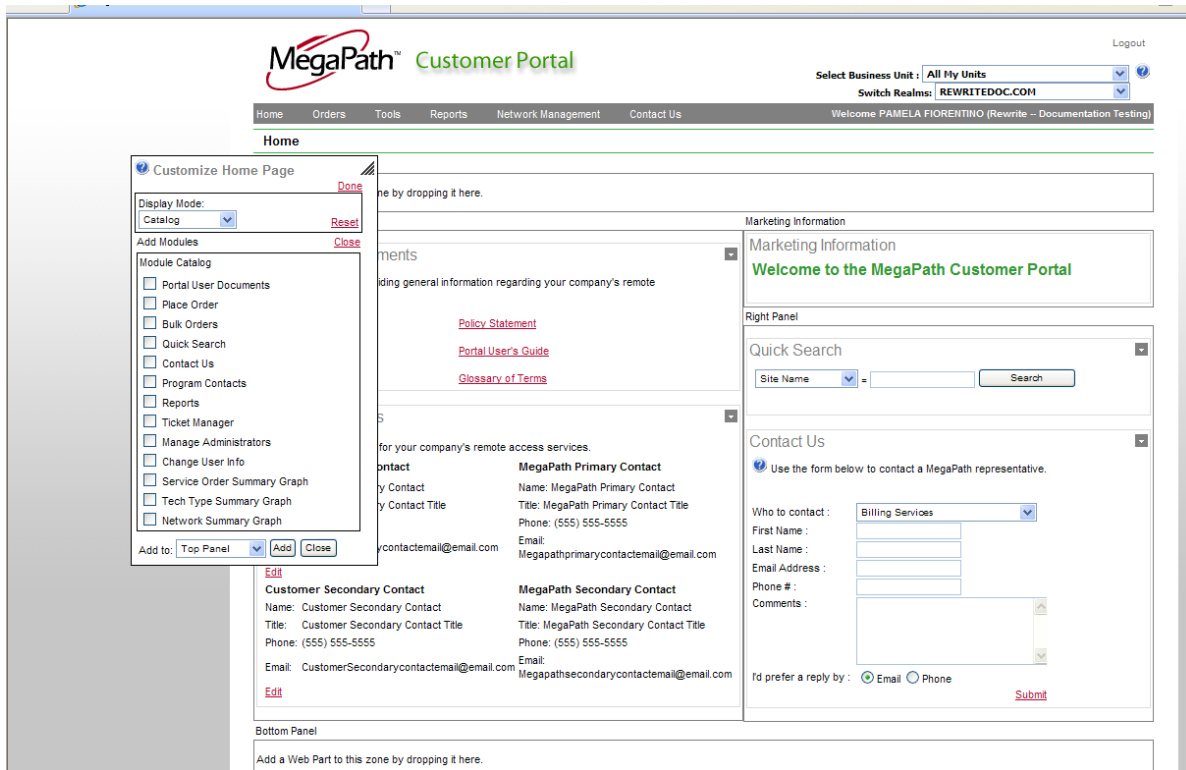
Right Panel
Contact Us
Use the form below to contact a MegaPath representative.

Who to contact: Billing Services
First Name: []
Last Name: []
Email Address: []
Phone #: []
Comments: []
I'd prefer a reply by: Email Phone
[Submit](#)



Catalog

When choosing Catalog, you are able to add items to one of the four panels of the home page. You check the box next to the item(s) and then choose the panel to which you want the module(s) to appear. Then click add to have them appear on that section on the home page.



Catalog Modules:

[Portal User Documents](#) – a default module on the home page which provides access to various portal related links. For detailed information, see ‘[Portal User Documents](#)’ section under ‘[Default Modules](#)’.

[Place Order](#) – this module allows for the start of an order without going to the [Orders Page](#). For full detail on order placement see “[Qualify a Site/Place Order](#)” section under ‘[Orders Page](#)’.

[Bulk Orders](#) – The ability to upload a batch of sites and order services in mass. For detailed steps, see “[Bulk Orders](#)” section under the [Order Page](#).

[Quick Search](#) – a default module on the home page which is a relatively simple search against one of four fields and the text entered in the associated box to quickly return search results. For detailed steps see ‘[Quick Search](#)’ section under ‘[Default Modules](#)’.

[Contact Us](#) – enables the user to contact four areas of MegaPath via the interface. For detailed steps, see ‘[Contact Us](#)’ section under ‘[Default Modules](#)’.

[Program Contacts](#) -- This module provides the MegaPath contact information for the primary and secondary contacts at MegaPath. Also, the customer is able to populate or edit their primary and secondary contact information as needed. For details, see ‘[Program Contacts](#)’ section under ‘[Default Modules](#)’.

[Reports](#) -- provides links to the [Configurable/Order Status Report](#), [Billing Reports](#) and [Tickets Reports](#)

[Ticket Manager](#) – Enables you to search for a single ticket quickly from the module. Simply enter the ticket ID and click View Ticket.

Ticket Manager

Enter a Trouble Ticket ID in the field below to view details about that Trouble Ticket

Ticket ID

View Ticket

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us

Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Manage Administrators

Administrators

Add Administrator

Search: Last Name First Name Role All Cost Center All Search Clear

0 records found

Adding an Administrator

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us

Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Manage Administrators

Add New Administrator

Done

* Required Fields

* First Name:

* Last Name:

* Email:

* Phone: ext.

* Login Name:

* Password:

* Password Expiration Date: 2/24/2010

* Cost Center: Corporate

* Role:

Company Administrator

Cost Center Administrator

Create Admin

To create an administrator, you fill in the fields marked with an asterisk and click 'Create Admin'

Searching for Administrator

Searching for an administrator can be done by:

- Populating the last name and clicking 'Search'
- Populating the first name and clicking 'Search'
- Selecting a specific role and clicking 'Search'
- Selecting a specific Cost Center and clicking 'Search'
- Populating or selecting any combination of the four items mentioned above and clicking 'Search'

Search will return a list of the matching administrators as seen below. To select an administrator to work on, click the 'Select' button next to the appropriate administrator.

MegaPath™ Customer Portal Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Manage Administrators

Administrators

Search: Last Name First Name Role All Cost Center All

1 records found

ID	Last Name	First Name	Cost Center	Roles
<input type="button" value="Select"/>	208215	Administrator	Company	Corporate Company

Change User Info – Provides the ability to change user information such as: First Name, Last Name, Email, Username and Password by clicking on the edit link, changing the appropriate information and clicking on Save. If changes are made and unwanted, click 'cancel' to void the action.

Change User Info

First Name:

Last Name:

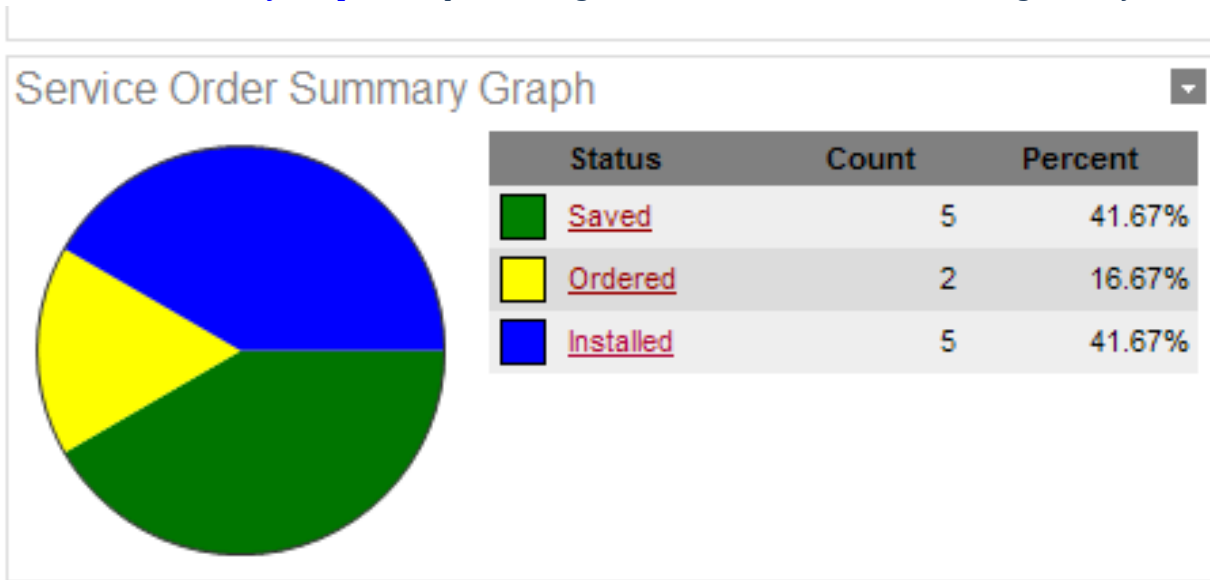
Email:

Username:

Password:

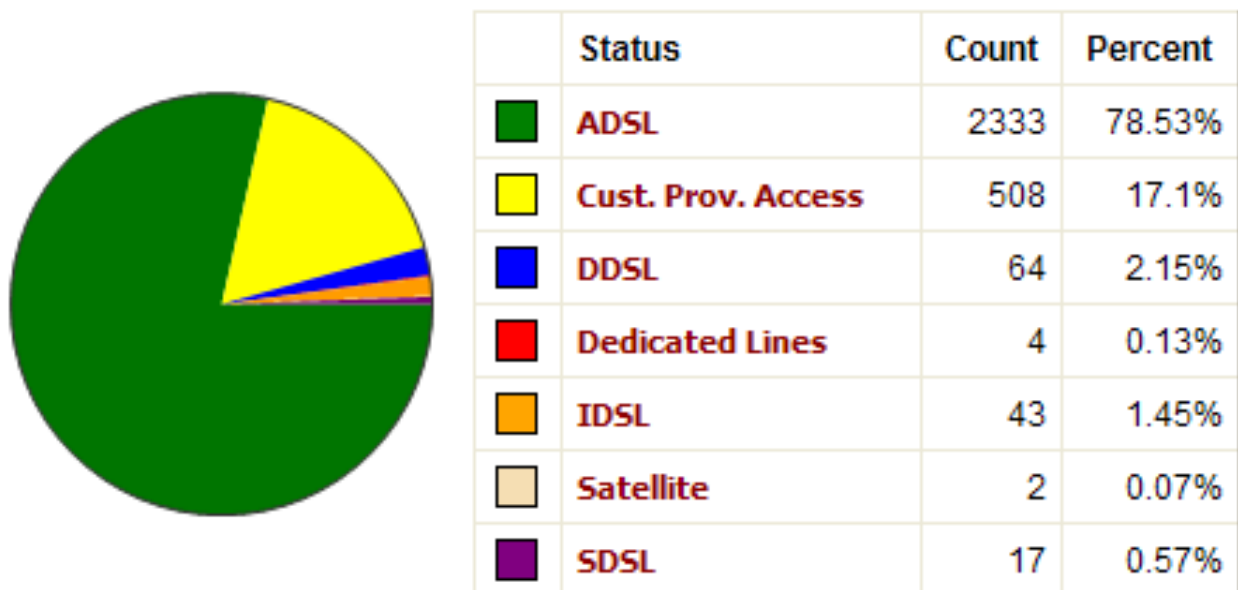
[save](#) [cancel](#)

[Service Order Summary Graph](#) – Graph showing the status of all services in the MegaPath system



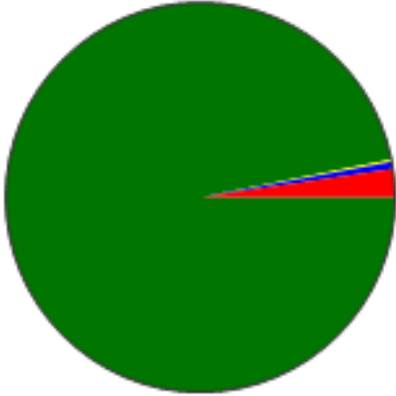
By clicking on the status in 'red', a detailed list of all services within that status will be returned. For more information on the graph and underlying statuses, see '[Summary Graphs](#)' on the [Reports Page](#).





[Tech Type Summary Graph](#) -- Graph showing the tech type of all services in the MegaPath system



By clicking on the status in 'red', a detailed list of all services within that tech type will be returned. For more information on the graph and underlying tech types, see '[Summary Graphs](#)' on the [Reports Page](#)

[Network Summary Graph](#) – Graph showing the status of each monitored end point. By clicking on the status in 'Red', a detailed list of all entries with that status will be returned. For more information on the graph and underlying statuses, see '[Network Summary Graph](#)' on the [Network Management Page](#).



	Status	Count	Percent
	UP	496	96.88%
	DBU/UP	1	0.2%
	DBU/ALERT	3	0.59%
	ALERT	12	2.34%
	ALL	512	100%

Add

When clicked, this button adds the checked modules to the panel selected.

Done

Closes the customization menu

Reset

Returns the home page to the default configuration

Selecting Cost Centers

If you have more than one cost center, you can choose to filter the portal by cost center at the top right of the screen by selecting a cost center under the 'Select Cost Center' drop down. All My Units is the default showing all sites when it is chosen. To limit your screens to show only sites within a specific cost center, you select the cost center in the drop down and the portal will filter all screens based on that cost center.

The image displays two screenshots of the MegaPath Customer Portal interface. Both screenshots show the MegaPath logo and the text 'Customer Portal'. The top screenshot shows a navigation bar with links for Home, Orders, Tools, Reports, Network Management, and Contact Us. Below the navigation bar, there is a 'Home' section with a 'Portal User Documents' box containing links for Broadband FAQ's, Policy Statement, Portal FAQ's, Portal User's Guide, Portal Demonstration, and Glossary of Terms. To the right, there is a 'Marketing Information' box with the text 'Welcome to the MegaPath Customer Portal' and a 'Contact Us [2]' box with a form to contact a representative. The top right corner shows a 'Logout' link and two dropdown menus: 'Select Cost Center' set to 'All My Units' and 'Switch Realms' set to 'REWRITEDOC.COM'. The bottom screenshot is identical but shows the 'Switch Realms' dropdown menu expanded, listing options: 'All My Units', 'Unassigned', 'Corporate', and 'Credit Card CC - FOR Documentation'. The 'Welcome PAMELA' message is visible in the bottom right corner of the navigation bar.

There are specific reports such as the Billing reports that require cost center selection and the selection is done through the same 'Select Cost Center' function.

Orders Page

Qualify a Site/Place Order

There are four steps to placing an order with MegaPath. They are:

- Prequalification
- Selection of Products
- Site Survey
- Order Completion

Prequalification:



Logout

 Select Cost Center: All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Orders

[Step 1: PreQualify](#) | [Step 2: Select Products](#) | [Step 3: Site Survey](#) | [Step 4: Order Complete](#)

Application Form Title:

Application Form Welcome Message:

* Required Fields

Site Information

Site Name: *	<input type="text"/>	Country: *	United States of America
Location ID:	<input type="text"/>	Address 1: *	<input type="text"/>
Installation Phone: *	<input type="text"/>	Address 2:	<input type="text"/>
Daytime Phone: *	<input type="text"/> X <input type="text"/>	City: *	<input type="text"/>
Email Address: *	<input type="text"/>	State: *	<input type="text"/>
Cost Center: *	Corporate	Zip Code: *	<input type="text"/>



Logout

 Select Cost Center: All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Orders

[Step 1: PreQualify](#) | [Step 2: Select Products](#) | [Step 3: Site Survey](#) | [Step 4: Order Complete](#)

Application Form Title:

Application Form Welcome Message:

* Required Fields

Site Information

Site Name: *	Site Name	Country: *	United States of America
Location ID:	Location ID	Address 1: *	555 Anton
Installation Phone: *	(714) 327-2000	Address 2:	<input type="text"/>
Daytime Phone: *	(714) 327-2000 X <input type="text"/>	City: *	Costa Mesa
Email Address: *	stii@testcompany.com	State: *	CA - California
Cost Center: *	Corporate	Zip Code: *	92626



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Orders


Step 1: PreQualify | Step 2: Select Products | Step 3: Site Survey | Step 4: Order Complete

Application Form Title:

Application Form Welcome Message:

* Required Fields

Site Information

Site Name: *	<input type="text" value="Site Name"/>	Country: *	<input type="text" value="United States of America"/>
Location ID:	<input type="text" value="Location ID"/>	Address 1: *	<input type="text" value="555 Anton"/>
Installation Phone: *	<input type="text" value="(714) 327-2000"/>	<div style="border: 1px solid gray; padding: 20px; text-align: center;"><h2>Processing</h2></div>	
Daytime Phone: *	<input type="text" value="(714) 327-2000"/> X <input type="text"/>		
Email Address: *	<input type="text" value="ematil@testcompany."/>		
Cost Center: *	<input type="text" value="Corporate"/>		

Select Products



Logout

Select Cost Center :

Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Orders

[Step 1 : PreQualify](#) | [Step 2 : Select Products](#) | [Step 3 : Site Survey](#) | [Step 4 : Order Complete](#)

Select Product and Sub Options

The following services are available in your area. Please select the service you wish to order.

Core Services

Service	QTY	24 Months MRC / NRC	Vendor
ADSL Up to .768/128 Mb	<input type="text" value="1"/>	<input type="radio"/> \$49.00 / \$99.00	MegaPath Inc.
ADSL Up to 1.5/128 Mb	<input type="text" value="1"/>	<input type="radio"/> \$55.00 / \$99.00	MegaPath Inc.
ADSL Up to 1.5/384 Mb	<input type="text" value="1"/>	<input type="radio"/> \$65.00 / \$99.00	MegaPath Inc.
ADSL Up to 1.5/768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$80.00 / \$99.00	MegaPath Inc.
ADSL Up to 3.0/384 Mb	<input type="text" value="1"/>	<input type="radio"/> \$70.00 / \$99.00	MegaPath Inc.
ADSL Up to 3.0/768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$95.00 / \$99.00	MegaPath Inc.
Business Cable 1.5 Mb/384 Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$109.00 / \$250.00	MegaPath Inc.
DDSL Up to 1.5/384 Mb	<input type="text" value="1"/>	<input type="radio"/> \$79.00 / \$250.00	MegaPath Inc.
DDSL Up to 1.5/768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$99.00 / \$250.00	MegaPath Inc.
DDSL Up to 3.0/384 Mb	<input type="text" value="1"/>	<input type="radio"/> \$105.00 / \$250.00	MegaPath Inc.
DDSL Up to 3.0/768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$130.00 / \$250.00	MegaPath Inc.
DDSL Up to 6.0/768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$139.00 / \$250.00	MegaPath Inc.
SDSL .768 Mb	<input type="text" value="1"/>	<input type="radio"/> \$160.00 / \$250.00	MegaPath Inc.
SDSL Tier 5 - Static	<input type="text" value="1"/>	<input type="radio"/> \$499.00 / \$299.00	MegaPath Inc.
T1 1.5 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$599.00 / \$249.00	MegaPath Inc.
T1 1.5 Mb Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$499.00 / \$0.00	MegaPath Inc.
T1 1.5Mb Expanded Service Area 5	<input type="text" value="1"/>	<input type="radio"/> \$399.00 / \$249.00	MegaPath Inc.

Services you qualified for but are not configured for your company. If you interested in one of these services contact you salesman.

Service

Select Equipment

Equipment

Service / Option	MRC	NRC	Option	QTY	Select
Adtran 3430 T1 Router (QOS)	\$67.00	\$1,045.00	<input type="radio"/> Purchase <input checked="" type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input checked="" type="checkbox"/> Optional
Adtran 3430 T1 Router (QOS) w/DBU	\$0.00	\$1,210.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional
Adtran TA-924E IAD	\$145.00	\$2,270.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional
Cisco 1841 - T1 SEC/K9	\$178.00	\$2,555.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input checked="" type="checkbox"/> Optional
Cisco 2851	\$375.00	\$4,875.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional
Netopia 4622XL	\$36.00	\$599.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional

MRC – is the Monthly Recurring Charge you will see on your bill
 NRC – is a one time NON-Recurring Charge you will see on your bill
 For Equipment, if you choose Rental, you will be charged the MRC and it will occur on your bill regularly. If you choose Purchase, you will receive a one-time charge equal to the noted NRC on your bill.

Select Features

Sub Services

Service / Option	MRC	NRC	Option	QTY	Select
Additional HotSpot Access Codes	\$0.00	\$50.00		1	<input type="checkbox"/> Optional
ADSL Analog Line Provisioning - CB	\$9.95	\$50.00		1	<input type="checkbox"/> Optional
ADSL Analog Line Provisioning - LOA	\$0.00	\$50.00		1	<input type="checkbox"/> Optional
Adtran (Netvanta) 3130 ADSL Router	\$24.00	\$380.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional
Analog Dial Backup	\$10.00	\$25.00		1	<input type="checkbox"/> Optional
Cisco 877-SEC/K9	\$42.00	\$599.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	1	<input type="checkbox"/> Optional
DBU Analog Line Provisioning - CB	\$7.50	\$50.00		1	<input type="checkbox"/> Optional
DBU Analog Line Provisioning - LOA	\$0.00	\$50.00		1	<input type="checkbox"/> Optional
Email Box	\$0.00	\$0.00		1	<input type="checkbox"/> Optional
Extended CPE Warranty	\$4.00	\$0.00		1	<input type="checkbox"/> Optional
Extended Monitoring and Support	\$38.00	\$35.00		1	<input type="checkbox"/> Optional
IP Addresses /24 (256 IPs)	\$25.00	\$0.00		1	<input type="checkbox"/> Optional
IP Addresses /25 (128 IPs)	\$25.00	\$0.00		1	<input type="checkbox"/> Optional
IP Addresses /26 (64 IPs)	\$20.00	\$0.00		1	<input type="checkbox"/> Optional
IP Addresses /27 (32 IPs)	\$15.00	\$0.00		1	<input type="checkbox"/> Optional
IP Addresses /28 (16 IPs)	\$0.00	\$0.00		1	<input type="checkbox"/> Optional

Click 'Continue'

SmartNet	\$80.00	\$0.00	1	<input type="checkbox"/> Optional
Virtual IP - DVR	\$10.00	\$30.00	1	<input type="checkbox"/> Optional
Virtual IP - Tank Monitoring	\$10.00	\$30.00	1	<input type="checkbox"/> Optional
VPN Tunneling	\$29.95	\$99.95	1	<input type="checkbox"/> Optional

Continue

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The screenshot shows a web browser window titled "MegaPath Customer Portal - Orders" with the URL "http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Orders.aspx". The main content area displays a list of services and their pricing. A large white dialog box with a green circular progress indicator and the word "Processing" is centered over the list. The list includes items like "Managed HotSpot Service Netopia Replacement", "MSS - Advanced Firewall", "Netopia 3346-ENT", "Netopia 3366C-ENT", "Port Charge", "Professional On-Site Install", "QoS", "Retail SSL Access", "Shipping", "SmartNet", "Virtual IP - DVR", "Virtual IP - Tank Monitoring", and "VPN Tunneling". Each item has columns for price, quantity, and an "Optional" checkbox. A "Continue" button is visible at the bottom right of the list area.

Site Survey

Review the products/services/equipment on the order and respective pricing



Logout

Select Cost Center: All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite - Documentation Testing)

Orders

Step 1 : PreQualify | Step 2 : Select Products | Step 3 : Site Survey | Step 4 : Order Complete

Site Survey

Service Location: Site Name
 Install Location: 555 Anton Blvd Costa Mesa, CA, 92626
 Install Phone: (714) 327-2000
 Term: 24 Months

The following services and options were ordered:

Qty	Service	MRC	NRC
1	ADSL Up to .768/128 Mb	\$49.00	\$99.00

Enter the Primary Contact information

* Required Fields

Primary Contact Information

Same as Install Site

Country: * United States of America

Contact First Name: * Contact Last Name: *

Address 1: * Email Address: *

Address 2: Work Phone: * x

City: * Home Phone: * x

State: * Fax:

Zip Code * Alternate #: x

Enter the Shipping Contact information

Shipping Contact Information

Ship to Corporate Ship to installation address Other

Country: * United States of America

Contact First Name: * Contact Last Name: *

Address 1: * Email Address: *

Address 2: Installation Phone: * x

City: * Home Phone: * x

State: * Fax:

Zip Code * Alternate #: x

Enter any customer specific information

Customer Specific Information

Site Name : Location :

Network Login: *

Notes:

Submit Order

Click 'Submit Order'

* Required Fields

Primary Contact Information

Same as Install Site

Country: *

Contact First Name: * Contact Last Name: *

Address 1: * Email Address: *

Address 2: Work Phone: * x

City: * Home Phone: * x

State: *

Fax:

Zip Code * Alternate #: x

Shipping Contact Information

Ship to Corporate Ship to installation address Other

Country: *

Contact First Name: * Contact Last Name: *

Address 1: * Email Address: *

Address 2: Work Phone: * x

City: * Home Phone: * x

State: *

Fax:

Zip Code * Alternate #: x

Processing



Customer Specific Information

Order Complete



Logout

Select Cost Center : All My Units

Switch Realms: TESTdirectorder.com

Home Orders Tools Reports Network Management Contact Us

Welcome HOUSE ACCOUNT (TEST Direct Order Placement)

Orders

Step 1 : PreQualify | Step 2 : Select Products | Step 3 : Site Survey | Step 4 : Order Complete

Thank you!

Application Form Thank You Message:

Change an Order

This option is found under the Orders Page and the 'Change an Order' link.



Logout

Select Cost Center : All My Units

Switch Realms: TESTdirectorder.com

Home Orders Tools Reports Network Management Contact Us

Welcome HOUSE ACCOUNT (TEST Direct Order Placement)

Orders

[Qualify a Site / Place Order](#)

[Change an Order](#)

[Saved Orders](#)

[Bulk Orders](#)

When you choose the change an order link the advanced search screen will appear.



Logout

Select Cost Center : All My Units

Switch Realms: TESTdirectorder.com

Home Orders Tools Reports Network Management Contact Us

Welcome HOUSE ACCOUNT (TEST Direct Order Placement)

Tools : Advanced Search

Search for Sites

Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name :	<input type="text"/>	Location ID :	<input type="text"/>
Address :	<input type="text"/>	User ID :	<input type="text"/>
City :	<input type="text"/>	Account Number :	<input type="text"/>
State :	<input type="text"/>	Order Number :	<input type="text"/>
ZIP Code :	<input type="text"/>	Billcode :	<input type="text"/>
Install Phone :	<input type="text"/>	Services ID :	<input type="text"/>

Search

Clear

Enter at least one field of information to identify the site you wish to change an order for

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units ?

Switch Realms: TESTdirectorder.com

Home Orders Tools Reports Network Management Contact Us Welcome HOUSE ACCOUNT (TEST Direct Order Placement)

Tools : Advanced Search

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : Location ID :

Address : User ID :

City : Account Number :

State : Order Number :

ZIP Code : Billcode :

Install Phone : Services ID :

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	testofchanges	testdirect	Corporate	208242	1652860	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626

Select the site and under 'action' choose 'orders' and click 'select'

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units ?

Switch Realms: TESTdirectorder.com

Home Orders Tools Reports Network Management Contact Us Welcome HOUSE ACCOUNT (TEST Direct Order Placement)

Tools : Advanced Search

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : Location ID :

Address : User ID :

City : Account Number :

State : Order Number :

ZIP Code : Billcode :

Install Phone : Services ID :

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	testofchanges	testdirect	Corporate	208242	1652860	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626

A popup will appear with a list of existing orders and the option to place a new order or cancel from the popup. From this screen you are able to perform three different types of actions on an order.

Order Actions:

Edit

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

4 Locati

Select

Select

Select

Select

Orders

Cancel

Site Name: TEST 3RD PARTY

Account Number: 1652557

Install Phone: (513) 233-3555

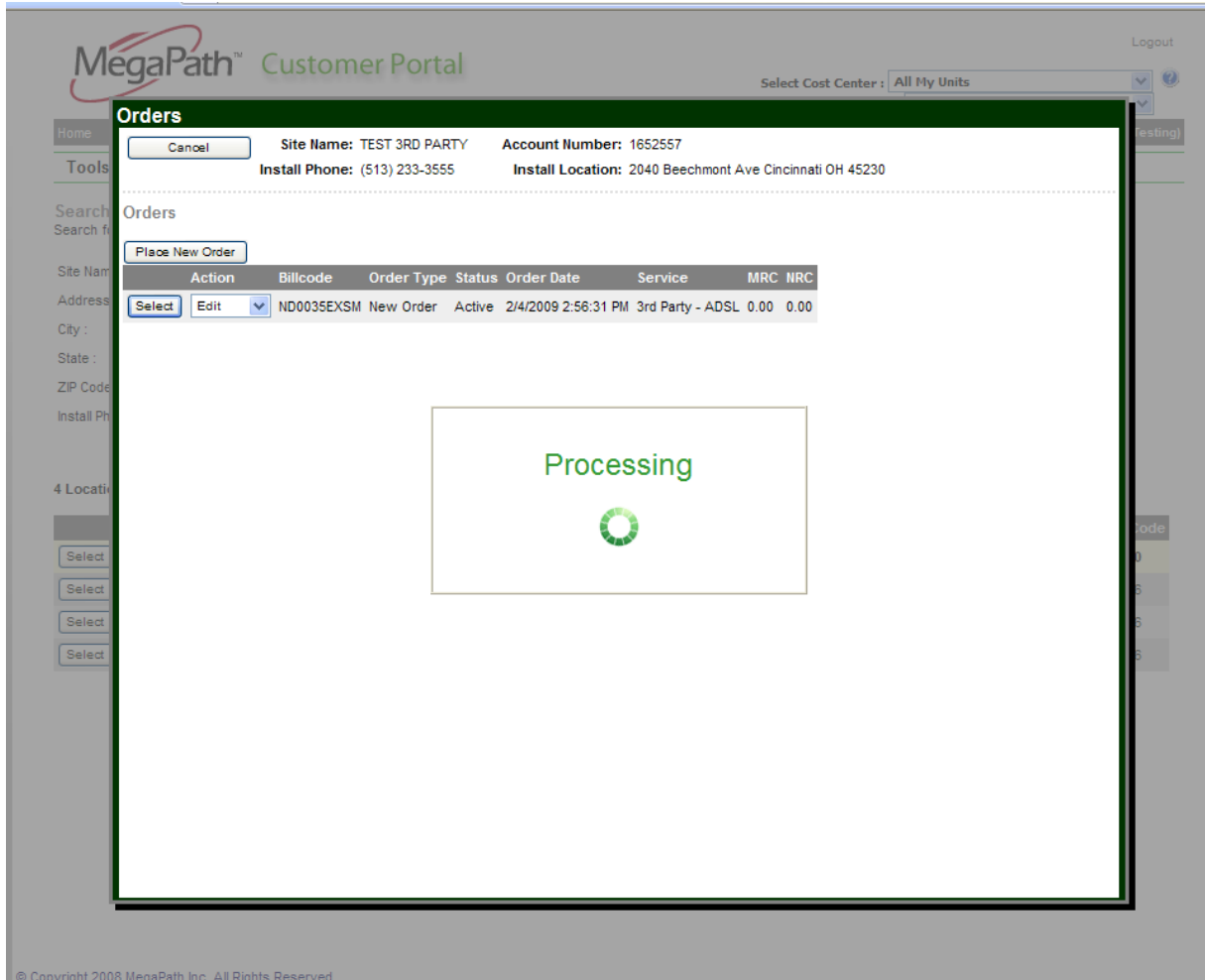
Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Orders

Place New Order

Action	Billcode	Order Type	Status	Order Date	Service	MRC	NRC
Select	ND0035EXSM	New Order	Active	2/4/2009 2:56:31 PM	3rd Party - ADSL	0.00	0.00

To change an order, choose edit from the drop down under 'Action' and click the select button.



The edit order screen will be rendered

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

4 Locati

Select

Select

Select

Select

Orders

Cancel

Site Name: TEST 3RD PARTY

Account Number: 1652557

Install Phone: (513) 233-3555

Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Edit Order

Back

ServicesID : 226750 | OrderID : 171593 | ConfigID : 8877

Services

Available Sub Services

Service / Option	MRC	NRC	Quantity	Option	Add
3rd Party - Admin Fees	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party - Support	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - CBS	\$10.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - LOA	\$0.00	\$0.00	1		<input type="checkbox"/>
Additional HotSpot Access Codes	\$0.00	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - CB	\$9.95	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>
Analog Dial Backup	\$10.00	\$25.00	1		<input type="checkbox"/>
Consolidated Billing Fee	\$10.00	\$6.00	1		<input type="checkbox"/>
Cross Connect	\$0.00	\$0.00	1		<input type="checkbox"/>
Customer Provided Equipment	\$0.00	\$0.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - CB	\$7.50	\$50.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>
Email Box	\$0.00	\$0.00	1		<input type="checkbox"/>
Extended CPE Warranty	\$4.00	\$0.00	1		<input type="checkbox"/>
Extended Monitoring and Support	\$38.00	\$35.00	1		<input type="checkbox"/>

MRC – is the Monthly Recurring Charge you will see on your bill

NRC – is a one time NON-Recurring Charge you will see on your bill

For Equipment, if you choose Rental, you will be charged the MRC and it will occur on your bill regularly. If you choose Purchase, you will receive a one-time charge equal to the noted NRC on your bill.

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From here, you are able to add or remove services, cancel out of the screen or go back to the original listing.

Adding an Item

To add an item, click the check box under 'Add' and scroll to the bottom of the screen and click 'Submit'

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Orders

Cancel Site Name: TEST 3RD PARTY Account Number: 1652557
Install Phone: (513) 233-3555 Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Vendor/Supplied/Hughes DW4020-120	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW4020-180	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW4020S	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6000-.74	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6000-.98	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6002	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6002 W/DBU .98 Dish	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW7700	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Proventia M50	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/X-Speed X320 SDSL Modem	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Zyxel	\$0.00	\$0.00	1	<input type="checkbox"/>
Wall Mount Shelf	\$0.00	\$0.00	1	<input type="checkbox"/>
Wilson EVDO Signal Booster	\$0.00	\$0.00	1	<input type="checkbox"/>
Y-Cable	\$0.00	\$0.00	1	<input type="checkbox"/>

Comments

Submit

The feature has been added to your order.

Removing an Item

To remove an item from the order

Orders

Cancel Site Name: TEST equipment Account Number: 1652738
 Install Phone: (714) 327-2000 Install Location: 555 Anton Blvd Costa Mesa CA 92626

Services

Service Name	MRC	NRC	Quantity	Remove
Netopia 3346C-ENT	10.00	199.00	1	<input type="checkbox"/>
Netopia 3366C-ENT	13.00	225.00	1	<input type="checkbox"/>

Available Sub Services

Service / Option	MRC	NRC	Quantity	Option	Add
3rd Party - Admin Fees	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party - Support	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - CBS	\$10.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - LOA	\$0.00	\$0.00	1		<input type="checkbox"/>
Additional HotSpot Access Codes	\$0.00	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - CB	\$9.95	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>
Analog Dial Backup	\$10.00	\$25.00	1		<input type="checkbox"/>
Consolidated Billing Fee	\$10.00	\$6.00	1		<input type="checkbox"/>
Cross Connect	\$0.00	\$0.00	1		<input type="checkbox"/>
Customer Provided Equipment	\$0.00	\$0.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - CB	\$7.50	\$50.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>

MRC - is the Monthly Recurring Charge you will see on your bill
 NRC - is a one time NON-Recuring Charge you will see on your bill
 For Equipment, if you choose Rental, you will be charged the MRC and it will occur on your bill regularly. If you choose Purchase, you will receive a one-time charge equal to the noted NRC on your bill.

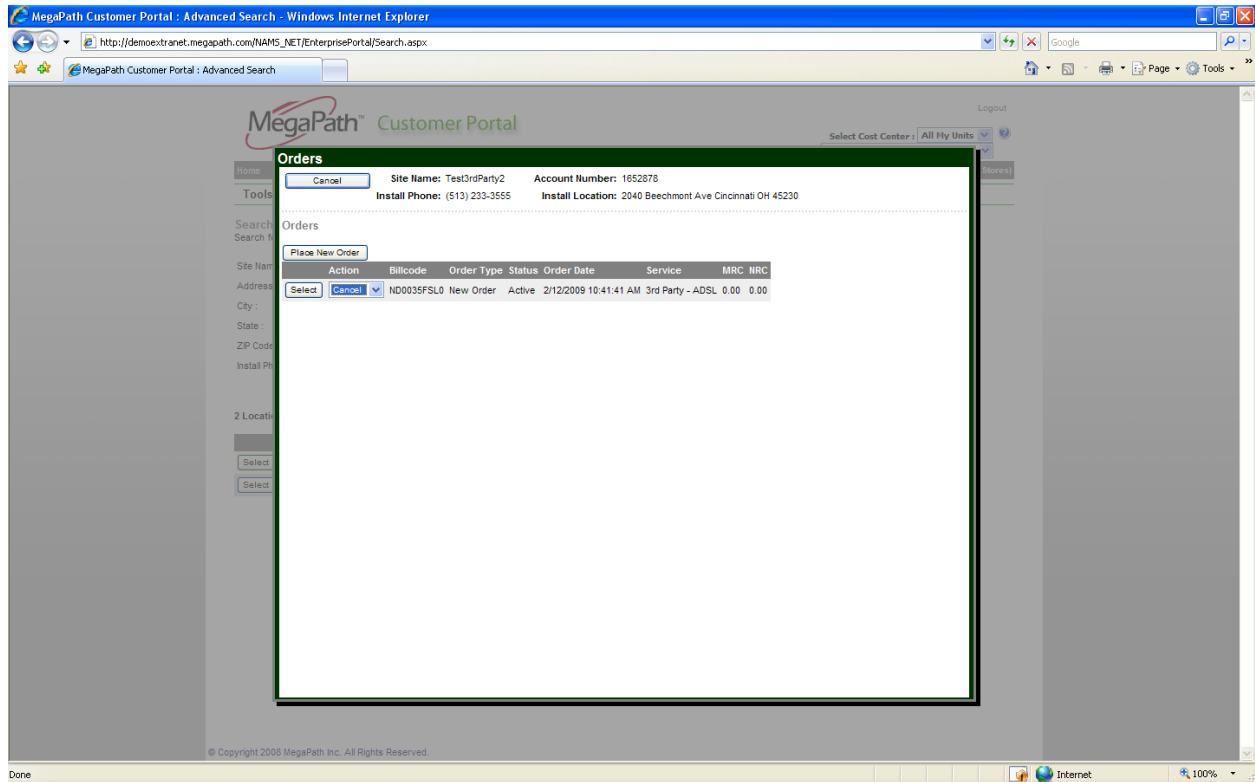
Click on the check box, under 'Remove', scroll to the bottom of the screen and click Submit. This will remove the item from your order.

Cancel

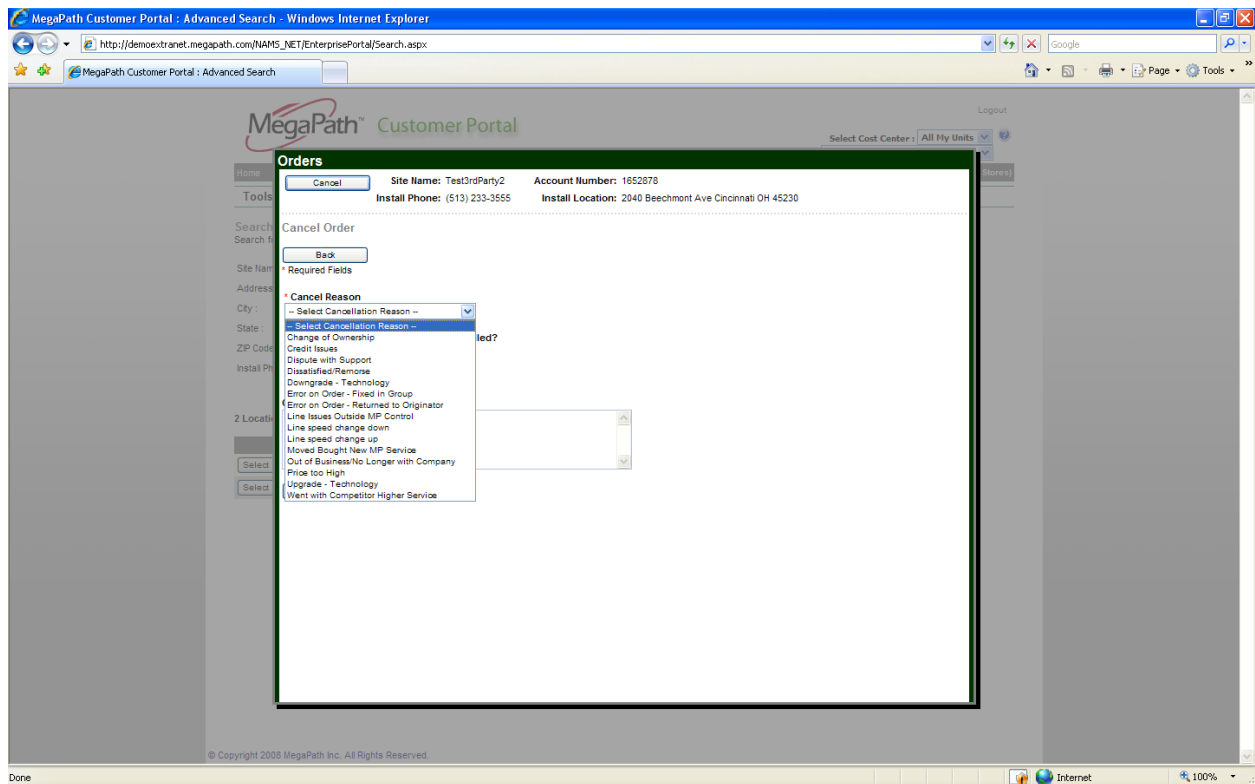
To cancel an order is to completely remove the access and all features from active service. Early Termination Fees may apply if this option is chosen. Options for cancellation of the line are:

- Immediate
- On a future date

To cancel an order, select 'Cancel' under order actions and click the 'Select' button:



Select a reason for the cancellation from the drop down:



Select if you want to cancel Immediately or On a Future Date:

The screenshot shows a web browser window titled "MegaPath Customer Portal : Advanced Search - Windows Internet Explorer". The address bar shows the URL "http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Search.aspx". The page content is the "Orders" section of the customer portal. At the top, there is a "Cancel" button and a "Select Cost Center" dropdown menu set to "All My Units". Below this, the order details are displayed: "Site Name: Test3rdParty2", "Account Number: 1652878", "Install Phone: (513) 233-3555", and "Install Location: 2040 Beechmont Ave Cincinnati OH 45230". The main form is titled "Cancel Order" and includes a "Back" button. Under "Required Fields", there is a "Cancel Reason" dropdown menu with "Out of Business/No Longer with Company" selected. Below that is a question "When would you like your Order cancelled?" with two radio button options: "Immediately" (which is selected) and "On a future date". At the bottom of the form is a "Comments / Special Requests" text area and a "Submit" button. The footer of the page contains the copyright notice "© Copyright 2008 MegaPath Inc. All Rights Reserved." and the status "Done".

If you select Immediately, the service will cease to be available by the end of the calendar day and will stop billing as of that day.

If you choose 'On a Future Date' a field will appear where you can set the date that the service will no longer be available and will cease billing. A pop up calendar will assist you in choosing the correct day.

MegaPath Customer Portal: Advanced Search - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Search.aspx

MegaPath Customer Portal: Advanced Search

MegaPath Customer Portal

Select Cost Center: All My Units

Logout

Orders

Cancel Site Name: Test3rdParty2 Account Number: 1652878

Install Phone: (513) 233-3555 Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Cancel Order

Back

Required Fields

Cancel Reason

Out of Business/No Longer with Company

When would you like your Order cancelled?

Immediately

On a future date

Cancel Date: 3/27/2009

Comments / Sp

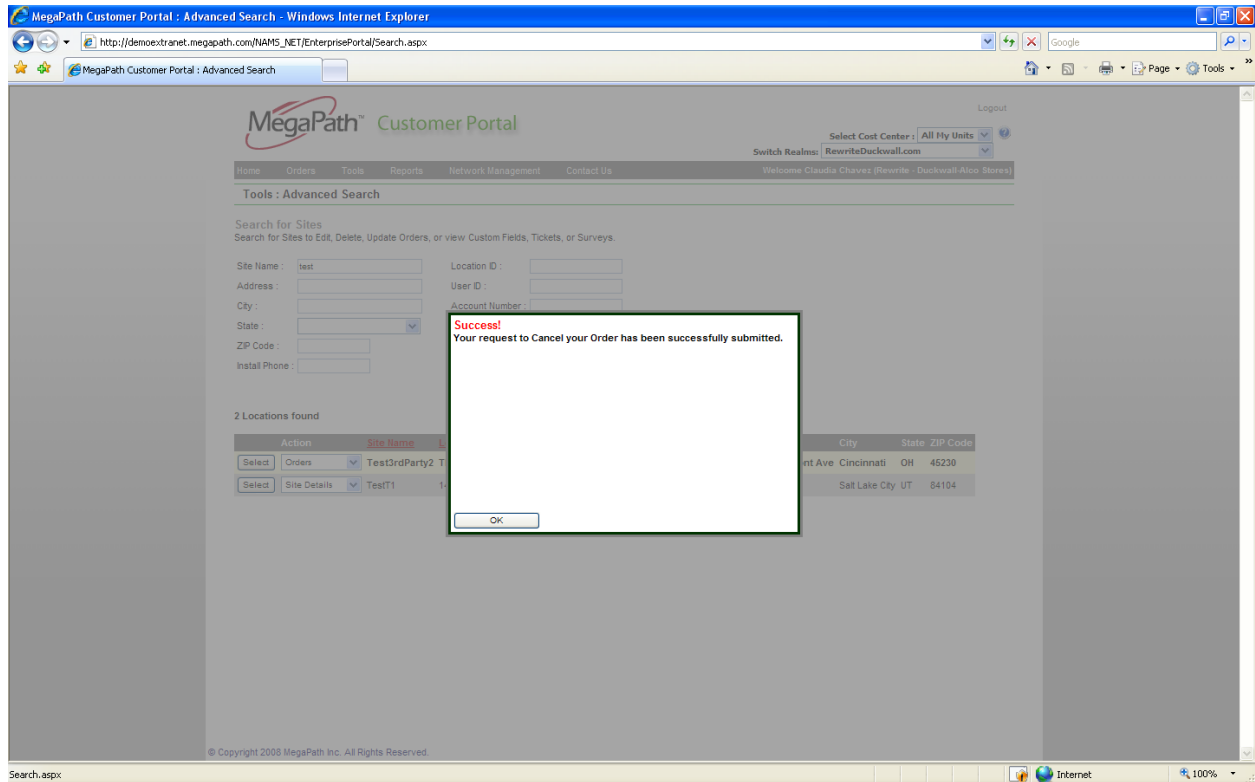
Submit

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Done

Internet 100%

Once the reason and choose of when to cancel is supplied, please enter comments on why the service is being cancelled or information you feel the provisioning team will require for the cancellation and click Submit. You will receive confirmation of the cancellation and the order will automatically show up as cancelled if you chose immediately otherwise your service will report the same status as before until the date you supplied for future cancellation.



Change

This option allows you to change an order from one tech type to another, one speed to another or to move the location of the service to another address and arrange the cancellation of the existing order to be immediate, upon new service activation, 7-days after service activation or upon a date you set in the future. There may be early termination fees which are applied when these 'changes' are requested.

To complete a change on an order, select the Change option on the order actions. A popup will appear with the three types of changes. If an option is grayed out, it is not able to be selected due to where the existing order is in the provisioning cycle.

MegaPath™ Customer Portal Logout

Home
Site T
Select

Orders

Site Name: NDB020LSV6 **Account Number:** 1663364
Install Phone: (614) 864-1052 **Install Location:** 4475 Refugee Rd Columbus OH 43232

Change Order

The Service for this Order has not yet been installed. Only a Change of Service is allowed.

Circuit Move This option is for when you are moving your service from one location to another and changing the address of the site as a whole. Existing service will be terminated at the date chosen during the submission process. Possible ETF's may apply.

Line Speed Change This option is for upgrading or downgrading the existing technology type service speed.

Change of Service This option is for changing the type of service at the location and terminating the existing service at the date chosen during the submission process. Possible ETF's may apply.

Add Bundle This option is for adding Bundled Services to your existing service.

Select the type of change you wish to have completed:

There are three types of changes:

Move

A move is when you need to have the service moved from one physical address to another. Options are provided to tie the cancellation of the original service based on various items. Early Termination Fees may apply with this option. Options for cancellation of the original circuit are:

- Immediately – cancels original order immediately
- Upon installation of new circuit
- 7 Days after installation of the new circuit
- Date defined

Line Speed Change

A Line Speed Changes is when you need to increase or decrease the bandwidth of the existing technology. The same tech type is used and an upgrade/downgrade of the speed is processed.

Change of Service

A change of service is chosen when you want to replace the existing service with a new service of a different tech type. Options are provided to tie the cancellation of the original service based on various items. Early Termination Fees may apply with this option. Options for cancellation of the original circuit are:

- Immediately – cancels original order immediately
- Upon installation of new circuit
- 7 Days after installation of the new circuit
- Date defined

To complete a change of service, select 'Change of Service' radio button and click 'submit'

The following screen will appear. The only change that may be made on this screen is the email address.

The screenshot shows a web browser window displaying the MegaPath Customer Portal. The page title is "MegaPath Customer Portal: Orders - Windows Internet Explorer". The URL is "http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Orders.aspx?acr=COS&rid=1716798PQID=4598492&CCID=20201&ID=16486". The page content includes a navigation menu with "Home", "Orders", "Site Tools", "Reports", and "Contact Us". The main heading is "Orders". Below this, there is a progress indicator: "Step 1: PreQualify | Step 2: Select Products | Step 3: Site Survey | Step 4: Order Complete". The current step is "Change of Service". A message reads: "Application Form Welcome Message: * Required Fields". A red warning message states: "Prequalification information, including address and installation phone cannot be changed for this Order." The "Site Information" section contains the following fields: Site Name (N08020L5V6), Country (United States of America), Location ID (188725), Address 1 (4475 Refugee Rd), Installation Phone ((814) 864-1052), Address 2, Daytime Phone ((814) 864-1052), City (Columbus), Email Address (Pamela.Fiorentino@n), State (OH - Ohio), Zip Code (43232), and Cost Center (Corporate). A "Continue" button is located at the bottom right of the form. The footer of the page reads "© Copyright 2008 MegaPath Inc. All Rights Reserved." The browser status bar shows "Done" and "Internet" with a 100% zoom level.

Click 'continue'

The Select Products screen will be rendered showing all the items which are available for the change of service. It will indicate by a green radio button next to the product, the service which is currently provisioning on the site.



Home Orders Site Tools Reports Contact Us

Orders

[Step 1: PreQualify](#) | [Step 2: Select Products](#) | Step 3: Site Survey | Step 4: Order Complete

Select Product and Sub Options

The following services are available in your area. Please select the service you wish to order.

Core Services

Service	QTY	12 Months MRC / NRC	Vendor
3M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$969.00 / \$0.00	MegaPath Inc.
4.5M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$1,419.00 / \$0.00	MegaPath Inc.
6M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$1,719.00 / \$0.00	MegaPath Inc.
Business Cable 5.0Mb/.384Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$129.00 / \$250.00	MegaPath Inc.
Business Cable 5.0Mb/1.5Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$299.00 / \$250.00	MegaPath Inc.
Business Cable 7.0Mb/2.0Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$669.00 / \$250.00	MegaPath Inc.
Business Cable Tier 2 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$135.00 / \$299.00	MegaPath Inc.
Business Cable Tier 2 -Static	<input type="text" value="1"/>	<input type="radio"/> \$130.00 / \$299.00	MegaPath Inc.
Business Cable Tier 3 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$175.00 / \$299.00	MegaPath Inc.
Business Cable Tier 3 -Static	<input type="text" value="1"/>	<input type="radio"/> \$160.00 / \$299.00	MegaPath Inc.
Business Cable Tier 4 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$235.00 / \$299.00	MegaPath Inc.
Business Cable Tier 4 -Static	<input type="text" value="1"/>	<input type="radio"/> \$190.00 / \$299.00	MegaPath Inc.
Business Cable Tier 6 -Static	<input type="text" value="1"/>	<input type="radio"/> \$265.00 / \$299.00	MegaPath Inc.
Fractional T1 .128 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$379.00 / \$249.00	MegaPath Inc.
Fractional T1 .384 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$489.00 / \$249.00	MegaPath Inc.
Fractional T1 .768 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$539.00 / \$249.00	MegaPath Inc.
IDSL .128 Mb	<input type="text" value="1"/>	<input checked="" type="radio"/> \$120.00 / \$250.00	MegaPath Inc.
IDSL Tier 3 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$340.00 / \$299.00	MegaPath Inc.
IDSL Tier 3 - Static	<input type="text" value="1"/>	<input type="radio"/> \$375.00 / \$299.00	MegaPath Inc.

Select the product you wish to replace the existing service with.



Logout

[Home](#) [Orders](#) [Site Tools](#) [Reports](#) [Contact Us](#)

Orders

[Step 1 : PreQualify](#) | [Step 2 : Select Products](#) | [Step 3 : Site Survey](#) | [Step 4 : Order Complete](#)

Select Product and Sub Options

The following services are available in your area. Please select the service you wish to order.

Core Services

Service	QTY	12 Months MRC / NRC	Vendor
3M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$969.00 / \$0.00	MegaPath Inc.
4.5M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$1,419.00 / \$0.00	MegaPath Inc.
6M Multi T1 Expanded Service Area 3	<input type="text" value="1"/>	<input type="radio"/> \$1,719.00 / \$0.00	MegaPath Inc.
Business Cable 5.0Mb/384Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$129.00 / \$250.00	MegaPath Inc.
Business Cable 5.0Mb/1.5Mb Static	<input type="text" value="1"/>	<input type="radio"/> \$299.00 / \$250.00	MegaPath Inc.
Business Cable 7.0Mb/2.0Mb Static	<input type="text" value="1"/>	<input checked="" type="radio"/> \$669.00 / \$250.00	MegaPath Inc.
Business Cable Tier 2 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$135.00 / \$299.00	MegaPath Inc.
Business Cable Tier 2 -Static	<input type="text" value="1"/>	<input type="radio"/> \$130.00 / \$299.00	MegaPath Inc.
Business Cable Tier 3 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$175.00 / \$299.00	MegaPath Inc.
Business Cable Tier 3 -Static	<input type="text" value="1"/>	<input type="radio"/> \$160.00 / \$299.00	MegaPath Inc.
Business Cable Tier 4 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$235.00 / \$299.00	MegaPath Inc.
Business Cable Tier 4 -Static	<input type="text" value="1"/>	<input type="radio"/> \$190.00 / \$299.00	MegaPath Inc.
Business Cable Tier 6 -Static	<input type="text" value="1"/>	<input type="radio"/> \$265.00 / \$299.00	MegaPath Inc.
Fractional T1 .128 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$379.00 / \$249.00	MegaPath Inc.
Fractional T1 .384 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$489.00 / \$249.00	MegaPath Inc.
Fractional T1 .768 Mb Expanded Service Area 2	<input type="text" value="1"/>	<input type="radio"/> \$539.00 / \$249.00	MegaPath Inc.
IDSL .128 Mb	<input type="text" value="1"/>	<input type="radio"/> \$120.00 / \$250.00	MegaPath Inc.
IDSL Tier 3 - Dynamic	<input type="text" value="1"/>	<input type="radio"/> \$340.00 / \$299.00	MegaPath Inc.
IDSL Tier 3 - Static	<input type="text" value="1"/>	<input type="radio"/> \$375.00 / \$299.00	MegaPath Inc.

Select the equipment and sub-options you need to have placed on the order and click 'Continue'

Non Prequalified Services			
Service	QTY	12 Months MRC / NRC	Vendor
Customer Provided Access	<input type="text" value="1"/>	<input type="radio"/> \$29.95 / \$39.95	MegaPath Inc.
Full T1	<input type="text" value="1"/>	<input type="radio"/> \$350.00 / \$350.00	MegaPath Inc.
Multi-T1 - 3mb	<input type="text" value="1"/>	<input type="radio"/> \$575.00 / \$500.00	MegaPath Inc.
Multi-T1 - 4.5mb	<input type="text" value="1"/>	<input type="radio"/> \$850.00 / \$750.00	MegaPath Inc.
Multi-T1 - 6mb	<input type="text" value="1"/>	<input type="radio"/> \$1,100.00 / \$1,000.00	MegaPath Inc.
Multi-T1 - 7.5mb	<input type="text" value="1"/>	<input type="radio"/> \$1,350.00 / \$1,250.00	MegaPath Inc.
Multi-T1 - 9mb	<input type="text" value="1"/>	<input type="radio"/> \$1,550.00 / \$1,500.00	MegaPath Inc.
QuickStart Wireless Broadband	<input type="text" value="1"/>	<input type="radio"/> \$219.00 / \$500.00	MegaPath Inc.
Wireless Broadband - Unlimited Usage	<input type="text" value="1"/>	<input type="radio"/> \$125.00 / \$100.00	MegaPath Inc.

Equipment					
Service / Option	MRC	NRC	Option	QTY	Select
Adtran (Netvanta) 3120 Ethernet Router	\$24.00	\$380.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Optional
Cisco 871-SEC/K9	\$42.00	\$599.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional
Netopia 3386-ENT	\$7.00	\$129.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional
Netopia 4686-XL	\$20.00	\$329.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional

Sub Services				
Service / Option	MRC	NRC	QTY	Select
Analog Dial Backup	\$10.00	\$25.00	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Optional

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MRC – is the Monthly Recurring Charge you will see on your bill
 NRC – is a one time NON-Recurring Charge you will see on your bill
 For Equipment, if you choose Rental, you will be charged the MRC and it will occur on your bill regularly. If you choose Purchase, you will receive a one-time charge equal to the noted NRC on your bill.

Change any of the contact or shipping information and assign a login and click 'submit'

Non-Prequalified Services

Service	QTY	12 Months MRC / NRC	Vendor
Customer Provided Access	<input type="text" value="1"/>	<input type="radio"/> \$29.95 / \$39.95	MegaPath Inc.
Full T1	<input type="text" value="1"/>	<input type="radio"/> \$350.00 / \$350.00	MegaPath Inc.
Multi-T1 - 3mb	<input type="text" value="1"/>	<input type="radio"/> \$575.00 / \$500.00	MegaPath Inc.
Multi-T1 - 4.5mb	<input type="text" value="1"/>	<input type="radio"/> \$850.00 / \$750.00	MegaPath Inc.
Multi-T1 - 6mb	<input type="text" value="1"/>	<input type="radio"/> \$1,100.00 / \$1,000.00	MegaPath Inc.
Multi-T1 - 7.5mb	<input type="text" value="1"/>	<input type="radio"/> \$1,350.00 / \$1,250.00	MegaPath Inc.
Multi-T1 - 9mb	<input type="text" value="1"/>	<input type="radio"/> \$1,550.00 / \$1,500.00	MegaPath Inc.
QuickStart Wireless Broadband	<input type="text" value="1"/>	<input type="radio"/> \$219.00 / \$500.00	MegaPath Inc.
Wireless Broadband - Unlimited Usage	<input type="text" value="1"/>	<input type="radio"/> \$125.00 / \$100.00	MegaPath Inc.

Equipment

Service / Option	MRC	NRC	Option	QTY	Select
Adtran (Netvanta) 3120 Ethernet Router	\$24.00	\$380.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Optional
Cisco 871-SEC/K9	\$42.00	\$599.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional
Netopia 3386-ENT	\$7.00	\$129.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional
Netopia 4686-XL	\$20.00	\$329.00	<input checked="" type="radio"/> Purchase <input type="radio"/> Rent <input type="radio"/> Customer Provided	<input type="text" value="1"/>	<input type="checkbox"/> Optional

MRC – is the Monthly Recurring Charge you will see on your bill
 NRC – is a one time NON-Recurring Charge you will see on your bill
 For **Equipment**, if you choose **Rental**, you will be charged the **MRC** and it will occur on your bill regularly. If you choose **Purchase**, you will receive a one-time charge equal to the noted **NRC** on your bill.

Sub Services

Service / Option	MRC	NRC	QTY	Select
Analog Dial Backup	\$10.00	\$25.00	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Optional

[Continue](#)

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If the order is NOT previously installed, you will receive a Thank You screen as rendered below:



Logout

Home Orders Site Tools Reports Contact Us

Orders

Step 1 : PreQualify | Step 2 : Select Products | Step 3 : Site Survey | Step 4 : Order Complete

Thank you!

Application Form Thank You Message:

If the service was previously installed, you will be prompted to select how you wish the cancellation of the existing service to be handled.

<<screenshot>>

Site Actions:

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : Location ID :

Address : User ID :

City : Account Number :

State : Order Number :

ZIP Code : Billcode :

Install Phone : Services ID :

2 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
<input type="button" value="Select"/>	Test3rdParty2	TESTSITE	Corporate	208243	1652878	(513) 233-3555	2040 Beechmont Ave	Cincinnati	OH	45230
<input type="button" value="Select"/>	TestT1	1455348	Corporate	208190	1652375	(512) 794-6080	118 S 1000 W	Salt Lake City	UT	84104

Site Details

This page is a comprehensive page showing all services and their WAN status (if monitored) as well as all tickets for the sites and the ability to edit/open/close tickets for the site. To render the site detail page, choose site detail under action and click 'select'

The screenshot shows the MegaPath Customer Portal interface. At the top, there is a navigation menu with links for Home, Orders, Tools, Reports, Network Management, and Contact Us. The user is logged in as PAMELA FIORENTINO. The main content area is titled "Tools : Advanced Search" and contains a search form for sites. The form includes fields for Site Name, Address, City, State, ZIP Code, Location ID, User ID, Account Number, Order Number, Billcode, and Services ID. Below the form, a table displays the search results for one location found.

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	NDB020L5V6	188725	Corporate	208289	1663364	(614) 864-1052	4475 Refugee Rd	Columbus	OH	43232

A page with all the services and open tickets for the site will be rendered. To select a service to see comprehensive service information, click the select button to the left of the service.

MegaPath Customer Portal: Site Details - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/ServiceView.aspx?UID=208289

MegaPath Customer Portal: Site Details

MegaPath™ Customer Portal

Select Cost Center: All My Units
Switch Realms: REWRITEDOCA.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Site Details

NDB020LSV6

Access Services

	Billcode	Order Type	Status	Order Date	Service	WAN Status
Select	ND0035GDUN	New Order	Cancel	2/26/2009 5:03:01 PM	DSL 128 Mb	NA
Select	NC002FBWZG	Change of Service	Cancel	2/27/2009 10:07:32 AM	Business Cable 7.0M/b2.0Mb Static	NA
Select		Change of Service	Processing	2/27/2009 10:16:30 AM	DSL 128 Mb	NA

Open Tickets

	Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time
View Ticket	2373683	192158	2/27/2009 10:16:42 AM	owned	Cable	NC002FBWZG	NAMS Cancellations	
View Ticket	2373682	192150	2/27/2009 10:16:38 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373681	192150	2/27/2009 10:07:46 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373680	192158	2/27/2009 10:07:44 AM	owned	Cable	NC002FBWZG	New Install: Circuit	
View Ticket	2373671	192150	2/26/2009 5:03:11 PM	owned	DSL	ND0035GDUN	New Install: Circuit	

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The service detail page will be rendered showing all the pertinent information including:

- All pertinent site information
- The access service and subservices and their respective charges.
- All monitoring information should the service have monitoring enabled.
- All IP information assigned to the service.
- All equipment information
- Direct interface to Ticket Manager for managing the tickets for the service.



Logout

Select Cost Center: All My Units
Switch Realm: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Site Details

NDB020L5V6

Back

Site Information

Install Location: 4475 Refugee Rd Columbus, OH, 43232, USA
Install Phone: (614) 864-1052
Term: 12 Months
Billcode: ND0035GDUN

The following services and options were ordered:

Qty	Service	MRC	IIRC
1	IDSL .128 Mb	\$120.00	\$250.00
1	Netopia 4652	\$23.00	\$349.00

Service Information

Fault Monitoring

Current Status:
IP Address: 64.249.118.208 (static)

History:
previous hour GO

Availability since 2009-03-03 : 100.0000%

IP Information

ISP Router Wan IP: 64.249.118.208
CPE WAN IP: 69.33.30.213
WAN Subnet MASK: 255.255.255.255
LAN Network IP:
LAN Gateway IP:
DHCP First IP:
DNS 1:
DNS 2:
DLCI:

Router Information

Serial #	Tracking #	Shipped Date	Shipped By
11014100	945717758466	2/25/2009	FEDEX

Tickets

Create Ticket

Description

Category

Line ID

Create Ticket

Search Tickets

Ticket Status: All

Ticket Category:

Created Between: and

Search Tickets

5 tickets found

	Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time
View Ticket	2373683	192158	2/27/2009 10:16:42 AM	owned	Cable	NC002FBWZG	NAMS Cancellations	
View Ticket	2373682	192150	2/27/2009 10:16:38 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373681	192150	2/27/2009 10:07:46 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373680	192158	2/27/2009 10:07:44 AM	owned	Cable	NC002FBWZG	New Install: Circuit	
View Ticket	2373671	192150	2/26/2009 5:03:11 PM	owned	DSL	ND0035GDUN	New Install: Circuit	

Edit

This option opens a screen of site specific information for editing. Change the appropriate site information on both tabs and click save to apply the changes.

MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

7 Locati

Select

Select

Select

Select

Select

Select

Select

Select

Select

Select

Stores

Code

2

2

2

4

0

0

0

Edit User

Cancel Site Name: Rewrite Duckwall Account Number: 1652498

Install Phone: (512) 794-6080 Install Location: 118 S 1000 W Salt Lake City UT 84104

Edit User

User Information Shipping Information

User Information

* Required Fields

Site Name: * Rewrite Duckwall

Location ID: TestT1CLRCH

Email: * ochavez@megapath.com

Phone: * (512) 794-6080 ext.

Login Name: * 9ab55f27

Password: * 208203

Password Expiration Date: * 6/5/2009

Cost Center: * Corporate

Save

Orders

This option shows a list of all orders for the site. Each order line has specific actions that can be applied to it. See section 'Order Actions' to better understand each action that may be taken on an order.

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

7 Locati

Select

Select

Select

Select

Select

Select

Select

Select

Select

Code

2

2

2

4

0

0

0

0

Stores)

Orders

Cancel

Site Name: Rewrite Duckwall

Account Number: 1652498

Install Phone: (512) 794-6080

Install Location: 118 S 1000 W Salt Lake City UT 84104

Orders

Place New Order

Action	Billcode	Order Type	Status	Order Date	Service	MRC	IIRC
Select Edit	NC002FAZ3H	New Order	Installed	2/4/2009 11:13:43 AM	Full T1	490.00	0.00
Select Edit	NC002FAUU1	New Order	Installed	2/4/2009 11:17:09 AM	Full T1	490.00	0.00

Custom Fields

This option allows for the population of any custom fields set up by your company for use in the portal. There are two default custom fields which are labeled 'Site Name' and 'Location'. All others need to be provided to your account manager and can be set up for population via this screen or the application screen.

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

7 Locati

Select

Select

Select

Select

Select

Select

Select

Select

Code

2

2

2

2

4

0

0

0

Custom Fields

Cancel

Site Name: Rewrite Duckwall

Account Number: 1652498

Install Phone: (512) 794-6080

Install Location: 118 S 1000 W Salt Lake City UT 84104

Custom Fields

Site Name : Location :

Save

Emails

This link shows all emails sent regarding all services for the site. Click on the respective email link and the email will be rendered to the screen for review.

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Home

Tools

Cancel

Site Name: NDB02NYXVY Account Number: 1663257

Install Phone: (706) 682-8363 Install Location: 3360 Buena Vista Rd Columbus GA 31906

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

1 Location

Select

Emails

Email Type	Date Sent	
Scheduled OW date for ADSL	2/27/2009 2:37:39 PM	View Email
Scheduled OW date for ADSL	2/27/2009 2:26:10 PM	View Email

Clicking on View Email will render the email in the screen and provide the option to resend the email by clicking on the 'resend' link.

MegaPath™ Customer Portal Logout

Select Cost Center: All My Units ion #4]

Emails

Cancel Site Name: NDB02NYXVY Account Number: 1663257
 Install Phone: (706) 682-8363 Install Location: 3360 Buena Vista Rd Columbus GA 31906

Emails

[Choose another Email](#)

Email Type:	Scheduled OW date for ADSL Sent: 2/27/2009 2:26:10 PM
To:	bila.akpan@netifice.com;anand.bhonge@netifice.com;Travis.Morash@megapath.com;jmckissick@megapath.com
Cc:	
From:	autoemail@megapath.com
Subject:	Rewrite Documentation #4 ***Immediate Attention Required***
Body	Resend

ADSL Outside Wiring Appointment

Dear NDB02NYXVY 186534,

We are pleased to inform you that we are one-step closer to activating your ADSL service. Within the next 10 days your local telephone company is scheduled to activate ADSL on the existing phone line that was specified on your enrollment form. The work that is required to activate your ADSL line will be performed remotely and a technician will not need to visit your home.

A Self Install Kit will be shipped to you via United Parcel Service and you will receive this kit within the next 10 days. Upon receipt of the kit please follow the included instructions for connecting the cables, filters, and the router. If you do not receive the Self Install Kit from UPS within the next 10 days please contact MegaPath at 877-882-2359 option #3.

We are delighted to provide this service to you. Should you have any questions or concerns please feel free to contact us at 877-882-2359

On behalf of Rewrite Documentation #4 Broadband Team and MegaPath, we thank you in advance for your patience and flexibility during the installation process. If you have any questions throughout this process or for technical assistance, please contact MegaPath at 877-882-2359

Account Number: 1663257
 Scheduled outside wiring date: 2/27/2009

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Tickets

Logout

Select Cost Center : All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Advanced Search

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : NDB02PNHMO Location ID :
Address : User ID :
City : Account Number :
State : Order Number :
ZIP Code : Billcode :
Install Phone : Services ID :

Search Clear

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select Tickets	NDB02PNHMO	190807	Corporate	208272	1663208	(859) 988-0023	1004 Main St	Paris	KY	40361

The Ticket Action from the site view will return a list of tickets for the site in the below screen.

Logout

Select Cost Center : All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Create Ticket

Description
Category
Line ID

Create Ticket

Search Tickets

Ticket Status: All
Ticket Category
Created Between: and

Search Tickets

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

You can choose to create a new ticket, view an existing ticket or close a ticket from the screen.

Create Ticket

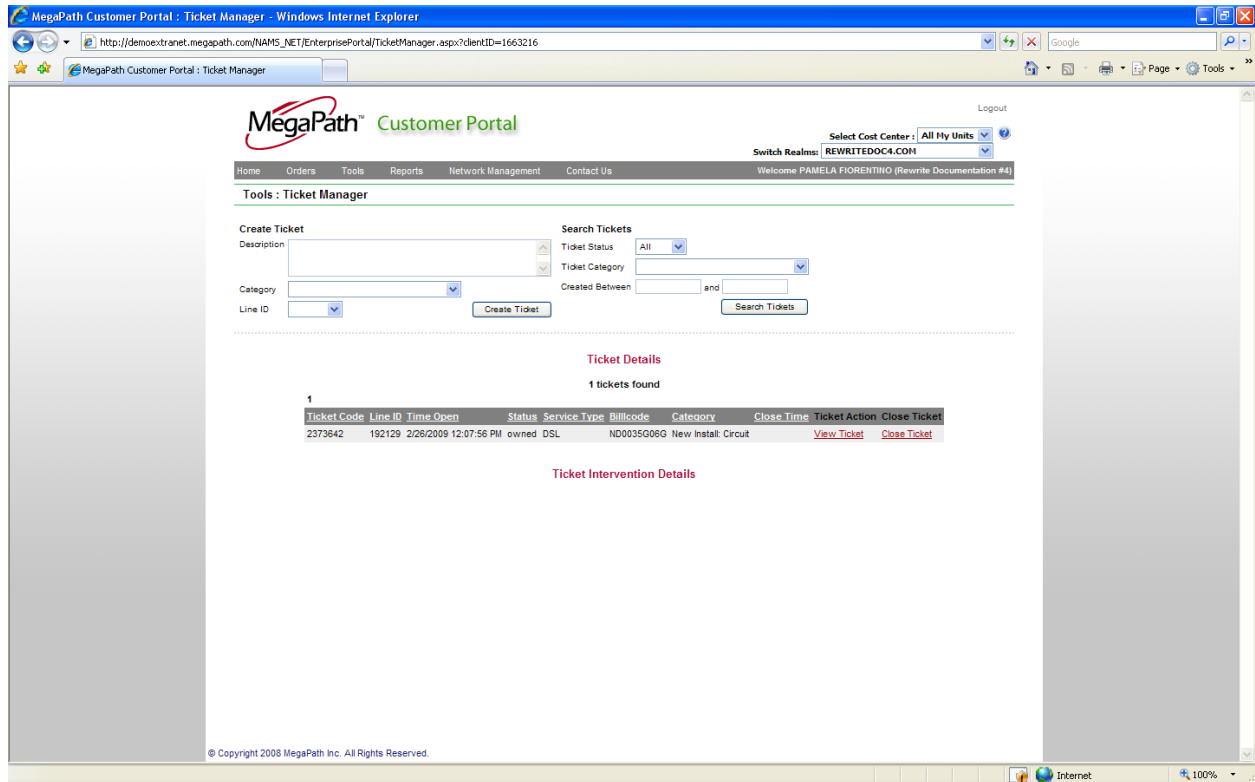
To create a ticket, you will need to update the following fields.

- Description

- Category
- Line ID

Description

The description field should contain information about why you are opening a ticket and basic contact information.



You will then choose the category of the ticket.

Category

Currently the portal offers the ability to open tickets in the following categories:

- Customer Line Down – no connectivity whatsoever
- Customer Packet Loss – occasional to consistent loss of IP packets on the line
- Billing Issues – Issues with your bill
- Equipment Problem – problems with the Megapath provided routers or switches
- VPN Assistance – logical connectivity issues regarding IPSec tunnels
- Monitoring Issue – issues with your proactive monitoring service
- Customer Line Down – Persistent Dial – no connectivity when using Persistent Dial

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description

Category

Line ID

Customer Line Down
Customer Packet Loss
Billing Issues
Equipment Problem
VPN Assistance
Monitoring Issue
Customer Line Down - Persistent Dial

Create Ticket

Search Tickets

Ticket Status: All

Ticket Category

Created Between and

Search Tickets

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

After selecting the Category, you will need to choose from the drop down which service at the site the ticket needs to be attached to. If you only have one service, only one value will show, however, if you have multiple services, you can determine the line by utilizing the Site Detail page.

Line ID

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description

Category

Line ID

192128

192128

Create Ticket

Search Tickets

Ticket Status: All

Ticket Category

Created Between and

Search Tickets

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

After selecting the line, click Create Ticket and the ticket will be created in the MegaPath systems for the appropriate personnel to review and respond.

View Ticket

Clicking on 'View Ticket' will return the following screen:

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Add Intervention for 2373641

Description

Search Tickets

Ticket Status: All

Ticket Category:

Created Between and

Ticket Details For 2373641

1 tickets found

Ticket Details

Ticket Code : 2373641	User : NDB02PNHMO 190807
Open Time : 2/26/2009 12:07:41 PM	Line ID : 192128
Close Time :	Billcode : ND0035FZY1
Priority : 2	Category : New Install: Circuit
Status : owned	Service Type : DSL
Close Ticket	Ticket Escalated : No
	Escalate Ticket
	Escalation Policies

Description :
New DSL installation order.

Ticket Intervention Details

[Add Intervention](#)

No interventions found for this ticket.

Interventions for 2373641

From this screen you are able to review the ticket and all of its notes called '[interventions](#)'. You are also able to [close the ticket](#), and [escalate the ticket](#). You are also able to use the [search tickets](#) functionality at the top of the screen which is described later in this section.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: [Date] and [Date]

Search Tickets

Result : Success Toktoode: 2373677

Ticket Details

2 tickets found

1

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373677	192128	2/26/2009 5:29:23 PM	open	DSL	ND0035FZY1	Customer Line Down		View Ticket	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Search Tickets

To search for tickets you will need to choose:

- Ticket Status
- Ticket Category
- Creation between dates

Ticket Status

The ticket status represent whether you wish to search on all open, close or all open and closed tickets by choosing:

- Open = all currently open tickets within the date range provided
- Closed = all closed tickets within the date range provided
- All – ALL tickets (both open and closed) within the date range provided

Select the value from the drop down show:



Logout

Select Cost Center : All My Units

Switch Realms: REWRITEDOC4.COM

[Home](#) [Orders](#) [Tools](#) [Reports](#) [Network Management](#) [Contact Us](#)

Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description

My service will not allow me to connect to the internet

Category

Customer Line Down

Line ID

192128

Create Ticket

Search Tickets

Ticket Status

All

Ticket Category

Open

Created Between

All

Search Tickets

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Ticket Category

The ticket represents a subset of MegaPath categories. The categories available for searching against are:

- Customer Line Down – no connectivity whatsoever
- Customer Packet Loss – occasional to consistent loss of IP packets on the line
- Billing Issues – Issues with your bill
- Equipment Problem – problems with the Megapath provided routers or switches
- VPN Assistance – logical connectivity issues regarding IPSec tunnels
- Monitoring Issue – issues with your proactive monitoring service
- Customer Line Down – Persistent Dial – no connectivity when using Persistent Dial

Simply choose the category you wish to search again in the drop down.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description: My service will not allow me to connect to the internet

Category: Customer Line Down

Line ID: 192128

[Create Ticket](#)

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: [Dropdown]

- Customer Line Down
- Customer Packet Loss
- Billing Issues
- Equipment Problem
- VPN Assistance
- Monitoring Issue
- Customer Line Down - Persistent Dial

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Created Between

The create between represents a starting and ending date which represents the period of time you wish to search for the status and category of ticket. The drop down calendar(s) allow you to easily choose your dates. You are also able to manually populate the dates in free form of mm/dd/yyyy.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description: My service will not allow me to connect to the internet

Category: Customer Line Down

Line ID: 192128

[Create Ticket](#)

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: 01 and [Dropdown]

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Click Search Tickets

Once you click on the 'Search Tickets' button, the following screen will render with a list of all tickets and allow you to view or close each one in the list.

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Create Ticket

Description

Category

Line ID

Search Tickets

Ticket Status

Ticket Category

Created Between and

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373677	192128	2/26/2009 5:29:23 PM	open	DSL	ND0035FZY1	Customer Line Down		View Ticket	Close Ticket

Ticket Intervention Details

Saved Orders

During any point in the ordering process an order may be saved and visited later to continue the ordering process. When an order is saved, it is shown under this link.

MegaPath™ Customer Portal Logout

Select Cost Center : All My Units Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Saved Orders

Saved Orders

NOTE : Saved orders that have no activity for 60 days will be removed from the system.

3 saved orders found

	Cost Center	Site Name	Loc. ID	Install Phone	Address	Order Created	Last Modified	Order Step
<input type="button" value="Select"/>	Corporate	Test3rdParty	1577176	9283330535	207 S Mountain Ave Springerville AZ 85938 USA	2/3/2009	2/3/2009	PreQualify
<input type="button" value="Select"/>	Corporate	Sales Test Save Training	5805353000	5805353000	302 E 1st St Granite OK 73547 USA	2/17/2009	2/17/2009	PreQualify
<input type="button" value="Select"/>	Corporate	Test Training	5802251052	5802251052	1303 W 3rd St Elk City OK 73644 USA	2/17/2009	2/17/2009	Select Products

To work on a saved order, choose the order from the list and it will return to the screen at the point which it was saved.

MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Saved Orders

Saved Orders

NOTE : Saved orders that have no activity for 60 days will be removed from the system.

3 saved orders found

	Cost Center	Site Name	Loc. ID	Install Phone	Address	Order Created	Last Modified	Order Step
Select	Corporate	Test3rdParty	1577176	9283330535	207 S Mountain Ave Springerville AZ 85938 USA	2/3/2009	2/3/2009	PreQualify
Select	Corporate	Sales Test Save Training		5805353000	302 E 1st St Granite OK 73547 USA	2/17/2009	2/17/2009	PreQualify
Select	Corporate	Test Training		5802251052	1303 W 3rd St Elk City OK 73644 USA	2/17/2009	2/17/2009	Select Products

Processing

You can continue forward or click on of the listed steps at the top of the screen to return to a prior step and move forward with ordering.

MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Orders

Step 1 : PreQualify | **Step 2 : Select Products** | Step 3 : Site Survey | Step 4 : Order Complete

Save Order

Select Product and Sub Options

The following services are available in your area. Please select the service you wish to order.

No services qualified, Contact account manager for possible services available

Services you qualified for but are not configured for your company. If you interested in one of these services contact you salesman.

Service

- 3M Multi T1 Expanded Service Area 3 (51+mi)
- 4.5M Multi T1 Expanded Service Area 3 (51+mi)
- 6M Multi T1 Expanded Service Area 3 (51+mi)
- DDSL Tier 5 - Dynamic
- DDSL Tier 5 - Static
- T1 1.5 Mb Expanded Service Area 3 (51+mi)

Non Prequalified Services

Service	QTY	36 Months MRC / NRC	Special Term MRC / NRC	Vendor
Full T1(Bonded T1x2 3.0 Mb CLR CHN)	1	\$490.00 / \$0.00		MegaPath Inc.
QuickStart Wireless Broadband(CSA2)	1		\$219.00 / \$0.00	MegaPath Inc.
Wireless Broadband - Unlimited Usage(Wireless Broadband CSA2)	1	\$175.50 / \$0.00		MegaPath Inc.

Continue

Bulk Orders



Logout

Select Cost Center:

Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Bulk Orders

Submit Bulk Orders

Bulk File:

[View Batch Results](#)

Select a *.txt or *.csv File

NOTE: File must be comma delimited with *.csv or *.txt extension and in the format shown below. One user per line, with or without column headers.

FIELDS

SiteID,CompanyName, LocationID, InstallationPhone, DaytimePhone, PhoneExt, email, ADSLnumber, address1, address2, City, State, Zip, Country Code, extID, Login, Password,Site Name,Location

[Download Template](#)

Download Template



Logout

Select Cost Center :

Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Bulk Orders

Submit Bulk Orders

Bulk File:

[View Batch Results](#)

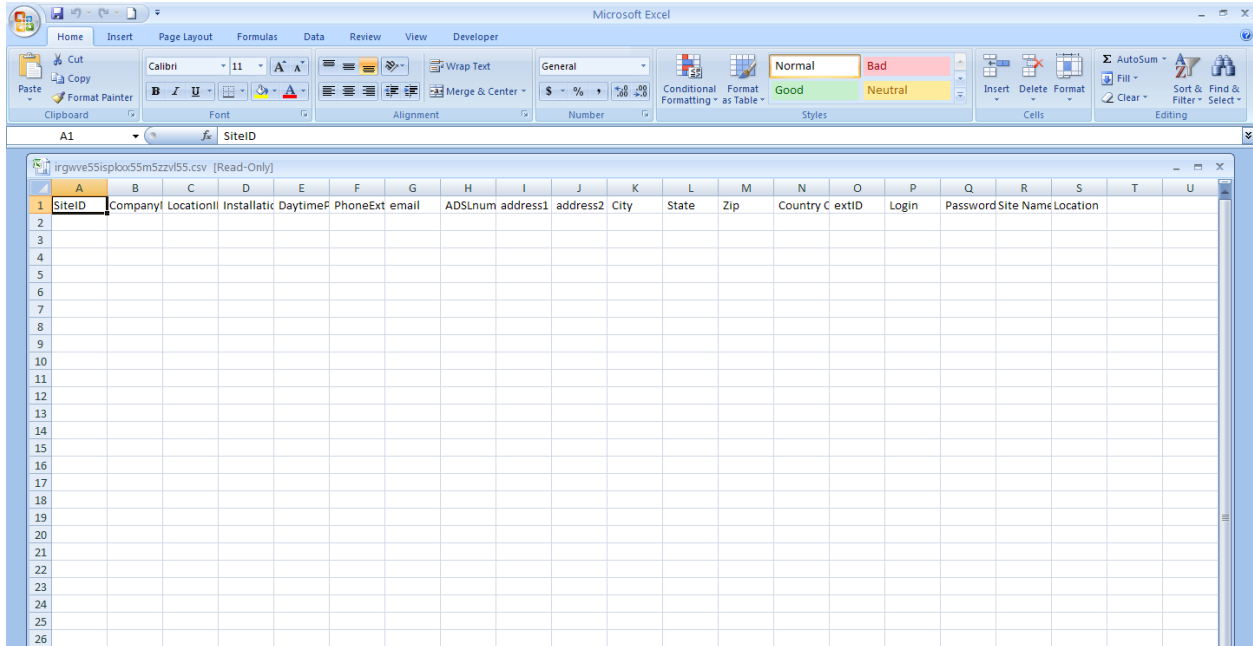
Select a *.txt or *.csv File

NOTE: File must be comma delimited with *.csv or *.txt extension and in the format shown below. One user per line, with or without column headers.

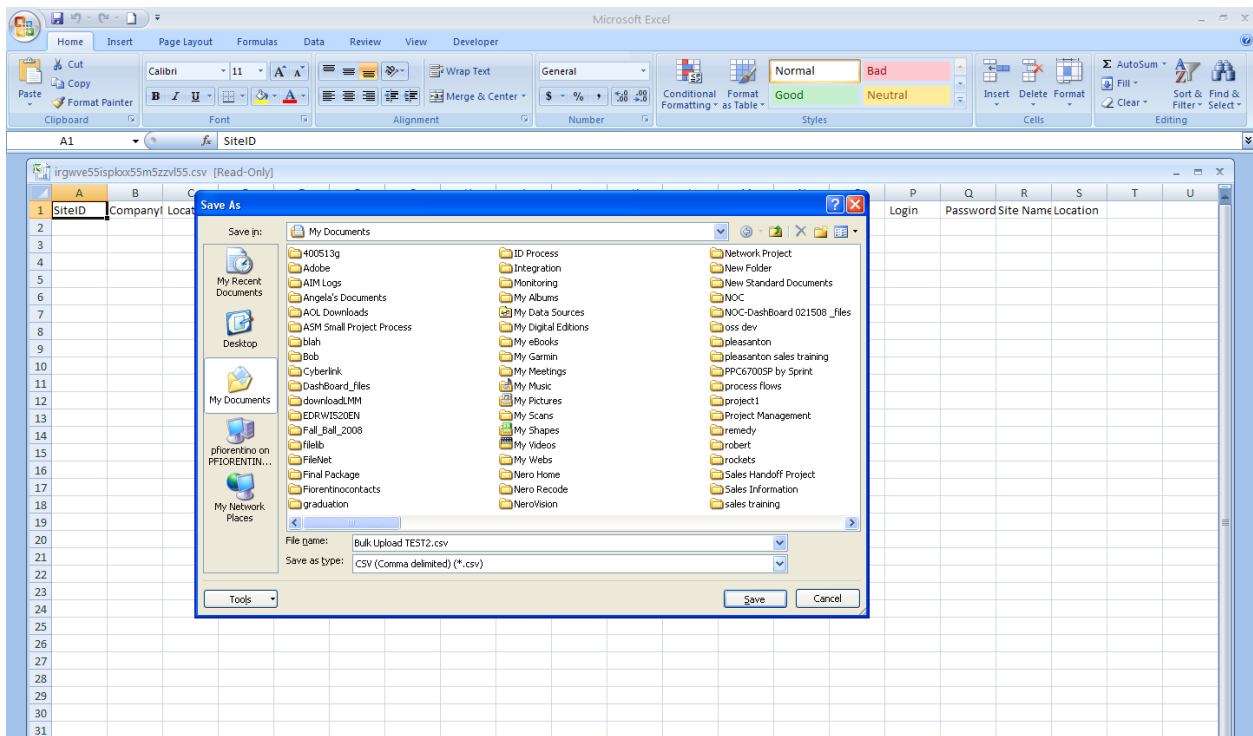
FIELDS

SiteID,CompanyName, LocationID, InstallationPhone, DaytimePhone, PhoneExt, email, ADSLnumber, address1, address2, City, State, Zip, Country Code, extID, Login, Password,Site Name,Location

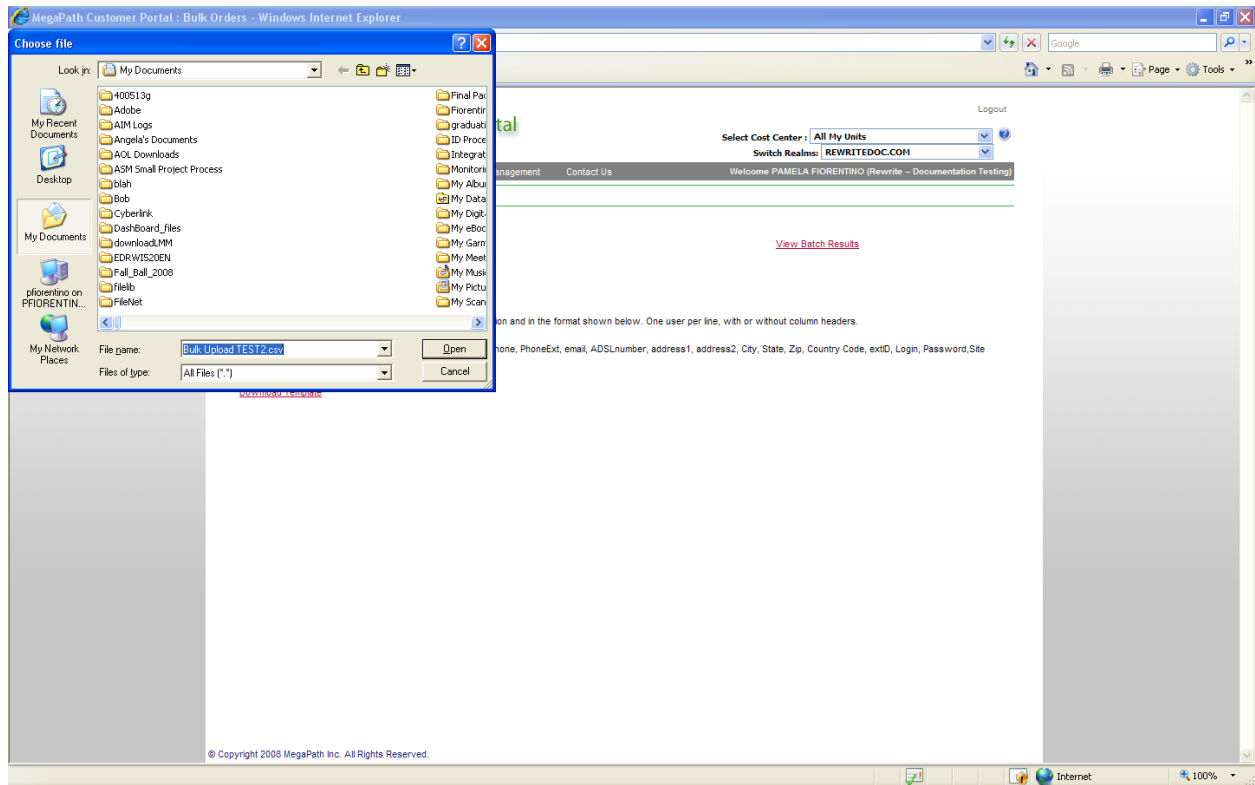
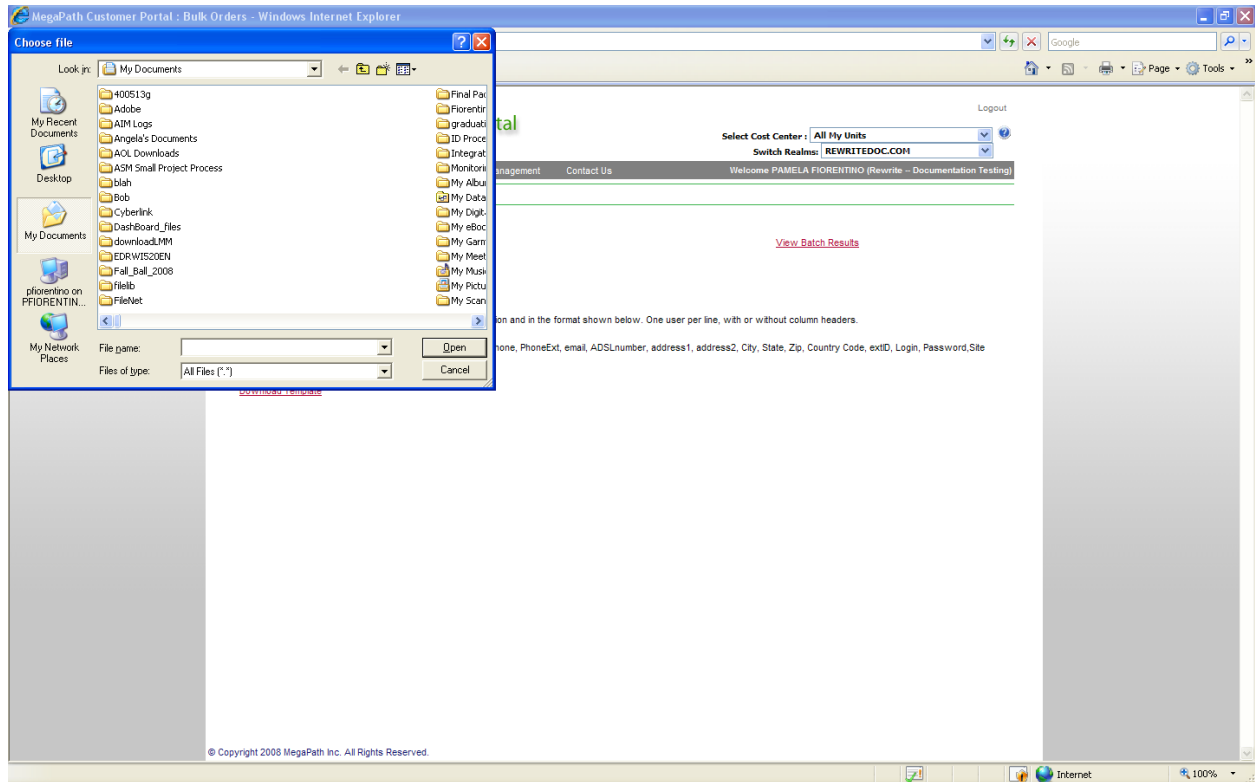
[Download Template](#)



Populate Template and save as CSV



Click on Browse to Search for the File



The document location will populate in the Bulk File box.

Click Submit to submit the file for bulk prequalification

Bulk Orders

Please scroll down to check for any errors in your file . When you have finished press Submit to upload the file into the system.

Batch Name:

SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code
0	REWRITE DOC	REWRITE DOC 1	(619) 589-1880	(619) 589-0143		BMGR5671@toysrus.com	(619) 589-0143	8165 Fletcher Pkwy		La Mesa	CA	91942	USA
0	REWRITE DOC	REWRITE DOC 2	(702) 450-2330	(702) 450-2307		BMGR5673@toysrus.com	(702) 450-2307	510 N Stephanie St		Henderson	NV	89014	USA
0	REWRITE DOC	REWRITE DOC 3	(702) 647-8512	(702) 647-8512		BMGR5674@toysrus.com	(702) 647-8512	2150 N Rainbow Blvd		Las Vegas	NV	89108	USA
0	REWRITE DOC	REWRITE DOC 4	(805) 988-5951	(805) 988-4950		BMGR5675@toysrus.com	(805) 988-4950	2340 N Rose Ave		Oxnard	CA	93036	USA
0	REWRITE DOC	REWRITE DOC 5	(562) 865-8771	(562) 865-8772		BMGR5678@toysrus.com	(562) 865-8772	11540 South St		Cerritos	CA	90703	USA

If Line One is the header check here

BMGR6358@toysrus.com	(732) 935-9407	70 State Route 36	Eatontown	NJ	USA	732935	RWbulktest10	732935	6358	• Zip is Required
BMGR6369@toysrus.com	(732) 220-0819	909 US Highway 1	N Brunswick	NJ	USA	732220	RWbulktest11	732220	6369	• Zip is Required
BMGR6370@toysrus.com	(856) 384-8287	1120 Hurffville Rd	Deptford	NJ	USA	856384	RWbulktest12	856384	6370	• Zip is Required
BMGR6373@toysrus.com	(609) 484-1178	120 Consumer Sq	Mays Landing	NJ	USA	609484	RWbulktest14	609484	6373	• Zip is Required
BMGR6384@toysrus.com	(978) 532-4598	300 Andover St	Peabody	MA	USA	978532	RWbulktest16	978532	6384	• Zip is Required
BMGR6385@toysrus.com	(401) 823-5128	300 Quaker Ln	Warwick	RI	USA	401827	RWbulktest17	401827	6385	• Zip is Required
BMGR6386@toysrus.com	(201) 251-	545 N State	Paramus	NJ	USA	201251	RWbulktest18	201251	6386	• Zip is Required

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Name the Batch

Bulk Orders

Please scroll down to check for any errors in your file . When you have finished press Submit to upload the file into the system.

Batch Name:

SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code
0	REWRITE DOC	REWRITE DOC 1	(619) 589-1880	(619) 589-0143		BMGR5671@toysrus.com	(619) 589-0143	8165 Fletcher Pkwy		La Mesa	CA	91942	USA
0	REWRITE DOC	REWRITE DOC 2	(702) 450-2330	(702) 450-2307		BMGR5673@toysrus.com	(702) 450-2307	510 N Stephanie St		Henderson	NV	89014	USA
0	REWRITE DOC	REWRITE DOC 3	(702) 647-8512	(702) 647-8512		BMGR5674@toysrus.com	(702) 647-8512	2150 N Rainbow Blvd		Las Vegas	NV	89108	USA
0	REWRITE DOC	REWRITE DOC 4	(805) 988-5951	(805) 988-4950		BMGR5675@toysrus.com	(805) 988-4950	2340 N Rose Ave		Oxnard	CA	93036	USA
0	REWRITE DOC	REWRITE DOC 5	(562) 865-8771	(562) 865-8772		BMGR5678@toysrus.com	(562) 865-8772	11540 South St		Cerritos	CA	90703	USA

If Line One is the header check here

BMGR6358@toysrus.com	(732) 935-9407	70 State Route 36	Eatontown	NJ	USA	732935	RWbulktest10	732935	6358	• Zip is Required
BMGR6369@toysrus.com	(732) 220-0819	909 US Highway 1	N Brunswick	NJ	USA	732220	RWbulktest11	732220	6369	• Zip is Required
BMGR6370@toysrus.com	(856) 384-8287	1120 Hurffville Rd	Deptford	NJ	USA	856384	RWbulktest12	856384	6370	• Zip is Required
BMGR6373@toysrus.com	(609) 484-1178	120 Consumer Sq	Mays Landing	NJ	USA	609484	RWbulktest14	609484	6373	• Zip is Required
BMGR6384@toysrus.com	(978) 532-4598	300 Andover St	Peabody	MA	USA	978532	RWbulktest16	978532	6384	• Zip is Required
BMGR6385@toysrus.com	(401) 823-5128	300 Quaker Ln	Warwick	RI	USA	401827	RWbulktest17	401827	6385	• Zip is Required
BMGR6386@toysrus.com	(201) 251-	545 N State	Paramus	NJ	USA	201251	RWbulktest18	201251	6386	• Zip is Required

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Rows acceptable for upload are in the top panel

Exception rows are listed at the bottom with the exception listed to the end of row

Bulk Orders

Please scroll down to check for any errors in your file . When you have finished press Submit to upload the file into the system.

Batch Name:

SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code
0	REWRITE DOC	REWRITE DOC 1	(619) 589-1880	(619) 589-0143		BMGR5671@toysrus.com	(619) 589-0143	8165 Fletcher Pkwy		La Mesa	CA	91942	USA
0	REWRITE DOC	REWRITE DOC 2	(702) 450-2330	(702) 450-2307		BMGR5673@toysrus.com	(702) 450-2307	510 N Stephanie St		Henderson	NV	89014	USA
0	REWRITE DOC	REWRITE DOC 3	(702) 647-8512	(702) 647-8512		BMGR5674@toysrus.com	(702) 647-8512	2150 N Rainbow Blvd		Las Vegas	NV	89108	USA
0	REWRITE DOC	REWRITE DOC 4	(805) 988-5951	(805) 988-4950		BMGR5675@toysrus.com	(805) 988-4950	2340 N Rose Ave		Oxnard	CA	93036	USA
0	REWRITE DOC	REWRITE DOC 5	(562) 865-8771	(562) 865-8772		BMGR5678@toysrus.com	(562) 865-8772	11540 South St		Cerritos	CA	90703	USA

If Line One is the header check here

BMGR6358@toysrus.com	(732) 935-9407	70 State Route 36		Eatontown	NJ	USA	732935	RWbulktest10	732935	6358		• Zip is Required
BMGR6369@toysrus.com	(732) 220-0819	909 US Highway 1		N Brunswick	NJ	USA	732220	RWbulktest11	732220	6369		• Zip is Required
BMGR6370@toysrus.com	(856) 384-8287	1120 Hurffville Rd		Deptford	NJ	USA	856384	RWbulktest12	856384	6370		• Zip is Required
BMGR6373@toysrus.com	(609) 484-1178	120 Consumer Sq		Mays Landing	NJ	USA	609484	RWbulktest14	609484	6373		• Zip is Required
BMGR6384@toysrus.com	(978) 532-4598	300 Andover St		Peabody	MA	USA	978532	RWbulktest16	978532	6384		• Zip is Required
BMGR6385@toysrus.com	(401) 823-5128	300 Quaker Ln		Warwick	RI	USA	401827	RWbulktest17	401827	6385		• Zip is Required
BMGR6386@toysrus.com	(201) 251-	545 N State		Paramus	NJ	USA	201251	RWbulktest18	201251	6386		• Zip is Required

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Using the Pencil icon to edit you can change whatever the issuing error may be or click on the trash can to delete the row.

Bulk Orders

Please scroll down to check for any errors in your file . When you have finished press **Submit** to upload the file into the system.

Batch Name:

SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code
0	REWRITE DOC	REWRITE DOC 1	(619) 589-1880	(619) 589-0143		BMGR5671@toysrus.com	(619) 589-0143	8165 Fletcher Pkwy		La Mesa	CA	91942	USA
0	REWRITE DOC	REWRITE DOC 2	(702) 450-2330	(702) 450-2307		BMGR5673@toysrus.com	(702) 450-2307	510 N Stephanie St		Henderson	NV	89014	USA
0	REWRITE DOC	REWRITE DOC 3	(702) 647-8512	(702) 647-8512		BMGR5674@toysrus.com	(702) 647-8512	2150 N Rainbow Blvd		Las Vegas	NV	89108	USA
0	REWRITE DOC	REWRITE DOC 4	(805) 988-5951	(805) 988-4950		BMGR5675@toysrus.com	(805) 988-4950	2340 N Rose Ave		Oxnard	CA	93036	USA
0	REWRITE DOC	REWRITE DOC 5	(562) 865-8771	(562) 865-8772		BMGR5678@toysrus.com	(562) 865-8772	11540 South St		Cerritos	CA	90703	USA

If Line One is the header check here

			0	REWRITE DOC	REWRITE DOC 10	<input type="text" value="(732) 935-9388"/>	<input type="text" value="(732) 935-9407"/>	<input type="text"/>	BMGR6358@toysrus.c	<input type="text" value="(732) 935-9407"/>	<input icon"="" pencil="" type="text" value="70 State Ro</td> </tr> <tr> <td>			0	REWRITE DOC	REWRITE DOC 11	(732) 220-1900	(732) 220-0819		BMGR6369@toysrus.com	(732) 220-0819	909 US High
			0	REWRITE DOC	REWRITE DOC 12	(856) 384-3788	(856) 384-8287		BMGR6370@toysrus.com	(856) 384-8287	1120 Hurffi											
			0	REWRITE DOC	REWRITE DOC 14	(609) 484-1177	(609) 484-1178		BMGR6373@toysrus.com	(609) 484-1178	120 Consum											
			0	REWRITE DOC	REWRITE DOC 16	(978) 532-0400	(978) 532-4598		BMGR6384@toysrus.com	(978) 532-4598	300 Andove											
			0	REWRITE DOC	REWRITE DOC 17	(401) 827-9920	(401) 823-5128		BMGR6385@toysrus.com	(401) 823-5128	300 Quaker											

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Click on the Disk to save or the Red 'X' to remove the line item



Logout

Select Cost Center:
 Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Bulk Orders

Please scroll down to check for any errors in your file . When you have finished press Submit to upload the file into the system.

Batch Name:

SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code
0	REWRITE DOC	REWRITE DOC 1	(619) 589-1880	(619) 589-0143		BMGR5671@toysrus.com	(619) 589-0143	8165 Fletcher Pkwy		La Mesa	CA	91942	USA
0	REWRITE DOC	REWRITE DOC 2	(702) 450-2330	(702) 450-2307		BMGR5673@toysrus.com	(702) 450-2307	510 N Stephanie St		Henderson	NV	89014	USA
0	REWRITE DOC	REWRITE DOC 3	(702) 647-8512	(702) 647-8512		BMGR5674@toysrus.com	(702) 647-8512	2150 N Rainbow Blvd		Las Vegas	NV	89108	USA
0	REWRITE DOC	REWRITE DOC 4	(805) 988-5951	(805) 988-4950		BMGR5675@toysrus.com	(805) 988-4950	2340 N Rose Ave		Oxnard	CA	93036	USA
0	REWRITE DOC	REWRITE DOC 5	(562) 865-8771	(562) 865-8772		BMGR5676@toysrus.com	(562) 865-8772	11540 South St		Cerritos	CA	90703	USA

Edit	Delete	SiteID	CompanyName	LocationID	Daytime Phone	Installation Phone	PhoneExt	Email	ADSLnumber	Address1	Address2	City	State	Zip	Country Code	Password	Log
------	--------	--------	-------------	------------	---------------	--------------------	----------	-------	------------	----------	----------	------	-------	-----	--------------	----------	-----

Once all the exceptions are cleared. Click Submit at the top of the screen to submit the batch.



Logout

Select Cost Center:
 Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

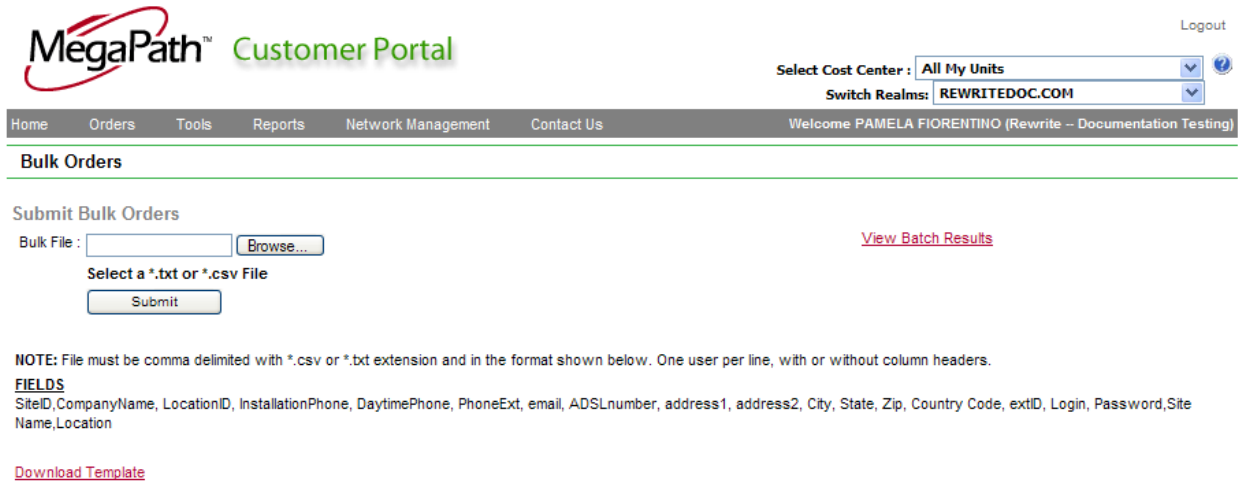
Batches:

This batch is not compleat. Sites are still being prequled. Check back in a few minites

You will need to wait a few minutes for the full prequalification of the batch to occur.

To view your batches:

Return to the Bulk Order Page



MegaPath™ Customer Portal Logout

Select Cost Center: **All My Units** ⓘ
Switch Realms: **REWRITEDOC.COM**

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Bulk Orders

Submit Bulk Orders

Bulk File : [View Batch Results](#)

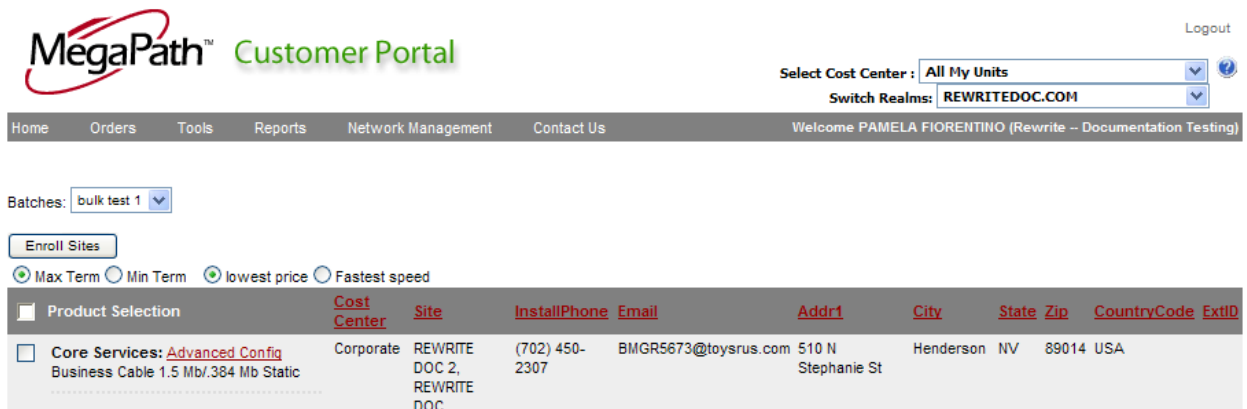
Select a *.txt or *.csv File

NOTE: File must be comma delimited with *.csv or *.txt extension and in the format shown below. One user per line, with or without column headers.

FIELDS
SiteID,CompanyName, LocationID, InstallationPhone, DaytimePhone, PhoneExt, email, ADSLnumber, address1, address2, City, State, Zip, Country Code, extID, Login, Password,Site Name,Location

[Download Template](#)

Click on “View Batch Results”



MegaPath™ Customer Portal Logout

Select Cost Center: **All My Units** ⓘ
Switch Realms: **REWRITEDOC.COM**

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Batches: **bulk test 1** ⌵

Max Term Min Term lowest price Fastest speed

Product Selection	Cost Center	Site	InstallPhone	Email	Addr1	City	State	Zip	CountryCode	ExtID
<input type="checkbox"/> Core Services: Advanced Config Business Cable 1.5 Mb/384 Mb Static	Corporate	REWRITE DOC 2, REWRITE DOC	(702) 450- 2307	BMGR5673@toysrus.com	510 N Stephanie St	Henderson	NV	89014	USA	

If there are multiple batches, you can choose them in the “Batches” drop down and they will be listed by the name given at batch submission.

You can select to enroll the sites by

- Fastest Speed
- Least Cost
- Min Term
- Max Term

Tools Page



Logout

 Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

[Home](#)
[Orders](#)
[Tools](#)
[Reports](#)
[Network Management](#)
[Contact Us](#)

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools

[Ticket Manager](#) : Search for specific tickets or tickets associated with a Site

[Manage Administrators](#) : Grant or remove Site Administrator permissions

[View Documents](#) : View documents about your company and MegaPath

[Advanced Search](#) : Search for Sites to Edit, Delete, or Move Service, or view their Orders, Custom Fields, Tickets, or Surveys.

Ticket Manager

Ticket Manager is a tool which allows you to view, edit, close or create tickets for any site which has an order against it.

Searching for a Ticket(s)

There are three methods to finding an existing ticket:

1. Populating the Ticket ID and choosing 'View Ticket'
2. Populating the Site Name and choosing 'Search Sites'
3. Populating the Account Number and choosing 'Search Sites'



Logout

 Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

[Home](#)
[Orders](#)
[Tools](#)
[Reports](#)
[Network Management](#)
[Contact Us](#)

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools : Ticket Manager

View Ticket

Enter a Trouble Ticket ID in the field below to view details about that Trouble Ticket

 Ticket ID

Search Sites

Enter a Site Name or Site Account Number below to view tickets for a specific site.

 Site Name
 Account Number

MegaPath Customer Portal: Ticket Manager - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Tickets.aspx

MegaPath Customer Portal: Ticket Manager

MegaPath Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

View Ticket

Search Sites

Enter a Site Name or Site Account Number below to view tickets for a specific site.

Site Name

Account Number

Tickets for NDB02NURE0 186351 [Acct No 1663216]

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time
View Ticket	2373642	192129	2/26/2009 12:07:56 PM	owned	DSL	ND0035G06G	New Install Circuit

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Click on 'View Ticket'

MegaPath Customer Portal: Ticket Manager - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Tickets.aspx

MegaPath Customer Portal: Ticket Manager

MegaPath Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

View Ticket

Ticket Details

Ticket Code : 2373642 User : NDB02NURE0 186351

Open Time : 2/26/2009 12:07:56 PM Line ID : 192129

Close Time : Billcode : ND0035G06G

Priority : 2 Category : New Install Circuit

Status : owned Service Type : DSL

[Close Ticket](#) Ticket Escalated : No

[Escalate Ticket](#)

[Escalation Policies](#)

Description :

New DSL installation order.

Ticket Intervention Details

[Add Intervention](#)

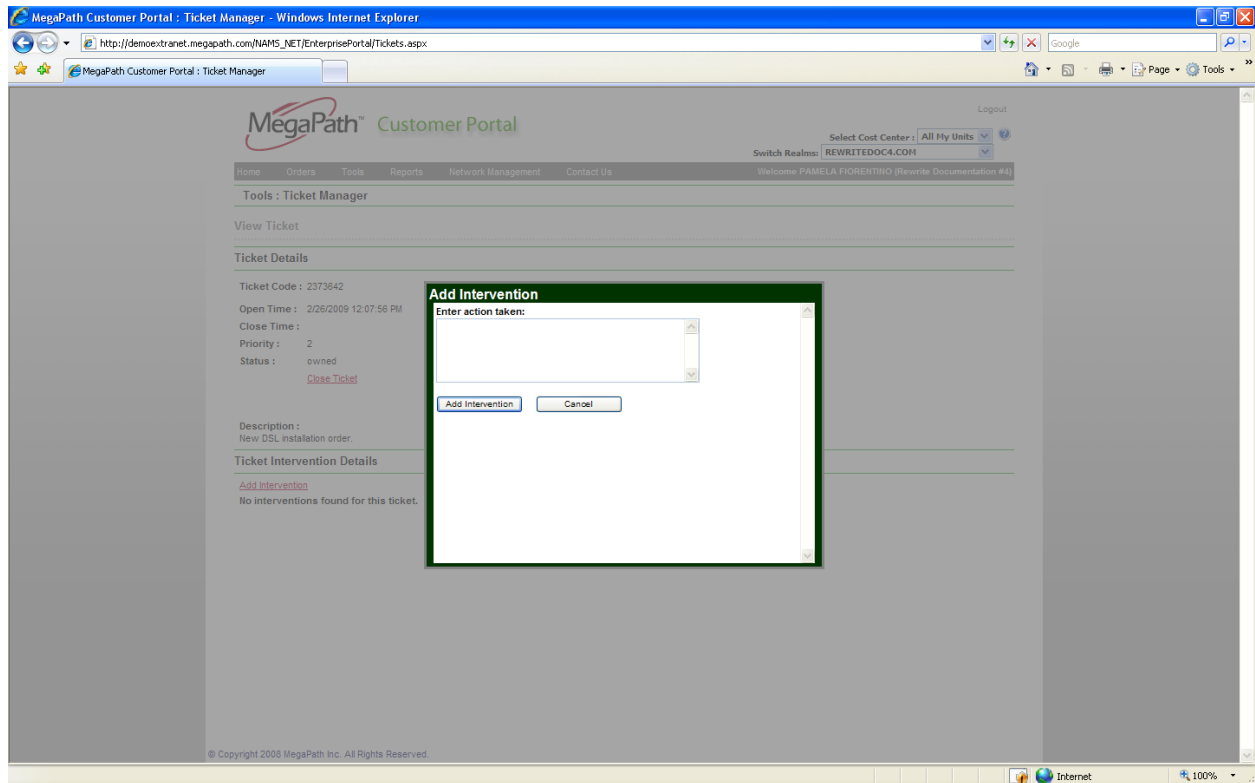
No interventions found for this ticket.

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javascript:___doPostBack('ctl00\$ContentPlaceHolder1\$ticket_details1\$linkCloseTicket','')

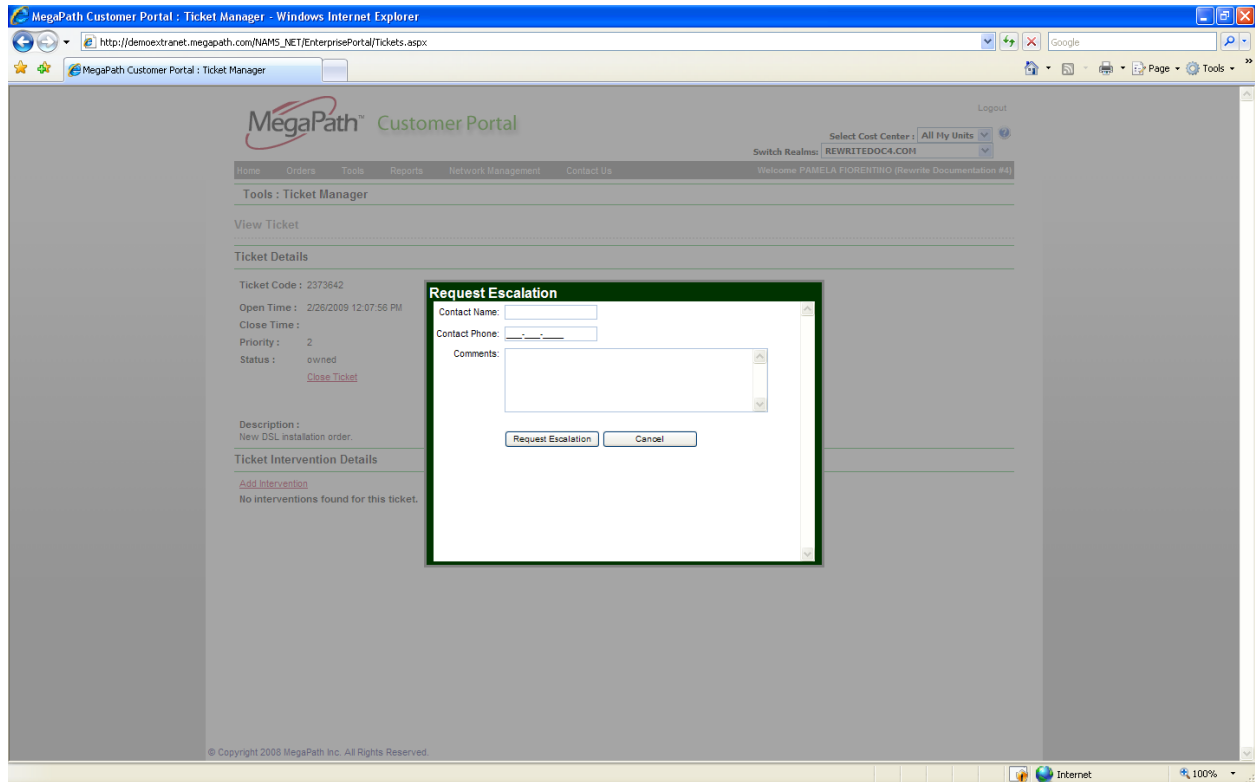
Add Intervention

By clicking on 'Add Intervention' a popup will be rendered that allows for you to enter the information you wish to have added to the ticket and click 'Add Intervention' to have it posted to the ticket.



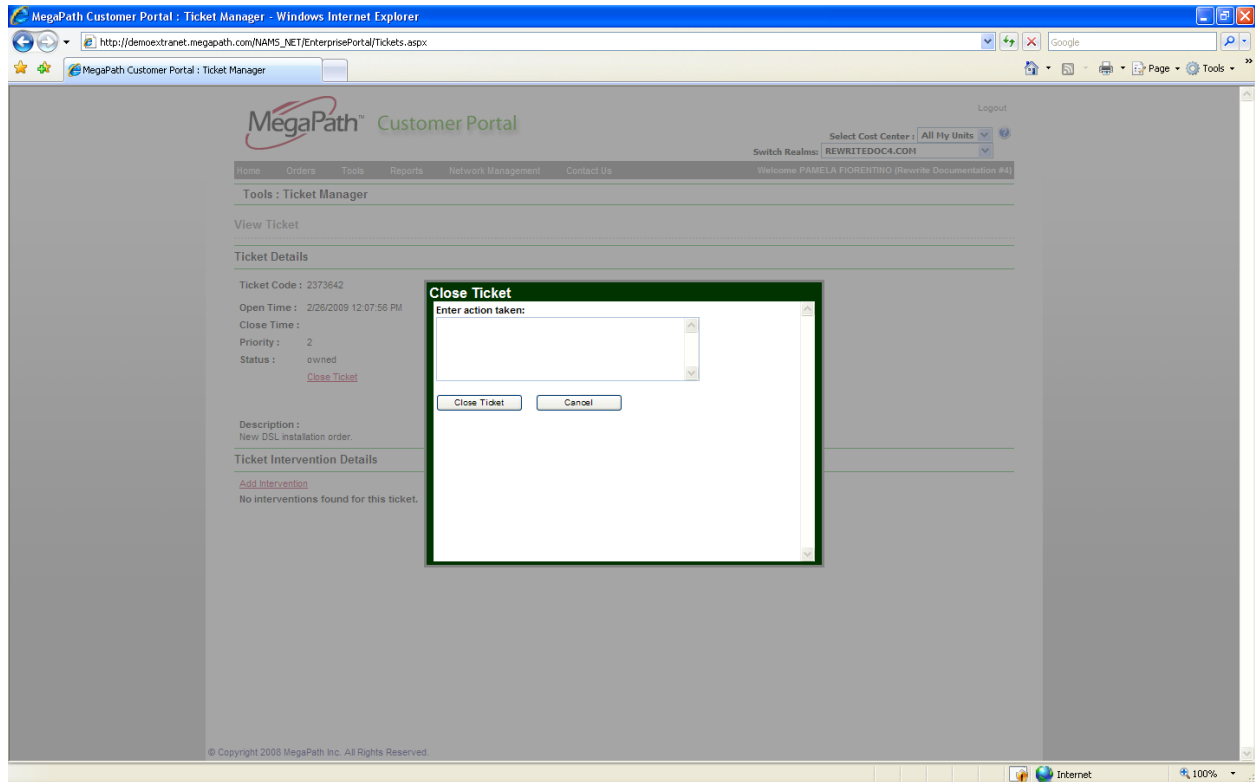
Escalate Ticket

You can request that your ticket be escalated by clicking on 'Escalate Ticket'. A popup will be rendered requesting you populate a contact name and number and provide any necessary comments. To submit the request for escalation, click "Request Escalation". Should your ticket be in a state able to be escalated, the ticket will be flagged as escalated on the page and within the MegaPath systems.



Close a Ticket

To close a ticket, click on the 'Close Ticket' link. A popup will be rendered requesting comments on why the ticket is being closed. Fill in the information and click 'Close Ticket' to complete the action.



Manage Administrators

Manage Administrators is used to add or change administrator privileges for the portal. The company administrator is able to add users and assign specific roles to permit specific actions. The Manage Administrators link allows for the search of administrator as well as the creation of administrators.

MegaPath Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: RewriteDuckwall.com

Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Manage Administrators

Administrators

[Add Administrator](#)

Search: Last Name First Name Role: All Cost Center: All

0 records found

Adding an Administrator

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us

Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Manage Administrators

Add New Administrator

Done

* Required Fields

* First Name:

* Last Name:

* Email:

* Phone: ext.

* Login Name:

* Password:

* Password Expiration Date: 2/24/2010

* Cost Center: Corporate

* Role:

Company Administrator

Cost Center Administrator

Create Admin

To create an administrator, you fill in the fields marked with an asterisk and click 'Create Admin'

Searching for Administrator

Searching for an administrator can be done by:

- Populating the last name and clicking 'Search'
- Populating the first name and clicking 'Search'
- Selecting a specific role and clicking 'Search'
- Selecting a specific Cost Center and clicking 'Search'
- Populating or selecting any combination of the four items mentioned above and clicking 'Search'

Search will return a list of the matching administrators as seen below. To select an administrator to work on, click the 'Select' button next to the appropriate administrator.

The screenshot shows the MegaPath Customer Portal interface. At the top left is the logo. On the right, there are dropdown menus for 'Select Cost Center' (set to 'All My Units') and 'Switch Realms' (set to 'REWRITEDOC.COM'). A navigation bar contains links for Home, Orders, Tools, Reports, Network Management, and Contact Us. The user is identified as 'Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)'. The main heading is 'Manage Administrators'. Below it, there is an 'Add Administrator' button and a search form with fields for Last Name, First Name, Role (set to 'All'), and Cost Center (set to 'All'). A 'Clear' button is also present. Below the search form, it indicates '1 records found' and displays a table with the following data:

ID	Last Name	First Name	Cost Center	Roles
208215	Administrator	Company	Corporate	Company

View Documents

If documents have been posted for viewing in the portal, they are able to be viewed from this link. When clicked a list of the documents will be provided and able to be chosen for view. Simply click on the document and it will be rendered in its native format to the screen. Items that may be available in this link are: MSA, SOF's and CSP documentation.

Advanced Search

Advanced Search provides the ability to search for a site or service based on a collection of various fields versus the quick search which searches against only one selected field.

The screenshot shows the MegaPath Customer Portal interface for the 'Advanced Search' tool. The navigation bar and user information are the same as in the previous screenshot. The main heading is 'Tools : Advanced Search'. Below it, the section is titled 'Search for Sites' with a description: 'Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.' The search form contains the following fields:

- Site Name :
- Address :
- City :
- State :
- ZIP Code :
- Install Phone :
- Location ID :
- User ID :
- Account Number :
- Order Number :
- Billcode :
- Services ID :

At the bottom of the form are 'Search' and 'Clear' buttons.

To use the Advanced Search, populate one or more of the search fields with pertinent information and click 'Search'. The results will be returned below the search criteria:



Logout

Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools : Advanced Search

Search for Sites

Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : test Location ID :
 Address : User ID :
 City : Account Number :
 State : Order Number :
 ZIP Code : Billcode :
 Install Phone : Services ID :

Search Clear

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	TEST 3RD PARTY	TEST 3RD PARTY	Corporate	208209	1652557	(513) 233-3555	2040 Beechmont Ave	Cincinnati	OH	45230

You can from this screen manage the site based on the items in the Actions drop down. Select an action and choose 'select'

Site Actions:



Logout

Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools : Advanced Search

Search for Sites

Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : test Location ID :
 Address : User ID :
 City : Account Number :
 State : Order Number :
 ZIP Code : Billcode :
 Install Phone : Services ID :

Search Clear

4 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	TEST 3RD PARTY	TEST 3RD PARTY	Corporate	208209	1652557	(513) 233-3555	2040 Beechmont Ave	Cincinnati	OH	45230
Select	TEST equipment	RewriteDoc	Corporate	208232	1652738	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626
Select	test1	test1	Corporate	208248	1652910	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626
Select	testflow	testflow	Corporate	208240	1652845	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626



Logout

Select Cost Center : All My Units
 Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Tools : Advanced Search

Search for Sites

Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name : test Location ID :
 Address : User ID :
 City : Account Number :
 State : Order Number :
 ZIP Code : Billcode :
 Install Phone : Services ID :
 Search Clear

4 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select Site Details	TEST 3RD PARTY	TEST 3RD PARTY	Corporate	208209	1652557	(513) 233-3555	2040 Beechmont Ave	Cincinnati	OH	45230
Select Site Details	TEST equipment	RewriteDoc	Corporate	208232	1652738	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626
Select Edit	test1	test1	Corporate	208248	1652910	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626
Select Orders	testflow	testflow	Corporate	208240	1652845	(714) 327-2000	555 Anton Blvd	Costa Mesa	CA	92626
Select Custom Fields										
Select Emails										
Select Tickets										
Select Survey										

Site Details

This page is a comprehensive page showing all services and their WAN status (if monitored) as well as all tickets for the sites and the ability to edit/open/close tickets for the site. To render the site detail page, choose site detail under action and click 'select'

MegaPath Customer Portal: Advanced Search - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Search.aspx

MegaPath Customer Portal: Advanced Search

MegaPath Customer Portal

Select Cost Center: All My Units

Switch Realms: REWRITEDOCA.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Logout

Tools: Advanced Search

Search for Sites
Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name: Location ID:
Address: User ID:
City: Account Number:
State: Order Number:
ZIP Code: Billcode: N0003EGDUN
Install Phone: Services ID:

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	Site Details	NDB02OLSV8	188725	Corporate	208289	1683364	(614) 864-1052	4475 Refugee Rd	Columbus	OH 43232

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A page with all the services and open tickets for the site will be rendered. To select a service to see comprehensive service information, click the select button to the left of the service.

MegaPath Customer Portal: Site Details - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/ServiceView.aspx?UID=208289

MegaPath Customer Portal: Site Details

MegaPath Customer Portal

Select Cost Center: All My Units
Switch Realms: REWRITEDOCS.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Site Details

NDB020LSV6

Access Services

	Billcode	Order Type	Status	Order Date	Service	WAN Status
Select	ND0035GDUN	New Order	Cancel	2/26/2009 5:03:01 PM	DSL 128 Mb	NA
Select	NC002FBWZG	Change of Service	Cancel	2/27/2009 10:07:32 AM	Business Cable 7.0M/b2.0Mb Static	NA
Select		Change of Service	Processing	2/27/2009 10:16:30 AM	DSL 128 Mb	NA

Open Tickets

	Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time
View Ticket	2373683	192158	2/27/2009 10:16:42 AM	owned	Cable	NC002FBWZG	NAMS Cancellations	
View Ticket	2373682	192150	2/27/2009 10:16:38 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373681	192150	2/27/2009 10:07:46 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373680	192158	2/27/2009 10:07:44 AM	owned	Cable	NC002FBWZG	New Install: Circuit	
View Ticket	2373671	192150	2/26/2009 5:03:11 PM	owned	DSL	ND0035GDUN	New Install: Circuit	

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The service detail page will be rendered showing all the pertinent information including:

- All pertinent site information
- The access service and subservices and their respective charges.
- All monitoring information should the service have monitoring enabled.
- All IP information assigned to the service.
- All equipment information
- Direct interface to Ticket Manager for managing the tickets for the service.



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Site Details

NDB02OL5V6

Back

Site Information

Install Location: 4475 Refugee Rd Columbus, OH, 43232, USA
Install Phone: (614) 864-1052
Term: 12 Months
Billcode: ND0035GDUN

The following services and options were ordered:

Qty	Service	MRC	IIRC
1	IDSL .128 Mb	\$120.00	\$250.00
1	Netopia 4652	\$23.00	\$349.00

Service Information

Fault Monitoring

Current Status:
IP Address: 64.249.118.208 (static)

History:
previous hour GO

Availability since 2009-03-03 : 100.0000%

IP Information

ISP Router Wan IP: 64.249.118.208
CPE WAN IP: 69.33.30.213
WAN Subnet MASK: 255.255.255.255
LAN Network IP:
LAN Gateway IP:
DHCP First IP:
DNS 1:
DNS 2:
DLCI:

Router Information

Serial #	Tracking #	Shipped Date	Shipped By
11014100	945717758466	2/25/2009	FEDEX

Tickets

Create Ticket

Description

Category

Line ID

Create Ticket

Search Tickets

Ticket Status: All

Ticket Category:

Created Between: and

Search Tickets

5 tickets found

	Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time
View Ticket	2373683	192158	2/27/2009 10:16:42 AM	owned	Cable	NC002FBWZG	NAMS Cancellations	
View Ticket	2373682	192150	2/27/2009 10:16:38 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373681	192150	2/27/2009 10:07:46 AM	owned	DSL	ND0035GDUN	NAMS Cancellations	
View Ticket	2373680	192158	2/27/2009 10:07:44 AM	owned	Cable	NC002FBWZG	New Install: Circuit	
View Ticket	2373671	192150	2/26/2009 5:03:11 PM	owned	DSL	ND0035GDUN	New Install: Circuit	

Edit

This option opens a screen of site specific information for editing. Change the appropriate site information and click save to apply the changes.

The screenshot shows the MegaPath Customer Portal interface. The main content area is titled "Edit User" and contains a form for editing user information. The form is divided into two tabs: "User Information" (selected) and "Shipping Information". The "User Information" tab contains the following fields:

- Site Name: Rewrite Duckwall
- Location ID: TestQuickStart
- Email: cchavez@megapath.com
- Phone: (512) 794-6080 ext. []
- Login Name: 47ac0c59
- Password: 208191
- Password Expiration Date: 5/4/2009
- Cost Center: Corporate

At the bottom of the form is a "Save" button. The background shows the MegaPath logo and "Customer Portal" text, along with a navigation menu on the left and a "Select Cost Center" dropdown menu at the top right.

Orders

This option shows a list of all orders for the site. Each order line has specific actions that can be applied to it. See section 'Order Actions' to better understand each action that may be taken on an order.

MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

7 Location

Select

Select

Select

Select

Select

Select

Select

Select

Code

22

22

2

4

0

0

0

0

Orders

Cancel Site Name: Rewrite Duckwall Account Number: 1652383

Install Phone: (512) 794-6080 Install Location: 2949 Highway 281 George West TX 78022

Orders

Place New Order

Action	Billcode	Order Type	Status	Order Date	Service	MRC	NRC
Select Edit		New Order	Processing	2/3/2009 6:22:50 AM	QuickStart Wireless Broadband	219.00	0.00

Custom Fields

This option allows for the population of any custom fields set up by your company for use in the portal. There are two default custom fields which are labeled 'Site Name' and 'Location'. All others need to be provided to your account manager and can be set up for population via this screen or the application screen.

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

7 Locati

Select

Select

Select

Select

Select

Select

Select

Select

Code

22

22

22

24

30

30

30

30

Custom Fields

Cancel

Site Name: Rewrite Duckwall

Account Number: 1652383

Install Phone: (512) 794-6080

Install Location: 2949 Highway 281 George West TX 78022

Custom Fields

Site Name :

Location :

Save

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Emails

This link shows all emails sent regarding all services for the site. Click on the respective email link and the email will be rendered to the screen for review.

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

1 Location

Select

Cancel

Site Name: NDB02NYXVY

Account Number: 1663257

Install Phone: (706) 682-8363

Install Location: 3360 Buena Vista Rd Columbus GA 31906

Emails

Email Type	Date Sent	
Scheduled OW date for ADSL	2/27/2009 2:37:39 PM	View Email
Scheduled OW date for ADSL	2/27/2009 2:26:10 PM	View Email

Clicking on View Email will render the email in the screen and provide the option to resend the email by clicking on the 'resend' link.

MegaPath™ Customer Portal Logout

Select Cost Center: All My Units ion #4]

Emails

Cancel **Site Name:** NDB02NYXVY **Account Number:** 1663257
Install Phone: (706) 682-8363 **Install Location:** 3360 Buena Vista Rd Columbus GA 31906

Emails

[Choose another Email](#)

Email Type:	Scheduled OW date for ADSL Sent: 2/27/2009 2:26:10 PM
To:	bila.akpan@netifice.com;anand.bhonge@netifice.com;Travis.Morash@megapath.com;jmckissick@megapath.com
Cc:	
From:	autoemail@megapath.com
Subject:	Rewrite Documentation #4 ***Immediate Attention Required***
Body	Resend

ADSL Outside Wiring Appointment

Dear NDB02NYXVY 186534,

We are pleased to inform you that we are one-step closer to activating your ADSL service. Within the next 10 days your local telephone company is scheduled to activate ADSL on the existing phone line that was specified on your enrollment form. The work that is required to activate your ADSL line will be performed remotely and a technician will not need to visit your home.

A Self Install Kit will be shipped to you via United Parcel Service and you will receive this kit within the next 10 days. Upon receipt of the kit please follow the included instructions for connecting the cables, filters, and the router. If you do not receive the Self Install Kit from UPS within the next 10 days please contact MegaPath at 877-882-2359 option #3.

We are delighted to provide this service to you. Should you have any questions or concerns please feel free to contact us at 877-882-2359

On behalf of Rewrite Documentation #4 Broadband Team and MegaPath, we thank you in advance for your patience and flexibility during the installation process. If you have any questions throughout this process or for technical assistance, please contact MegaPath at 877-882-2359

Account Number: 1663257
Scheduled outside wiring date: 2/27/2009

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Tickets



Logout

 Select Cost Center : All My Units
 Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Advanced Search

Search for Sites

Search for Sites to Edit, Delete, Update Orders, or view Custom Fields, Tickets, or Surveys.

Site Name :	<input type="text" value="NDB02PNHMO"/>	Location ID :	<input type="text"/>
Address :	<input type="text"/>	User ID :	<input type="text"/>
City :	<input type="text"/>	Account Number :	<input type="text"/>
State :	<input type="text" value=""/>	Order Number :	<input type="text"/>
ZIP Code :	<input type="text"/>	Billcode :	<input type="text"/>
Install Phone :	<input type="text"/>	Services ID :	<input type="text"/>
		<input type="button" value="Search"/> <input type="button" value="Clear"/>	

1 Locations found

Action	Site Name	Location ID	Business Unit	User ID	Account No	Install Phone	Address	City	State	ZIP Code
Select	Tickets	NDB02PNHMO	190807	Corporate	208272	1663208	(859) 988-0023	1004 Main St	Paris	KY 40361

The Ticket Action from the site view will return a list of tickets for the site in the below screen.



Logout

 Select Cost Center : All My Units
 Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Create Ticket

Description	<input type="text"/>	Ticket Status	All
Category	<input type="text"/>	Ticket Category	<input type="text"/>
Line ID	<input type="text"/>	Created Between	<input type="text"/> and <input type="text"/>
<input type="button" value="Create Ticket"/>		<input type="button" value="Search Tickets"/>	

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

You can choose to create a new ticket, view an existing ticket or close a ticket from the screen.

Create Ticket

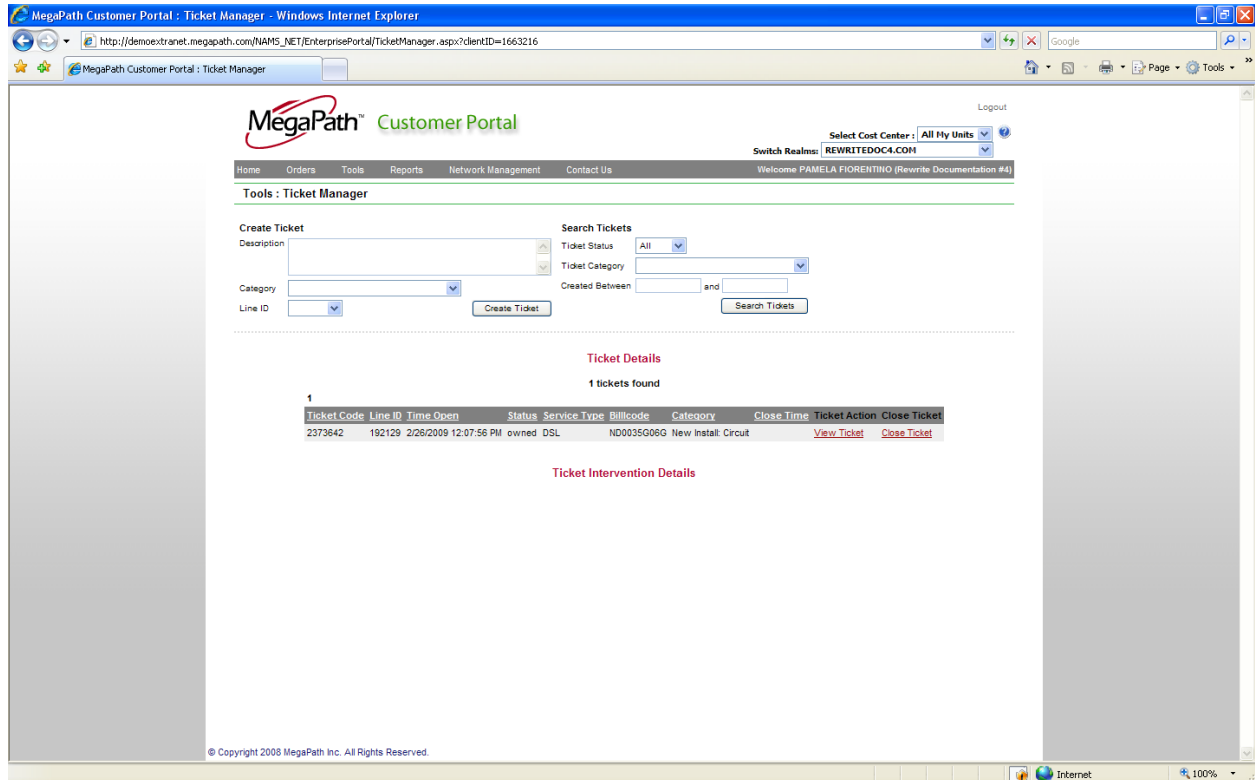
To create a ticket, you will need to update the following fields.

- Description
- Category

- Line ID

Description

The description field should contain information about why you are opening a ticket and basic contact information.



You will then choose the category of the ticket.

Category

Currently the portal offers the ability to open tickets in the following categories:

- Customer Line Down – no connectivity whatsoever
- Customer Packet Loss – occasional to consistent loss of IP packets on the line
- Billing Issues – Issues with your bill
- Equipment Problem – problems with the Megapath provided routers or switches
- VPN Assistance – logical connectivity issues regarding IPSec tunnels
- Monitoring Issue – issues with your proactive monitoring service
- Customer Line Down – Persistent Dial – no connectivity when using Persistent Dial



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description

Category

Line ID

Search Tickets

Ticket Status: All

Ticket Category:

Created Between: and

[Create Ticket](#) [Search Tickets](#)

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

After selecting the Category, you will need to choose from the drop down which service at the site the ticket needs to be attached to. If you only have one service, only one value will show, however, if you have multiple services, you can determine the line by utilizing the Site Detail page.

Line ID

Please Fill in all the below fields, before submitting

Description

Category

Line ID

Search Tickets

Ticket Status: All

Ticket Category:

Created Between: and

[Create Ticket](#) [Search Tickets](#)

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

After selecting the line, click Create Ticket and the ticket will be created in the MegaPath systems for the appropriate personnel to review and respond.

View Ticket

Clicking on 'View Ticket' will return the following screen:

The screenshot displays the MegaPath Customer Portal interface. At the top, there is a navigation bar with links for Home, Orders, Tools, Reports, Network Management, and Contact Us. The user is logged in as PAMELA FIORENTINO. The main content area is titled 'Tools : Ticket Manager' and features a search section for ticket 2373641. The search section includes a description input field, a 'Search Tickets' section with dropdowns for Ticket Status (set to 'All'), Ticket Category, and a 'Created Between' range selector, and a 'Search Tickets' button. Below the search section, the 'Ticket Details For 2373641' are shown, indicating '1 tickets found'. The details are organized into two columns: the left column lists Ticket Code (2373641), Open Time (2/26/2009 12:07:41 PM), Close Time, Priority (2), and Status (owned), with a 'Close Ticket' link; the right column lists User (NDB02PNHMO 190807), Line ID (192128), Billcode (ND0035FZY1), Category (New Install: Circuit), Service Type (DSL), and Ticket Escalated (No), with 'Escalate Ticket' and 'Escalation Policies' links. A 'Description' section shows 'New DSL installation order.' Below this, the 'Ticket Intervention Details' section shows 'No interventions found for this ticket.' and an 'Add Intervention' link.

From this screen you are able to review the ticket and all of its notes called '[interventions](#)'. You are also able to [close the ticket](#), and [escalate the ticket](#). You are also able to use the [search tickets](#) functionality at the top of the screen which is described later in this section.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: [Date] and [Date]

Search Tickets

Result : Success Toktoode: 2373677

Ticket Details

2 tickets found

1

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373677	192128	2/26/2009 5:29:23 PM	open	DSL	ND0035FZY1	Customer Line Down		View Ticket	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Search Tickets

To search for tickets you will need to choose:

- Ticket Status
- Ticket Category
- Creation between dates

Ticket Status

The ticket status represent whether you wish to search on all open, close or all open and closed tickets by choosing:

- Open = all currently open tickets within the date range provided
- Closed = all closed tickets within the date range provided
- All – ALL tickets (both open and closed) within the date range provided

Select the value from the drop down show:



Logout

Select Cost Center : All My Units

Switch Realms: REWRITEDOC4.COM

[Home](#)
[Orders](#)
[Tools](#)
[Reports](#)
[Network Management](#)
[Contact Us](#)

Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description

My service will not allow me to connect to the internet

Category

Customer Line Down

Line ID

192128

Create Ticket

Search Tickets

Ticket Status

All

Ticket Category

Open

Created Between

All

Search Tickets

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Ticket Category

The ticket represents a subset of MegaPath categories. The categories available for searching against are:

- Customer Line Down – no connectivity whatsoever
- Customer Packet Loss – occasional to consistent loss of IP packets on the line
- Billing Issues – Issues with your bill
- Equipment Problem – problems with the Megapath provided routers or switches
- VPN Assistance – logical connectivity issues regarding IPSec tunnels
- Monitoring Issue – issues with your proactive monitoring service
- Customer Line Down – Persistent Dial – no connectivity when using Persistent Dial

Simply choose the category you wish to search again in the drop down.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description: My service will not allow me to connect to the internet

Category: Customer Line Down

Line ID: 192128

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: [Dropdown]

- Customer Line Down
- Customer Packet Loss
- Billing Issues
- Equipment Problem
- VPN Assistance
- Monitoring Issue
- Customer Line Down - Persistent Dial

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

Ticket Intervention Details

Created Between

The create between represents a starting and ending date which represents the period of time you wish to search for the status and category of ticket. The drop down calendar(s) allow you to easily choose your dates. You are also able to manually populate the dates in free form of mm/dd/yyyy.



Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC4.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite Documentation #4)

Tools : Ticket Manager

Please Fill in all the below fields, before submitting

Description: My service will not allow me to connect to the internet

Category: Customer Line Down

Line ID: 192128

Search Tickets

Ticket Status: All

Ticket Category: [Dropdown]

Created Between: 01 and [Dropdown]

Ticket Details

1 tickets found

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373641	192128	2/26/2009 12:07:41 PM	owned	DSL	ND0035FZY1	New Install: Circuit		View Ticket	Close Ticket

February, 2009

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

Today: February 26, 2009

Ticket Intervention Details

Click Search Tickets

Once you click on the 'Search Tickets' button, the following screen will render with a list of all tickets and allow you to view or close each one in the list.

The screenshot shows the MegaPath Customer Portal interface. At the top left is the logo and 'Customer Portal' text. On the right, there is a 'Logout' link, a 'Select Cost Center' dropdown menu set to 'All My Units', and a 'Switch Realms' dropdown menu set to 'REWRITEDOC4.COM'. Below this is a navigation bar with links for Home, Orders, Tools, Reports, Network Management, and Contact Us. A welcome message reads 'Welcome PAMELA FIORENTINO (Rewrite Documentation #4)'. The main section is titled 'Tools : Ticket Manager'. It contains two forms: 'Create Ticket' with fields for Description, Category, and Line ID, and a 'Create Ticket' button; and 'Search Tickets' with dropdowns for Ticket Status (All) and Ticket Category (Customer Line Down), date fields for 'Created Between' (2/25/2009 to 2/27/2009), and a 'Search Tickets' button. Below the forms, a section titled 'Ticket Details' shows '1 tickets found'. A table displays the search results:

Ticket Code	Line ID	Time Open	Status	Service Type	Billcode	Category	Close Time	Ticket Action	Close Ticket
2373677	192128	2/26/2009 5:29:23 PM	open	DSL	ND0035FZY1	Customer Line Down		View Ticket	Close Ticket

Below the table is a section titled 'Ticket Intervention Details'.

Order Actions

Edit

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

4 Locati

Select

Select

Select

Select

Orders

Cancel

Site Name: TEST 3RD PARTY

Account Number: 1652557

Install Phone: (513) 233-3555

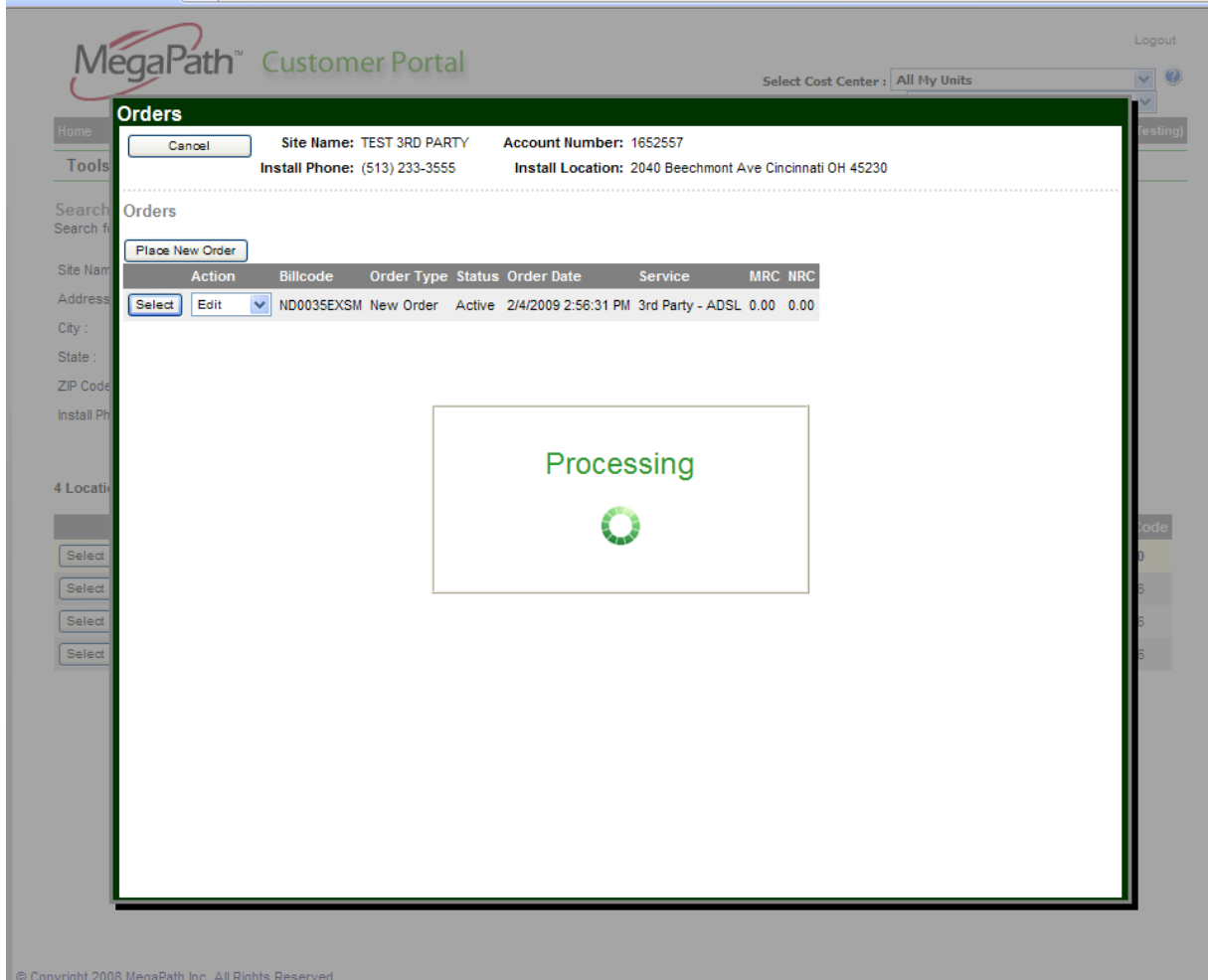
Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Orders

Place New Order

Action	Billcode	Order Type	Status	Order Date	Service	MRC	NRC
Select	ND0035EXSM	New Order	Active	2/4/2009 2:56:31 PM	3rd Party - ADSL	0.00	0.00

To change an order, choose edit from the drop down under 'Action' and click the select button.



The edit order screen will be rendered

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

4 Locati

Select

Select

Select

Select

Orders

Cancel

Site Name: TEST 3RD PARTY

Account Number: 1652557

Install Phone: (513) 233-3555

Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Edit Order

Back

ServicesID : 226750 | OrderID : 171593 | ConfigID : 8877

Services

Available Sub Services

Service / Option	MRC	NRC	Quantity	Option	Add
3rd Party - Admin Fees	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party - Support	\$0.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - CBS	\$10.00	\$0.00	1		<input type="checkbox"/>
3rd Party Access - LOA	\$0.00	\$0.00	1		<input type="checkbox"/>
Additional HotSpot Access Codes	\$0.00	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - CB	\$9.95	\$50.00	1		<input type="checkbox"/>
ADSL Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>
Analog Dial Backup	\$10.00	\$25.00	1		<input type="checkbox"/>
Consolidated Billing Fee	\$10.00	\$6.00	1		<input type="checkbox"/>
Cross Connect	\$0.00	\$0.00	1		<input type="checkbox"/>
Customer Provided Equipment	\$0.00	\$0.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - CB	\$7.50	\$50.00	1		<input type="checkbox"/>
DBU Analog Line Provisioning - LOA	\$0.00	\$50.00	1		<input type="checkbox"/>
Email Box	\$0.00	\$0.00	1		<input type="checkbox"/>
Extended CPE Warranty	\$4.00	\$0.00	1		<input type="checkbox"/>
Extended Monitoring and Support	\$38.00	\$35.00	1		<input type="checkbox"/>

MRC – is the Monthly Recurring Charge you will see on your bill

NRC – is a one time NON-Recurring Charge you will see on your bill

For Equipment, if you choose Rental, you will be charged the MRC and it will occur on your bill regularly. If you choose Purchase, you will receive a one-time charge equal to the noted NRC on your bill.

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From here, you are able to add or remove services, cancel out of the screen or go back to the original listing.

Adding an Item

To add an item, click the check box under 'Add' and scroll to the bottom of the screen and click 'Submit'

MegaPath™ Customer Portal

Select Cost Center: All My Units

Logout

Home

Tools

Search

Search for

Site Name

Address

City :

State :

ZIP Code

Install Ph

4 Locati

Select

Select

Select

Select

code

0

3

3

3

Orders

Site Name: TEST 3RD PARTY Account Number: 1652557
Install Phone: (513) 233-3555 Install Location: 2040 Beechmont Ave Cincinnati OH 45230

Vendor/Supplied/Hughes DW4020-120	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW4020-180	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW4020S	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6000-.74	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6000-.98	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6002	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW6002 W/DBU .98 Dish	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Hughes DW7700	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Proventia M50	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/X-Speed X320 SDSL Modem	\$0.00	\$0.00	1	<input type="checkbox"/>
Vendor/Supplied/Zyxel	\$0.00	\$0.00	1	<input type="checkbox"/>
Wall Mount Shelf	\$0.00	\$0.00	1	<input type="checkbox"/>
Wilson EVDO Signal Booster	\$0.00	\$0.00	1	<input type="checkbox"/>
Y-Cable	\$0.00	\$0.00	1	<input type="checkbox"/>

Comments

The feature has been added to your order.

Removing an Item

To remove an item from the order

The screenshot shows the 'Orders' page in the MegaPath Customer Portal. The page title is 'MegaPath Customer Portal: Advanced Search - Windows Internet Explorer'. The URL is 'http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Search.aspx?Action=Orders'. The page displays order details for 'TEST equipment' with account number 1652738. A table lists services with columns for Service Name, MRC, NRC, and Quantity. A 'Remove' checkbox is visible next to the quantity for 'Netopia 3346-ENT'. Below the table is a section for 'Available Sub Services' with columns for Service / Option, MRC, NRC, Quantity, Option, and Add. A 'Submit' button is at the bottom right of the order details area.

Service Name	MRC	NRC	Quantity	Remove
Netopia 3346-ENT	10.00	199.00	1	<input type="checkbox"/>
Netopia 3366C-ENT	13.00	225.00	1	<input type="checkbox"/>

Service / Option	MRC	NRC	Quantity	Option	Add
3rd Party - Admin Fees	\$0.00	\$0.00	1	<input type="checkbox"/>	
3rd Party - Support	\$0.00	\$0.00	1	<input type="checkbox"/>	
3rd Party Access - CBS	\$10.00	\$0.00	1	<input type="checkbox"/>	
3rd Party Access - LOA	\$0.00	\$0.00	1	<input type="checkbox"/>	
Additional HotSpot Access Codes	\$0.00	\$50.00	1	<input type="checkbox"/>	
ADSL Analog Line Provisioning - CB	\$9.95	\$50.00	1	<input type="checkbox"/>	
ADSL Analog Line Provisioning - LOA	\$0.00	\$50.00	1	<input type="checkbox"/>	
Analog Dial Backup	\$10.00	\$25.00	1	<input type="checkbox"/>	
Consolidated Billing Fee	\$10.00	\$6.00	1	<input type="checkbox"/>	
Cross Connect	\$0.00	\$0.00	1	<input type="checkbox"/>	
Customer Provided Equipment	\$0.00	\$0.00	1	<input type="checkbox"/>	
DBU Analog Line Provisioning - CB	\$7.50	\$50.00	1	<input type="checkbox"/>	
DBU Analog Line Provisioning - LOA	\$0.00	\$50.00	1	<input type="checkbox"/>	

Click on the check box, under 'Remove', scroll to the bottom of the screen and click Submit. This will remove the item from your order.

Change

This option allows you to change an order from one tech type to another, one speed to another or to move the location of the service to another address and arrange the cancellation of the existing order to be immediate, upon new service activation, 7-days after service activation or upon a date you set in the future. There may be early termination fees which are applied when these 'changes' are requested. There are three types of changes:

Move

A move is when you need to have the service moved from one physical address to another. Options are provided to tie the cancellation of the original service based on various items. Early Termination Fees may apply with this option. Options for cancellation of the original circuit are:

- Immediately – cancels original order immediately
- Upon installation of new circuit
- 7 Days after installation of the new circuit
- Date defined

Line Speed Change

A Line Speed Change is when you need to increase or decrease the bandwidth of the existing technology. The same tech type is used and an upgrade/downgrade of the speed is processed.

Change of Service

A change of service is chosen when you want to replace the existing service with a new service of a different tech type. Options are provided to tie the cancellation of the original service based on various items. Early Termination Fees may apply with this option. Options for cancellation of the original circuit are:

- Immediately – cancels original order immediately
- Upon installation of new circuit
- 7 Days after installation of the new circuit
- Date defined

Cancel

To cancel an order is to completely remove the access and all features from active service. Early Termination Fees may apply if this option is chosen. Options for cancellation of the line are:

- Immediate
- On a future date

Reports Page

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Reports

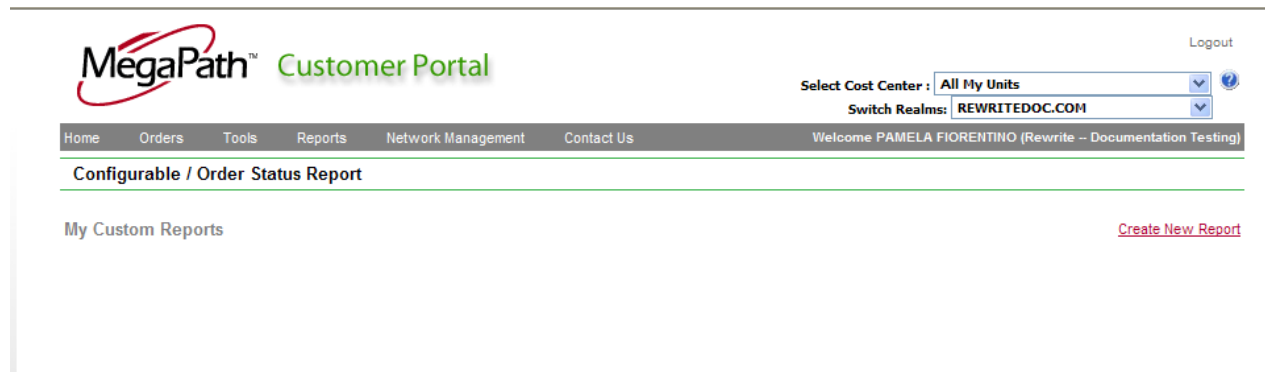
- [Configurable / Order Status Report](#)
- [Order Detail Report](#)
- [Customer Rollout Report](#)
- [Billing Report](#)
- [Ticket Summary Report](#)
- [Ticket Details Report](#)
- [Availability and MTRR Report](#)
- [Summary Graphs](#)

Configurable/Order Status Report

The Customer Portal offers the ability to build your own reports. You can share your reports with other users in your company, an entire cost center, the whole company or just keep the reports private for your own use.

Create a New Report

To create a custom report, click on 'Create New Report'



Name the report

Name the report something of relevance to you which will easily identify the purpose of the report and place this name in the 'Report Name Field'

Create a description of the report

In the 'Report Description' field type in a brief description of the report which will help others understand the full purpose of the report.

Define Sharing

Select the type of sharing you wish to apply to the report by selecting:

- Private – only you have access to the report
- Cost Center – anyone in the cost center can use the report
- Organization – anyone in the organization can use the report
- Specific Users – select specific users whom are able to use the report

Choose the Fields:

You do this by clicking on the field in the 'All Fields' section. Multiple fields can be selected by holding down the Ctrl key. Once the selections are made, click the single arrow pointing to the right to have the fields placed in the 'Selected Fields' section. If you wish to have ALL the fields in the 'All Fields' section placed on the report, click on the double right arrow to move all the fields into the selected fields box. The same is true for removing items from the selected fields, buy using the left facing single or double arrows.

Apply Optional Filtering Options

If you need to filter the report based on specific criteria, you can add as many filters as necessary by:

- Selecting the field to filter against from the drop down
- Selecting the argument for the filter from the drop down
- Populating the test value in the open text field.
- Click the green '+' to add the filter to the report

Apply Optional Sorting Options

If you need to sort the report in a specific manner, you can add as many sorting options as necessary by:

- Selecting the field to sort by
- Selecting if the sort should be ascending or descending
- Click the green '+' to add the sort to the report

Save the Report - Optional

To save a report, click the save button. This will save the report name, description, fields, filtering and sorting options you have selected and allow repeated use of the report go forward.

Run the Report as Ad Hoc

If you need to only run the report without future use, simply click the run button and the report will be generated versus Saved for future application.



Logout

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Configurable / Order Status Report

[Custom Report List](#)

Edit Report:

Report Name:

Report Description:

Sharing: Private Cost Center Organization Specific Users

Select Columns:

All Fields		Selected Fields
BaseResource		
LSN		
BillCode		
RealmName		
FirstName		
LastName		
Address		
City		
State		
ZipCode		
DSL_number		
TechType		
SubStatus		
Equipment_Status		
OrderStatus		
EnrollDate		
ProductOrderDate		
ScheduledOWDate		
ActualOInstallDate		
ScheduledIWDDate		
ActualIInstallDate		
ScheduledPIDate		

Filter Records:
BaseResource Equals

Sort Records:
BaseResource Asc Desc

Save Run

Configurable / Order Status Report

[Custom Report List](#)

Edit Report:

Report Name:

Report Description:

Sharing: Private Cost Center Organization Specific Users

Select Columns:

All Fields

BaseResource
LSN
BillCode
RealmName
FirstName
LastName
Address
City
State
ZipCode
DSL_number
TechType
SubStatus
Equipment_Status
OrderStatus
EnrollDate
ProductOrderDate
ScheduledOWDate
ActualOWInstallDate
ScheduledIWDate
ActualIWInstallDate
ScheduledPIDate

Selected Fields

LSN
BillCode
RealmName
FirstName
LastName
Address
City
State
ZipCode
DSL_number
TechType
SubStatus
Equipment_Status
OrderStatus

Filter Records:

State Equals

Field	Comparison	Value	
State	Equals	ca	<input type="button" value="trash"/>

Sort Records:

FirstName Asc Desc

Field	Sort	
FirstName	Ascending	<input type="button" value="trash"/>

Removing Fields

To remove a field from the report, click on the field in the 'Selected Fields' box to select the field and then click the left facing arrow to move the field back to the 'All Fields' box. To remove all fields, click on the double left arrows.

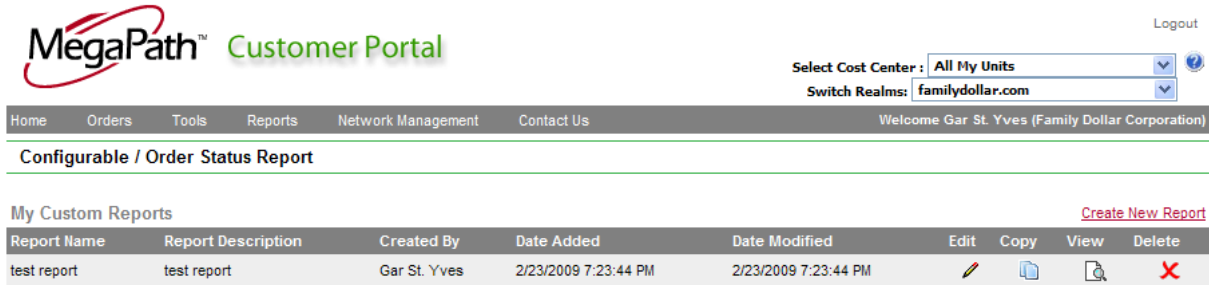
Removing Filters

To remove a filter, click on the trash can icon associated with the filter you wish to remove.

Removing Sort Options

To remove a sorting option, click on the trash can icon associated with the filter you wish to remove.

Managing Saved Reports



MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: familydollar.com

Home Orders Tools Reports Network Management Contact Us

Welcome Gar St. Yves (Family Dollar Corporation)

Configurable / Order Status Report

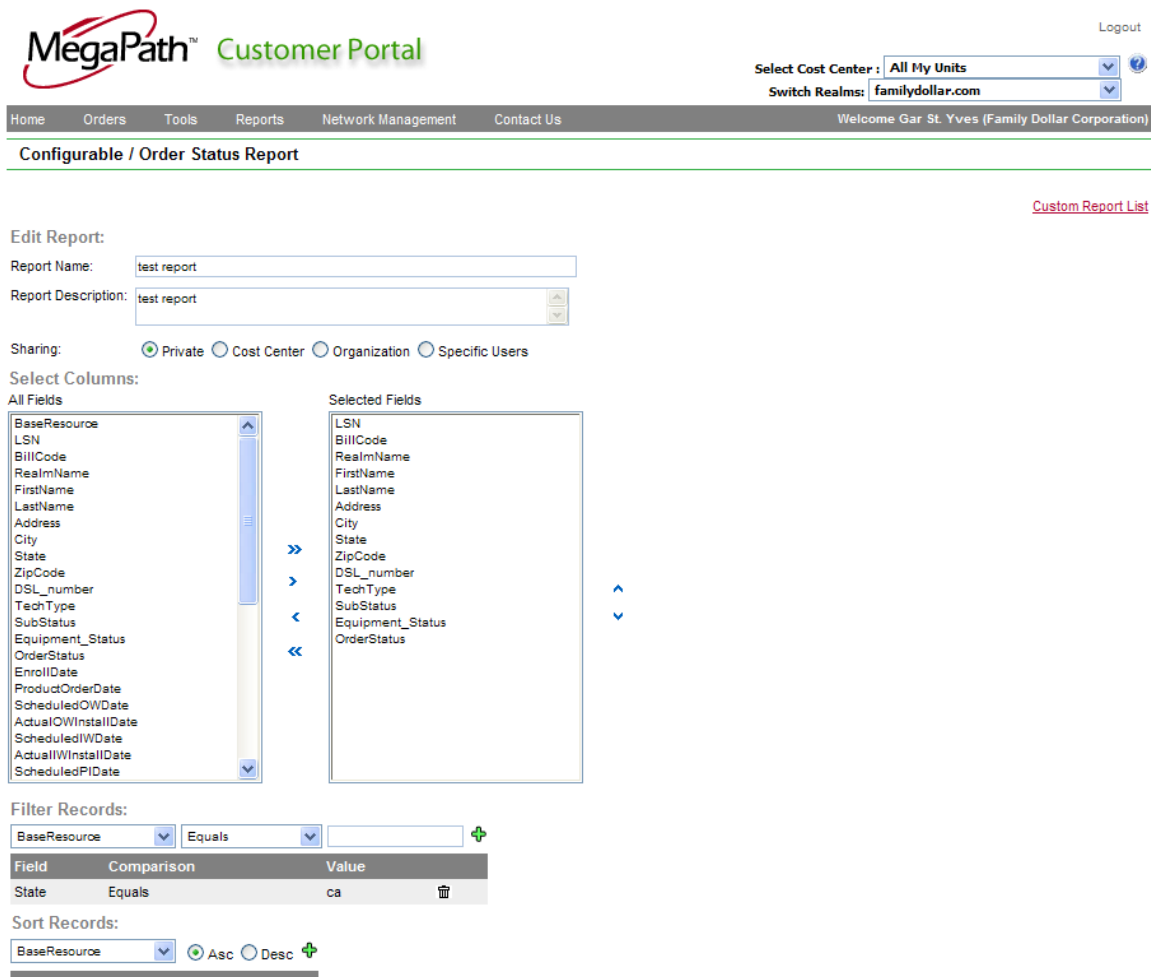
My Custom Reports [Create New Report](#)

Report Name	Report Description	Created By	Date Added	Date Modified	Edit	Copy	View	Delete
test report	test report	Gar St. Yves	2/23/2009 7:23:44 PM	2/23/2009 7:23:44 PM				

Saved reports have the options to edit, copy, view or delete.

Edit

Clicking on the pencil icon under the Edit column will bring the report up in the edit screen. Use of this screen is the same as report creation.



MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: familydollar.com

Home Orders Tools Reports Network Management Contact Us

Welcome Gar St. Yves (Family Dollar Corporation)

Configurable / Order Status Report

[Custom Report List](#)

Edit Report:

Report Name: test report

Report Description: test report

Sharing: Private Cost Center Organization Specific Users

Select Columns:

All Fields

- BaseResource
- LSN
- BillCode
- RealmName
- FirstName
- LastName
- Address
- City
- State
- ZipCode
- DSL_number
- TechType
- SubStatus
- Equipment_Status
- OrderStatus
- EnrollDate
- ProductOrderDate
- ScheduledOWDate
- ActualOWInstallDate
- ScheduledIWDate
- ActualIWInstallDate
- ScheduledPIDate

Selected Fields

- LSN
- BillCode
- RealmName
- FirstName
- LastName
- Address
- City
- State
- ZipCode
- DSL_number
- TechType
- SubStatus
- Equipment_Status
- OrderStatus

Filter Records:

BaseResource Equals

Field	Comparison	Value
State	Equals	ca

Sort Records:

BaseResource Asc Desc

Copy

If you click on the copy icon, a copy of the report is made and opened in the report editing screen. Here you can modify any information to make the report unique and save it with a new name.

View

Runs the report and renders the results to the screen.

Delete

Removes the report and is a destructive unrecoverable act. Clicking on the delete icon removes the report completely.

Order Detail Report

A comprehensive canned report that is exportable and provides detailed service information in a grid format regarding the site information, service information, IP information, milestone dates and custom fields.

MegaPath™ Customer Portal

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Order Detail Report

Limit to 100 rows. Export results to Excel


Search

billcode	LSN	Realm	First Name	Last Name	Address 1	Address 2	city	state	ZipCode	DSL Number	Tech Type	Sub Status	Order Status	Enroll Date	Product Order Date	Scheduled OW Date	Actual Install
NDB00GDDGG	71674	verizon.com	Verizon - NEDC	336815	312 COLLEGE STREET		AMHERST	MA	01002	(413) 256-3425	SDSL	Megapath: Installed		08/08/2005	08/09/2005	08/19/2005	08/19/2005
NDB00H3BYA	73107	verizon.com	Verizon - NEDC	330526	2 Main Street		Blackstone	MA	01504	(508) 876-9124	DDSL	Megapath: Installed		08/25/2005	08/26/2005	09/23/2005	09/23/2005
NDB00GQE4H	72340	verizon.com	Verizon - NEDC	331317	747 Plantation St.		Worcester	MA	01605	(508) 856-7160	DDSL	Megapath: Installed		08/15/2005	08/17/2005	08/25/2005	08/30/2005
NDB00H9ZGE	73554	verizon.com	Verizon - NEDC	302910	692 Cochituate Rd		Framingham	MA	01701	(508) 875-9897	SDSL	Megapath: Installed		09/01/2005	09/02/2005	09/13/2005	09/13/2005
NDB00GPCYX	72299	verizon.com	Verizon - NEDC	331848	199 Lakeside Avenue		Marlboro	MA	01752	(508) 229-8609	DDSL	Megapath: Installed		08/15/2005	08/17/2005	08/25/2005	10/07/2005
NDB00GPTUP	72317	verizon.com	Verizon - NEDC	302679	54 Main Street		Marlboro	MA	01752	(508) 485-6286	DDSL	Megapath: Installed		08/15/2005	08/17/2005	08/25/2005	08/25/2005
NDB00G89YF	72411	verizon.com	Verizon - NEDC	302175	269 E. Main		Marlboro	MA	01752	(508) 485-	DDSL	Megapath:		08/16/2005	08/17/2005	08/25/2005	08/25/2005

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Customer Rollout Report

The Customer Rollout Report is an exportable report which shows all applicable dates and their occurrence for tracking the progress of each service in a common manner.


Logout

Select Cost Center: All My Units
Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us
Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Customer Rollout Report

User Count: 2764
[Export to .CSV](#)

1 2 3 4 5 6 7 8 9 10 ...	First Name	Last Name	Billing Group	Product Type	Main Phone #	Customer Status	Sub Status	Completed Professional Install Date	Actual Professional Install Date 1	Actual Professional Install Date 11	Scheduled Professional Install Date	Extensive Inside Wiring Date	Scheduled IW Date	Actual IW Date
	VZ Dunkin		Verizon National	CABLE - Cable Business Class 256K (VZ National)	6315440031	Installed	Megapath: Installed						8/9/2006 12:00:00 AM	8/9/2006 12:00:00 AM
	VZ Dunkin		Verizon National		6316544936	Cancelled	Megapath: Cancelled							
	VZ Dunkin		Verizon National	CABLE - Cable Business Class 256K (VZ National)	5167852909	Installed	Megapath: Installed						8/9/2006 12:00:00 AM	8/9/2006 12:00:00 AM
	VZ Dunkin		Verizon National	CABLE - Cable Business Class 256K (VZ National)	5162560199	Installed	Megapath: Installed						10/2/2006 12:00:00 AM	10/2/2006 12:00:00 AM
	VZ Dunkin		Verizon National		3023288025	Cancelled	Megapath: Cancelled							
	VZ Dunkin		Verizon National		7328668412	Cancelled	Megapath: Cancelled							
	VZ Dunkin		Verizon National		5162560199	Installed	Megapath: Cancelled							
				CABLE - Cable										

Billing Report

The billing reports provide access to invoices for each month they have been generated for your company.

CSV Version

Company	Invoice #	Account #	Unit	Business	Charges Re-	Route Location	Subscriber	Subscriber	Address	Charge	Amount	Charge	Period	Period	PO
									Line 1 Address Line 2 City State Zip	Detail	Type	Date	Start	End	
company Name	1498902	722789	Cost Center	company Name	728325	Site Name 1	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728325	Site Name 2	Address L1	Address Line 2	City State Zip	Sales Tax	0.15	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728325	Site Name 3	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728325	Site Name 4	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728325	Site Name 5	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728547	Site Name 6	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728547	Site Name 7	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728547	Site Name 8	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728547	Site Name 9	Address L1	Address Line 2	City State Zip	Sales Tax	0.12	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728547	Site Name 10	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728754	Site Name 11	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728754	Site Name 12	Address L1	Address Line 2	City State Zip	Sales Tax	0.2	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728754	Site Name 13	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728754	Site Name 14	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728754	Site Name 15	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	1060884	Site Name 16	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	1060884	Site Name 17	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	1060884	Site Name 18	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	1060884	Site Name 19	Address L1	Address Line 2	City State Zip	Sales Tax	0.25	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	1060884	Site Name 20	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728424	Site Name 21	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728424	Site Name 22	Address L1	Address Line 2	City State Zip	Sales Tax	0.25	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728424	Site Name 23	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728424	Site Name 24	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728424	Site Name 25	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728349	Site Name 26	Address L1	Address Line 2	City State Zip	Managed	10	Item Char	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728349	Site Name 27	Address L1	Address Line 2	City State Zip	Sales Tax	0.25	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728349	Site Name 28	Address L1	Address Line 2	City State Zip	Sales Tax	0.65	Tax	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728349	Site Name 29	Address L1	Address Line 2	City State Zip	VPN Conn	70	Resource	2/3/2009	2/1/2009	#####
company Name	1498902	722789	Cost Center	company Name	728349	Site Name 30	Address L1	Address Line 2	City State Zip	Regulator	6.3	Regulator	2/3/2009	2/1/2009	#####

Ticket Summary Report

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: UWG.com

Home Orders Tools Reports Network Management Contact Us

Welcome UWG Dan Morris (Unified Grocers, Inc)

Ticket Summary Report

Business Unit: All My Units

Start Date: 2/1/2009

End Date: 2/23/2009 (Date Range: Only 3 months at a time)

[View Report](#)

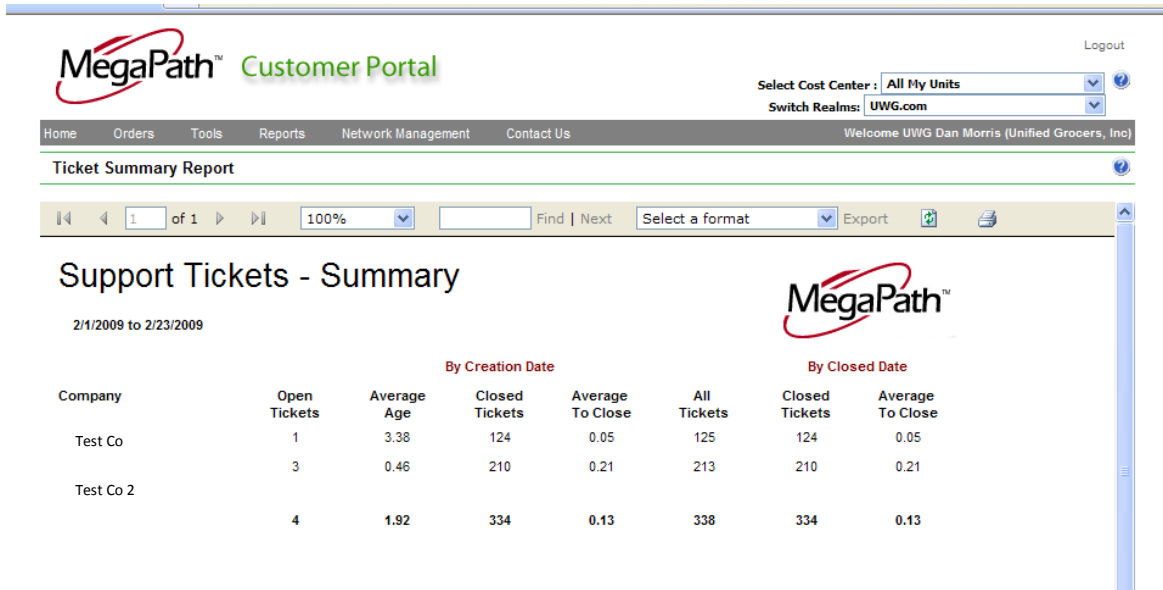
The report returns a summary of ticket information against a predefined date range. To run the report, select the start and end dates and click 'View Report'

A summary page will render with the number of tickets create/closed within the date range and the average age and time to close.

The report can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data

- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file
- Web Archive
- Excel



MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: UWG.com

Home Orders Tools Reports Network Management Contact Us Welcome UWG Dan Morris (Unified Grocers, Inc)

Ticket Summary Report

1 of 1 100% Find | Next Select a format Export

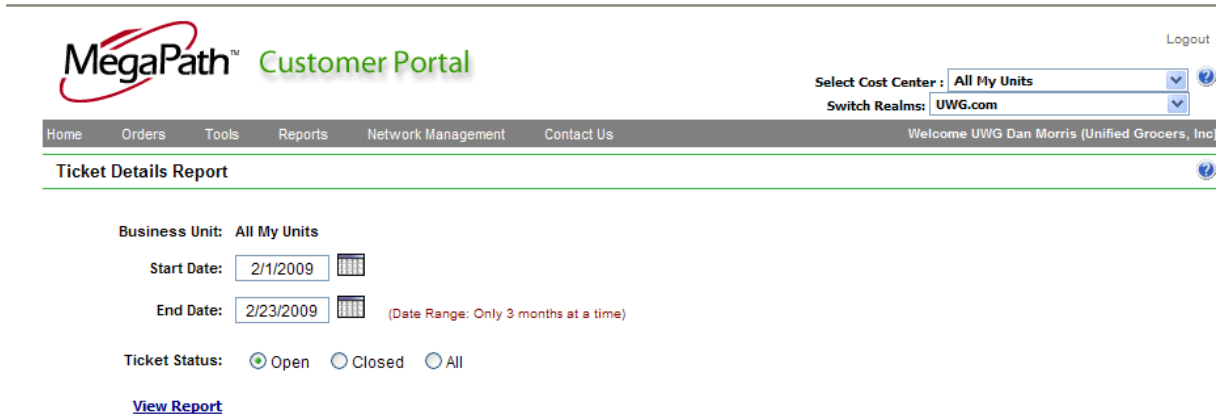
Support Tickets - Summary

2/1/2009 to 2/23/2009

Company	Open Tickets	Average Age	By Creation Date		All Tickets	By Closed Date	
			Closed Tickets	Average To Close		Closed Tickets	Average To Close
Test Co	1	3.38	124	0.05	125	124	0.05
Test Co 2	3	0.46	210	0.21	213	210	0.21
	4	1.92	334	0.13	338	334	0.13

Ticket Details Report

This report returns detailed ticketing information against a date range in a consolidated format.



MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: UWG.com

Home Orders Tools Reports Network Management Contact Us Welcome UWG Dan Morris (Unified Grocers, Inc)

Ticket Details Report

Business Unit: All My Units

Start Date: 2/1/2009

End Date: 2/23/2009 (Date Range: Only 3 months at a time)

Ticket Status: Open Closed All

[View Report](#)

To run the report, select the start and end dates (no more than a 3 month range) along with the ticket status and click, view report.

The report can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file
- Web Archive
- Excel

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: UWG.com

Home Orders Tools Reports Network Management Contact Us Welcome UWG Dan Morris (Unified Grocers, Inc)

Ticket Details Report

1 of 1 100% Find | Next Select a format Export

Service Tickets

Company Name

2/1/2009 to 2/24/2009


Site	Site ID	Ticket Code	Status	Opened	Closed	Category
Site Names are Listed Here	1529829	AN2358676	Opened	2/17/2009 6:28:20 PM		Bouncing
	1557895	AN2370159	Opened	2/20/2009 9:44:06 AM		Bouncing
	1642244	AN2346336	Opened	2/11/2009 10:51:26 AM		Other
	1614433	2370371	Opened	2/20/2009 10:56:18 AM		Customer Line Down
	1558143	2373696	Owned	2/22/2009 4:43:59 AM		DBU Activated
	1549324	AN2364235	Opened	2/19/2009 4:25:33 PM		Bouncing
	697239	2376310	Opened	2/23/2009 6:20:58 PM		Customer Line Down
	685814	AN2357782	Opened	2/17/2009 9:50:54 AM		Chronic Issue Tracking / Research Ticket
	737557	2374410	Opened	2/22/2009 3:35:35 PM		Customer Line Down
	697718	AN2349781	Opened	2/12/2009 2:33:03 PM		Other
	742656	2376107	Opened	2/23/2009 3:01:18 PM		Customer Line Down
	742656	AN2334923	Opened	2/6/2009 11:08:21 AM		Bouncing

The report will return a detailed report by ticket. The Ticket code is a hyperlink which will return the detailed view of the ticket.

The detail can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File

- Acrobat (PDF) file
- Web Archive
- Excel

Service Ticket Detail 

Family Dollar Scen3 5042
2/1/2009 to 2/25/2009

AN2334423	Comment
2/23/2009 2:00:13 PM	<p>Action plan: Pending a third Windstream dispatch to...</p> <p>1) configure in IP passthrough mode 2) enable remote management 3) disable NAT and firewall</p> <p>We need to f/u with Windstream for status WS tt# 348242</p> <p>Action: Site now shows partially down in monitoring I'm currently unable to ping the Cisco's WAN IP...</p> <p>Pinging 98.23.124.186 with 32 bytes of data:</p> <p>Request timed out. Request timed out. Request timed out. Request timed out.</p> <p>Ping statistics for 98.23.124.186: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),</p> <p>I am able to ping the Cisco's loopback, LAN, and the LAN switch IPs though...</p> <p>r20.nyp#p v FDOL 7.30.159.173</p> <p>Type escape sequence to abort. Sending 5, 100-byte ICMP Echos to 7.30.159.173, timeout is 2 seconds: ■</p> <p>Success rate is 100 percent (5/5), round-trip min/avg/max = 600/647/700 ms</p> <p>r20.nyp#p v FDOL 10.185.150.1</p> <p>Type escape sequence to abort.</p>

Done

Availability and MTTR Report

These two reports are utilized to measure against the MegaPath SLA's. They are real-time aggregate reports permitting you to see your values without waiting until month end.

Availability Report

MegaPath's SLA for Availability is measured in minutes of uptime over the calendar month during which the MegaPath-provided services (including failover Service if purchased by the Customer at the location in question) are available to transport IP packets.

The Availability SLA measurement includes all elements between the Management Router (or MegaPath NOC, as appropriate) and the Remote Access CPE. For Customer sites using hardware-based IPsec VPN connections, the Availability SLA measurement includes both the circuit and the IPsec tunnel to the Remote VAS CPE. The Availability with failover metric may be used to measure performance only if (i) the failover service has been professionally installed by MegaPath, or a MegaPath-contracted representative and (ii) the failover Service is being used exclusively for the failover application as opposed to being shared with other, separate applications. Otherwise performance should be measured using the Availability without failover metric.

Availability is measured 24X7x365 from the using automated ICMP ping. For non-residential Customers, MegaPath sends ICMP ping packets to the CPE router at each Customer site in 3-minute increments and records each poll/answer sequence for aggregation into the monthly average calculation for each circuit. When an ICMP poll to the Customer router is not answered, the MegaPath will reduce the ICMP polling interval for the Customer router that is not responding to the poll from 3-minutes to 1-minute until such time the device responds to the ICMP poll. Upon 3 consecutive ICMP polls failing to be answered, MegaPath creates a trouble ticket for non-residential sites and emails the Customer. For residential sites, MegaPath sends ICMP ping packets to the CPE router at each Customer site in 5-minute increments and records each poll/answer sequence for aggregation into the monthly average calculation for each circuit. When an ICMP poll sent to the Customer router is not answered, MegaPath will reduce the ICMP polling interval for the Customer router that is not responding to the poll from 5-minutes to 2-minute until such time the device responds to the ICMP poll. For residential outages, MegaPath will email the Customer and will only open a trouble ticket if requested to do so by the Customer. Alternatively, MegaPath will open a trouble ticket if the Customer or End User contacts the MegaPath NOC to inform them of a service-related issue. The period of Unavailability begins when an outage-related trouble ticket is opened by either MegaPath or the Customer and ends when the connection is restored. Unavailability does not include periods of service degradation, such as slow data transmission. The Availability SLA takes effect on a connection-by-connection basis beginning on the 1st calendar day of the first full month after each connection is successfully installed and activated.

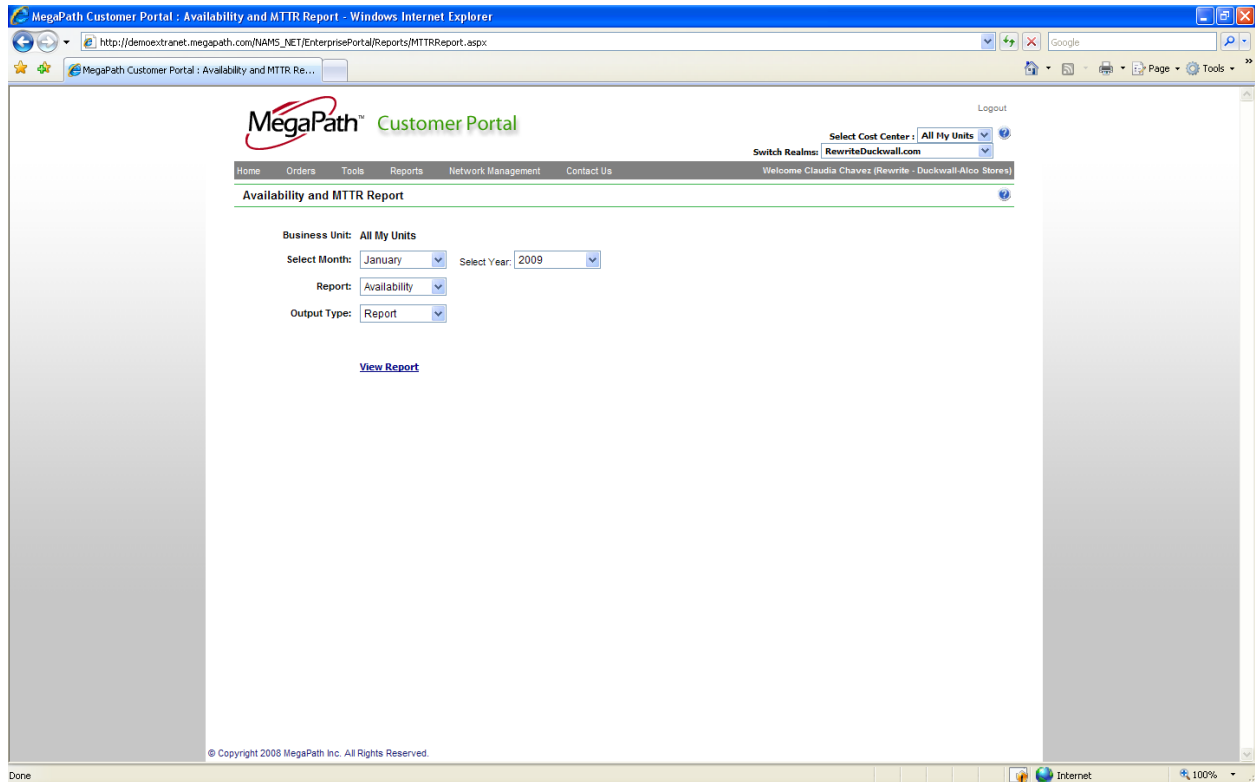
To run the Availability report for a given period, select the following:

Month – Month you wish the report to represent

Year – Year you wish the report to represent

Report = Availability

Output Type = Report (rendered to screen with other export options), CSV (renders in a csv format)



The summary page of the report shows consolidated information by Tech Type. The columns listed are:

- Sites – number of sites within the tech type
- Circuit Type – tech type
- Primary Raw Availability – Circuit Availability without SLA calculations applied
- Primary DBU Availability – percent of time spent on DBU
- Total RAW Availability – Circuit Availability plus DBU Availability without SLA calculations applied
- Primary SLA Availability – Circuit Availability WITH SLA calculations applied
- Total SLA Availability -- Primary SLA Availability PLUS Primary DBU Availability

The report can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file

- Web Archive
- Excel

Site(s)	Circuit Type	Primary Raw Availability	DBU Raw Availability	Total Raw Availability	Primary SLA Availability	Total SLA Availability
1432	ADSL	98.95	0.01	98.96	99.25	99.25
5	Cust. Prov. Access	99.73	0.00	99.73	99.98	99.98
17	DDSL	99.59	0.00	99.59	99.83	99.83
2	Dedicated Lines	100.00	0.00	100.00	100.00	100.00
19	IDSL	99.99	0.00	99.99	100.00	100.00
9	SDSL	100.00	0.00	100.00	100.00	100.00
1484	Averages	98.99	0.01	99	99.27	99.28

To review more granular site availability, click on the '+' to expand each section to the site information that supports the aggregate number.

The detail can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file
- Web Archive
- Excel

Availability



1/1/2009 to 1/31/2009

Site(s)	Circuit Type	Primary Raw Availability	DBU Raw Availability	Total Raw Availability	Primary SLA Availability	Total SLA Availability
1432	ADSL	98.95	0.01	98.96	99.25	99.25
Site Names are listed here.	ADSL	99.94	0.00	99.94	99.94	99.94
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	99.66	0.00	99.66	99.69	99.69
	ADSL	99.87	0.00	99.87	99.87	99.87
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	99.07	0.00	99.07	99.10	99.10
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	99.80	0.00	99.80	99.83	99.83
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
	ADSL	100.00	0.00	100.00	100.00	100.00
ADSL	100.00	0.00	100.00	100.00	100.00	

MTTR Report

MegaPath's MTTR SLA is measured as the average time it takes to restore all outages for all Customer sites with similar circuit types during a calendar month.

MTTR is the period of time beginning when an outage-related trouble ticket is opened by either MegaPath or the Customer and ending when the connection is restored. An outage-related trouble ticket indicates that a connection is unavailable to transport IP packets, as described above in the Availability SLA. The MTTR SLA takes effect on the 1st calendar day of the first full month after the connection is successfully installed and activated. This report provides the data showing the MTTR statistics by tech type through to the site level.

To run the MTTR report for a given period, select the following:

Month – Month you wish the report to represent

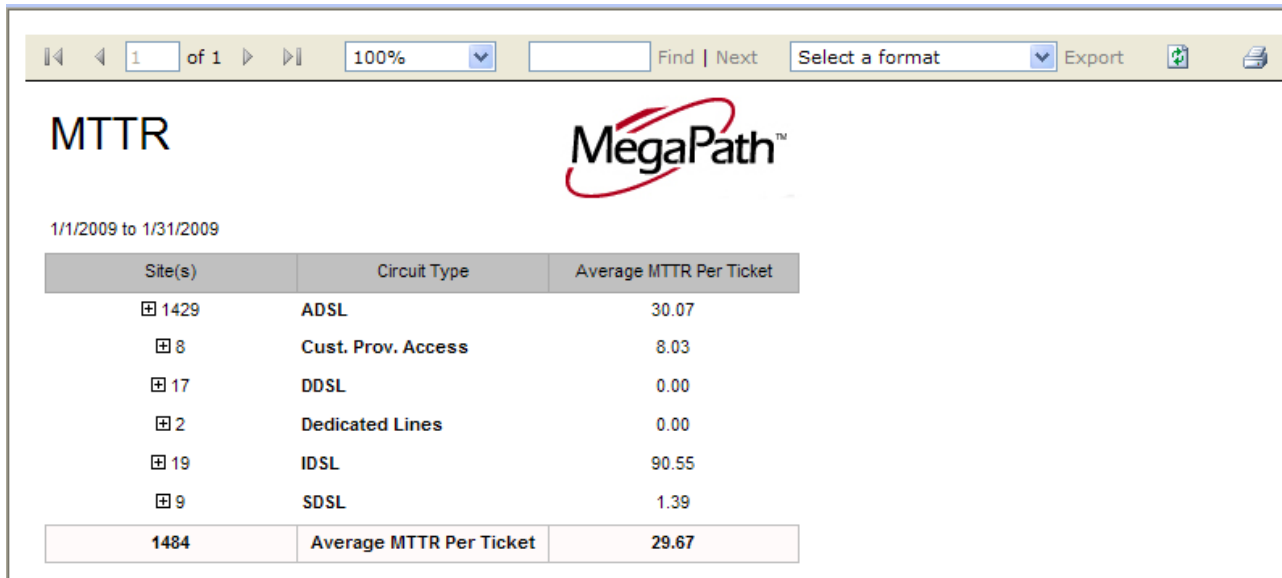
Year – Year you wish the report to represent

Report = MTTR

Output Type = Report (rendered to screen with other export options), CSV (renders in a csv format)

The summary page of the report shows consolidated information by Tech Type. The columns listed are:

- Sites -- number of sites within the tech type
- Circuit Types – tech type
- Average MTTR per Ticket – calculated average of MTTR for all tickets for the tech type



The screenshot shows a web interface for an MTTR report. At the top, there is a navigation bar with a search box containing '1 of 1', a '100%' zoom level, and buttons for 'Find | Next', 'Select a format', 'Export', and a printer icon. Below the navigation bar, the title 'MTTR' is displayed on the left, and the 'MegaPath' logo is on the right. The date range '1/1/2009 to 1/31/2009' is shown below the title. The main content is a table with three columns: 'Site(s)', 'Circuit Type', and 'Average MTTR Per Ticket'. The table lists six rows of data, with a final summary row at the bottom. Each row has a small square icon with a plus sign to its left, indicating it can be expanded.

Site(s)	Circuit Type	Average MTTR Per Ticket
+ 1429	ADSL	30.07
+ 8	Cust. Prov. Access	8.03
+ 17	DDSL	0.00
+ 2	Dedicated Lines	0.00
+ 19	IDSL	90.55
+ 9	SDSL	1.39
1484	Average MTTR Per Ticket	29.67

The report can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file
- Web Archive
- Excel

To review more granular site statistics, click on the '+' to expand each section to the site information that supports the aggregate number.

MTTR



1/1/2009 to 1/31/2009

Site(s)	Circuit Type	Average MTTR Per Ticket
☐ 1429	ADSL	30.07
Site Names are Listed Here	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00
	ADSL	0.00

The detail can be exported in the following formats by choosing the format where indicated and clicking 'export' in the report menu.

- XML File with Report Data
- CSV (Comma delimited)
- TIFF File
- Acrobat (PDF) file
- Web Archive
- Excel

Summary Graphs

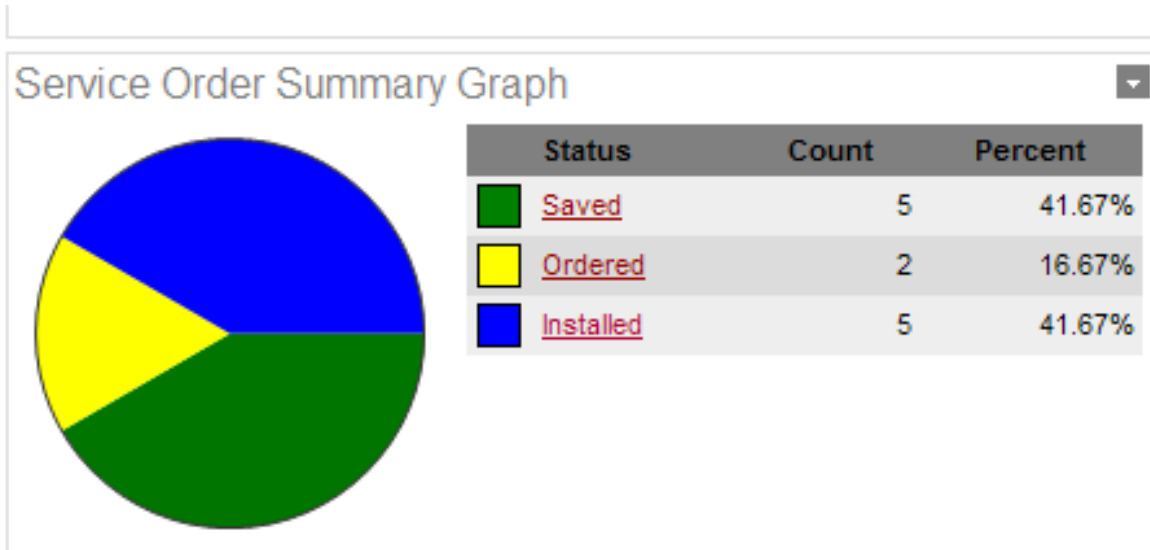
The summary graphs are three independent pie graphs which show:

- Tech Type
- Order Status
- Monitoring Status

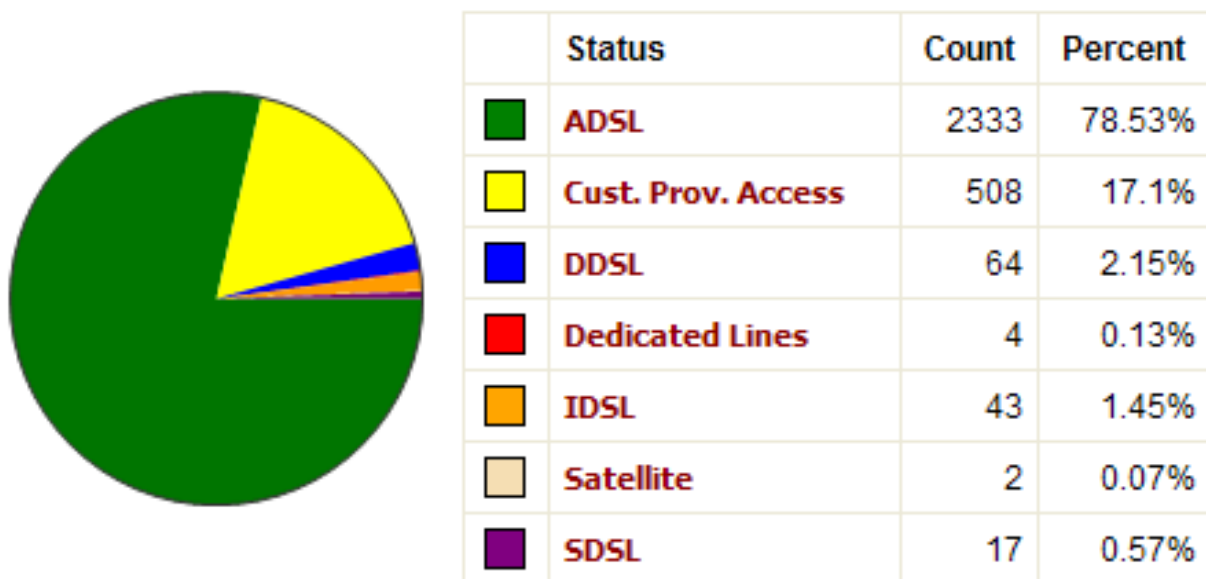
Each has the ability to click the status in red to the right of the pie chart to drill down into the detailed information of what services or endpoints (in the case of monitoring) comprise the summary data.

Below are the individual graphs.

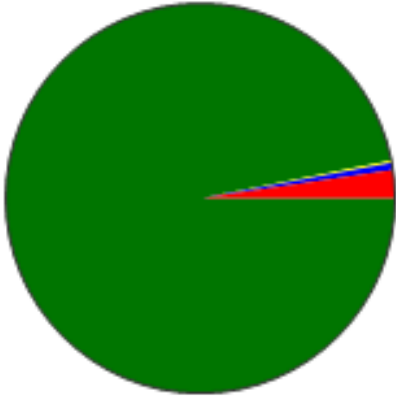
Service Order Summary







Tech Type Summary



Network Summary



	Status	Count	Percent
	UP	496	96.88%
	DBU/UP	1	0.2%
	DBU/ALERT	3	0.59%
	ALERT	12	2.34%
	ALL	512	100%

Network Management Page

The screenshot shows the MegaPath Customer Portal interface. The browser title is 'MegaPath Customer Portal : Network Management - Windows Internet Explorer'. The URL is 'http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/NetworkManagement.aspx'. The page header includes the MegaPath logo, 'Customer Portal', and a 'Logout' link. Below the header is a navigation menu with 'Home', 'Orders', 'Tools', 'Reports', 'Network Management', and 'Contact Us'. The main content area is titled 'Network Management' and contains a 'Network Summary' section with the text 'No data to display'. Below this are several links: [Availability and MTTR](#), [Dial Backup](#), [Monitoring](#), [Network Summary Graph](#), [Ticket Detail](#), [Ticket Manager](#), [Ticket Summary](#), and [User Query](#). The footer of the page contains the copyright notice: '© Copyright 2008 MegaPath Inc. All Rights Reserved.'

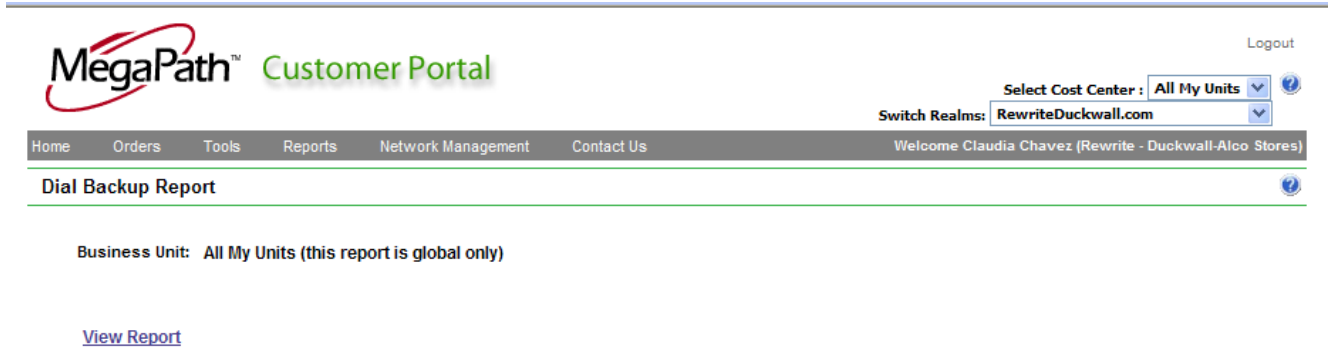
NOTE: In order to support multiple Cost Centers, all reports will allow the specification of a cost center or 'all my units' prior to being pulled

Availability and MTTR

See section under the [Reports Page](#) regarding [Availability](#) Report and [MTTR](#) Report.

Dial backup

This is a real time report of active Dial Backup usage. If a site has failed over to DBU and is actively running on DBU an entry for that site is available on this report. To see all sites currently active on Dial Backup, click 'View Report'



MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

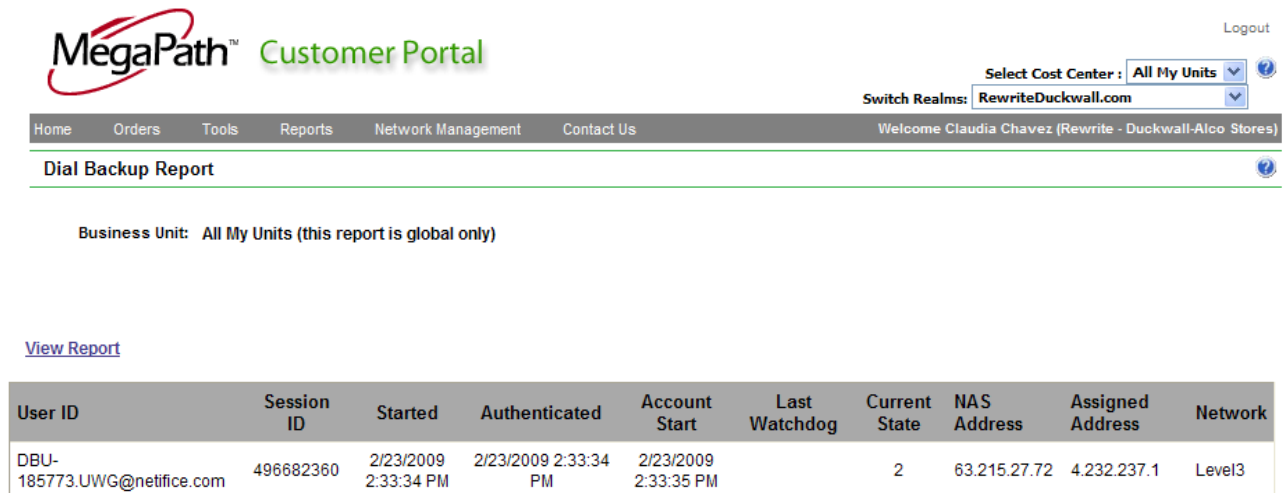
Dial Backup Report

Business Unit: All My Units (this report is global only)

[View Report](#)

The screen will show the below grid presenting the following information:

User ID – this is the radius authentication user. DBU is the type of user. Then the next 6 digits is the LSN of the circuit which can be correlated to the site by reviewing this on



MegaPath™ Customer Portal

Logout

Select Cost Center : All My Units

Switch Realms: RewriteDuckwall.com

Home Orders Tools Reports Network Management Contact Us Welcome Claudia Chavez (Rewrite - Duckwall-Alco Stores)

Dial Backup Report

Business Unit: All My Units (this report is global only)

[View Report](#)

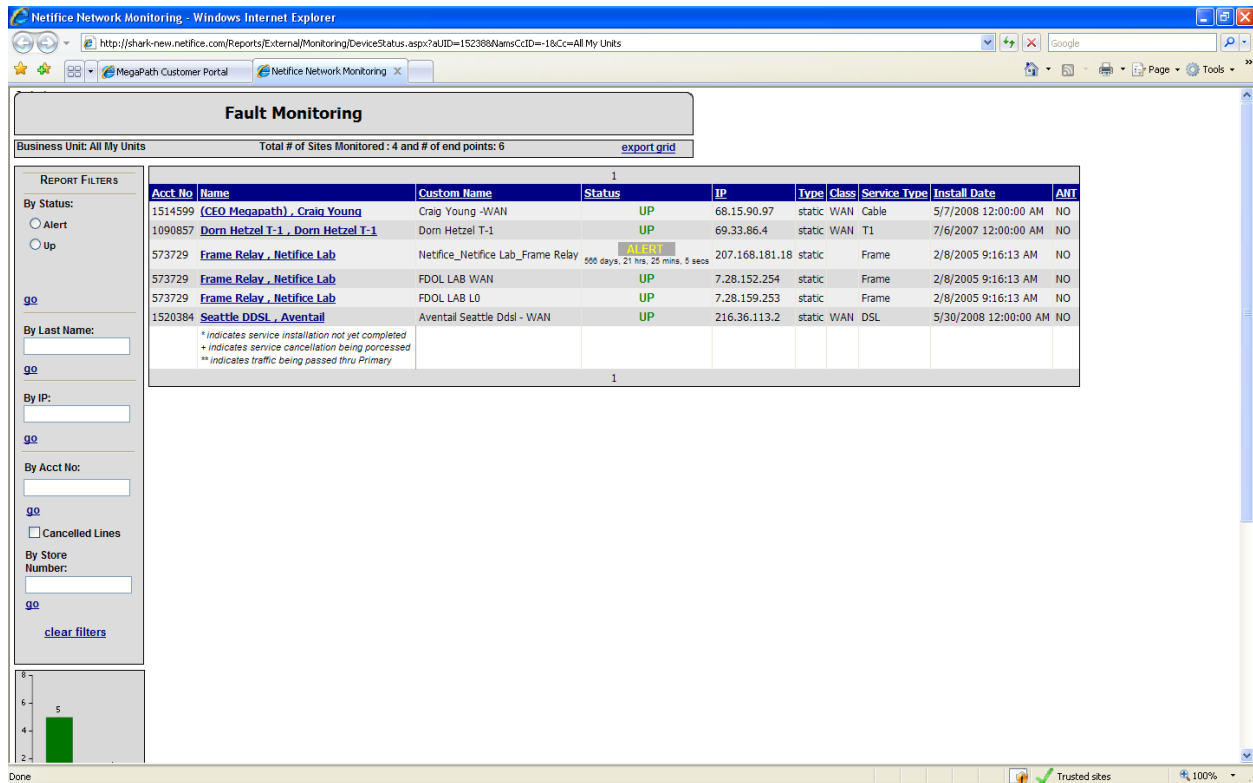
User ID	Session ID	Started	Authenticated	Account Start	Last Watchdog	Current State	NAS Address	Assigned Address	Network
DBU-185773.UWG@netifice.com	496682360	2/23/2009 2:33:34 PM	2/23/2009 2:33:34 PM	2/23/2009 2:33:35 PM		2	63.215.27.72	4.232.237.1	Level3

Monitoring

This link provides you with a holistic view of all monitored entries and their status.

Monitoring Report

Business Unit: All My Units

[View Report](#)


Fault Monitoring
Business Unit: All My Units Total # of Sites Monitored: 4 and # of end points: 6 [export grid](#)

REPORT FILTERS

By Status:
 Alert
 Up

By Last Name:

[go](#)

By IP:

[go](#)

By Acct No:

[go](#)

Cancelled Lines

By Store Number:

[go](#)

[clear filters](#)

Acct No	Name	Custom Name	Status	IP	Type	Class	Service Type	Install Date	ANT
1514599	(CEO Megapath) , Craig Young	Craig Young -WAN	UP	68.15.90.97	static	WAN	Cable	5/7/2008 12:00:00 AM	NO
1090857	Dorn Hetzel T-1 , Dorn Hetzel T-1	Dorn Hetzel T-1	UP	69.33.86.4	static	WAN	T1	7/6/2007 12:00:00 AM	NO
573729	Frame Relay , Netfice Lab	Netfice_Netfice Lab_Frame Relay	ALERT 000 days, 21 hrs, 25 mins, 5 secs	207.168.181.18	static		Frame	2/8/2005 9:16:13 AM	NO
573729	Frame Relay , Netfice Lab	FDOL LAB WAN	UP	7.28.152.254	static		Frame	2/8/2005 9:16:13 AM	NO
573729	Frame Relay , Netfice Lab	FDOL LAB L0	UP	7.28.159.253	static		Frame	2/8/2005 9:16:13 AM	NO
1520384	Seattle DDSL , Aventura	Aventura Seattle Ddsl - WAN	UP	216.36.113.2	static	WAN	DSL	5/30/2008 12:00:00 AM	NO

* indicates service installation not yet completed
 + indicates service cancellation being processed
 ** indicates traffic being passed thru Primary

1

Done Trusted sites 100%

The data returned is customizable once rendered by adjusting the settings in the left hand frame. You can choose to filter by :

- Alert
- Up
- Last Name
- IP
- Account Number
- Suppress Cancelled Lines
- Store Number

These filters are applied by clicking the appropriate box and selecting the go link below the respective filter. Only one set of filters may be applied at any given time. A set is defined by anything above a 'go' link and below a separation line. Examples are:

[Last name] or [Account Number, Suppress Cancels, Store Number] are both filter sets which are framed in the below figure.

Fault Monitoring

Business Unit: All My Units Total # of Sites Monitored: 4 and # of end points: 6 [export grid](#)

Acct No	Name	Custom Name	Status	IP	Type	Class	Service Type	Install Date	ANI
1514599	(CEO Megapath) , Craig Young	Craig Young -WAN	UP	68.15.90.97	static	WAN	Cable	5/7/2008 12:00:00 AM	NO
1090857	Dorn Hetzel T-1 , Dorn Hetzel T-1	Dorn Hetzel T-1	UP	69.33.86.4	static	WAN	T1	7/6/2007 12:00:00 AM	NO
573729	Frame Relay , Netifce Lab	Netifce_Netifce Lab_Frame Relay	ALERT	207.168.181.18	static	Frame	Frame	2/8/2005 9:16:13 AM	NO
573729	Frame Relay , Netifce Lab	FDOL LAB WAN	UP	7.28.152.254	static	Frame	Frame	2/8/2005 9:16:13 AM	NO
573729	Frame Relay , Netifce Lab	FDOL LAB L0	UP	7.28.159.253	static	Frame	Frame	2/8/2005 9:16:13 AM	NO
1520384	Seattle DDSL , Aventail	Aventail Seattle Ddsl - WAN	UP	216.36.113.2	static	WAN	DSL	5/30/2008 12:00:00 AM	NO

Report Filters:

By Status:
 Alert
 Up
 go

By Last Name:

 go

By IP:

 go

By Acct No:

 go

Cancelled Lines

By Store Number:

 go

[clear filters](#)

Bar Chart: 5

You can export the grid into an Excel document by clicking on 'Export Grid'.

To modify the grid columns in the view, check or uncheck the values on the left of the screen under 'Show Fields'. When an item is checked, it will show on the grid. The grid refreshes every minutes allowing you to view a consistent update of your monitored end points and any changes in status.

Show Fields:

- Acct No
- Name
- Status
- IP
- Type
- Class
- Service Type
- Install Date
- ANT

- Custom Name

The Name column on the grid provides hyperlinks to the entry detail. By clicking on the name, you will be able to drill down to the specifics of the monitored entity.

The screenshot shows a web browser window displaying the 'Fault Monitoring' section. The page title is 'Fault Monitoring'. Below the title, it shows 'MegaPath Inc.,'. The main content area is divided into two columns. The left column is labeled 'Current Status' and displays 'UP' in green text. The right column displays the IP address '68.15.90.97' in large black text, with 'static' below it. Underneath the IP, there is a blue hyperlink labeled 'Ticket Manager'. To the right of the IP, the text 'ACCT_NO : 220943' and 'UID : 0' is displayed. At the bottom right of the main content area, there is a 'History :' label followed by a dropdown menu set to 'previous hour' and a 'GO' button.

In this screen, you see the current status, the IP and its type, a link to the [Ticket Manager](#) and options to show the history of the entry.

History can be reviewed based on the following selections from the drop down.

The screenshot displays a web interface for 'Fault Monitoring'. At the top, it shows 'MegaPath Inc.,'. Below this, the 'Current Status' is 'UP' in green text. The IP address '68.15.90.97' is displayed, with 'static' underneath it. A link for 'Ticket Manager' is visible. To the right, 'ACCT_NO : 220943' and 'UID : 0' are shown. At the bottom right, there is a 'History' dropdown menu with options: 'previous hour', 'previous 24 hours', 'previous 7 days', 'previous 30 days', and 'previous 90 days'. A 'GO' button is next to the dropdown.

- Previous hour – renders the history for last 60 minute period
- Previous 24 hours – renders the history for the last 24 hour period
- Previous 7 days – renders the history for the last 7 day period
- Previous 30 days – renders the history for the last 30 day period
- Previous 90 days – renders the history for the last 90 day period

Select the period you wish to have reported and click on the 'go' link to the right of the drop down. The grid provides the following fields:

- Monitored IP
- Status – Up/Alert
- Status Time – time the status was received
- Flapping – set to yes if the behavior of the results returned indicate a flapping circuit
- Type – type of entry

Fault Monitoring

Family Dollar Corporation,

Current Status

DBU /
UP

7.28.156.230

static

[Ticket Manager](#)

ACCT_NO : 1484264

UID : 0

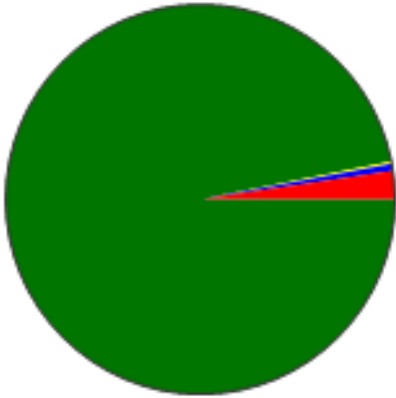
Availability since 2009-01-25 : 99.5906%





History :

IP	STATUS	STATUS_TIME	FLAPPING	TYPE
7.28.156.230	UP	2/19/2009 7:37:38 PM	No	DBU
7.28.156.230	ALERT	2/19/2009 7:34:10 PM	No	DBU
7.28.156.230	UP	2/19/2009 6:52:27 PM	No	DBU
7.28.156.230	ALERT	2/19/2009 6:45:08 PM	No	DBU
7.28.156.230	UP	2/5/2009 2:22:16 PM	No	DBU
7.28.156.230	UP	2/5/2009 2:29:34 AM	No	DBU
7.28.156.230	UP	2/5/2009 1:52:22 AM	No	DBU
7.28.156.230	UP	2/5/2009 1:43:16 AM	No	DBU
7.28.156.230	UP	2/5/2009 1:28:17 AM	No	DBU
7.28.156.230	ALERT	2/5/2009 1:11:09 AM	No	DBU
7.28.156.230	UP	2/2/2009 11:30:27 PM	No	DBU
7.28.156.230	UP	2/2/2009 2:33:48 PM	No	DBU
7.28.156.230	UP	2/2/2009 2:54:57 AM	No	DBU
7.28.156.230	ALERT	2/2/2009 1:04:08 AM	No	DBU
7.28.156.230	UP	2/1/2009 11:22:00 PM	No	DBU
7.28.156.230	ALERT	2/1/2009 11:08:06 PM	No	DBU
7.28.156.230	UP	2/1/2009 11:04:07 PM	No	DBU
7.28.156.230	UP	2/1/2009 2:51:59 PM	No	DBU
7.28.156.230	UP	2/1/2009 2:28:00 PM	No	DBU
7.28.156.230	UP	2/1/2009 2:19:06 PM	No	DBU

Network Summary Graph

Graph showing the status of each monitored end point. By clicking on the status in 'Red', a detailed list of all entries with that status will be returned. For more information on the graph and underlying statuses, see ['Network Summary Graph'](#) on the [Network Management Page](#).



	Status	Count	Percent
	UP	496	96.88%
	DBU/UP	1	0.2%
	DBU/ALERT	3	0.59%
	ALERT	12	2.34%
	ALL	512	100%

Ticket Detail

MegaPath Customer Portal: Ticket Details Report - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Reports/TicketDetailsReport.aspx

MegaPath Customer Portal: Ticket Details Report

MegaPath Customer Portal

Select Cost Center: All My Units
Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite - Documentation Testing)

Ticket Details Report

Business Unit: All My Units

Start Date: 2/1/2009

End Date: 2/10/2009 (Date Range: Only 3 months at a time)

Ticket Status: Open Closed All

[View Report](#)

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Ticket Manager



Logout

Select Cost Center :

Switch Realms:

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Tools : Ticket Manager

View Ticket

Enter a Trouble Ticket ID in the field below to view details about that Trouble Ticket

Ticket ID

Search Sites

Enter a Site Name or Site Account Number below to view tickets for a specific site.

Site Name

Account Number

Ticket Summary



Logout

Select Cost Center :

Switch Realms:

Home Orders Tools Reports Network Management Contact Us Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Ticket Summary Report

Business Unit: All My Units

Start Date:

End Date: (Date Range: Only 3 months at a time)

[View Report](#)

User Query

MegaPath Customer Portal : User Query Report - Windows Internet Explorer

http://demoextranet.megapath.com/NAMS_NET/EnterprisePortal/Reports/RADIUSUserQueryReport.aspx

MegaPath Customer Portal : User Query Report

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

User Query Report

Business Unit: All My Units (this report is global only)

Start Date: 2/9/2009 17:00 GMT

End Date: 2/10/2009 18:00 GMT

User ID:

Number of Replies: 100 Sort Detail: Ascending

[View Report](#)

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Contact Us Page

MegaPath™ Customer Portal

Logout

Select Cost Center: All My Units

Switch Realms: REWRITEDOC.COM

Home Orders Tools Reports Network Management Contact Us

Welcome PAMELA FIORENTINO (Rewrite -- Documentation Testing)

Contact Us

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact: Billing Services

First Name:

Last Name:

Email Address:

Phone #:

Comments:

I'd prefer a reply by: Email Phone

[Submit](#)

Program Contacts

Contact information for your company's remote access services.

<p>Customer Primary Contact</p> <p>Name: Customer Primary Contact</p> <p>Title: Customer Primary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: Customerprimarycontactemail@email.com</p> <p>Edit</p>	<p>MegaPath Primary Contact</p> <p>Name: MegaPath Primary Contact</p> <p>Title: MegaPath Primary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: Megapathprimarycontactemail@email.com</p>
<p>Customer Secondary Contact</p> <p>Name: Customer Secondary Contact</p> <p>Title: Customer Secondary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: CustomerSecondarycontactemail@email.com</p> <p>Edit</p>	<p>MegaPath Secondary Contact</p> <p>Name: MegaPath Secondary Contact</p> <p>Title: MegaPath Secondary Contact Title</p> <p>Phone: (555) 555-5555</p> <p>Email: Megapathsecondarycontactemail@email.com</p>

This page is used to contact a four different areas within MegaPath Inc.

Billing Services – issues or questions regarding billing

MegaPath Customer Portal Issues – issues or questions regarding the Customer Portal

Subscriber Services – issues or questions regarding your orders in process

Support Services – issues or questions regarding the support of your installed services

Contact Us

Use the form below to contact a MegaPath representative.

Who to contact : Billing Services

First Name :

Last Name :

Email Address :

Phone # :

Comments :

I'd prefer a reply by : Email Phone

[Submit](#)

To use the page to contact an area at MegaPath Inc.

- Choose from the drop down the area you wish to inquire of.
- Enter your first and last name in the respective fields.
- Enter an email address where you can be contacted along with a phone number.
- Enter your question, concern or input in the comments section.
- Select whether you wish to be contacted by Email or phone and click submit.

Someone should respond to your inquiry within 24 hours of submission.

In addition to the Contact Us module on this page, listed are your MegaPath contacts should you need to directly contact one of them. Also, available, is the ability to populate or EDIT your contact information at the program level. To edit the information, click on the 'edit' link.

Program Contacts



Contact information for your company's remote access services.

Customer Primary Contact

Name: Customer Primary Contact

Title: Customer Primary Contact Title

Phone: (555) 555-5555

Email: Customerprimarycontactemail@email.com

[Edit](#)

MegaPath Primary Contact

Name: MegaPath Primary Contact

Title: MegaPath Primary Contact Title

Phone: (555) 555-5555

Email: Megapathprimarycontactemail@email.com

Customer Secondary Contact

Name: Customer Secondary Contact

Title: Customer Secondary Contact Title

Phone: (555) 555-5555

Email: CustomerSecondarycontactemail@email.com

[Edit](#)

MegaPath Secondary Contact

Name: MegaPath Secondary Contact

Title: MegaPath Secondary Contact Title

Phone: (555) 555-5555

Email: Megapathsecondarycontactemail@email.com

Enter the appropriate information and click on save.