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S04 – SIMPLer Operations Reports and Email Routing User Guide

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1.   Introduction

The "SIMPLer" platform is a comprehensive suite of business automation software spanning multiple functional areas across an operator's business. Consequently there are numerous reports and emails that get generated on a daily basis by the software, that need to inform the Operator's own departments, management, customers, suppliers and indeed Azotel.

As the SIMPLer platform is used by a whole variety of different businesses (in terms of scale and services), every attempt is made to ensure a flexible routing system is provided, when it comes to report delivery.

The purpose of this document is to capture the majority of key emails and reports, providing guidance as to where SIMPLer can be configured to control that routing. In the vast majority of situations, this essentially means having the ability to configure one or more of the "TO:" "CC:" and "FROM:" fields for each report email that is generated.

Annex C provides examples of the various emailed reports.

Table 1-1 below is used as a reference guide to the following tables in this document. There are often areas in SIMPLer where multiple locations exist to control the routing of emails. In order to help document which email address is used, the below table highlights the priority order.

Priority	Description
P1	The email will attempt to go to the email address described here firstly – provided that field is populated. If not populated, then the email address from P2 is used.
P2	If populated AND P1 not populated, then the email address from P2 is used. If neither P1 nor P2 populated, then the email address from P3 is used.
P3	If populated AND P1, P2 not populated, then the email address from P3 is used. If neither P1, P2, P3 populated, then the email address from P4 is used.
P4	If populated AND P1, P2, P3 not populated, then the email address from P4 is used.

Table 1-1. Email Configuration Priorities

A number of the emails generated from the SIMPLer system are customizable. Section Three of this document will explain how to customize these emails, and will give examples of the default emails and types available.

2.   Email Report Routing

eMail	eMail / Report	Addr	Description	SIMPLer
C1	**Billing: Auto-Payment (credit card) Report**	From:	noresponse@azotel.com	n/a
		To:	P1: "Accounts Email" under Global Settings -> Contact Details	D1 (b)
			P2: "Email" under Global Settings -> Contact Details	D1 (a)
		CC:	n/a	n/a
C2	**Billing: Auto-Payment Failure Notification**	From:	P1: "Accounts Email" under Global Settings -> Contact Details	D1 (b)
			P2: "Email" under Global Settings -> Contact Details	D1 (a)
		To:	P1: "Accounts Email" under Subscriber Settings -> Contact Details	D2 (b)
			P2: "Email" under Subscriber Settings -> Contact Details	D2 (a)
		CC:	n/a	n/a
C3	**Billing: Credit Card Expiry Notification**	From:	n/a	n/a
		To:	P1: Customer Email as set under subscriber record	D2 (a)
			P2: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
C4	**Billing: Invoices to be sent "via post"**	From:	noresponse@azotel.com	n/a
		To:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
			P3: accounts@azotel.com	n/a
		CC:	n/a	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
C5	**Billing: Invoices Generated to be sent via email**	From:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		To:	P1: Customer Accounts email as set under subscriber record	D2 (b)
			P2: Customer Email as set under subscriber record	D2 (a)
			P3: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P4: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C6	**Billing: Receipt for Credit Card Payment**	From:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		To:	P1: Customer Accounts email as set under subscriber record	D2 (b)
			P2: Customer Email as set under subscriber record	D2 (a)
		CC:	n/a	n/a
C7	**Billing: Receipt for Payment**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Customer "Accounts Email" set on the subscriber record.	D2 (b)
			P2: Operator "Maintenance Email" as set under WISP Settings.	D1 (e)
			P3: Operator "Supports Email" as set under WISP Settings.	D1 (c)
			P4: Operator "Email" as set under WISP Settings.	D1 (a)
		CC:	n/a	n/a
C8	**Billing: Deferred Income Report**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Defined in the command line / Can be overridden by the user requesting the report	
		CC:	n/a	n/a
C9	**Billing: Winbits File (Direct Debit/ACH File)**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	P1: info@azotel.com	n/a
C10	**Customer Portal User Credentials**	From:	P1: Operator's "Customer Portal Email" as set in WISP Settings.	D1 (h)

eMail	eMail / Report	Addr	Description	SIMPLer
			P2: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
			P4: noresponse@azotel.com	n/a
		To:	P1: Customer Email as set under subscriber record	D2 (a)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
			P3: Operator's "Customer Portal Email" as set in WISP Settings.	D1 (h)
		CC:	n/a	n/a
C11	Customer Portal: Extra data purchased on the portal notification	From:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		To:	P1: Customer "Accounts Email" set on the subscriber record.	D2 (b)
			P2: Customer "Email" set on the subscriber record.	D2 (a)
C12	Customer Portal: Customer Payment Notification (to Operator)	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Customer "Accounts Email" set on the subscriber record.	D2 (b)
			P2: Customer Email as set under subscriber record	D2 (a)
		CC:	n/a	n/a
C13	Customer Portal: Customer Auto Payment Sign Up	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Customer "Accounts Email" set on the subscriber record.	D2 (b)
			P2: Customer "Email" set on the subscriber record.	D2 (a)
		CC:	n/a	n/a
C14	Customer Portal: Password Reset	From:	P1: Operator's Customer Portal Email as set in WISP Settings	D1 (h)
			P2: Operator's Supports Email as set in WISP Settings	D1 (c)
			P3: Operator's Email as set in WISP Settings	D1 (a)
		To:	P1: Customer Email as set under subscriber record	D1 (a)
		CC:	n/a	n/a
C15	Hotspot: Generated Tokens Report	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Email entered in the field at the time of generation.	D4 (a)
		CC:	n/a	n/a
C16	Hotspot: Invalid	From:	P1: noresponse@azotel.com	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
	Tokens Alert	To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	P1: info@azotel.com	n/a
C17	**Hotspot: Sign up email for hotspot registration**	From:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		To:	P1: Customer Email as set on the subscriber record	D2 (a)
			P2: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C18	**Installer Task Notification**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Installer Email	D5 (a)
		CC:	n/a	n/a
C19	**Installer Email**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Installer Email	D5 (a)
		CC:	n/a	n/a
C20	**Installer Email List**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Maintenance Email" as set in WISP Settings.	D1 (e)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C21	**Installer Tracking: Notification that IT items were not found in Google Calendar**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator Dispatch Email as set in WISP Settings.	D1 (g)
			P2: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C22	**Installer Tracking: Items unassigned in Installer Tracking**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator Dispatch Email as set in WISP Settings.	D1 (g)
			P2: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
C23	**Maintenance: Emails containing tickets of type Azotel/azotel-feature**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: support@azotel.com	n/a
		CC:	P1: Operator's "Maintenance Email" as set in WISP Settings.	D1 (e)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
C24	**Maintenance: Emails containing tickets excluding type Azotel/azotel-feature**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator defined emails under "Automatic Maintenance Ticket Emails"	D6 (a)
		CC:	n/a	n/a
C25	**Maintenance: Tickets sent to Installers**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Installer Email as defined under the Installers page under the Maintenance tab	D5 (a)
		CC:	n/a	n/a
C26	**Maintenance: Tickets added via the End User Portal**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: "Support – Notification Emails – Override Email" set in WISP Settings.	D7 (a)
			P2: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P3: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C27	**Maintenance: Maintenance List**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Master Support Email, Dispatch email and maintenance email, all set under WISP Settings, contact details.	D1 (i)
			P2: Operator's Email as set under WISP settings (replaces maintenance email)	D1 (a)
		CC:	n/a	n/a
C28	**Mass Email**	From:	P1: Email that has been entered in the field	D8 (a)
		To:	P1: Email that has been entered in the field either manually or by selecting a group of customers. Using the latter option, the email will go to customer main EMAIL field.	D8 (b)
		CC:	n/a	n/a
C29	**mySIMPLer: Email with generated vouchers**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: User Email	n/a
		CC:	n/a	n/a
C30	**Network: Broadband**	From:	P1: noresponse@azotel.com	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
	Settings	To:	P1: Operator's "Email" as set in WISP Settings. Also: Email entered into the field	D1 (a)
		CC:	P1: Operator Dispatch Email as set in WISP Settings.	D1 (g)
C31	Network: Network Health Alerts	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C32	Network: Missing Base-Stations	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Maintenance Email" as set in WISP Settings.	D1 (e)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C33	Network: Notification with problems with CPE Update	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C34	Network: Getting CPE Details	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C35	Network: CPE Reboot Notification	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C36	Network: Interfaces	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C37	Network: Redirection (MAC address was	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP	D1 (c)

eMail	eMail / Report	Addr	Description	SIMPLer
	not auto updated)		Settings.	
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C38	Network – Minimum Level of Stock	From:	P1: noresponse@azotel.com	n/a
		To:	P1: "Site email" as set on the site page.	D9 (a)
			P2: Operator "Maintenance Email" set in the WISP settings.	D1 (e)
			P3: Operator "Supports Email" set in the WISP settings.	D1 (c)
			P4: Operator "Email" set in the WISP settings.	D1 (a)
		CC:	n/a	n/a
C39	Network – Maximum Subscribers on a WIB	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	P1: support@azotel.com	n/a
C40	Network – Notification that customers have been put back into the correct bucket	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
			P3: support@azotel.com	n/a
		CC:	n/a	n/a
C41	Network – WIB status alert	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Supports Email" as set in WISP Settings.	D1 (c)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a
C42	Other – Contact (Vcard)	From:	P1: noresponse@azotel.com	n/a
		To:	P1: User Email	n/a
		CC:	n/a	n/a
C43	Other – Customer has been Reconnected	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator's "Accounts Email" as set in WISP Settings.	D1 (b)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
C44	**Sales Action Email**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Sales Team Member Email	D10 (a)
		CC:	P1: User Email	n/a
C45	**Sales Email**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Sales Team Member Email	D10 (a)
		CC:	n/a	n/a
C46	**S.A.N.D Emails**	From:	P1: SAND email FROM field under WISP Settings	D11 (a)
			P2: Operator's Accounts Email as set under WISP Settings	D1 (b)
			P3: Operator's Email as set under WISP Settings	D1 (a)
		To:	P1: SAND email TO field under WISP Settings	D11 (b)
			P2: Customer Email as set under subscriber record	D2 (a)
		CC:	P1: SAND email BCC field under WISP Settings	D11 (c)
			P2: Operator's Accounts Email as set under WISP Settings	D1 (b)
			P3: Operator's Email as set under WISP Settings	D1 (a)
C47	**Customer Spreadsheet**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: User Email	n/a
			P2: Operator Email as set in WISP Settings	D1 (a)
		CC:	n/a	n/a
C48	**Maintenance Spreadsheet**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: User Email	n/a
			P2: Operator Email as set in WISP Settings	D1 (a)
		CC:	n/a	n/a
C49	**Customer Traffic Spreadsheet**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Manually Entered	n/a
		CC:	n/a	n/a
C50	**Visit Notification**	From:	P1: Operator's "Maintenance Email" as set in WISP Settings.	D1 (e)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		To:	P1: Customer Email as set under contact details of subscriber record	D2 (a)
			P2: Operator's "Email" as set in WISP Settings.	D1 (a)
		CC:	n/a	n/a

eMail	eMail / Report	Addr	Description	SIMPLer
C51	**Visit Confirmation/Cancellation**	From:	P1: noresponse@azotel.com	n/a
		To:	P1: Operator Email as set in WISP Settings	D1 (a)
		CC:	n/a	n/a

Table 2-1 Email Report Routing

3.   Customizable Emails

3.1.   Email Configuration

Step One: In order to customize one of the SIMPLer-generated emails, the operator must navigate to the Settings – Modify WISP section as shown in Fig. 3-1.

Fig. 3-1: WISP Settings

Step Two: Next, you will need to navigate to the "Operator Emails" Section as shown in Fig. 3-2.

Fig. 3-2: WISP Settings – Operator Emails

Step Three: In the "New Type" field you will need to specify the type of email you wish to specify (or find the type from the drop-down menu if previously customized). Note that the types are specific and exact spelling must be followed from the list of available types shown in Section 3.2. Once you have finished typing the new type, click on the "Add new type" button.

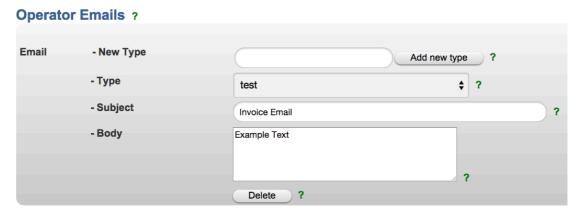**Step Four:** Once you are sure that the correct type is displaying in the "Type" field, enter the desired subject line of the email. Enter the desired text to appear in the body of the email. Note that there are specific variables available for use in the different emails and these are described in section 3.3.

Step Five: Click on the Update WISP button located either at the top or bottom of the page. This will register any changes made.

Step Six: If possible, test the email with a test account before sending to all customers.

3.2. Email Types

	Email Type	Description	Default Text	Example Location
1	**customer_portal_login**	Email sent to the customer with log in details for the End User Portal	E1	C10
2	**sand_invoice_email_date_1**	First warning notification sent to customers informing of non payment	E2	C46
3	**sand_invoice_email_date_2**	Second warning notification sent to customers informing of non payment	E3	C46
4	**sand_invoice_disconnection_ date**	Email notifying the customer of automatic disconnection due to non payment	E4	C46
5	**sand_invoice_throttling_date**	Email notifying the customer of a limitation in speeds due to non payment	E5	C46
6	**lodgement_failure_email_1**	First Email sent to customer on lodgement/bank deposit failure	E6	C46
7	**lodgement_failure_email_2**	Second Email sent to customer as a reminder of lodgement/bank deposit failure	E7	C46
8	**lodgement_failure_email_3**	Third Email sent to customer as a reminder of lodgement/bank deposit failure	E8	C46
9	**lodgement_failure_disconnec tion**	Email notifying the customer of automatic disconnection due to lodgement/bank deposit failure	E9	C46
10	**sand_traffic_email_treshold_ 1**	First warning notification to a customer exceeding the allocated traffic limit	E10	C46
11	**sand_traffic_email_treshold_ 2**	Second warning notification to a customer exceeding the allocated traffic limit	E11	C46
12	**sand_traffic_disconnection_t reshold**	Email notifying the customer of automatic disconnection for	E12	C46

		exceeding a traffic limit		
13	**sand_traffic_overage_treshold**	Email notifying the customer of automated overage charges for exceeding a traffic limit	E13	C46
14	**sand_traffic_throttling_treshold**	Email notifying the customer of automatic limiting of speeds for exceeding a traffic limit	E14	C46
15	**auto_payment_failure**	Notification to inform of the failure of an automatic payment	E15	C2
16	**auto_payment_receipt**	An email containing a receipt for a customer who has made a payment automatically	E16	
17	**payment_receipt_email**	An email containing a receipt for a customer who has made a payment	E17	C7
18	**auto_cc_expiry_notification**	A notification to the customer to inform of a credit card that is expired or nearing expiration	E18	C3
19	**eup_payment_notification**	A notification to state that a payment was made via the End User Portal	E19	C12
20	**eup_autopayment_signup_notification**	A notification to state that the customer has signed up for automatic payment via the End User Portal	E20	C13
21	**eup_data_purchase**	An email to notify the operator and customer of a data purchase made on the EUP	E21	C11
22	**customer_visit_notification_email**	An email to notify the customer that he has a visit scheduled with a technician	E22	C50
23	**customer_statement_email**	An email to send a customer statement for a set period of invoicing/payment	E23	
24	**invoice**	An email attaching the customer invoice PDF	E24	C5

3.3. Email Variables

Variable	Description	Availability
%EMAIL_FOOTER%	<Operator Name> <Address> Email: <Email>	All Email Types

	Phone: \<Phone\> Mobile: \<Mobile\> Fax: \<Fax\> WWW: \<Website\> *(Items between \<\> taken from WISP Settings)*	
%DATE%	Date (of invoice) This variable takes the actual invoice date selected (rather than the generated date)	Invoice
%OPERATOR_NAME%	Operator Company Name, taken from the WISP Settings	All Email Types
%OPERATOR_NICKNAME %		
%OPERATOR_EMAIL%	Operator primary Email as entered under WISP Settings	
%OPERATOR_EMAIL_AC COUNTS%	Operator accounts Email as entered under WISP Settings	
%OPERATOR_EMAIL_SUP PORT%	Operator support Email as entered under WISP Settings	
%CUSTOMER_NAME%	Customer name as entered under customer record	
%CUSTOMER_NICKNAME %	Customer nickname as entered under customer record	
%CUSTOMER_INVOICING ID%	Customer invoicing ID as entered under customer record	
%CUSTOMER_EMAIL%	Customer email as entered under customer record	
%SAND_CUSTOMER_TRA FFIC_AMOUNT%	Traffic amount used to date	
%SAND_CUSTOMER_TRA FFIC_LIMIT%		
%SAND_CUSTOMER_TRA FFIC_TRESHOLD%		
%INVOICEID%	Invoice number	Only for email type auto_payment_failure
%INVOICE_AMOUNT%	The amount of the invoice in question	Only for email types auto_payment_failure, auto_payment_receipt, payment_receipt_email and all Lodgement failure SAND related emails
%INVOICE_NUMBER%	Unique number assigned to the invoice in question	Only for Lodgement failure SAND related emails

%LODGEMENT_FAILURE_1_DATE%	First date of lodgement failure SAND notification as entered manually when failing a payment	Only for Lodgement failure SAND related emails
%LODGEMENT_FAILURE_2_DATE%	Second date of lodgement failure SAND notification as entered under WISP Settings	Only for Lodgement failure SAND related emails
%LODGEMENT_FAILURE_3_DATE%	Third date of lodgement failure SAND notification as entered under WISP Settings	Only for Lodgement failure SAND related emails
%LODGEMENT_DISCONNECTION_DATE%	Disconnection date for lodgement failure SAND as entered under WISP settings	Only for Lodgement failure SAND related emails
%PAYMENT_DATE%	Date of payment in question	Only for Lodgement failure SAND related emails
%PAYMENT_TYPE%	Payment type used for the payment in question (e.g credit card)	Only for: auto_payment_failure auto_payment_receipt payment_receipt_email
%PAYMENT_ERROR%	Reason for payment failure (i.e insufficient funds)	Only for auto_payment_failure
%CAP_OVERAGE%	Traffic CAP coming from overage top-ups	
%CAP_SUBSCRIPTION%	Traffic CAP coming from subscriptions	
%PORTAL_USERNAME%	Username for customers accessing the EUP	Only available for auto_cc_expiry_notification
%STREET%	Billing street 1	Only available for auto_cc_expiry_notification
%STREET2%	Billing street 2	Only available for auto_cc_expiry_notification
%CITY%	Billing city	Only available for auto_cc_expiry_notification
%COUNTRY%	Billing country	Only available for auto_cc_expiry_notification
%ZIP%	Billing ZIP/POST code	Only available for auto_cc_expiry_notification
%STATE%	Billing state	Only available for auto_cc_expiry_notification
%PAYMENT_AMOUNT%	Payment amount	Only available for payment_receipt_email & eup_payment_notification
%METHOD%	Payment method	Only available for eup_payment_notification & eup_autpayment_signup_notification

%TRANSACTION_REFERENCE%	Transaction reference code	Only available for eup_payment_notification & eup_autpayment_signup_notification
%TYPE%	Credit card type or bank account type	Only available for eup_payment_notification
%CC_EXPIRATION%	Credit card expiration date	Only available for eup_payment_notification & eup_autpayment_signup_notification
%LAST4%	Last 4 digits of CC or bank account	Only available for eup_payment_notification & eup_autpayment_signup_notification
%OWNER_NAME%	Credit Card holder name or Bank Account Name depending on payment method used	Only available for eup_payment_notification & eup_autopayment_signup_notification
%ASSIGNED_INSTALLER%	Installer assigned in SIMPLer/calendar	Only for customer_visit_notification
%TICKET_TITLE%	Maintenance ticket title	Only for customer_visit_notification
%TIME_SCHEDULED%	Full time of scheduled installation	Only for customer_visit_notification
%TRACKING_NOTE%	Note from installer tracking	Only for customer_visit_notification
%DATE_SCHEDULED%	Date of scheduled install	Only for customer_visit_notification
%HOUR_SCHEDULED_24%	Hour scheduled (24 hour clock)	Only for customer_visit_notification
%HOUR_SCHEDULED_12%	Hour scheduled (12 hour clock)	Only for customer_visit_notification
%DAY_OF_A_WEEK%	Day of install	Only for customer_visit_notification
%CONFIRMATION_CODE%	Pulls a confirmation code from the WISP Settings, i.e "thank you for confirming".	Only for customer_visit_notification
%CANCEL_CODE%	Pulls a cancellation code from the WISP Settings, i.e "thank you for cancelling".	Only for customer_visit_notification

Annex A: References

A.1 Document References

A.2 Link References

[L1]   http://www.azotel.com/

Azotel homepage.

[L2]   https://<servername>.azotel.com/

Access to SIMPLer system.

Annex B: Definitions and abbreviations

B.1 Definitions

B.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

SIMPLer   Azotel's integrated Operators platform

FTP   File Transfer Protocol

Annex C: Email Report Examples

C.1   Billing: Auto-Payment (credit card) Report

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: Auto-Payment (credit card) Report
To: aa@operator.com
```

```
Auto-Payment (credit card) Report
```

```
FAILED TRANSACTIONS:
```

```
Transaction: 892278af836d4eacce9b03eb3Z110446 – Customer: Joe Soap – 710240 (20762) – Invoice:
120028 – Amount: 49.95 – Credit Card payment for: 49.95 was DECLINED: DECLINED (1st Failure – AUTO
PAYMENT WAS TURNED OFF).
..
```

```
SUCCESSFUL TRANSACTIONS:
```

```
Transaction: d278d48c7aca93eac2ec72cccZ110443 – Customer: Homer Simpson – 500972 (20067) – Invoice:
119706 – Amount: 45 – Credit Card payment for: 45 was Successful
..
```

C.2   Billing: Payment Failure Report

```
From: <operatoraccounts@operator.net>
Date: 1 September 2013 14:07
Subject: [%OPERATOR_NAME%] Accounts Dept: [%CUSTOMER_NAME%] auto-payment failed
To: customeraccounts@customer.com
```

```
Dear Customer,
```

```
This is an email notification to say that the auto payment process for your account has failed.
Please find more details below:
```

```
Customer: %CUSTOMER_NAME%
Invoicing ID: %CUSTOMER_INVOICINGID%
Invoice(s): %INVOICEID%
Amount: %INVOICE_AMOUNT%
%PAYMENT_TYPE% payment was DECLINED.
ERROR: %PAYMENT_ERROR%
```

```
%EMAIL_FOOTER%
```

C.3   Billing: Credit Card Expiry Notification

```
From: <operatoraccounts@operator.net>
Date: 1 September 2013 14:07
Subject: Credit Card Expiry Alert
To: customer@customer.com
```

```
Dear %CUSTOMER_NAME%,
Your credit card used for auto payment is due to expire in one month or has already expired.
Please, contact us or login to the customer portal and provide us with updated credit card details.
```

```
Account ID: %CUSTOMER_INVOICINGID%
Username: %PORTAL_USERNAME%
Name: %CUSTOMER_NAME%
Address:
%STEET%
%STREET_2%
%CITY%
%STATE%
%ZIP%
Please, do not include any Credit Card information in replies to this email.
%EMAIL_FOOTER%
```

C.4   Billing: Invoices to be sent via post

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: Azotel Technologies Ltd. <Operator Name> - Invoices to be sent by post
To: aa@operator.com

Folks,
The following file contains invoices to be sent by post:

Download Invoices:
All_Post_2014_Month_Date_Time.pdf
```

Please note that the files linked to in this email are stored for 3 months only. If you wish to archive these files please download a copy for local storage.

```
Azotel Technologies Ltd.
River House
Blackpool Park
Cork


Email: support@azotel.com
Phone: +353-21-234-8100
Fax: +353-21-467-1699
WWW: www.azotel.com
```

C.5   Billing: Invoices to be sent via email

```
From: <operatoraccounts@operator.net>
Date: 1 September 2013 14:07
Subject: *NAME* (*DATE*) – *OPERATOR* - Invoice for Broadband Services


To: customer@customer.com

Dear Customer,

Attached, please find an invoice for our broadband services.


Kind Regards,
----------------------------------------------------------
*OPERATOR DETAILS*
```

C.6   Billing: Receipts for Credit Card Payments

```
From: <operatoraccounts@operator.net>
Date: 1 September 2013 14:07
Subject: Customer: [%CUSTOMER_NAME%] - %CUSTOMER_INVOICINGID% - %PAYMENT_TYPE% Invoice

To: customer@customer.com

Dear Customer,

The attached receipt(s) are for the invoices paid off by your payment.

%EMAIL_FOOTER%
```

C.7   Billing: Receipts for Payment

```
From: <operatoraccounts@operator.net>
Date: 1 September 2013 14:07
Subject Customer: %CUSTOMER_NAME% - %CUSTOMER_INVOICINGID% - Payment made - %PAYMENT_AMOUNT%

To: customer@customer.com
Dear Customer,

The attached receipt(s) are for the payment made.

%EMAIL_FOOTER%
```

C.8   Billing: Deferred Income Report

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject Customer: [operator name] Deferred Income Report
```

To: customer@customer.com

```
Folks,
  Attached is the Deferred Income Report for <operator> broadband.
```

```
Download Invoices File:
```
https://<servername>.azotel.com/genImages/invoices/<operator>/<operator> prepay invoices day date.zip

```
If you have any questions or need further help on any of the contents, please do not hesitate to
contact us.
```

```
Thanks again.
```
```
Azotel Technologies Ltd.
River House
Blackpool Park
Cork
```

```
Email:   support@azotel.com
Phone:   +353-21-234-8100
Fax:     +353-21-467-1699
WWW:     www.azotel.com
```

C.9   Billing: Winbits File

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject Customer: [operator name] Winbits file
```

To: customer@customer.com

```
Please find attached the generated winbits file.
```

```
Azotel Technologies Ltd.
River House
Blackpool Park
Cork
```

```
Email:   support@azotel.com
Phone:   +353 21 234 8100
Fax:     +353 21 467 1699
WWW:     www.azotel.com
```

C.10   Customer Portal User Credentials

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject Customer: [operator name] User Login
```

To: customer@customer.com

```
Welcome to the Customer Portal for <operator name>.
```

Your login URL is: https://<servername>.azotel.com/CustomerPortal/login.pl?operator=<operatorname>

```
Here are your user details:
```

```
Office Test
   username: test
   password: testemma
```

%EMAIL_FOOTER%

C.11 Data Purchase Email

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject Customer: [%OPERATOR_NAME%] End User Portal data purchase notification - %CUSTOMER_NAME%
```

To: customer@customer.com

Folks,

This is an email notification to say that bandwidth data was purchased through End User Portal Below are the details of the purchase: Customer Invoicing ID: %CUSTOMER_INVOICINGID%

Customer Name:	%CUSTOMER_NAME%
Product:	%PRODUCT_DESCRIPTION%
Data Purchased:	%TRAFFIC_DATA% GB
Price:	%FULL_PRICE%
Charge Type:	%PAYMENT_OPTION%

%EMAIL_FOOTER%

C.12 Payment Received via End User Portal

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject Customer: [%OPERATOR_NAME%] Customer Payment notification - %CUSTOMER_NAME%
```

To: operator@operator.com

Folks,

This is an email notification to say that your Customer made an End User Portal payment
Below are the details of the payment transaction:

```
Customer Invoicing ID:    azotelTest
Customer Name:      Azotel Test Account
Amount Paid:        1.00
Transaction Reference:    ed11c08c6d27f3507a56399f765Z9089
```

Credit Card Details: Visa – 11/2016 ***1234 – John Doe

%EMAIL_FOOTER%

C.13 Customer Portal: Auto Payment Sign Up

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject Customer: [%OPERATOR_NAME%]
```

To: operator@operator.com

Folks,

This is an email notification to say that your customer has signed up for automatic payment via the
customer portal.

%EMAIL_FOOTER%

C.14 Customer Portal: End User Portal Password Reset

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject Customer: [%OPERATOR_NAME%] Customer Portal
```

To: customer@customer.com

Folks,

This is an email notification to say that your password has been reset.

%EMAIL_FOOTER%

C.15   Hotspot: Generated Tokens

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: test_hs_1- Hotspot Username and Password details

To: emma@azotel.com

Thanks for using Azotel services

Please find attached tokens generated for product: test1 – Test_Product

USERNAME    PASSWORD
te14286    bn358

%EMAIL_FOOTER%
```

C.16   Hotspot: Invalid Tokens

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server name> <operator> Hotspot Problem Token Report

To: operator@operator.com

The hotspot tokens listed below are in an
invalid state (used, but no usage data) and should
be deleted or reset

Hotspot            Token
-----------------  ---------
op_hs_1       h12498
op_hs_1       h13992
op_hs_1       h16845
op_hs_1       h19736

%EMAIL_FOOTER%
```

C.17   Hotspot: Sign Up Email for Hotspot Registration

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server name> <operator> Hotspot Username and Password Details

To: operator@operator.com

Thank you for signing up for Test! Your username and password are listed below.

    Token Username: te1emmsad
    Token Password: as766
Please keep your username and password in a safe location and do not share it with anyone. Your
password cannot be retrieved if it is lost and your token may only be used by one person at a time.
In order to purchase additional tokens please use the following link to access your account details.

https://<server>/CustomerPortal/login.pl?operator=test

    EUP Username: te1emmsad
    EUP Password: as766

Your payment transaction reference is: 63a10ad2d02256818173194fe14bZ706

If you need any assistance please contact our technical support line at 555-5555-555.

Thank you!
%EMAIL_FOOTER%
```

C.18   Installer Task Notification

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <operator> <server name> Installer Task Notification
```

To: operator@operator.com

Dear Emma Sadleir,

This is an automated notification from Azotel SIMPLer.

A maintenance task has been logged on your account:
Task: azotel-feature (2014-10-30) TEST ONLY – 4 – emma
Status: open
Installer Fee: 0.00
Opened Date: 2015-01-30
Date Scheduled: -
Closed Date: -
Note:

https://demo.azotel.com/WIB/form_modInstallerTracking.pl?id=59

Maintenance Ticket Details

Customer ID: 10957
Type: azotel-feature
Priority: 3
Title: TEST ONLY – 4
Date Reported: 2014-10-30
Reported By: emma
Status: open
Ownership: emma
Description:
TEST ONLY – 4

Resolution:
[emma 20150130 05:38]
test

%EMAIL_FOOTER%

C.19   Installer Email

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: [1 issues] Test – Installer Email (test_5.11) – 2015-02-23

To: installer@operator.com

Attached is the list of maintenance issues.

If you have any questions or need further help on any of the contents, please do not hesitate to
contact us.

%EMAIL_FOOTER%

C.20   Installer Email List

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: [84][23 issues] Test – Installer List – 2015-02-23

To: installer@operator.com

Please click the following link to download a zip file containing "All maintenance issues"
Maintenance_package

%EMAIL_FOOTER%

C.21   Items not in Google Calendar Notification

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server name> <operator> Tracking items not in calendar

To: operator@operator.com

```
The following customers have open installer
tracking items in 28ests28n, but do not have entries
in Google Calendar


          Maint  Installer
Nickname  Issue  Tracking  Type
---------- ------ --------- ------------
```

%EMAIL_FOOTER%

C.22   Items Unassigned in Installer Tracking

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server name> <operator> Unassigned Installer Tracking Items
```

To: operator@operator.com

```
The following installer tracking items in 28ests28n
have a due date of tomorrow but do not yet have an
installer assigned:


          Maint  Installer
Nickname  Issue  Tracking  Type         Description
---------- ------ --------- ------------ ----------------------------------
```

%EMAIL_FOOTER%

C.23   Maintenance: Azotel/Azotel-feature Tickets

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: UPDATE P3: [Operator] Ticket Number & Title
```

To: operator@operator.com

```
Folks,
customer issue updates. See details below.

SERVER: https://<server>.azotel.com
SIMPLer link: https://<server>.azotel.com/WIB/form modMaintenance.pl?issueId=xxx

Master Portal Link:
Link

ISSUE NUMBER: xxx

NAME: customer name
TITLE: Ticket Title
REPORTED BY:
 Nickname:  XXXXX
 Name:      -
 Phone:  -
 Email:  XXXXX
 Skype:  -
DATE REPORTED: 21/01/2015
PRIORITY: 3
TYPE: azotel
STATUS: open

********** BILLING **********
HOURS SPENT: 0.75
CI to be charged: NO
Discount: 0%

********** DESCRIPTION **********
CI Description

********** RESOLUTION **********
[emma 20150204 11:05]
CI Resolution…
```

C.24 Maintenance: Tickets excluding Azotel/Azotel-feature

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: UPDATE P3: [Operator] Ticket Number & Title


To: operator@operator.com

Folks,
customer issue updates. See details below.

SERVER: Server Link
SIMPLer link: https://<server>.azotel.com/WIB/form_modMaintenance.pl?issueId=xxx

Master Portal Link:
Link

ISSUE NUMBER: xxx

NAME: customer name
TITLE: Ticket Title
REPORTED BY:
 Nickname:  XXXXX
 Name:      -
 Phone:  -
 Email:  XXXXX
 Skype:  -
DATE REPORTED: 21/01/2015
PRIORITY: 3
TYPE: other type
STATUS: open

********** DESCRIPTION **********
CI Description

********** RESOLUTION **********
[emma 20150204 11:05]
CI Resolution…
```

C.25 Maintenance: Tickets sent to Installers

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: UPDATE P3: [Operator] Ticket Number & Title


To: installer@operator.com

Folks,
customer issue updates. See details below.

SERVER: Server Link
SIMPLer link: https://<server>.azotel.com/WIB/form_modMaintenance.pl?issueId=xxx

Master Portal Link:
Link

ISSUE NUMBER: xxx

NAME: customer name
TITLE: Ticket Title
REPORTED BY:
 Nickname:  XXXXX
 Name:      -
 Phone:  -
 Email:  XXXXX
 Skype:  -
DATE REPORTED: 21/01/2015
PRIORITY: 3
TYPE: other type
```

```
STATUS: open

********** DESCRIPTION **********
CI Description

********** RESOLUTION **********
[emma 20150204 11:05]
CI Resolution…
```

%EMAIL_FOOTER%

C.26   Maintenance: Tickets opened on the EUP

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: UPDATE P3: [Operator] Ticket Number & Title


To: operator@operator.com

Folks,
customer issue updates. See details below.

SERVER: Server Link
SIMPLer link: https://<server>.azotel.com/WIB/form_modMaintenance.pl?issueId=xxx

Master Portal Link:
Link

ISSUE NUMBER: xxx

NAME: customer name
TITLE: Ticket Title
REPORTED BY:
 Nickname:  XXXXX
 Name:       -
 Phone:  -
 Email:  XXXXX
 Skype:  -
DATE REPORTED: 21/01/2015
PRIORITY: 3
TYPE: other type
STATUS: open

********** DESCRIPTION **********
CI Description

********** RESOLUTION **********
[emma 20150204 11:05]
CI Resolution…
```

%EMAIL_FOOTER%

C.27   Maintenance List

```
From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server name> <operator> Maintenance List


To: operator@operator.com


Please click the following link to download a zip file containing "All maintenance issues"
Maintenance package
Maintenance Issues Summary:
```

Type	Open Total	Open Day 1-	Open Days 3-	Open Days 7-	Open Days 7+	Closed Day 1-	Closed Days 7-	Closed Days 30-
Unassigned:	5	0	0	0	5	0	0	0

_____

%EMAIL_FOOTER%

C.28   Mass Email

From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: Customizable Subject Line

To: operator@operator.com & BCC list

Folks,

This text is customizable by the operator.

Thank you. Mass Email Team

C.29   mySIMPLer: Generated Vouchers

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <operator> Generated Voucher Details

To: operator@operator.com & BCC list

Dear Customer,

Please find attached vouchers generated.

Amount: 1.00
Number of Tokens: 1
Expiration Date:
Receiver: emma@azotel.com

The file contains the following fields:

VOUCHER CODE, DATE GENERATED, AMOUNT, EXPIRATION DATE

C.30   Network: Broadband Settings Email

From: <noresponse@azotel.com>
Date: Wednesday, 10 September 2014 12:06
To: <operator@operator.com>
Subject: [operator: <>] Broadband Settings – Customer Name – nickname

Folks,

   Attached are the settings to use the broadband connection, which has now been activated. We
strongly recommend that all customers print off a hard copy and file for future reference.

If you have any questions or need further help on any of the contents, please do not hesitate to
contact us.

Thanks again

%EMAIL_FOOTER%

C.31   Network: Network Health Alerts

Date: 4 February 2015 19:25:08 GMT
From: noresponse@azotel.com
To: support@azotel.com
Subject: [operator] Network Health Monitor: Restored Hosts

(2015-02-04 19:25:03) Hosts Restored:
name – IP Address

C.32   Network: Missing Base-Stations Email (after network scan)

From: noresponse@azotel.com [mailto:noresponse@azotel.com]
Sent: Tuesday, March 12, 2013 1:16 AM
To: operatir@operator.com
Subject: [operator] Notification about missing basestations

Attached is the list of basestation in Operator network that are missing in
SIMPLer system.

If you have any questions or need further help on any of the contents,
please do not hesitate to contact us.

_____

%EMAIL_FOOTER%

C.33   Network: Problems with CPE Update

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server> <operator> Problem with CPE Update

To: operator@operator.com

Test Support,

Updating the XXX.XXX.X.XXX CPE failed even though this IP address is active.
This might indicate that either the CPE device type is not supported or there is a problem with the
CPE setup due to which SIMPLer cannot communicate with the CPE (i.e. SNMP community is incorrect).

Thanks again

%EMAIL_FOOTER%

C.34   Network: Getting CPE Details

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server> <operator> Problem with getting CPE details

To: operator@operator.com

Test Support,

Getting the XXX.XXX.X.XXX CPE details failed even though this IP address is active.
This might indicate that either the CPE device type is not supported or there is a problem with the
CPE setup due to which SIMPLer cannot communicate with the CPE (i.e. SNMP community is incorrect).

Thanks again

%EMAIL_FOOTER%

C.35   Network: CPE Reboot Notification

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07

Subject: <server> <operator> Problem with CPE Reboot

To: operator@operator.com

Test Support,

Rebooting the XXX.XXX.X.XXX CPE failed even though this IP address is active.
This might indicate that either the CPE device type is not supported or there is a problem with the
CPE setup due to which SIMPLer cannot communicate with the CPE (i.e. SNMP community is incorrect).

Thanks again
%EMAIL_FOOTER%

C.36   Network: Interfaces

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server> <operator> Network Interfaces Notification

To: operator@operator.com

This is an automated notification from Azotel SIMPLer.

Please note that the following interfaces are running out of free IP addresses:

%EMAIL_FOOTER%

C.37   Network: Re-Direction (MAC address was not auto updated)

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server> <operator> Redirected customer (Invoicing ID: TEST72, Name: erwer) – MAC not
updated

To: operator@operator.com

Folks,

This is an email notification to say that your customer (Invoicing ID: TEST72, Name: erwer)
logged in to EUP but they did not have their MAC (11:11:11:11:11:11) updated on the account due to
missing IP address or 'Allow to auto-update MAC on EUP login' flag in their IP table

To fix the issue update IP details with the proper IP and MAC of the customer:
https://84.203.220.160/WIB/form_modIP.pl?custId=1433

%EMAIL_FOOTER%

C.38   Network: Minimum Stock Level

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <server> <operator> Minimum Stock Level Reached

To: operator@operator.com

This is an automated notification from Azotel SIMPLer.

Please note that site "Blarney Center" (ID: 1) reached its minimum stock level.
Current Stock Level: 1
Minimum Stock Level: 1

To view site's equipment go to
https://SERVER/WIB/form_modSite.pl?siteId=1

%EMAIL_FOOTER%

C.39   Network: Maximum Subscribers on WIB

```
Date: 2 February 2015 08:39:51 GMT
From: noresponse@azotel.com
To: operator
Cc: support@azotel.com
Subject: [OPERATOR] WIB XXX - Subscribers Maxed Note

NOTE: There is XXXX Active Subscribers on the WIB XXX!
New WIB-C client should be fitted in your network as soon as possible.

%EMAIL_FOOTER%
```

C.40   Network: Customers placed in correct bucket

```
From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: Customer put back to regular bucket

To: operator@operator.com


This is an automated message sent to notify that the following customers:

(9) Jim Carrey

were automatically put back to regular bucket by the SAND system after lodging invoice.
```
```
%EMAIL_FOOTER%
```

C.41   Network: WIB Status Alert

```
From: noresponse@azotel.com [mailto:noresponse@azotel.com]
Sent: 06 January 2015 01:03
To: operator
Subject: [OPERATOR] WIB 117 [wibXXX] status alert - 06/01/2015 01:02:42

Folks,
automated system has detected following failures on WIB XXX

Conections on WIB XXX exceeded 20000.

Connections at the moment of failure:
Totals: Connections: 19149
            TCP: 15547, SYN: 12596 (81.02%)
            UDP: 1391

 TCP Age (hour)  <1     1 - 2   2 - 3   3 - 4    >4
                ------- ------- ------- ------- -------
                90.21%   2.00%   1.42%   1.56%   4.81%

Top Ips for TCP connections
XXX.XX.XXX.XXX (4309 - 27.72%)
   Top Dest IP:   X.XX.XXX.XX (439) X.XX.XXX.XX (435)
Top Dest Port: XXXXX (12)
%EMAIL_FOOTER%
```

C.42   Other: Contact (vCard)

```
From: <noresponse@azotel.com>
Date: 5 February 2015 at 16:12
Subject: [azotel] Vcard attached - customer - 34ests [pawel@azotel.com] (34ests)
To: emma@azotel.com

Please find Vcard for customer 34ests [pawel@azotel.com] (34ests) attached.
```
_____

%EMAIL_FOOTER%

C.43   Reconnection: Customers Reconnected

From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: Customer Reconnection Notification

To: operator@operator.com

This is an automated message sent to notify that the following customers:

(9) Jim Carrey.

Were automatically reconnected by the SAND system after lodging invoice.
These customers might need to be invoiced for the current month. To generate their invoice now go to invoices -> Generate Invoices and select them from the list.

%EMAIL_FOOTER%

C.44   Sales: Sales Action

From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: [1 open action] Test – Sales Team Member Email (pawel) – 2015-02-23

To: operator@operator.com

Attached is the list of sales issues of type ''.

If you have any questions or need further help on any of the contents, please do not hesitate to contact us.

Test
%EMAIL_FOOTER%

C.45   Sales: Sales Email

From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: [84][1 open action] Test – Sales Issues List ('') – 2015-02-23

To: operator@operator.com

Attached is the list of sales issues of type ''.

If you have any questions or need further help on any of the contents, please do not hesitate to contact us.

%EMAIL_FOOTER%

C.46   S.A.N.D Notifications

From: <operatorportal@operator.com>
Date: 1 September 2013 14:07
Subject: Customizable Subject Line

To: operator@operator.com

Dear Customer,

This is an automated notification to let you know that your invoice is overdue/you have exceeded your traffic limit.

Please contact us today to arrange payment/package upgrade.

C.47   Customer Spreadsheet

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <operator> Customers Spreadsheet

To: operator@operator.com

Please find "Customers Spreadsheet" under the link below.

Customer Spreadsheet.xls
_____

C.48   Maintenance Spreadsheet

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <operator> Maintenance Spreadsheet

To: operator@operator.com

Please find "Maintenance Spreadsheet" under the link below.

Maintenance Spreadsheet.xls
_____

C.49   Customer Traffic Spreadsheet

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07
Subject: <operator> Traffic Spreadsheet(Date)

To: operator@operator.com

Attached is the Traffic Spreadsheet generated on 2015-02-09
If you have any questions or need further help on any of the contents, please do not hesitate to
contact us.

_____

C.50   Customer Visit Notification

From: <noresponse@azotel.com>
Date: 1 September 2013 14:07

Subject: [%OPERATOR_NAME%] Customer Appointment Notification - %CUSTOMER_NAME%

To: operator@operator.com

Dear %CUSTOMER_NAME%,

This is an email notification to remind you about the appointment scheduled to perform the following
work: %TICKET_TITLE% Our Installer %ASSIGNED_INSTALLER% will visit you at your premises at
%TIME_SCHEDULED% If you want to cancel the meeting please let us know. Best Regards,
----
%EMAIL_FOOTER%

C.51   Customer Visit Confirmation/Cancellation

From: <operatorportal@operator.com>

```
Date: 1 September 2013 14:07
Subject: Customer Visit Confirmation
```

To: operator@operator.com

```
Dear Customer,
```

```
Thank you for confirming the appointment.
```

```
%EMAIL_FOOTER%
```

```
Date: 1 September 2013 14:07
Subject: Customer Visit Confirmation
```

Annex D: SIMPLer "email routing" config

D.1   Global Settings -> Contact Details

Contact details

Phone		?
Mobile		?
Fax		?
Email (a)		?
Accounts Email (b)		?
Supports Email (c)		?
Sales Email (d)		?
Maintenance Email (e)		?
Master Franchise Support email (i)		?
Remit Advice Email (f)		?
Dispatch Email (g)		?
Customer Portal Email (h)		?
CC email address		Add CC email ?
CC email list		Delete ?
Alert Mobiles		Add mobile ?
Mobiles list		Delete ?
Contact - Name		?
- Phone		?
- Role		?

Fig. D-1 Global Settings -> Contact Details

D.2   Subscriber Settings -> Contact Details

Customer Account (modify..) (history..)

Customer ID	10965
Invoicing ID	jsmith001
Nickname	jsmith001
Name	John Smith
Status	current
	Changed: Jul 01, 2014
	SAND: Clear

Contact Details (modify..) (history..) (maillog..)

Email VCard   Google Contacts Sync

Email	(a)	customeremail@customeremail.com
Accounts Email	(b)	customeraccountsemail@customer-email.com
Supports Email	(c)	customersupportsemail@customer-email.com
Telephone	?	
Fax		
Website		

Fig. D-2 Subscriber Settings -> Contact Details

D.3   Invoices -> Deferred Income Report

Search for information

Deferred Income Report

Date of report
20/01/2015

An email will be sent to the following email address:
emma@azotel.com   Submit   **?**

Customer search >>

Fig. D-3 Invoices -> Deferred Income Report

D.4   Hotspot -> Tokens   (a)

share plans	hotspots	tokens	products	stats	usage	online signups

Tokens

Hotspot: **test_hs_1**
Lump Sum Allocation: **unlimited**

Type in number of tokens to generate:
1   **?**

Choose token type:
test1 - Test_Product - 10.00 EUR   **?**

Fill in email to which xml file with tokens will be sent:
emma@azotel.com   (a)
Back   Add

Product Details

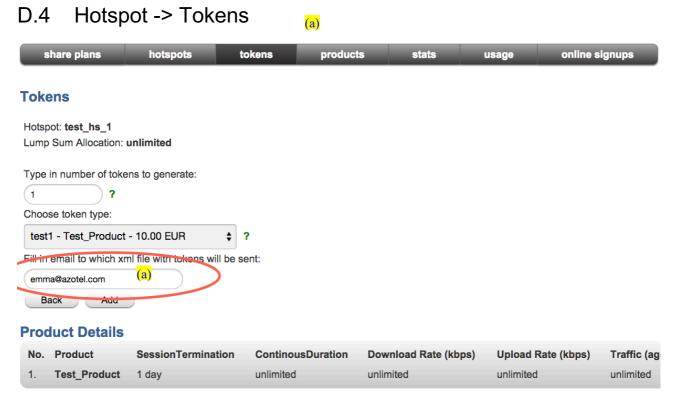| No.	Product	SessionTermination	ContinousDuration	Download Rate (kbps)	Upload Rate (kbps)	Traffic (ag
1.	Test_Product	1 day	unlimited	unlimited	unlimited	unlimited

Fig. D-4 Hotspot -> Tokens

D.5   Maintenance -> Installers

Fig. D-5 Maintenance -> Installers

D.6   WISP Settings -> Automatic Maintenance Issue Emails
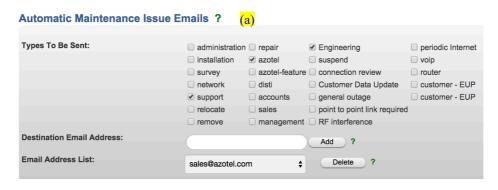

Fig. D-6 WISP Settings -> Automatic Maintenance Issue Emails

D.7   WISP Settings -> Support – Notification Emails – Override Email

Fig. D-7 WISP Settings -> Support – Notification Emails – Override Email

D.8   Customers -> Mass Email

Fig. D-8 Customers -> Mass Email
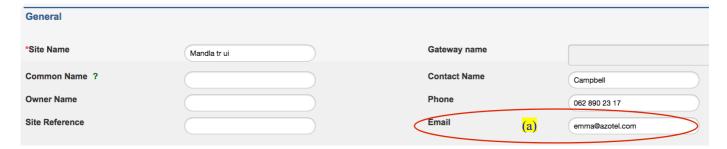
D.9   Network -> Sites

Fig. D-9 Network – Site Email

D.10   Customers -> Sales Team

Fig. D-10 Customers -> Sales Team

D.11   WISP Settings -> S.A.N.D

Fig. D-11 WISP Settings -> S.A.N.D

Annex E:　SIMPLer "default" email text

E.1　customer_portal_login

Subject: %OPERATOR_NAME% Customer Portal – User Login

Body: Welcome to the Customer Portal for \%OPERATOR_NAME\%,

Your login URL is:

%CUSTOMER_PORTAL_URL%

Here are your user details:

%LOGIN_DETAILS%

%EMAIL_FOOTER%

E.2　sand_invoice_email_date_1

Subject:　%OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Payment Request

Body:　　Dear Customer,

This is an email notification to say that payment on your account is now due. Should payment not be received within the next [14] days, your service will be disconnected. If you have any questions with respect to this email, please contact the accounts department at %OPERATOR_EMAIL_ACCOUNTS%.

%EMAIL_FOOTER%

E.3　sand_invoice_email_date_2

Subject:　%OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Payment Request

Body:　　Dear Customer,

This is an email notification to say that payment on your account is now due. Should payment not be received within the next [7] days, your service will be disconnected. If you have any questions with respect to this email, please contact the accounts department at %OPERATOR_EMAIL_ACCOUNTS%.

%EMAIL_FOOTER%

E.4   sand_invoice_disconnection_date

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Disconnection Notification

Body: Dear Customer,

This is an email notification to say that payment has not been received for this account. Your service has been disconnected. Please contact us to settle the outstanding amount and discuss reconnection.

%EMAIL_FOOTER%

E.5   sand_invoice_throttling_date

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Disconnection Notification

Body: Dear Customer,

This is an email notification to say that payment has not been received for this account. Your service has been limited. Please contact us to settle the outstanding amount and discuss restoring your service.

%EMAIL_FOOTER%

E.6   lodgement_failure_email_1

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Payment Request

Body: Dear Customer,

This is an email notification to say that payment on your account is now due. Should payment not be received within the next days, your service will be disconnected.

If you have any questions with respect to this email, please contact the accounts department at [\%OPERATOR_EMAIL_ACCOUNTS\%].

%EMAIL_FOOTER%

E.7   lodgement_failure_email_2

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Payment Request

Body: Dear Customer,

This is an email notification to say that payment on your account is now due. Should payment not be received within the next days, your service will be disconnected.

If you have any questions with respect to this email, please contact the accounts department at [\%OPERATOR_EMAIL_ACCOUNTS\%].

%EMAIL_FOOTER%

E.8   lodgement_failure_email_3

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Payment Request

Body: Dear Customer,

This is an email notification to say that payment on your account is now due. Should payment not be received within the next days, your service will be disconnected.

If you have any questions with respect to this email, please contact the accounts department at [\%OPERATOR_EMAIL_ACCOUNTS\%].

%EMAIL_FOOTER%

E.9   lodgement_failure_disconnection

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME% Disconnect Notification

Body: Dear Customer,

This is an email notification to say that payment has not been received for this account. Your service has been disconnected.

Please contact us to settle the outstanding amount and discuss reconnection.

%EMAIL_FOOTER%

E.10   sand_traffic_email_treshold_1

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%: %SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of CAP exceeded

Body: Dear Customer,

This is an email notification to say that you have reached %SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of your monthly usage (CAP) allowance. Traffic usage to date: %SAND_CUSTOMER_TRAFFIC_AMOUNT% GB

%EMAIL_FOOTER%

E.11   sand_traffic_email_treshold_2

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%:
%SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of CAP exceeded

Body: Dear Customer,

This is an email notification to say that you have reached
%SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of your monthly usage (CAP) allowance. Traffic usage
to date: %SAND_CUSTOMER_TRAFFIC_AMOUNT% GB

%EMAIL_FOOTER%

E.12   sand_traffic_disconnection_treshold

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%:
%SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of CAP exceeded

Body: Dear Customer,

This is an email notification to say that you have exceeded your %CALCULATION_PERIOD%ly usage
(CAP) allowance on account %CUSTOMER_NAME%. Traffic usage to date:
%SAND_CUSTOMER_TRAFFIC_AMOUNT% GB

%EMAIL_FOOTER%

E.13   sand_traffic_overage_treshold

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%:
%SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of CAP exceeded

Body: Dear Customer,

This is an email notification to say that you have exceeded your %CALCULATION_PERIOD%ly usage
(CAP) allowance on account %CUSTOMER_NAME%. Traffic usage to date:
%SAND_CUSTOMER_TRAFFIC_AMOUNT% GB

%EMAIL_FOOTER%

E.14   sand_traffic_throttling_treshold

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%:
%SAND_CUSTOMER_TRAFFIC_TRESHOLD%% of CAP exceeded

Body: Dear Customer,

This is an email notification to say that you have exceeded your %CALCULATION_PERIOD%ly usage (CAP) allowance on account %CUSTOMER_NAME%. Traffic usage to date: %SAND_CUSTOMER_TRAFFIC_AMOUNT% GB

%EMAIL_FOOTER%

E.15   auto_payment_failure

Subject: %OPERATOR_NAME% Accounts Dept: %CUSTOMER_NAME%: auto-payment failed

Body: Dear Customer,

       This is an email notification to say that the auto payment process for your account has failed. Please find more details below:

    Customer: %CUSTOMER_NAME%
    Invoicing ID: %CUSTOMER_INVOICINGID%
    Invoice(s): %INVOICEID%
    Amount: %INVOICE_AMOUNT%
    %PAYMENT_TYPE% payment was DECLINED.
    ERROR: %PAYMENT_ERROR%

    %EMAIL_FOOTER%

E.16   auto_payment_receipt

Subject: Customer: [%CUSTOMER_NAME%] - %CUSTOMER_INVOICINGID% - %PAYMENT_TYPE% Invoice Payment - %INVOICE_AMOUNT%

Body: Dear Customer,
    The attached receipt(s) are for the invoices paid off by your payment.

    %EMAIL_FOOTER%

E.17   payment_receipt_email

Subject: Customer: [%CUSTOMER_NAME%] - %CUSTOMER_INVOICINGID% - Payment made - %PAYMENT_AMOUNT%

Body: Dear Customer,
    The attached receipt(s) are for the payment made.

    %EMAIL_FOOTER%

E.18   auto_cc_expiry_notification

Subject: Credit Card Expiry Alert

Body: Dear %CUSTOMER_NAME%,

Your credit card used for auto payment is due to expire in one month or has already expired.

Please, contact us or login to the customer portal and provide us with updated credit card details.

Account ID: %CUSTOMER_INVOICINGID%
Username: %PORTAL_USERNAME%

Name: %CUSTOMER_NAME%
Address:
%STEET%
%STREET_2%
%CITY%
%STATE%
%ZIP%

Please, do not include any Credit Card information in replies to this email.

%EMAIL_FOOTER%

E.19   eup_payment_notification

Subject: [%OPERATOR_NAME%] End User Portal payment notification - %CUSTOMER_NAME%

Body: Folks, This is an email notification to say that your Customer made an End User Portal payment
.

Below are the details of the payment transaction: Customer Invoicing ID:
%CUSTOMER_INVOICINGID%
Customer Name: %CUSTOMER_NAME%
Amount Paid: %PAYMENT_AMOUNT%
Transaction Reference: %TRANSACTION_REFERENCE% %METHOD%
Details: %TYPE% - %CC_EXPIRATION% ***%LAST4% - %OWNER_NAME%
%EMAIL_FOOTER%

E.20   eup_autopayment_signup_notification

Subject: [%OPERATOR_NAME%] End User Portal payment notification - %CUSTOMER_NAME%

Body: Folks,
This is an email notification to say that your Customer made an End User Portal payment. Below are the details of the
payment transaction:
Customer Invoicing ID: %CUSTOMER_INVOICINGID%
Customer Name: %CUSTOMER_NAME% %METHOD%
Details: %TYPE% - %CC_EXPIRATION% ***%LAST4% - %OWNER_NAME%
%EMAIL_FOOTER%

E.21   eup_data_purchase

Subject: [%OPERATOR_NAME%] End User Portal data purchase notification - %CUSTOMER_NAME%

Body: Folks, This is an email notification to say that bandwidth data was purchased through End User
Portal Below are the details of the purchase:
Customer Invoicing ID: %CUSTOMER_INVOICINGID%
Customer Name: %CUSTOMER_NAME%
Product: %PRODUCT_DESCRIPTION%

Data Purchased: %TRAFFIC_DATA% GB
Price: %FULL_PRICE%
Charge Type: %PAYMENT_OPTION%
 %EMAIL_FOOTER%

E.22   customer_visit_notification_email

Subject: [%OPERATOR_NAME%] Customer Appointment Notification - %CUSTOMER_NAME%

Body: Dear %CUSTOMER_NAME%,
This is an email notification to remind you about the appointment scheduled to perform the following work:
%TICKET_TITLE% Our Installer %ASSIGNED_INSTALLER% will visit you at your premises at
%TIME_SCHEDULED% If you want to cancel the meeting please let us know. Best Regards,
----
%EMAIL_FOOTER%

E.23   customer_statement_email

Subject: [%OPERATOR_NAME%] Customer Statement - %CUSTOMER_NAME%

Body: Dear Customer,
Attached, please find a current statement from our accounting department.
Kind Regards,

            %EMAIL_FOOTER%

E.24   invoice

Subject: *NAME* (*DATE*) - *OPERATOR* - Invoice for Broadband Services

Body: Dear Customer,

Attached, please find an invoice for our broadband services.

Kind Regards,

OPERATOR DETAILS

Annex F: Change history

Change history				
Date	**Author(s)**	**Subject/Comment**	**Old**	**New**
12-Jan-15	Emma	Original	n/a	001
19-Jan-15	Emma	Update C1 – C5	001	002
20-Jan-15	Emma	Update C6 – C14	002	003
23-Jan-15	Emma	Update C15 – C19	003	004
04-Feb-15	Emma	Update C19 – C23	004	005
05-Feb-15	Emma	Update C23 – C51	005	006
09-Feb-15	Emma	Review Annex C	006	007
10-Feb-15	oharej	Format for Print	007	008
23-Feb-15	Emma	Updated final missing email examples	008	009
09-Apr-15	oharej	Reviewed	009	010
08-June-15	emma	Added section three and Annex E	010	011