

S05 - SIMPLer Billing End User Portal User Guide

Azotel Technologies Ltd,
3rd Floor, River House,
Blackpool Park,
Cork,
Ireland.

Azotel Canada Inc.
325 Vulcan Avenue
NS B1P 5X1
Sydney
Canada

Azotel Poland
PLAC Powstancow
Slaskich 17A/222
53-329
Wroclaw
Poland

Phone (EMEA): +353-21-234-8100
Phone (North America): +1-902-539-2665 / +1-312-239-0680
Phone (Poland): +48-71-710-1530
Phone (UK): +44-20-719-3417
Phone (South Africa): +27-11-083-6900
Fax: +353-21-467-1699

info@azotel.com

www.azotel.com

Contents

Contents	2
1 Introduction	3
2 EUP Configuration from WISP settings	4
2.1 EUP Configuration	4
3 Accessing the End User Portal	11
3.1 Activating the End User Portal	11
3.2 Accessing the End User (Customer) Portal	14
3.3 Disabling End User (Customer) Portal	16
4 The End User Portal (Customer Portal Page)	17
4.1 The Account Section	19
4.1.1 Change Password.....	20
4.1.2 Hide Customer Defined Password Sent to Customer.....	21
4.1.3 Personal Information.....	21
4.1.3.1 Editing Customer Information.....	22
4.1.3.2 Bank Details.....	22
4.1.3.3 Credit Card Details.....	22
4.1.4 Invoices.....	23
4.1.5 Making a payment for outstanding balances through the End User Portal	24
4.1.5.1 Option to Turn off Custom Payment for certain customers	28
4.1.6 Customer Payment Confirmation.....	28
4.1.7 Terms & Conditions.....	30
4.1.8 Overage Terms & Conditions Agreement Page.....	30
4.1.9 CAP Display Options.....	36
4.1.10 Support Tab.....	38
4.2 The Network Section	42
4.2.1 Usage Graphs	43
4.2.2 IP Settings	44
4.2.3 Speed Test.....	45
4.3 The VoIP Section	46
4.3.1 Call History	47
4.3.2 Call Rates	47
4.3.3 Package Details.....	48
4.4 The Hotspot Section	49
4.4.1 Purchasing Hotspot Tokens through the End User Portal.....	50
5 End User Portal Customisation	53
Annex A: Annex	55
A.1 Link References	55
Annex B: Definitions and abbreviations	55
B.1 Definitions	55
B.2 Abbreviations	55
Annex C: Change History	55

1 Introduction

The End User Portal (or EUP) is a web based Interface feature that allows subscribers to access information about their account including information regarding their Personal Details (i.e. Address, Contact Number, Email Address etc.), Banking Details (i.e. Account numbers, Credit Card Details, etc.) and information regarding their last and current invoices, the ability to view their overall usage and update network details.

The EUP also allows for further functionality for Operators to provide an online payment gateway, which allows customers to pay any outstanding invoices through their EUP without having to contact the operator directly.

2 EUP Configuration from WISP settings

The EUP is a customisable interface that allows subscribers to access a variety of information regarding their own account and allows them to pay any outstanding balances online. As the interface is customisable, there are a number of configurations that can be changed for the EUP through the Wisp settings.

2.1 EUP Configuration

In order to access the End User Portal settings:

- Go to → Settings → Add/Modify WISP (Fig. 2.1-1).

Once the WISP settings have been accessed, locate the section for the configuration of the EUP as shown in Fig. 2.1-2:

User ID	Email	WISP	Status
Administrator	info@ardenbroadband.ie	ardenbrisknet	(2) Operator
ahcadmin	dohare@ahcnetworks.com	ahc	(2) Operator
ahcaoh	ava@gmail.com	ahc	(3) User
ahcegh	emma@gmail.com	ahc	(3) User

Figure 2.1-1 Accessing the WISP settings for new or existing Operators

Alternatively you can hover over the Settings Tab and click on “Modify WISP”, which is the second option in the menu.

End User Portal Settings

- Account Menu - Password Change Section: on
- Account Menu - Personal Information Section: on
- Account Menu - Personal Information Section Banking details: on
- Account Menu - Personal Information Section Credit Card Details: on
- Account Menu - Personal Information Section Credit Card Details Edit: on
- Account Menu - Personal Information Section Details Edit: on
- Account Menu - STATEMENT / INVOICE Section: on
- Account Menu - Show debt graph on invoices page: on
- Account Menu - Terms & Conditions Section: on
- Account Menu - Terms & Conditions Statement (HTML): Testing 123
- Account Menu Section: on
- Allow customers without preset password to use Forgot Password: off
- Bank Details - Hide Bank Account Number: on
- Captcha login human element verification: off
- Currency HTML Code: USD
- End User Portal Session Timeout [Minutes] (Defaults to 60 min if not specified): 60
- End User Portal URL: [Empty field]
- End User Portal URL Base: [Empty field]
- Hotspot Section: on
- Network - IP Settings Section: off
- Network - IP Settings Section Details Edit: off
- Network - Max Purchase Bandwidth [GB]: 100
- Network - Purchase Bandwidth: off

Figure 2.1-2 End User Portal Settings and Configuration

From the End User Portal Settings as shown in Fig. 2.1-2, it is possible to select the features that the Operator requires that the Subscriber will have access to. Note that there are also some settings related to End User Portal Passwords under a separate sub-section located just above the End User Portal Settings shown in Fig. 2.1-2.

Table Settings Descriptions for End User Portal Configurations

	Field	Description	Mandatory	Format
End User Portal Passwords	Activate Password / “End User Portal” and automatically email password to customer	If enabled, once a customer is added to SIMPLer (in any status) they will automatically receive SIMPLer generated End User Portal username and password to the email specified on their account		Dropdown Menu
	Activate Password: Dynamic Password Length	Allows to define the number of characters in the EUP password that is automatically generated		Text Field
	Activate Password: Password Source	Allows to choose if the password will be dynamically set or statically set		Dropdown Menu
	Activate Password: Static Password	Allows to define a set password to be automatically sent to customers for the EUP		Text Field
	Database Customer Password Encryption	Allows operators to set if passwords should be encrypted in the database. If you are a new operator, this should be set from the beginning. For existing operators looking to change the settings, please contact Azotel to run a script.		Dropdown Menu
	Password Change Section	Allows customer to change password on the End User Portal		Dropdown Menu
	Allow customers without preset password to use Forgot Password	Allows customers without a preset password to use the Forgot Password function of the End User Portal		Dropdown Menu
	Captcha login human element verification	Allows the operator to set up captcha login images to be entered by customers for verification		Dropdown Menu
	Change Password for Associated RADIUS Account	If enabled, will automatically change the RADIUS password once a user will change their password for the EUP		Dropdown Menu
	Hide customer defined password in email body	If enabled, when a customer resets their password, the password will not be sent to the customer in an email. Instead they will get a notification telling them the password has been re-set		Dropdown Menu
	New Customer – Password Change at First Login	If enabled, the customer will be forced to change the password at first login		Dropdown Menu

Field	Description	Mandatory	Format
-------	-------------	-----------	--------

Account Menu	CC/E-Check Trans. Log Section	When enabled, will allow customers to browse transactions made on their CC/bank account and view failure reasons. A pre-requisite is to have a payment gateway setup		Dropdown Menu
	Custom Payments Section	Decides on which page level customers will be able to make custom payments (define a set amount to pay)		Dropdown Menu
	Display / Edit Payment Method	When enabled, the customer can see and edit the payment method		Dropdown Menu
	Personal Information Section	Enables User to view Personal Information Section on the End User Portal		Dropdown Menu
	Personal Information Add Credit Card	When enabled, allows customers to add credit cards via the EUP		Dropdown Menu
	Personal Information Section Banking details	Enables Banking Details on the End User Portal		Dropdown Menu
	Personal Information Banking Details Add	When enabled, allows customers to add bank account details via the EUP		Dropdown Menu
	Personal Information Banking Details Edit	When enabled, allows customers to update bank account details via the EUP		Dropdown Menu
	Personal Information Section Credit Card Details	Enables Credit Card Details overview on the End User Portal		Dropdown Menu
	Personal Information Section Credit Card Details Edit	Allows customers to modify Credit Card Details		Dropdown Menu
	Personal Information Section Details Edit	Allows customers to modify Personal Information Details		Dropdown Menu
	STATEMENT / INVOICE Section	Enables the invoices section on the End User Portal		Dropdown Menu
	Short Details Table – Display Email	When enabled, on the home page, the customer will see a short table showing their email address		Dropdown Menu
	Short Details Table – Display Group	When enabled, on the home page, the customer will see a short table showing their assigned group		Dropdown Menu
	Short Details Table – Display Phone	When enabled, on the home page, the customer will see a short table showing their phone number		Dropdown Menu
	Show debt graph on invoices page	When enabled, a graph of outstanding invoices will show on the invoices page		Dropdown Menu
Terms & Conditions Section	Allows the operator to specify the terms and conditions shown on the End User Portal		Dropdown Menu	

	Terms & Conditions Statement (HTML)	Allows an Operator to enter their specific terms and conditions		Text Box – HTML Code
	Account Menu Section	If set to “on”, only the last four digits of the bank account number will be visible from the End User Portal		Dropdown Menu
	Auto Payment (Bank Account) Sign Up	If enabled, allows customers to sign up for auto payment via the EUP for credit cards		Dropdown Menu
	Auto Payment (Credit Card) Sign Up	If enabled, allows customers to sign up for auto payment via the EUP for bank accounts		Dropdown Menu
	Bank Details – Hide Bank Account Number	Specifies whether the full account or only last 4 digits are shown		Dropdown Menu
	Billing – Send Customer Payment Receipt	Enables the option to send a customer a receipt for payment via the EUP		Dropdown Menu
General Settings	Currency HTML Code	Allows the operator to specify the currency to appear on the EUP transactions		Text Field
	Email Operator on EUP Auto-Payment sign-up	Enables sending a notification to the operator when a customer signs up to auto pay		Dropdown Menu
	End User Portal Session Timeout [Minutes]	Specifies the length of time after which an EUP session will timeout. Time is specified in minutes. If no entry is made, this will default to 60 mins.		Numeric
	End User Portal URL	The URL that you want to be specified in the notifications e-mails sent to customers. This allows operators to define a redirection within their own domain.		URL Format
	End User Portal URL Base	Used if different format to .azotel.com is used		URL Format
Home	Display Billing Summary	If enabled, a billing summary will display on the home page (default landing page) of the EUP		Dropdown Menu
	Display Most Current Bill	If enabled, most current bill will display on the home page (default landing page) of the EUP		Dropdown Menu

	Field	Description	Mandatory	Format
Hotspot	Enable “Hotspot Summary” Section on Home Page	Enables the IP Details overview section on the End User Portal		Dropdown Menu
	Group Hotspot Products by Hotspot	Allows customers to modify their IP details (mainly MAC address)		Dropdown Menu

	Purchase Options Available	Enables the Speed Testing section on the End User portal. An Operator can either specify a Speed Test URL or use the default SIMPLer hosted speed test.		Dropdown Menu
	Hotspot Section	Allows an Operator to specify a URL for network speed testing – If one is not specified, it will default to the SIMPLer hosted speed test.		URL Format

	Field	Description	Mandatory	Format
	Auto-Update MAC on Login: E-mail on failed MAC update	Enables sending an email to the operator if a customer fails to authenticate their MAC address automatically on login		Dropdown Menu
	Auto-Update MAC on Login: MAC Format	Defines format used when automatically updating a MAC address		Dropdown Menu
	Auto-Update MAC on Login: RADIUS – Delete Old Username	Determines whether RADIUS username is deleted on auto MAC update		Dropdown Menu
	Auto-Update MAC on Login: RADIUS – Enable Module			Dropdown Menu
Network	Auto-Update MAC on Login: WIB – Enable Module			Dropdown Menu
	IP Settings Section	Enables the IP Details overview section on the End User Portal		Dropdown Menu
	IP Settings Section Details Edit	Allows customers to modify their IP details (mainly MAC address)		Dropdown Menu
	Max Purchase Bandwidth [GB]	Defines the maximum amount in GB that the customer can purchase as overage topup		Numeric
	Purchase Bandwidth	Enables/Disables the option for customers to purchase additional bandwidth on the EUP		Dropdown Menu
	Purchase Bandwidth – Email	Defines if an email will be sent when a customer purchases extra data on the portal, and where this email will go		Dropdown Menu
	Purchase Bandwidth – Lock Until Generated Invoice is Paid	If enabled, customers can only purchase additional data if the last invoice is paid		Dropdown Menu
	Purchase Bandwidth Password	If enabled, a customer must enter their EUP password when purchasing additional data		Dropdown Menu

	Confirmation			
	Purchase Bandwidth Payment Options	Sets whether the customer must pay immediately for additional bandwidth or if they can add the charge to the next invoice		Dropdown Menu
	Speed Test Section	Enables the Speed Testing section on the End User portal. An Operator can either specify a Speed Test URL or use the default SIMPLer hosted speed test.		Dropdown Menu
	Speed Test Server URL to swf file	Allows an Operator to specify a URL for network speed testing – If one is not specified, it will default to the SIMPLer hosted speed test.		URL Format
	Speed Test swf Object Version	Choose the version of the speed test used		Dropdown Menu
	Usage Details	Enables the Customer Usage details on the End User Portal		Dropdown Menu
	Usage Graph	Enables the Customer Usage graphs on the End User Portal		Dropdown Menu
	Usage Pie Chart	Enables the Usage Pie Chart on the End User Portal		Dropdown Menu
	Usage Stats – Display Overage	Enables displaying the overage details in the usage stats		Dropdown Menu
	Usage Stats – Display Subscription CAP	Enables showing the subscription data limit		Dropdown Menu
	Usage Stats – Hide Subscription CAP	Enables hiding the subscription data limit		Dropdown Menu
	Usage Stats Short More	Displays current usage stats in short mode for overage billing (CAP + current usage only). When 'on' will also display the stats on the main page of the End User Portal		Dropdown Menu
	Network Section	Enables the network section on the End User Portal		Dropdown Menu
Overage	Overage Agreement Page	Enables a page for the customer to agree to overage Ts & Cs		Dropdown Menu
	Overage Agreement Page – Customer Login Page	Sets text shown at customer login page for overage agreement		Text Box – HTML Code
	Overage Agreement Page – Customer not Found message	Customizable text		Text Box – HTML Code
	Overage Agreement Page – Limit to 1 month	If enabled, the overage added will be limited to one month and the process will commence again the following month		Dropdown Menu
	Overage Agreement Page –	If enabled, the customer will be forced to login to the EUP and accept Ts & Cs to proceed		Dropdown Menu

	Login to Confirm			
	Overage Agreement Page – Overage Product ID	Sets the product ID of the overage product to be used		Numeric
	Overage Agreement Page – Terms & Conditions	Sets the terms & conditions for the customer overage. (In html)		Text Box – HTML Code
	Overage Agreement Page – Terms Accepted Message	Defines message displayed when a customer accepts the terms & conditions		Text Box – HTML Code
	Overage Agreement Page – Terms Rejected Message	Defines message displayed when a customer rejects the terms & conditions		Text Box – HTML Code
Other	Payment Gateway Type	Defines whether merchant or standard gateway used (for PayPal)		Dropdown Menu
	VOIP Section	If on enables VOIP tab		Dropdown Menu
	Payments – “Save Bank Details” message override	Message displayed to customer when selecting to save and re-use bank details		Text Box
	Payments – “Save Credit Card” message override	Message displayed to customer when selecting to save and re-use credit card details		Text Box
	Payments – Confirm Payments with Password	If enabled, customers will need to enter the EUP in order to make a payment		Dropdown Menu
	Payments – Payment Confirmation Dialog Box	Allows to enter a custom page to display when a customer makes a payment		Text Box
	Show Receipts	If enabled, will display payment receipts		Dropdown Menu

	Field	Description	Mandatory	Format
Support	Support – Add Maintenance Ticket via EUP	Allows customers to add support tickets on the EUP		Dropdown Menu
	Support – Add Message	Define message displayed to customer when attempting to add a ticket		Text Box – HTML Code
	Support –	Define message displayed to customer when a ticket has		Text Box –

	Confirm Message	been added		HTML Code
	Support – General Listing Page	Define how the support ticketing page will be listed on the EUP		Text Box
	Support – Issue Details Message	Message displayed on issue details		Text Box
	Support – Notification Emails	When enabled, an email will be sent to the operator when an issue is opened		Dropdown Menu
	Support – Notification Emails – Override Email	To override the email address the EUP tickets go to		Email

	Field	Description	Mandatory	Format
Vouchers	Vouchers Section	When enabled, the vouchers section will display on the portal		Dropdown Menu
	Vouchers Section – Code Length	Allows operator to set a specific number of digits to be shown in a voucher code		Numeric
	Vouchers Section – Customer Message	Define an explanation message to show to customers entering voucher codes		Text Box – HTML Code
	Vouchers Section – Enable Captcha	If enabled, customers will be required to enter a verification message when using a voucher code		Dropdown Menu
	Vouchers Section – Letter Case	Sets letter case for voucher codes to upper or lower case or both		Dropdown Menu
	Vouchers Section – Payment Type Name	Payment type used for voucher payments		Dropdown Menu
	Vouchers Section – Voucher Code Display Dashes	Sets if dashes are displayed between every 4 digits		Dropdown Menu

3 Accessing the End User Portal

In order for a customer to have the ability to access their End User Portal, it must first be activated through the main Customer Record.

3.1 Activating the End User Portal

To activate the End User Portal, from the main customer record page, locate the Customer Portal link in the top left hand section of the page.

General:
Modify Customer
Customer Portal
Sales Opportunities
Email/FTP details

Invoicing:
Custom Invoice
Invoices Details
Subscription Details
Credit Card Details
Bank Account Details
Prepayments
Credits
Free Service Bonus
Statement
Billing Issues

Network:
Modify Network Details
Modify IP Table
Modify Equipment
Modify Radius
Send network details
Maintenance

Customer Account (modify) (history)
Customer ID 19
Invoicing ID Bill2
Nickname Bill2
Name Billing Test2
Status **current**
Changed: 14/10/09

Contact Details (modify) (history)
Email stephen@azotel.com
Accounts Email
Supports Email
Telephone ?
Fax
Website
Contacts ?

General (modify) (history)
Type **customer home**
Start Date **19/11/07**
Initial Contact Date 19/11/07
Installation Date 19/11/07
Importance 1
Customer Tracking Normal
Marketing Code
Marketing Emails No
Reference
Reference Fee
Reference Fee Status
Sales Team Member

Financial Summary (statement)
Prepayments (Amount Remaining) USD 0.00 CR
Credits (Amount Remaining) USD 0.00 CR
Customer Balance **USD 278.40 DR**

Address (modify) (history)
Billing Address:
Street
Town
Country
Installation Area
Community Code
GPS Coordinates

Network Details (modify) (history)
Monitor **no monitor**
Gateway **No Gateway assigned**
Bucket **No Bucket assigned**

End User Portal (modify) (history)
Open EUR Copy Link
Portal Username Bill2
Portal Password Bill2
Terms & Conditions Accepted

Figure 3.1-1 customer Details page and Portal Activation

Selecting either of these links will redirect you to the Customer Portal Management page as shown below in Fig. 3.1-3.

Customer Portal Access Details ?

Customer ID ?	10990
Name ?	Marcelina
Customer Portal Nickname ?	9087
Password	1234
Portal URL ?	https://demo.azotel.com/CustomerPortal/login.pl?operator=test
Terms & Conditions ?	Accepted

Reissue Password ?

Change Portal Username ?

New Password ?

Send Password to (email): ?

Customer Portal URL in Email: ?

?

Figure 3.1-2 Customer Portal Management page

As can be seen from this page, a Customer Portal page is not automatically activated (however, there is a WISP setting that can be enabled to do this). In order to activate a Customer Portal and to grant a customer Portal access, a password must be generated.

In order to activate the customer portal, a Username and Password is required. If a Username is not specified in the field shown in Fig. 3.1-2 Customer Portal Management page, then the Invoicing ID specified in the customer record will be used as a default username. The password can be entered as an alphanumeric entry or simply as a text entry such as “Changeme”. If “New Customer – Password Change at First Login” is set to “on” in the End User Portal Settings in the WISP settings, a customer will be forced to change the password issued during this step and to enter a new password following their first login.

Once the password has been generated for this customer, it is then possible to email these details to a specified email address as shown in Fig. 3.1-2. For this email, an Operator may choose to email the details to an internal email account (i.e. Customer Support) prior to emailing the details to the customer, or else it is possible to email the details directly to the customer. An example of this email is shown in Fig. 3.1-3.

From: neth@azotel.com
 Subject: **Demo Operator Customer Portal - User Login**
 Date: 28 September 2010 12:40:18 IST
 To: SSmith

Welcome to Customer Portal for Demo Operator.

Your login URL is:
<https://wib.azotel.com/CP/login.pl?operator=demowisp>

Here are your user details:

Steve Smith
 username: SSmith
 password: Changeme

Demo Operator
 Azotel Office
 River House
 Cork

Email: neth@azotel.com
 Phone: +353 21 467 1600
 WWW: www.azotel.com

Figure 3.1-1 Email with Customer Portal Details

From Fig 3.1-2, it can be seen that the initial Customer Portal Nickname (Username) was defaulted to the Invoicing ID. However this had been changed in order to ensure that the username was more meaningful to the customer and in order to represent the customer’s name i.e. SSmith. See Fig. 3.1-3.

In addition to the Username, the password that had been generated in order to activate the customer portal was “Changeme”. This can also be seen in Fig. 3.1-3. Depending on the settings chosen for the End User Portal, the customer can be forced to change their password on first login, or else will have the ability to change their password at a later stage while in the End User Portal.

Finally in order to access the End User Portal, a Customer can do so by selecting the login URL as shown in Fig. 3.1-3. This will redirect the customer to the SIMPLer EUP login splash page.

3.2 Accessing the End User (Customer) Portal

In order for a customer to access their Customer Portal, they can do so by clicking on the login URL that is sent to them through email in Fig. 3.1-3. Clicking this URL will re-direct the customer to a login splash page as shown in Fig. 3.2-1. Note that the EUP is customized slightly with the operator's name and logo in each case.

The image shows a login page for Azotel Technologies Ltd. The page has a dark blue header with a 'Login' button in the top right corner. Below the header, the text 'Azotel Technologies Ltd.' is centered. Underneath, there is a blue rectangular box with the text 'End-User Portal'. The main content area is titled 'Authentication Required' in bold. Below this title, there are two input fields: one for 'Username' and one for 'Password'. A blue 'Login' button is positioned below the password field. Below the button is a link that says 'Forgot Username or Password?'. At the bottom of the page, there is a footer with the text 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' on the left and 'Powered by AZOTEL' on the right.

Figure 3.2-1 Customer Portal Login page

Once the Customer has accessed the Customer Portal Login page, the Username and Password issued to the customer will be required to gain entry as shown above in Fig. 3.2-1.

Taking the details issued above as an example:

Username: Ssmith

Password: Changeme

Once the customer has entered the details, and the “Login” tab selected, the customer will be granted access to their portal page. Depending on the settings set for the End User Portal in the WISP settings as detailed earlier, the customer may be forced to create a new password during their first login. Note: This will only need to be done once. Once they have changed their password, they will be required to enter their Username and new password again to confirm.

An example of where a customer is required to change their password during first login is shown in Fig. 3.2-2, 3.2-3 and 3.2-4.

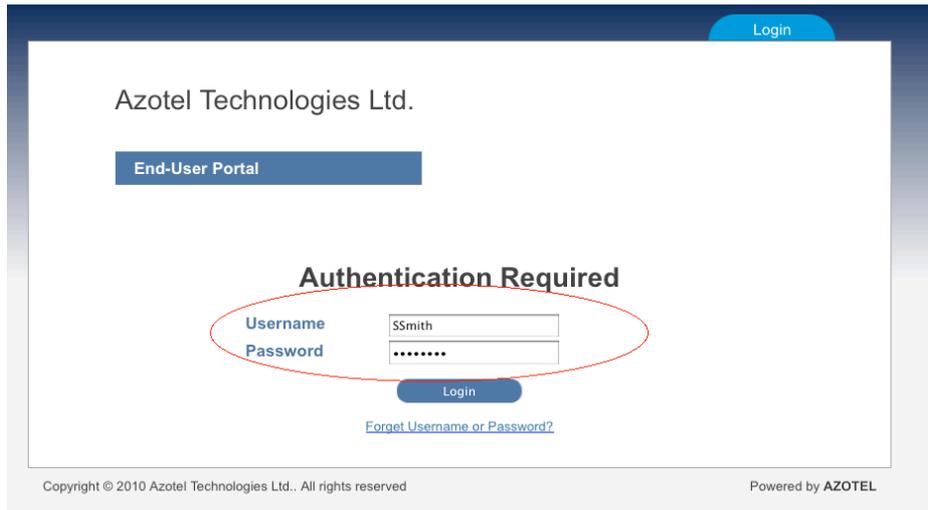


Figure 3.2-2 Customer Login Details for Login Splash page

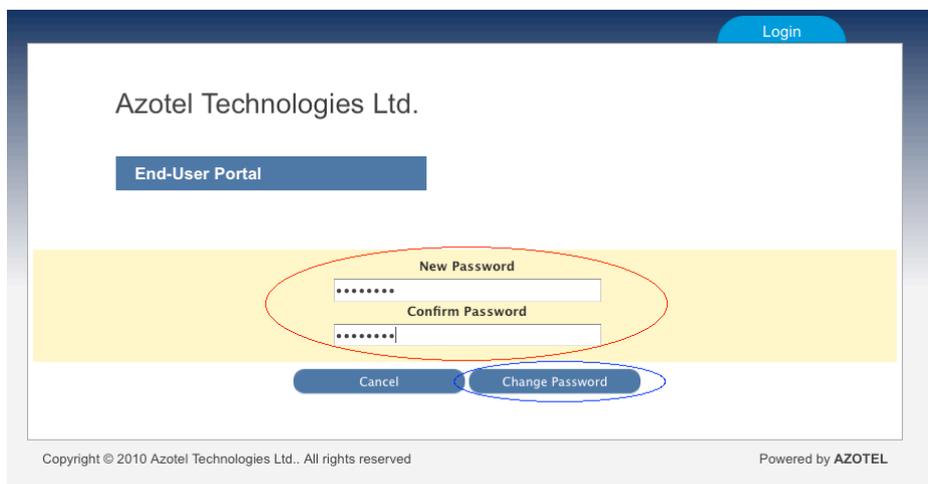


Figure 3.2-3 Forced Password Change during first login

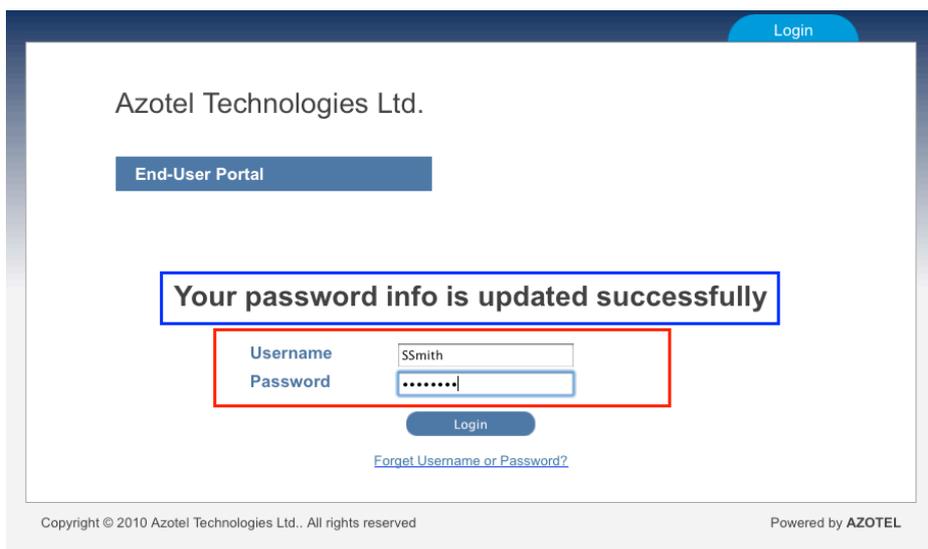


Figure 3.2-4 Username and Password Verification following First Login

3.3 Disabling End User (Customer) Portal

If an operator needs to disable the End User Account for an individual account, it is possible to navigate to the customer account to the End User Portal section and click on the “EUP Disabled” checkbox that is highlighted in Fig. 3.3-1.

End User Portal (modify..) (history..)	
Open EUP	Copy Link
Portal Username	9087
Portal Password	1234
Terms & Conditions	Accepted (Nov 04, 2015 16:49)
Customer Marcelina has accepted Terms & Conditions from 93.107.65.201 IP Address	
EUP Disabled	<input type="checkbox"/>

Figure 3.3-1 EUP Disabled Option

To re-enable the portal access simply uncheck the “EUP Disabled” box shown in Fig. 3.3-1.

4 The End User Portal (Customer Portal Page)

As described in section 2.1 of this guide, there are multiple configurations available for the End User Portal allowing for a great deal of customisation for each Operator and their customers. See Fig. 4-1 for an example of the End User Portal Page.

There are multiple elements that can be displayed in the EUP;

1. The “Home” Tab:

Selecting the “Home” tab will redirect the customer back to the main portal page as is shown in Fig. 4-1.

2. The “Account” Tab:

Selecting the “Account” tab will allow customers to access additional pages relating to their individual Account Details and Settings such as;

- Change Password
- Personal Information
- Invoices
- Terms & Conditions
- Payment Transaction Log

3. The “Network” Tab:

Selecting the “Network” tab will allow customers to access additional pages relating to their individual network information and network features such as;

- Usage Graphs
- IP Settings
- Speed Test

4. The “VoIP” Tab:

Selecting the “VoIP” tab will allow customers to access their VoIP account online and will be able to access information relating to their VoIP account. Note: this feature only applies to operators using Azotel’s VoIP solution.

5. The “Hotspot” Tab

Selecting the “Hotspot” tab will allow customers to access their Hotspot account online and view items such as the tokens that they have purchased and the status of their current tokens. It will also allow them to purchase additional tokens online. Note: this feature only applies to operators that provide a Hotspot service, this section can be disabled through the WISP settings as described in section 2.1

6. “Account Holder” Section

This section outlines the main details relating to the customer’s account including;

- Account ID
- Customers Name
- Current Pay Method
- Auto Payment (Enabled/Disabled)

7. Customer Usage Summary Graph

This section is a graphical representation of the customer’s current bandwidth usage. From here it is easy for the customer to see how and when the bandwidth is being used. The graph that is shown in Fig. 4-1 details the customer’s daily usage (5 Minute Average). In order to access additional graphs, clicking on the graph on the homepage will redirect the customer to a Usage Graphs page.

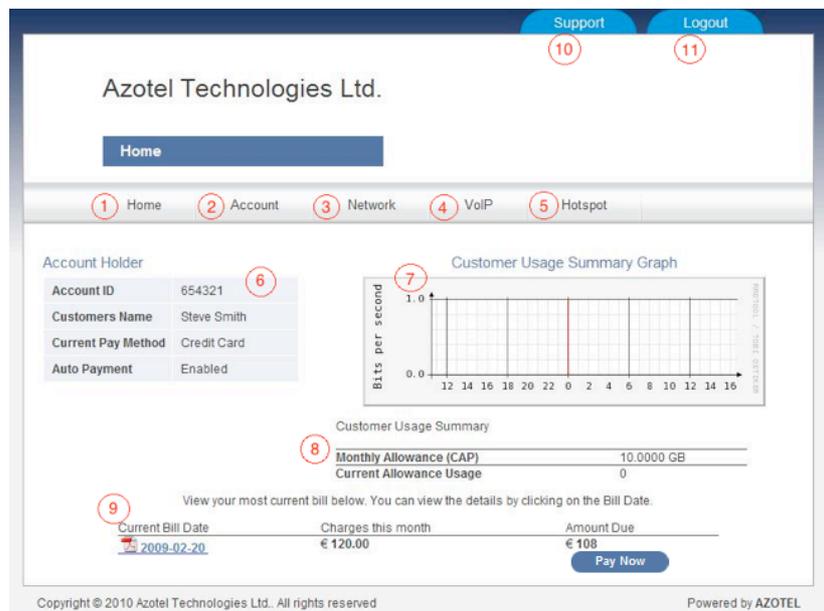


Figure 4-1 End User Portal Page

8. Customer Usage Summary

This section outlines the Customer’s Monthly Allowance (From the example above 10 GB) and their Current Allowance Usage. This is useful for Customers as it allows them to see how much allowance they have left, so that they may choose to reduce their use in case they are charged for overage

9. Invoice Details

This section allows Customers to view their current bill, the current monthly change, amount due and access their current invoice in order to view details of their current bill. Customer will also have the option of paying any outstanding balance through the EUP, by selecting the “Pay Now” button shown in Fig. 4-1

10. Support

Clicking the support tab will automatically open up an email through the customer’s email client, which is to be sent to a pre-defined support email address i.e. support@example.com. In this email, customers will be able to outline any issues that they are having with their account and convey this to the support team of the Operator.

11. Logout

Selecting the Logout tab, will automatically log a customer out of their End User Portal. In order to log back in, a customer must re-enter their Username and Password into the relevant fields and in some cases, if specified by the Operator, the customer maybe be required to enter a Captcha for security reasons.

4.1 The Account Section

As described earlier, this section allows Customers to access details and settings relating to their own account, these include;

- Change Password
- Personal Information
- Invoices
- Terms & Conditions

The screenshot shows the 'Account' section of the Azotel Technologies Ltd. end user portal. At the top right, there are 'Support' and 'Logout' buttons. The main header reads 'Azotel Technologies Ltd.' Below this is a 'Home' button. A navigation bar contains 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The 'Account' section is active, displaying a dropdown menu with options: 'Change Password', 'Personal Information', 'Invoices', and 'Terms & Conditions'. To the left is an 'Account Holder' table:

Account ID	65
Customers Name	Ste
Current Pay Method	Credit Card
Auto Payment	Enabled

To the right is a 'Customer Usage Summary Graph' showing 'Bits per second' on the y-axis (0.0 to 1.0) and time on the x-axis (10 to 14). Below the graph, text reads: 'View your most current bill below. You can view the details by clicking on the Bill Date.' A table shows bill details:

Current Bill Date	Charges this month	Amount Due
2009-02-20	€ 120.00	€ 108

A 'Pay Now' button is located below the amount due. The footer contains 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.1-1 Account Section of the End User Portal Page.

4.1.1 Change Password

The screenshot shows the 'Change Password' page of the Azotel Technologies Ltd. end user portal. At the top right, there are 'Support' and 'Logout' buttons. The main header reads 'Azotel Technologies Ltd.' Below this is a 'Change Password' button. A navigation bar contains 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The 'Account' section is active, displaying a form with two input fields: 'New Password' and 'Confirm Password'. Below the fields are 'Cancel' and 'Change Password' buttons. The footer contains 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.1.1-2 Change Password Page

Selecting the Change Password tab under the Account section, will redirect the customer to the Change Password Page as shown in Fig. 4.1.1-2.

From this page, the Customer will be able to change their current password that is used in order to access their Customer Portal.

In order to change a password;

1. Type a new password into the “New Password” field.
2. Re-Type the new password into the “Confirm Password” field in order to verify that the password is entered correctly.
3. Click the “Change Password” Button to confirm the new password.

Note: If it is not required to change the current password, clicking the “Cancel” button will redirect the user back to the “Home” page, as shown in Fig. 4.1.1-1.

4.1.2 Hide Customer Defined Password Sent to Customer

There is an option under the “End User Portal Settings” in SIMPLer: Settings -> Modify WISP called: “Hide customer defined password in email body” as shown in figure 4-1.2-1.



Figure 4.1.2-1 Hide Customer Defined Password Setting

The resulting email which is sent to the customer will read “Your password has been updated successfully” instead of the clear form of the customer’s password as shown in figure 4.1.2-2.

Here are your user details:

```
John Smith
  username: jsmith
  Your password has been updated successfully.
```

T - - +

Figure 4.1.2-2 Hide Customer Defined Password Setting

4.1.3 Personal Information

Selecting the Personal Information tab, will allow customers to access their personal details including;

- Account holder details (Account ID, Customer Name, Current Pay Method)
- Address

- Contact Details (Email, Phone, Fax, Website)
- Bank Details
- Credit card Details

Customers will also have the option to edit any details relating to their account (if the appropriate settings are selected in the WISP setup details), which in turn will automatically update their customer record in SIMPLer.

4.1.3.1 Editing Customer Information

If a customer would like to change certain personal information relating to their account, they can do so by selecting the “Edit Customer Information” tab as shown in Fig. 4.1.3.1-1

Clicking the “Edit Customer Information” tab will redirect the customer to the Edit Customer details page, from which they will be able to edit details such as their Name, Billing Address, Installation Address, Preferred payment method, Email and Phone number.

4.1.3.2 Bank Details

This section allows customers to edit existing Bank Account Details, including the Bank Account Number, Bank Sort Code, Bank Online Reference and the Bank Account Name. It also allows the customer to enter additional bank accounts if so needed and set one bank account to a status of preferred. This ensures that billing will occur for this account by default. Setting a preferred bank account does not turn on automatic electronic fund transfers.

4.1.3.3 Credit Card Details

This section allows customers to edit any existing Credit Card Details, including the credit card number, expiration date, holder name, and type and to enable auto-payment. This section also allows customers to enter additional Credit Cards if so needed and to set one Credit Card to a status of preferred. This ensures that billing will occur on this credit card by default. Setting a preferred credit card does not turn on automatic credit card billing for the customer.

Support Logout

Azotel Technologies Ltd.

Personal Information

Home Account Network VoIP Hotspot

Account Holder

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card

Contact details

Email	ssmith@example.com
Phone	+353-21-764896
Fax	
Website	

Address

15 Bootham Terrace
Blackpool
Cork
Cork
None

Installation Address

15 Bootham Terrace
Blackpool
Cork
Cork
None

Edit Customer Information

Bank Details

Bank Account Number	Bank Sort Code	Bank Online Reference	Bank Account Name	
*****8356	987294	testref	Bank of Ireland	Edit Delete

Add Bank Account

Credit Card Details

Number	Expiration Date	Holder	Type	Auto Payment	
*****7689	12/2012	Steve Smith	MasterCard	<input checked="" type="checkbox"/>	Edit Delete

Add Credit Card

Copyright © 2010 Azotel Technologies Ltd.. All rights reserved Powered by AZOTEL

Figure 4.1.3-1 Personal Information page

4.1.4 Invoices

From this section, subscribers have the ability to view their past and current invoice history, the current outstanding balance and may also download past and current invoices in PDF format, which can then be printed out and retained as a receipt.

Azotel Technologies Ltd.

Invoices

Home Account Network VoIP Hotspot

Account Holder

Account ID	854321
Customers Name	Steve Smith
Current Pay Method	Credit Card
Auto Payment	Enabled

Make a custom payment

Outstanding Invoices	€ 108.00
Available Credit	€ 0.00
Amount Due	€ 108.00

Payment Amount: 108.00

Credit Card
E-Check

Account History

Period	Invoice Amount	Remaining Amount	Paid Amount
2009-01-20	360.00	0.00	360.00
2009-01-28	120.00	0.00	120.00
2009-02-20	120.00	0.00	120.00
2009-02-20	120.00	108.00	0.00

STATUS:

Bill Date	Reference	Amount	Status	
20 Jan 2009	3	€ 360.00	paid	
28 Jan 2009	4	€ 120.00	paid	
20 Feb 2009	18	€ 120.00	paid	
20 Feb 2009	23	€ 120.00	€ 108 DUE	Credit Card E-Check

Copyright © 2010 Azotel Technologies Ltd.. All rights reserved. Powered by AZOTEL

Figure 4.1.4-1 Invoices page

4.1.5 Making a payment for outstanding balances through the End User Portal

There are two methods in which a customer may pay for outstanding balances through the End User Portal:

1. Custom Payment
2. Invoice Balance Payment

With the custom payment option, customers have the option of paying the complete outstanding balance or else they are able to pay a specified portion of the balance. The customer can also pay more than the outstanding balance using this option.



Figure 4.1.5-1 Custom Payment Option

As shown in Fig. 4.1.5-1 above, the custom payment option will automatically default to the full amount outstanding i.e. in the example above €108.00. However, the customer can have the option of reducing this payment, whereby an outstanding balance will still exist i.e. in the example above €50.00, or they may choose to increase the payment resulting in an overall credit for the next month.

With the Invoice Balance Payment option, the customer has the option of paying the outstanding balance on any invoice through the End User Portal. See Fig. 4.1.5-2.

Bill Date	Reference	Amount	Status
20 Jan 2009	3	€ 360.00	paid
28 Jan 2009	4	€ 120.00	paid
20 Feb 2009	18	€ 120.00	paid
20 Feb 2009	23	€ 120.00	€ 108 DUE

Figure 4.1.5-2 Invoice balance payment

From the example above, there is currently only one outstanding balance of €108.00, which the customer can choose to pay completely. Thus, this allows customers to have full control over their payment options and allows customers to self-regulate their accounts, reducing the total workload for the Operator.

Once the customer has chosen either option, they will be re-directed to the Payment Confirmation page as shown below in Fig. 4.1.5-3.

If the customer is happy with the details shown i.e. Credit Card details and Billing Address, then they can confirm the payment by selecting the “Process Payment” button.

In addition, it is also possible for a customer to enter multiple credit card details as discussed in section 4.1.3.1. This allows the customer to choose different Credit Cards with which to make payments through the End User Portal. Once the customer is re-

directed to the payment confirmation page shown in Fig. 4.1.5-3, they will have the option of selecting a different Credit Card than what is shown in the Payment Details. This is done through the drop down menu of the Current Pay Method field, as shown in Fig. 4.1.5-3. If a different Credit Card is chosen, this will result in the page reloading with the new Credit Card information displayed.

Azotel Technologies Ltd.

Support Logout

Home

Home Account Network VoIP Hotspot

Account Holder

Account ID	bobama1
Customers Name	Test Customer
Current Pay Method	Credit Card - 9273
Auto Payment	Enabled

Payment Details

Invoice Number: 23
 Invoice Date: 2009-02-20
 Amount: 108

Credit Card Details

Credit Card Number * Expiry Date * CCV *
 **** * 9273 12 2012
 Month Year

Credit Card Billing Address *

Firstname: Test
 Lastname: Customer
 Address: River House, Balckpool
 City: Cork
 Post / ZIP Code: none

Process Payment
 Update Credit Card
 Cancel

If you would like to update your credit card details please click on the 'Update Credit Card' button.

Copyright © 2010 Azotel Technologies Ltd.. All rights reserved Powered by AZOTEL

Figure 4.1.5-3 Example of an Invoice Balance based payment

If a customer chooses to pay an invoice through the End User Portal, but has not entered any Credit Card information prior to this payment attempt and if there is not Credit Card record for this customer in SIMPLer, they will be requested to specify credit card details, as shown below.

Payment Details

Invoice Number	82
Invoice Date	2010-01-15
Amount:	52.65

Credit Card Details

Credit Card Number *	Expiry Date *	CCV *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Month	Year	

Credit Card Billing Address *

Firstname *

Lastname *

Address *

City *

Post / ZIP Code *

Select this option to save and use this credit card information for all recurring payments. Read [terms and conditions](#) for more detailed information on payment processing.

If you would like to update your credit card details please click on the 'Update Credit Card' button.

Figure 4.1.5-4 Credit Card details entry

Once the customer has entered their Credit Card details, they will have the opportunity to save this credit card information for all future recurring payments. This is done, by ticking the checkbox shown above. Once they have completed this step, selecting the Process Payment button will finalise the payment.

4.1.5.1 Option to Turn off Custom Payment for certain customers

A new setting has been added to the End User Portal Section in the WISP settings. This setting will allow operators to turn off the custom payment option for either hotspot users or recurring customers. This has been added to allow for cases when a hotspot user might make a payment here instead of purchasing or topping up a hotspot token, expecting service.

The option can be seen in fig. 4.1.5-5:

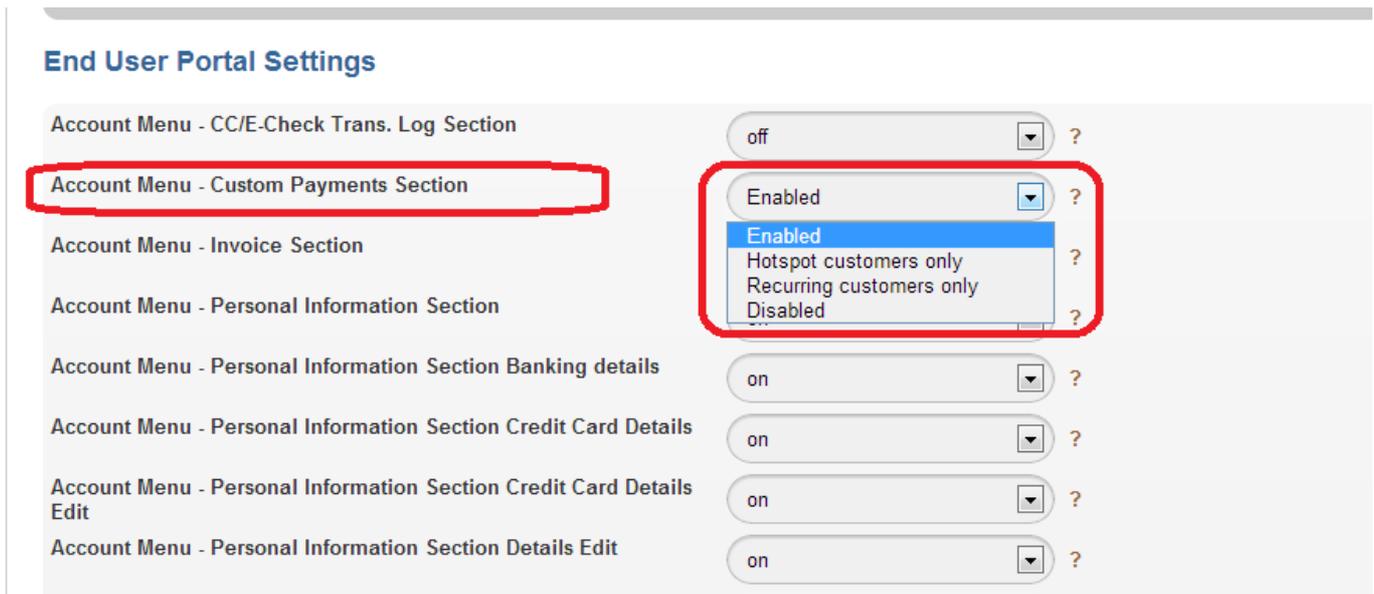


Figure 4.1.5-5 Billing – Send Customer Payment Receipt

4.1.6 Customer Payment Confirmation

Under the End User Portal section of global WISP settings in SIMPLer, operators can enable/disable sending payment confirmation to customers along with the receipt for payment/invoice. In order to enable this feature:

- 1) Go to settings -> Modify WISP

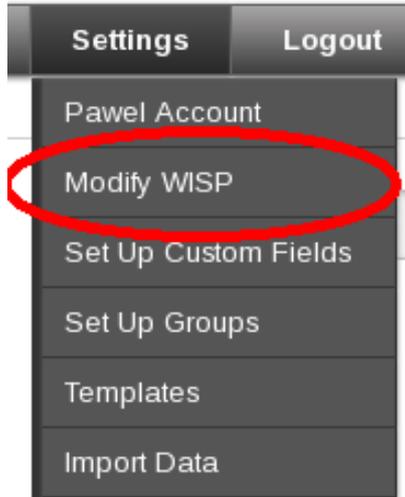


Figure 4.1.6-2 Settings -> Modify WISP

2) Scroll down to the “End User Portal Settings” section (fig. 4.1.6-2)

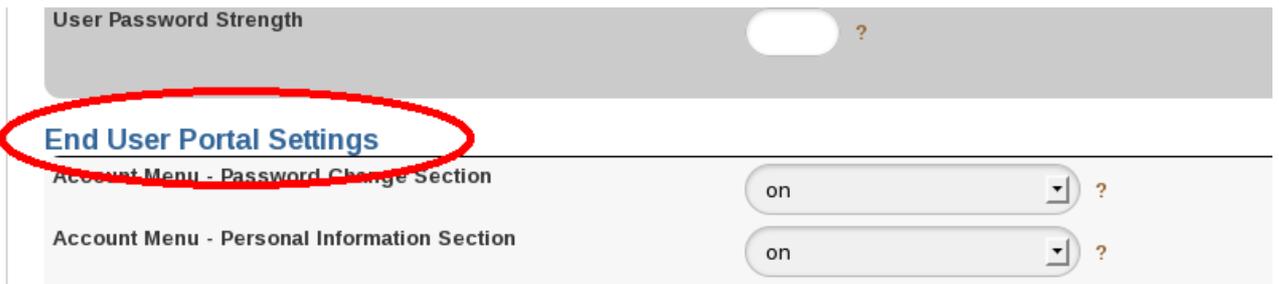


Figure 4.1.6-2 End User Portal Guide

3) Enable/Disable option “Billing – Send Customer Payment Receipt” (fig. 4.1.6-3)

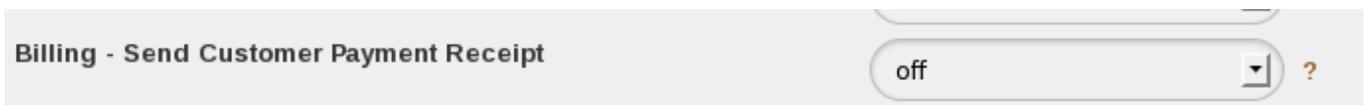


Figure 4.1.6-3 Billing – Send Customer Payment Receipt

4.1.7 Terms & Conditions

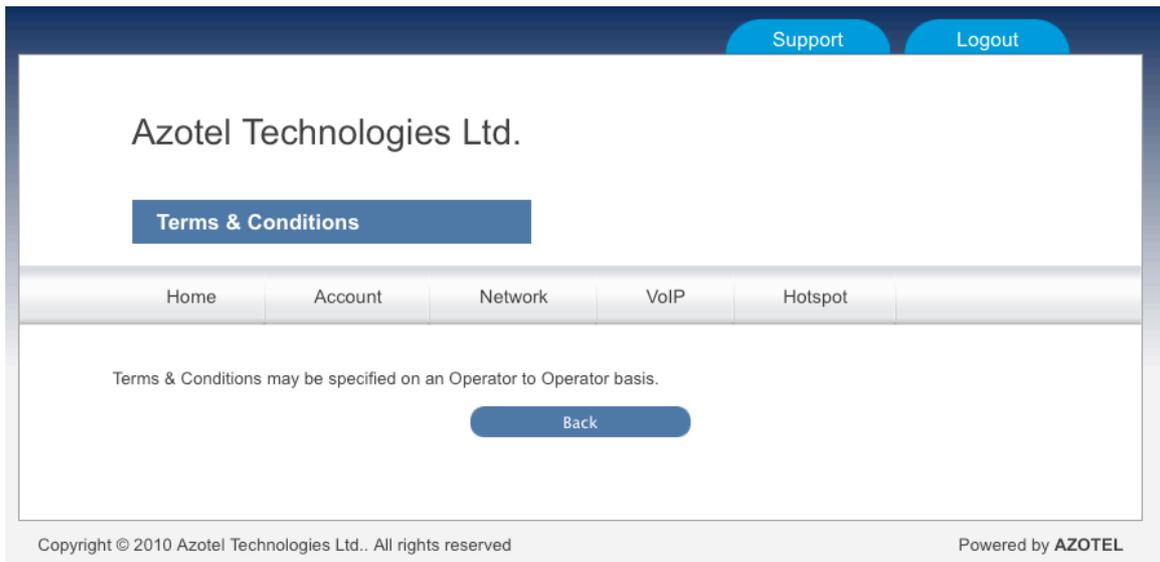


Figure 4.1.7-1 Terms & Conditions page

The Terms & Conditions section of the End User Portal outlines the Operator's Terms & Conditions relating to the proper use of customers' accounts. Each operator must specify Terms & Conditions and this is entered in the End User Portal section of the WISP settings, as detailed in section 2.1.

4.1.8 Overage Terms & Conditions Agreement Page

This feature enables operators to display an "Overage T&C Agreement" page to customers that have been disconnected by the SAND (traffic) process as a result of exceeding their monthly CAP. A customer will have the choice whether they want to agree to Overage T&C and be automatically billed for the Overage use going forward (indefinitely or until the end of the current month) or they may choose to deny the terms and be disconnected until next month.

The "Overage T&C Agreement" page can be enabled from "Modify Operator Details" page. Under the "End User Portal Settings" section there is a set of "Overage Agreement Page" settings (see the Screenshot below) that can be used to enable this feature.

New Customer - Password Change at First Login	off	?
Overage Agreement Page	on	?
Overage Agreement Page - Customer not found Message	EUP - Customer Not Found	
Overage Agreement Page - Limit Overage to 1 month	on	?
Overage Agreement Page - Overage Product ID	57	?
Overage Agreement Page - Terms & Conditions	EUP - T & C	
Overage Agreement Page - Terms Accepted Message	EUP - Accepted	
Overage Agreement Page - Terms Rejected Message	EUP - Denied	
Payment Gateway Type	merchant	?
Support - Add Maintenance Tickets via EUP	on	?

Figure 4.1.8-1 Overage Agreement Page

Settings

are:

- Overage Agreement Page: this setting enables / disables the feature. When disabled – the Overage Agreement page will display: “This page is disabled” message and will not allow the customer to reconnect his account. The feature is DISABLED by default.
- Overage Agreement Page – Customer not found Message: In this text area field, operators can define the notification customers will see in case the Overage Agreement page could not automatically tied to the customers connection (based on IP address or MAC address passed by the Redirection link) to any customer account in the system that has

been posted/disabled by the SAND due to reaching the CAP. The message should say that the customers connection is disabled and that they can either login to EUP using the link above (to pay off their invoices etc) or they should call the operator's support team to get this issue resolved. Note that usage of HTML is recommended for formatting the message.

- **Overage Agreement Page – Terms & Conditions:** In this text area field, operators can define the terms & conditions for the automated overage billing that will be displayed to each customer posted/disabled by SAND system (due to reaching the CAP) whose connection has been cross-referenced to an existing account in the SIMPLer system. The terms and conditions should be devised by the operator. The customer will be presented with a choice to either Accept or Deny the T&C and effectively either get their account reconnected with an Overage product being added to the account for automated billing or remain disconnected until next month and the CAP usage is reset. Note that usage of HTML is recommended for formatting the message.
- **Overage Agreement Page – Terms Accepted Page:** In this text area, operators can define the notification that will be displayed to the customer if they choose to Accept the Terms & Conditions. The message should state that an account has been reconnected and will come back live within the few next minutes (as it may take a minute or so to reconnect the account). Note that usage of HTML is recommended for formatting the message to suit the operators needs.
- **Overage Agreement Page – Terms Denied Page:** In this text area operator can define the notification that will be displayed to the customer if he chooses to Deny the Terms & Conditions. The message should say that an account will remain disconnected till either customer chooses to accept T&C or till the next month comes and the CAP usage is being reset. Note that usage of HTML is recommended for formatting the message.
- **Overage Agreement Page – Overage Product ID:** in this field, operator should specify an ID of a product that should be added to the customers account if he/she decides to Accept the T&C. This product should be set as an Overage product under SIMPLer. The ID should be in the numeric format – it can be deciphered from the “modify product” page URL link – where it is the number after the ‘productId=’.
- **Overage Agreement Page – Limit Overage to 1 Month:** by default, the Overage product is added to the customer's account indefinitely (so the customer needs to agree to the T&C only once. Using this field, operator can limit the Overage product added only to the current month. If this option is used, the customer will have to agree to the T&C each month he/she goes over the CAP within.

The “Overage Agreement T&C Page” can be found under the following link:

[http://\[SERVERNAME\]/CustomerPortal/overageAgreement.pl?operator=\[OPERATORNAME\]](http://[SERVERNAME]/CustomerPortal/overageAgreement.pl?operator=[OPERATORNAME])

or on some servers under

[http://\[SERVERNAME\]/CP/overageAgreement.pl?operator=\[OPERATORNAME\]](http://[SERVERNAME]/CP/overageAgreement.pl?operator=[OPERATORNAME])

If accessed directly – the “Customer not found” page will be displayed as the page will not be able to cross-reference the connection to a customer's account unless set as a Redirect page on the WIB-C. The “Overage Agreement T&C Page” is designed as a Redirect page from the WIB-C client. This can be set under the “Modify Gateway Details” page (Network->Gateway Details in SIMPLer) – see the screenshot below for reference where wib.azotel.com is user as [SERVERNAME].

Figure 4.1.8-2 Traffic Shaping

For all disconnected customers, WIB-C will redirect all HTTP queries to the page specified in the Redirect field (note that the server name should also be specified in the whitelist). In this case, it should be the appropriate “Overage T&C Agreement” page. While redirecting – WIB-C will update the link with some additional information that will be used to cross-reference to the actual customer account in SIMPLer:

- `ipaddress` – this attribute will contain the IP address WIB-C sees the HTTP request coming from
- `macaddress` – this attribute will contain the MAC address WIB-C sees the HTTP request packet coming from
- `wibnumber` – wib-c will report its number using this attribute

WIB-C will update the URL link automatically – so the effective link will read as follows:

[http://\[SERVERNAME\]/CustomerPortal/overageAgreement.pl?operator=\[OPERATORNAME\]&ipaddress=\[SOMEIPADDRESS\]&macaddress=\[SOMEMACADDRESS\]&wibnumber=\[SOMEWIBNUMBER\]](http://[SERVERNAME]/CustomerPortal/overageAgreement.pl?operator=[OPERATORNAME]&ipaddress=[SOMEIPADDRESS]&macaddress=[SOMEMACADDRESS]&wibnumber=[SOMEWIBNUMBER])

Note that this will all happen automatically for disconnected customers once the HTTP Redirection is specified for the WIB-C.

A sample “Overage T&C Page” presented for a SAND disconnected as a result of reaching a CAP customer can appear as in the screenshot below:

Login

Test Tech LTD

End-User Portal

Account Holder

Account ID	VBT1
Customers Name	VoIP Billing Test #1
Current Pay Method	Credit Card - Visa
Auto Payment	

Overage Agreement Page

Dear Valued Customer

You have reached your maximum allowed usage for the month. To continue using the service, you'll be charged 1 Euro per 1GB.

To Continue Using the service please click Accept
If you don't want to continue, and rather wait for the new billing cycle, please click REJECT

Please contact us if you would need any further assistance at +353-21-234-8100 or email support@azotel.com

Deny
Accept

Copyright © 2012 Test Tech LTD. All rights reserved Powered by AZOTEL

Figure 4.1.8-3 Overage Agreement Page

The customer can either choose to accept the Terms & Conditions where they will be:

1. Added an Overage product (as specified in the Overage Agreement Page – Overage Product ID under “Modify Operator Details” page)
2. Reconnected
3. Presented with a similar page to the screenshot below (content can be specified under “Modify Operator Details” page as described earlier in this manual)

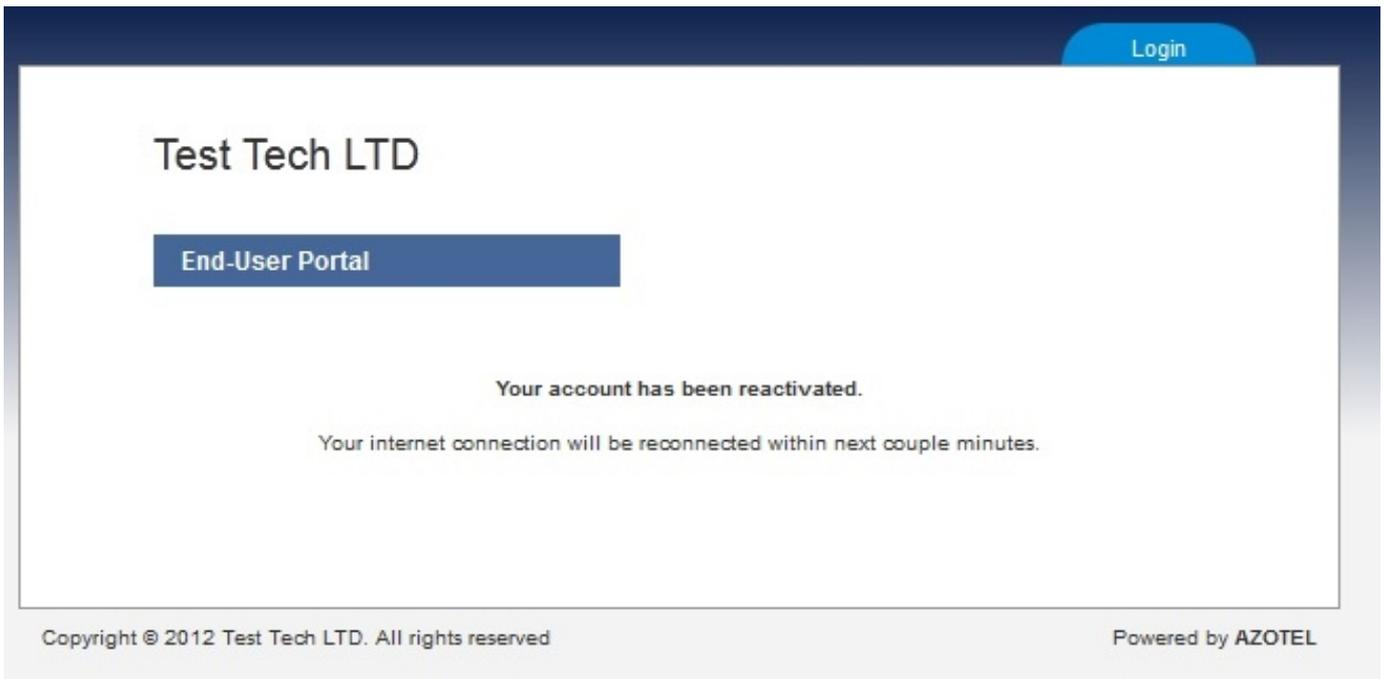


Figure 4.1.8-4 Reactivation Page

Or the customer can choose to deny the Terms & Conditions where they will:

1. Remain disconnected until the next month and the CAP usage will be cleared and the account reconnected
2. Presented with a similar page to the screenshot below (content can be specified under “Modify Operator Details” page as described earlier in this manual)

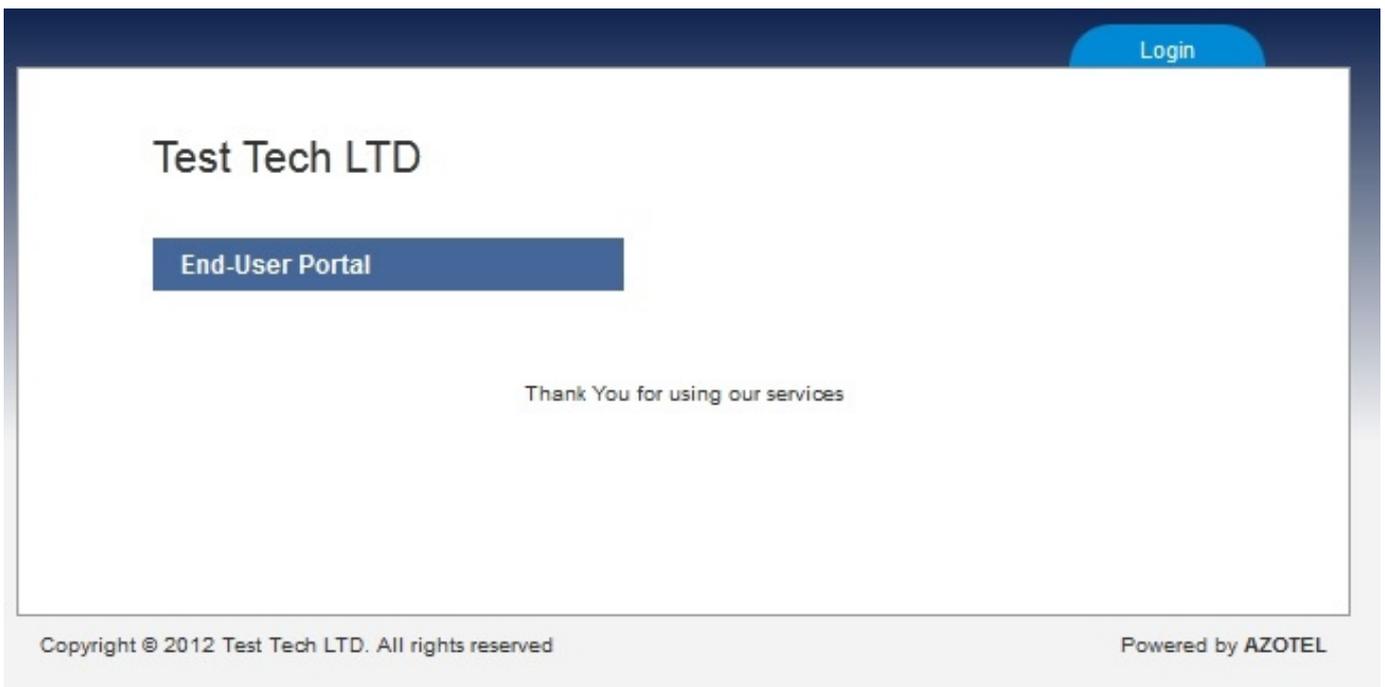


Figure 4.1.8-5 Access Denied

All customers:

1. That have been disconnected due to reasons OTHER than breaching their CAP
2. Where the account cannot be cross-referenced to their account using the MAC / IP address

will be presented with the “Customer not found” page similar to the screenshot below (content can be specified under “Modify Operator Details” page as described earlier in this manual). It is important to remember that the customers disconnected due to invoice non-payment will hit this page as well – so it is advisable that the instructions on this page clearly state that the customers can login using the “Login” link on the top of the page – to get to their account and pay off their invoices – if the operator delivers such services to the customers via the End User Portal.

Note that this page displays the IP / MAC / Gateway details if they were passed by the WIB-C. This information might be very useful for the support team to debug / find the customers account in the system / network.

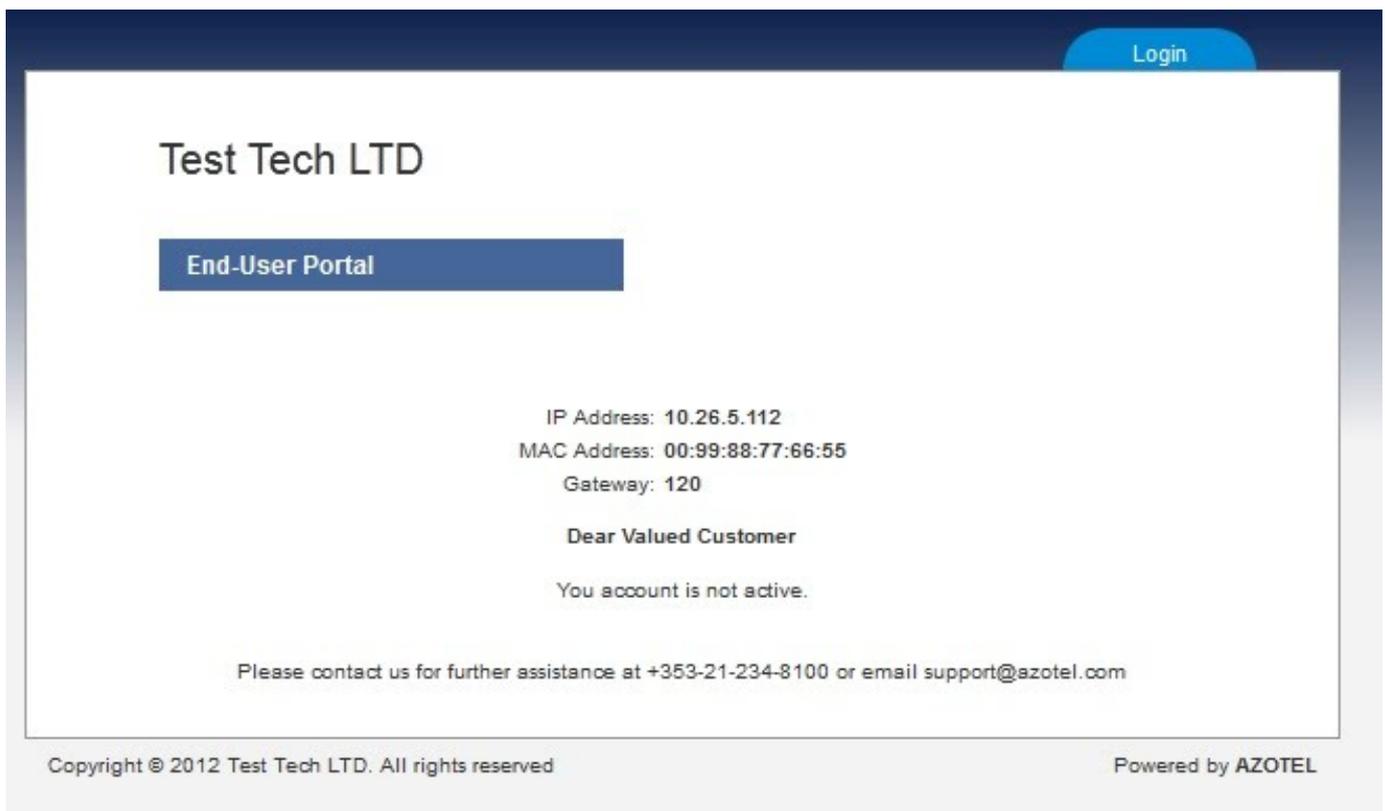


Figure 4.1.8-6 Customer not found

4.1.9 CAP Display Options

The effective customer CAP – when a customer is on a SAND traffic scheme – is a summary of a CAP coming from:

- Customer subscription

- And a CAP coming from overage top ups.

Up till now only the summary, effective CAP was displayed under both SIMPLer and the End User portal. With deployment of this feature all three CAP figures (total, subscription and overage) will be displayed under SIMPLer, while under the End user portal display options are flexible and can be set under “Modify Operator Details”.

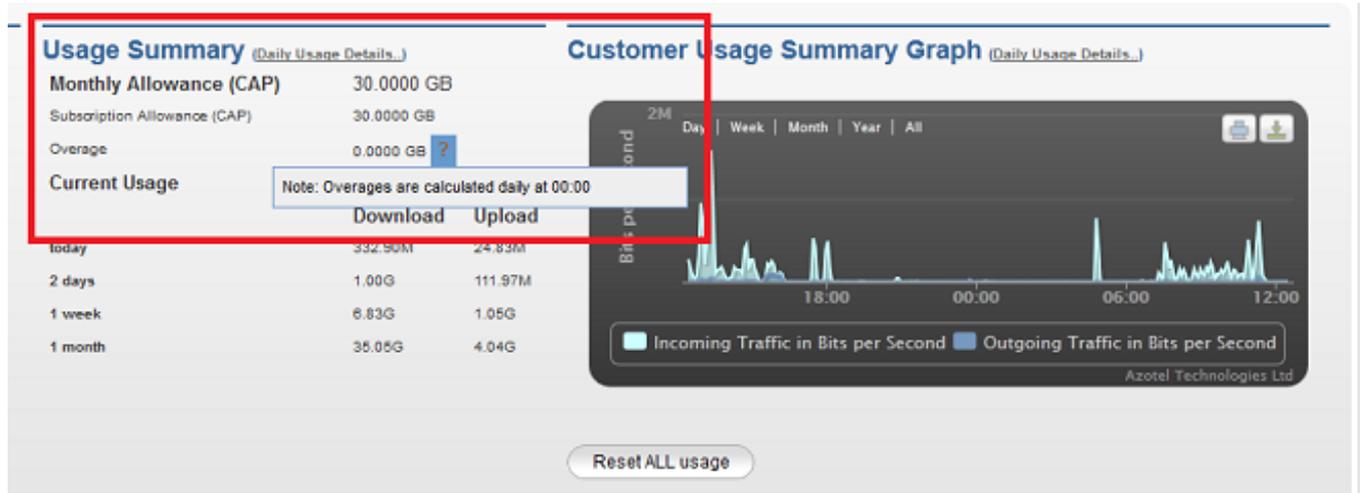


Figure 4.1.9-1 Reactivation Page

The “End User Portal” options can be altered under “Modify operator Details”. By default only the summary CAP figure will be displayed.

The screenshot shows the 'Network - Usage Stats' configuration page. The following settings are highlighted with a red box:

- Network - Usage Stats - Display Overage CAP: off
- Network - Usage Stats - Display Subscription CAP: off
- Network - Usage Stats - Hide Summary CAP: off

Other visible settings include:

- Network - Speed Test Server URL to swf file (leave blank to use SIMPLer hosted speed test): [Empty field]
- Network - Usage Section: on
- Network - Usage Stats Short Mode: on
- Network Section: off
- New Customer - Password Change at First Login: on
- Payment Gateway Type: merchant
- Support - Add Maintenance Tickets via EUP: off
- Support - Add Message: [Empty field]

Figure 4.1.9-2 Reactivation Page

Note: When the Summary CAP (displayed as Monthly Allowance) is set to be hidden while the Subscription CAP is set to be displayed – the Subscription CAP will be renamed to Monthly Allowance to keep things consistent.

The screenshot displays a user interface for account management. At the top right, there are 'Support' and 'Logout' buttons. The main header area contains the name 'Test' and a 'Home' button. Below this is a navigation bar with tabs for 'Home', 'Account', 'Network', and 'Hotspot'. The 'Account' tab is active, showing account holder information in a table and a 'Customer Usage Summary' table. The usage summary includes monthly allowance, subscription allowance, overage, and current usage. Below the usage summary, there is a section for the current bill, which states 'No invoice has been generated yet'. The footer contains copyright information and the text 'Powered by AZOTEL'.

Account Holder		Customer Usage Summary (Usage Details Usage Graphs)	
Account ID	ej	Monthly Allowance (CAP)	unlimited
Customers Name	Jim Carrey	Subscription Allowance (CAP)	0.0000 GB
Current Pay Method	direct debit	Overage	0.0000 GB
Auto Payment		Current Usage	0

Note: Overages are calculated daily at 23:50

Current Bill Date	Charges this month	Amount Due
No invoice has been generated yet		

Copyright © 2012 Test. All rights reserved. Powered by AZOTEL

Figure 4.1.9-3 Reactivation Page

4.1.10 Support Tab

This feature must be enabled first in SIMPLer under the 'Modify Operator Details' page available in the 'Settings' section. There are five fields (see the screenshot below) related to the setup of this feature:

- Support – Add Maintenance Tickets via EUP – this dropdown enables/disables the feature in the End User Portal. The 'support' tab will appear in the End User Portal top menu only if the feature is enabled
- Support – Add Message – An optional message operator can add to the system, that will be displayed while adding the maintenance issue (see the screenshots below)
- Support – Confirm Message – An optional message operator can add to the system, that will be displayed while confirming an added maintenance issue (see the screenshots below)
- Support – General / Listing Page Message – An optional message operator can add to the system, that will be displayed above the table with maintenance issues on the main support page
- Support – Issue Details Message – An optional message operator can add to the system, that will be displayed while listing details of a particular maintenance issue (see the screenshots below)

The Support tab is tailored around the 'customer – EUP' maintenance tickets type. Do note, that only the 'customer –

EUP' type tickets will be visible via this interface. Any other type of a Maintenance Ticket operator might have put into the system will not be available via the End User Portal. All new tickets put via support tab will be put as the 'customer – EUP' type maintenance issues, so customer will have a visibility over what he has put in. Additionally operator can log a maintenance issue with a type of 'customer –EUP' via standard SIMPLer Maintenance Issues interface and such ticket will also be visible in the End User Portal via the Support tab.

Payment Gateway Type merchant ?

Support - Add Maintenance Tickets via EUP on ?

Support - Add Message

Support - Confirm Message

Support - General / Listing Page Message

Support - Issue Details Message

Figure 4.1.10-1 Support – Modify WISP

In the End User Portal there is a new 'Support' tab available where a customer can:

- List all the Maintenance Tickets logged against his account, see the details including the status and resolution.

The screenshot displays a web interface for a 'Demo Operator'. At the top right, there are 'Support' and 'Logout' buttons. The main header area contains the text 'Demo Operator' and a 'Support' button. Below this is a navigation bar with tabs for 'Home', 'Account', 'Network', 'VoIP', 'Hotspot', and 'Support'. The 'Support' tab is active.

Under the 'Support' tab, there is a section for 'Account Holder' with the following details:

Account ID	Jane_doe
Customers Name	Jane Doe
Current Pay Method	cargo directo
Auto Payment	

Below the account details, there is a message: 'Custom message on **General / Listing Maintenance Issues** page'.

The 'Support Issues' section contains a table with the following data:

ID	Date	Title	Status	
1066	2011-11-02	Test Issue #1	open	Details..
1067	2011-11-02	Test Issue #2	open	Details..

At the bottom right of the support issues section, there is an 'Add Support Issue' button.

The footer contains the text: 'Copyright © 2011 Demo Operator. All rights reserved' on the left and 'Powered by AZOTEL' on the right.

Figure 4.1.10-2 Maintenance List

- Add Maintenance Tickets – adds a ‘Customer – EUP’ type ticket to SIMPLer system. The operator can browse the Maintenance Tickets using this type to filter out all the tickets put in by customers.

Support Logout

Demo Operator

Support

Home Account Network VoIP Hotspot Support

Account Holder

Account ID	Jane_doe
Customers Name	Jane Doe
Current Pay Method	cargo directo
Auto Payment	

Custom message on **Add a Maintenance issue** page

Issue Title *

Description *

Copyright © 2011 Demo Operator. All rights reserved Powered by **AZOTEL**

Figure 4.1.10-3 Add Ticket

- View the details of each ticket – this includes the status of the ticket and the resolution description

The screenshot displays a web interface for a 'Demo Operator'. At the top right, there are links for 'Support' and 'Logout'. Below the header, a 'Support' button is highlighted. A navigation bar contains links for 'Home', 'Account', 'Network', 'VoIP', 'Hotspot', and 'Support'. The main content area is titled 'Account Holder' and contains a table with the following data:

Account ID	Jane_doe
Customers Name	Jane Doe
Current Pay Method	cargo directo
Auto Payment	

Below the account holder information, there are two custom messages: 'Custom message to Confirm adding a Maintenance issue' and 'Custom message on Maintenance Issue Details page'. The main section is titled 'Support Issue Details' and contains a table with the following data:

Id	1066
Status	open
Date Reported	2011-11-02
Reported By	Customer via EUP
Title	Test Issue #1
Description	Test Issue Description #1
Resolution	

A 'Back' button is located at the bottom right of the ticket details section. At the bottom of the page, there is a copyright notice: 'Copyright © 2011 Demo Operator. All rights reserved' and a power by statement: 'Powered by AZOTEL'.

Figure 4.1.10-4 Ticket Details

4.2 The Network Section

As described earlier in section 2.1, this section allows customers to view details regarding network configurations including;

- Usage Graphs
- IP Settings
- Speed Test

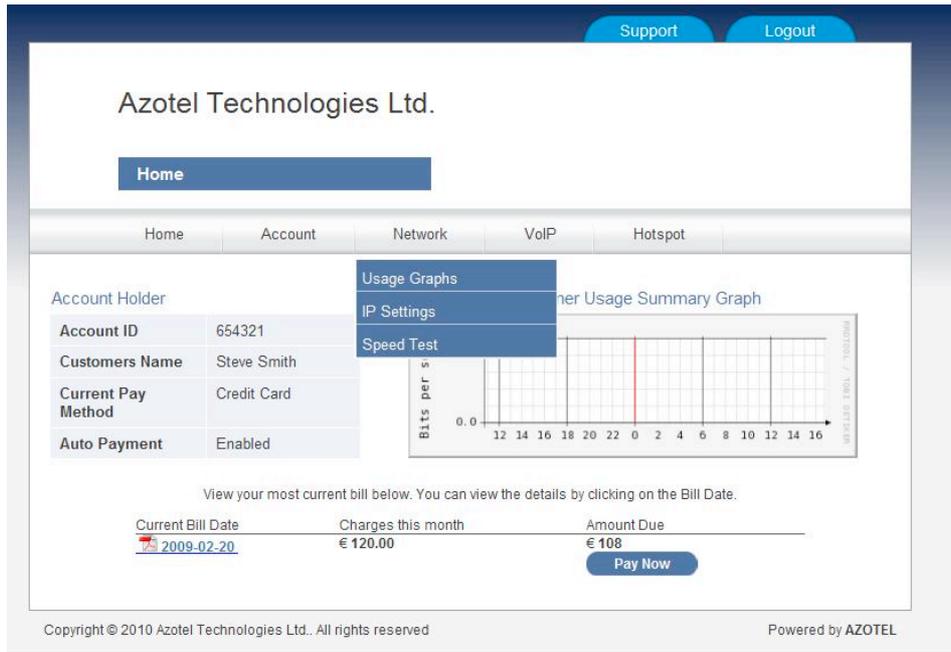
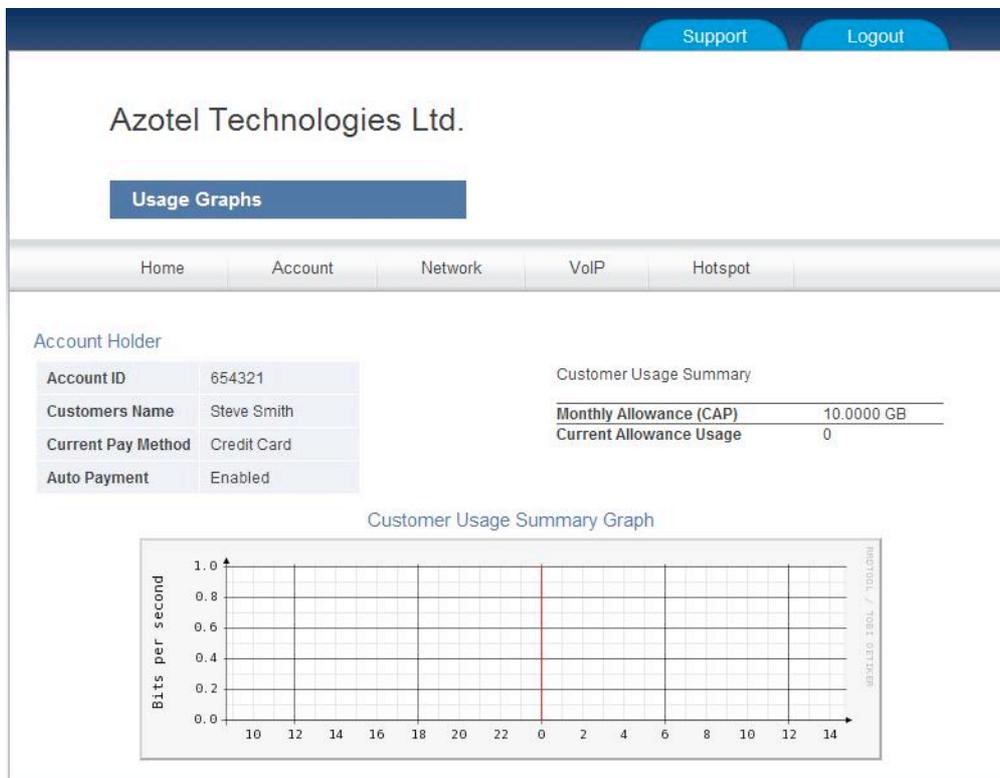


Figure 4.2-1 Network Section of End User Portal

4.2.1 Usage Graphs

This section allows customers to view their bandwidth usage through a graphical representation over varying time periods.



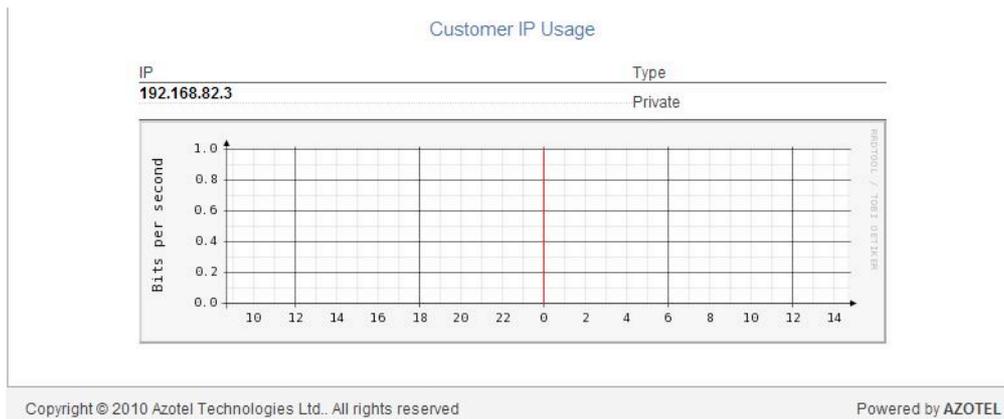


Figure 4.2.1-1 Usage Graphs

This section displays two categories of graphs:

- Customer Usage Summary Graph
- Customer IP Usage

The primary focus of both Usage graphs are daily usage (with 5 minute average), however, it is possible to view additional time periods including weekly (30 minute average), monthly (2 hour average) and yearly (1 Day Average) by clicking on either of the daily graphs, this will redirect the page to a subsequent graphs page.

The Customer Usage Summary Graph provides an indication of the total usage associated with that Customer's Account. The Customer IP Usage provides an indication of the breakdown of the usage according to individual IP addresses within that account.

4.2.2 IP Settings

This section allows customers to view the IP settings relating to their account. These settings include:

- The IP Address
- The Type of IP (Private or Public)
- The MAC address
- Label

The screenshot displays the 'IP Settings' page for Azotel Technologies Ltd. At the top, there are 'Support' and 'Logout' buttons. The main heading is 'Azotel Technologies Ltd.' followed by a blue 'IP Settings' button. Below this is a navigation bar with 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot' tabs. The 'Account Holder' section contains a table with the following data:

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card
Auto Payment	Enabled

Below the account holder information is a table of IP addresses:

IP	Type	MAC	Label
192.168.82.3	Private	00:c0:9f:9a:d5:7c	SSmith

An 'Edit IP Table' button is located below the IP table. At the bottom of the page, there is a copyright notice: 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.2.2-1 IP Settings

It is also possible to allow the customer the option of editing the information contained within the IP table. The fields that may be edited are the MAC Address and the Label.

4.2.3 Speed Test

This section allows customers to avail of a free network speed test in order to check both their Download and Upload speeds.

The screenshot displays the user interface for Azotel Technologies Ltd. At the top right, there are 'Support' and 'Logout' buttons. The main header reads 'Azotel Technologies Ltd.' Below this is a 'Home' button. A navigation bar contains links for 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The 'Account Holder' section shows the following details:

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card
Auto Payment	Enabled

Below the account information is a 'SPEEDTEST.NET MINI' widget. It features a speedometer-style gauge with a needle pointing to '8790' kbps. The gauge scale ranges from 0 to 20M+, with markers at 512k, 256k, 1M, 1.5M, 3M, 5M, 10M, and 20M+. To the right of the gauge, it indicates 'TESTING DOWNLOAD SPEED 41%' with a progress bar. Below the gauge, the results are shown as 'Your Results' with 'DOWNLOAD: 8790 kbps'.

At the bottom of the page, the copyright notice reads 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.2.3-1 SIMPLer hosted network speed test

Operators have the option of specifying their own particular network speed test in the WISP settings of SIMPLer. However, if a speed test is not specified then, a default SIMPLer hosted speed test will be used as shown above in Fig. 4.2.3-1 SIMPLer hosted network speed test.

4.3 The VoIP Section

This section allows customers to view their VoIP (Voice over IP) account through their End User Portal. Assuming an Operator provides Azotel's VoIP service in parallel with SIMPLer, Customers will be able to view information regarding their VoIP account such as:

- Call History
- Call Rates
- Package Details

The screenshot displays the Azotel VoIP Portal interface. At the top, there are 'Support' and 'Logout' buttons. Below the header, the company name 'Azotel Technologies Ltd.' is shown, followed by a 'VoIP Portal' button. A navigation bar contains 'Home', 'Account', and 'VoIP' (which is circled in red). The main content area is divided into three sections: 'CALL HISTORY', 'CALL RATES', and 'PACKAGE DETAILS'. The 'CALL HISTORY' section is active and contains a search form with the following fields:

- SELECT BY MONTH:** FROM: OCTOBER-2010, TO: OCTOBER-2010
- SELECT BY DAY:** FROM: 01, TO: 01
- DESTINATION:** (Empty field)
- SHOW:** Answered Calls (radio), All Calls (radio)
- RESUTL:** Minutes (radio), Seconds (radio)
- CURRENCY:** Euro (EUR) (1.00000)
- Search:** (Search button)

Below the search form, it indicates 'Number of Calls : 0' and shows a message box: '- Call Logs - No data found !!!'. At the bottom of the page, there is a copyright notice: 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.3-1 VoIP Section

4.3.1 Call History

The Call History section allows customer to view their VoIP call history by a number of criteria including, by month, by day, by destination and by all or answered calls.

This will then display a log of calls made according to this search criteria.

4.3.2 Call Rates

The Call Rates section allows customers to view the call rate for an individual number. A customer is able to enter a specific number and search for the call rate associated with that number. From the example below, the number that had been searched was 021-4671616. The rate for a call to this number for the customer is €0.0288 per minute as it is a national – cork number, as shown below.

Azotel Technologies Ltd.

VoIP Portal

Home Account VoIP

CALL HISTORY CALL RATES PACKAGE DETAILS

Call Rate

Enter the number you wish to call : 0214671616 Search

Rate for your destination number:

DESTINATION :#1	
Destination Name	national - cork
Cost per minute	0.0288

Copyright © 2010 Azotel Technologies Ltd.. All rights reserved. Powered by AZOTEL

Figure 4.3.2-1 Call Rates in VoIP Section

4.3.3 Package Details

This section allows customer to view details relating to packages provided by the Operator to which they are subscribed. This section outlines information regarding existing packages and allows customer to view calls made with free minutes.

4.4 The Hotspot Section

This section enables customers to view an overview of their Hotspot service through their End User portal.

The screenshot displays the 'Hotspot Accounts' section of the Azotel Technologies Ltd. End User Portal. At the top, there are 'Support' and 'Logout' buttons. The main header reads 'Azotel Technologies Ltd.' and a blue button labeled 'Hotspot Accounts' is visible. Below this is a navigation bar with tabs for 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The 'Hotspot' tab is selected.

The main content area is divided into two columns. The left column, titled 'Account Holder', contains a table with the following data:

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card
Auto Payment	Enabled

The right column, titled 'Customer Tokens', contains a table with the following data:

Token	Status	Details	Password
No token has been generated yet			

Below the 'Customer Tokens' table, there is a section titled 'Buy Additional Hotspot Token:'. It includes a 'Product:' dropdown menu currently set to 'starter Package - 1 day', a 'Choose payment interface:' label, and a blue 'Purchase' button.

At the bottom of the page, the footer contains the text: 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' on the left and 'Powered by AZOTEL' on the right.

Figure 4.4-1 Hotspot Section of EUP

From this section customers are able to view details such as:

- Account Holder Information
- Customer Tokens (Including the tokens purchased, the status of each token, the details relating to the tokens and the password for each token)
- Buy Additional Hotspot Tokens

4.4.1 Purchasing Hotspot Tokens through the End User Portal

As discussed, it is possible for a customer to purchase Hotspot tokens through the End User Portal.

The screenshot shows the 'Hotspot Accounts' section of the Azotel Technologies Ltd. End User Portal. The page has a dark blue header with 'Support' and 'Logout' buttons. Below the header, the company name 'Azotel Technologies Ltd.' is displayed. A blue button labeled 'Hotspot Accounts' is visible. A navigation bar contains links for 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The main content area is divided into two columns. The left column, titled 'Account Holder', contains a table with the following data:

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card
Auto Payment	Enabled

The right column, titled 'Customer Tokens', contains a table with columns 'Token', 'Status', 'Details', and 'Password'. Below the table, it states 'No token has been generated yet'. Below the 'Customer Tokens' section, there is a 'Buy Additional Hotspot Token:' section. It includes a 'Product:' dropdown menu set to 'starter Package - 1 day', a 'Choose payment interface:' section with radio buttons for 'Credit Card' (selected) and 'E-Check', and a blue 'Purchase' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2010 Azotel Technologies Ltd.. All rights reserved' and 'Powered by AZOTEL'.

Figure 4.4.1-1 Hotspot token purchase through the EUP

As outlined in section 4.1, it is possible for a customer to enter their credit card and banking information into their End User Portal, which can then be used to pay outstanding balances and to purchase hotspot Tokens. In order for a customer to purchase a Hotspot token through the End User Portal, they must access the Hotspot section as shown above.

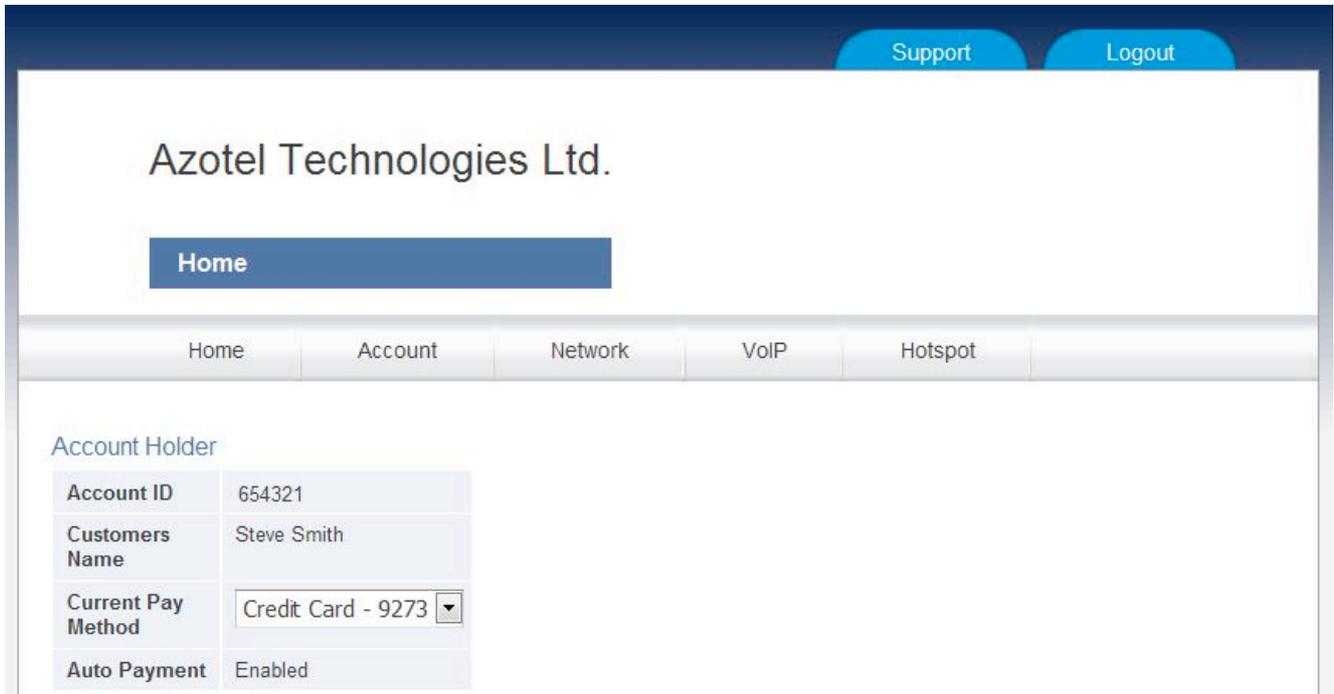
Then the customer must select a product that they wish to purchase i.e. starter Package – 1 day and they must select their method of payment i.e. Credit Card, as shown above in Fig. 4.4.1-1.

Clicking the Purchase button, will re-direct customers to a payment confirmation page, Fig. 4.4.1-2, outlining their payment details including;

1. Invoice Number
2. Invoice Date
3. Amount to be paid
4. Credit Card details including Credit Card Number, Expiry Date and CCV
5. Credit Card Billing Address

Finally in order to complete the purchase, a customer must select the Process Payment button shown in Fig. 4.4.1-1 to complete the purchase.

In addition, customers are able to update their existing credit card information by selecting the Update Credit Card button shown in Fig. 4.4.1-2. This will re-direct the page to the Credit Card details page of the Personal Information section as outlined in section 4.1.2 of this document.



The screenshot displays the Azotel Technologies Ltd. user interface. At the top right, there are 'Support' and 'Logout' buttons. The main header area contains the company name 'Azotel Technologies Ltd.' and a 'Home' button. Below this is a navigation bar with tabs for 'Home', 'Account', 'Network', 'VoIP', and 'Hotspot'. The 'Account' tab is selected. The main content area is titled 'Account Holder' and contains a table with the following information:

Account ID	654321
Customers Name	Steve Smith
Current Pay Method	Credit Card - 9273 <input type="button" value="v"/>
Auto Payment	Enabled

Payment Details

Invoice Number	Invoice will be generated when the payment is processed successfully
Invoice Date	07/10/2010
Amount:	15.00

Credit Card Details

Credit Card Number *	Expiry Date *	CCV *
**** * 9273	12 2012	<input type="text"/>
	Month Year	

Credit Card Billing Address *

Firstname	Test
Lastname	Customer
Address	River House, Balckpool
City	Cork
Post / ZIP Code	none

[Process Payment](#)
[Update Credit Card](#)
[Cancel](#)

If you would like to update your credit card details please click on the 'Update Credit Card' button.

Copyright © 2010 Azotel Technologies Ltd.. All rights reserved Powered by **AZOTEL**

Figure 4.4.1-2 Payment details and confirmation page

5 End User Portal Customisation

Similar to other aspects of the SIMPLer software platform, the EUP will be individualised for each Operator with their name and company logo during their initial instance setup. Shown below (Fig. 5-1) are examples of where the End User Portal can be customised, compared to the default view.

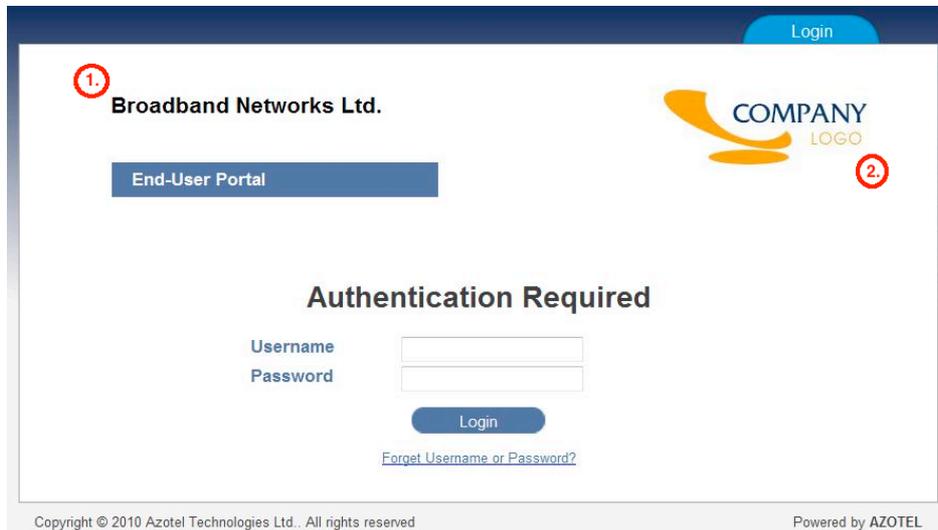


Figure 5-1 End User Portal Login page

As shown in Fig. 5-1 End User Portal Login page, the two elements of customisation that will be completed by Azotel for new Operators are:

1. Company Name
2. Company Logo

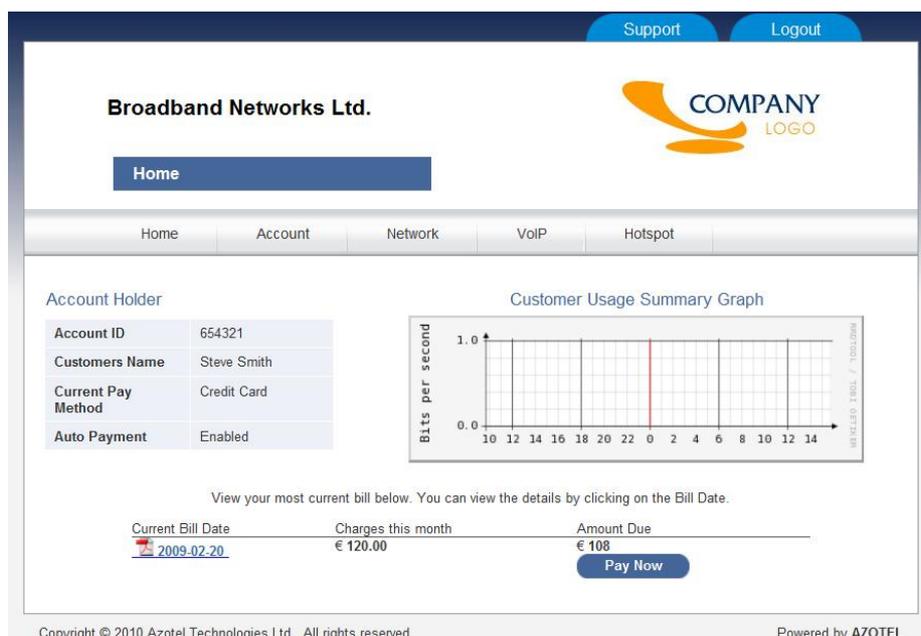


Figure 5-2 Home page of End User Portal

Company Name can be customised by going to the Settings – Modify WISP page of the SIMPLer software. In the Name/Address details section, by updating the “Name” field and clicking on Update WISP, the changes should register to the EUP. In order to update the company logo, the operator must navigate to the Settings – Templates page of SIMPLer, and click on the End User Portal Menu. Prepare your logo and upload as type “operator-logo”.

Annex A: Annex

A.1 Link References

- [L1] <http://www.azotel.com/>
Azotel homepage.
- [L2] <https://wib.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
EUP	End User Portal
VoIP	Voice over IP

Annex C: Change History

Change history				
Date	Author(s)	Subject/Comment	Old	New
27/09/2010	Tomas	Update Version	n/a	100
24/11/2011	Justyna	Updated SIMPLer screenshots	100	101
13/Jun/13	Paul	Changed doc's title, copyright and correct year, doc num on all pages	101	200
27/Jun/13	Paul	Added features: Customer Payment Confirmation (4.1.5) and Hide Customer Defined Password (4.1.2)	200	201
1/Jul/13	Paul	Added SIMPLer Sub -Accounts feature to Annex , SAND Overage T and C Agreement feature (4.1.8) and Added Cap Display Options feature (4.1.9)	201	202
12/09/2013	emma	Updated Document - section 4.1.5-1	202	203
08/01/2015	emma	Updated Document - Review and Update of Section 2.1	203	204
09/01/2015	emma	Completed review & update of Section 2. Reviewed Section 3	204	205
12/01/2015	emma	Corrected numbering of images in section 4. Removed Master/Sub accounts from Annex to place in the billing manual	205	206
07/04/2016	emma	Reviewed & Added disable EUP Section	206	207