

iCARE-360

User/System Guide (USG)

(EBC-2325: iCARE CRM & CCI Enhancements)

Version 6.0

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REVISIONS

Ver.	Date	Name	Description
1	6/29/2009	Michelle Gimmi	Initial Release - CCI Front Page re-write to iCARE-360
2	10/16/2009	Michelle Gimmi J. Mason Costa	Sprint-2,-3,-4 enhancements.
3	11/10/09	Michelle Gimmi	Sprint 5 and 6 updates
4	11/23/09	Michelle Gimmi	Sprint 8 – Additional Activity Tabs
5	11/7/2012	J. Mason Costa	Added Design and Document Manager (Documents) Tabs

6	11/12/2012	J. Mason Costa	Added system description

Table of Contents

System Description	
Background	6
iCARE 360 Account Search	6
Search Engine - Business Search	6
Search Engine - Contact Search	6
Filtering Options	8
Summary Tab	9
Account Header Information	9
Customer Profiles and Profile Flashes	
Related Accounts	
System IDs	
Billing Information	11
Billing Address Edit	11
Tools Tab	15
Tools Tab Customer Profile Admin	15 15
Tools Tab Customer Profile Admin Billing Tab	15 15 1 6
Tools TabCustomer Profile AdminBilling Tab	
Tools TabCustomer Profile AdminBilling TabBilling ServicesBilling History	
Tools TabCustomer Profile AdminBilling TabBilling ServicesBilling HistoryCurrent Balance	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History Payment History	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History Payment History Pending Payment History	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History Payment History Other Payment History	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History Payment History Pending Payment History Other Payment History Tax Exemptions	
Tools Tab Customer Profile Admin Billing Tab Billing Services Billing History Current Balance Statement History Payment History Pending Payment History Other Payment History Tax Exemptions	
Tools Tab Customer Profile Admin	

Create Notes	22
Contacts Tab	23
Contact Management Summary	23
View/Edit Contact	25
Edit a Contact belonging to Multiple Site id's	26
Create New Contact	27
Create/Edit Primary, Secondary and Data Center Contacts	28
Create/Edit Primary, Secondary and Data Center Contacts - Internal Edits	
Deleting Contacts	31
Activity Tab	32
Clarify Cases	
MSS Order	
Proposal	
RIO Hot Tickets	
RIO Trouble Tickets	
Design Tab	38
MSS Design	
RIO Design	
IP Information	
Documents Tab	40
Document Manager Functionality	40
Document Manager Access	40
Document Manager Buttons	41
File Upload	41
File Download	41
Edit File Info	41
File Delete	41

CSR Tab	
CSR Details	

System Description

iCare-360 is a secure and consolidated intranet-based account information portal used by Windstream personnel (internal and partners) in supporting Windstream's customers. The system pulls and displays account information from various IT systems real-time, and was created as an intended replacement for the MSS-account-centric "CCI Tool". iCare-360 allows for account search-and-display by various Business and Customer search criteria, and provides a snapshot of the account's contacts, hierarchy, billing, service, and support details. iCare-360 also provides some basic update functionality including administration of customer contacts, billing addresses, account profiles, consolidated notes and document management (uploads, downloads, etc.).

Background

As part of the iCARE initiative, enhancements to the Customer Relationship Management (CRM) and Consolidated Customer Information (CCI) systems were made. These enhancements are identified in the following sections.

iCARE 360 Account Search

Search Engine - Business Search

i care				
business contact Account Name	search Account Number	search Order/PSR/Clarify Ticket	search TN	search
Please enter your search criteria.				

Users can utilize the iCARE Three-sixty Business search engine by entering the Customer's full or partial name Account Name; Customer MSS or RIO Account Number; RIO/MSS/ or Clarify Ticket Number; or a 10 digit NuVox assigned Telephone number (without dashes, dots or spaces or parentheses!)

Search Engine - Contact Search

i CARE				
business contact	Contact Name	search Email Address	search Contact TN	search
Please enter your sea	arch criteria.			

Users can utilize the iCARE Three-sixty Contact search engine by entering the Customer's Contact Name; Email Address or Contact 10 digit TN (without dashes, dots or spaces or parentheses).

Note: If your cursor is in the search box after you enter the information, you must hit "search" to begin the search.

Note: Number searches do not support partial telephone or account info even if you use the"%" wild card.

Note: The name search function uses the "starts with" logic, and will display all accounts that start with the exact letters you entered. To search for the word or words you have entered anywhere in a customer's name place a "%" wild card in front of the words. Capitalization does not matter.

Wild card searches take much longer!!

Example: Enter the word bank. Search results will return 108 Customers whose name BEGINS with bank. Enter the word %bank%. Search results will return 1122 Customers whose name CONTAINS the word bank.

Query results for %bank%

Results are initially sorted by Account Number.

You can change the way the results are sorted, by clicking on the arrow buttons \Rightarrow located next to the billing account number, account name, status and billing system.

CARE			
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		01-11-1	
Ing Account Number \$	Account name =	status ÷	Billing System #
44562	THE MEMORY BANK, INC. (billing system information unavailable)	Unavailable	
44661	COLDWELL BANKER CAINE (billing system information unavailable)	Unavailable	
42457	ARLINGTON BANK 2130 Tremont Ctr FI 1, Upper Arlington, OH, 43221-3110	Active	RC7
43301	1ST UNITED BANK - COOPER CITY (billing system information unavailable)	Unavailable	
43445	COLDWELL BANKER SSK REALTORS (billing system information unavailable)	Unavailable	
42850	COLDWELL BANKER SSK REALTORS 1501 Bass Rd. Macon. GA. 31210-7557	Active	RC7
12362	BANKS CONSTRUCTION 101 Melichamo Rd. Summerville, SC 29483-7943	Active	BC7
10822	BANKS & ASSOCIATES LLC (billing system information unavailable)	Lingvailable	1107
0022	INTERCORDET RANK N.A. arts and a formation unavailable)	Unavailable	
15543	INTERCREDIT BANK, N.A. (billing system information unavailable)	Unavailable	
1765	BANKEAST CORPORATION (billing system information unavailable)	Unavailable	
1700	BANKEAST CORPORATION (billing system information unavailable)	Unavailable	
.0687	JEFFERSON BANK & IRUSI - EUREKA (billing system information unavailable)	Unavailable	
0774	JEFFERSON BANK & TRUST - CONCORD VILLAGE (billing system information unavailable)	Unavailable	
0701	JEFFERSON BANK & TRUST - O'FALLON (billing system information unavailable)	Unavailable	
0773	JEFFERSON BANK & TRUST COMPANY (billing system information unavailable)	Unavailable	
0775	JEFFERSON BANK & TRUST- CREVE COEUR (billing system information unavailable)	Unavailable	
3240	BANKEAST CORPORATION 6000 Kingston Pike, Knoxville, TN, 37919-6345	Active	RC7
9038	GENERATIONS BANK 7200 W 132nd St, Overland Park, KS, 66213-1145	Active	RC7
9873	GRAND BANK & TRUST OF FLORIDA (billing system information unavailable)	Unavailable	
9872	GRAND BANK & TRUST OF FLORIDA (billing system information unavailable)	Unavailable	
9870	GRAND BANK & TRUST OF FLORIDA (billing system information unavailable)	Unavailable	
9871	GRAND BANK & TRUST OF FLORIDA (billing system information unavailable)	Unavailable	
9869	GRAND BANK & TRUST OF FLORIDA (billing system information unavailable)	Unavailable	
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8999		Unavailable	
7000	CONVERSE OF FLORIDA (billing system information unavailable)	Unavailable	
9773	GRAND BANK & IRUST OF FLORIDA (billing system information unavailable)	Unavailable	
8813	GRANT COUNTY DEPOSIT BANK (billing system information unavailable)	Unavailable	
3831	GRANT COUNTY DEPOSIT BANK (billing system information unavailable)	Unavailable	
8827	GRANT COUNTY DEPOSIT BANK 225 Violet Rd, Crittenden, KY, 41030-8951	Active	RC7
9748	OMNI NATIONAL BANK BIRMINGHAM 2 20th St N Ste 900, Birmingham, AL, 35203-4062	Active	RC7
9124	COLDWELL BANKER UNITED REALTORS - MOBILE (billing system information unavailable)	Unavailable	
8831	GRANT COUNTY DEPOSIT BANK (billing system information unavailable)	Unavailable	
3827	GRANT COUNTY DEPOSIT BANK 225 Violet Rd, Crittenden, KY, 41030-8951	Active	RC7
9748	OMNI NATIONAL BANK BIRMINGHAM 2 20th St N Ste 900, Birmingham, AL, 35203-4062	Active	RC7
9124	COLDWELL BANKER UNITED REALTORS - MOBILE (biling system information unavailable)	Unavailable	
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Filtering Options

The Filter option can also be utilized to limit your search by placing a complete or partial of billing account number, account name, status or billing system.

Note: The filter will only work on the current column which is selected for sorting.

In my example I have sorted the status and billing system in ascending order and used the filter to show me all the Customer Names with the word "Bank" and then "Cold"

Query results for %bank% sorted by Cold

i CARE								
business contact Acco	unt Name	search	Account Number	search	Order/PSR/Clarify Ticket	search	TN	search
Billing Account Number -	Account Name +					Statu	is ÷	Billing System +
4044661	COLDWELL BANKE	ER CAINE	(billing system information unavail	able)		Una	vailable	
4043445		ER SSK REA	ALTORS (billing system in form	ation unavailat	le)	Una	vailable	
4042850	COLDWELL BANKE	ER SSK REA	ALTORS 1501 Bass Rd, Maco	n, GA, 31210-7	7557	Activ	ve	RC7
4039124	COLDWELL BANKE		REALTORS - MOBILE (billi	ng system info	mation unavailable)	Una	vailable	
4037723	COLDWELL BANKE	ER KASEY 8	ASSOCIATES - CORPOR	ATE (billing	system information unavailable	Una	vailable	
4037709	COLDWELL BANKE	ER - KASEY	(billing system information una	vailable)		Una	vailable	
4037633	COLDWELL BANKE	ER KASEY -	HENDERSONVILLE (billing	g system inform	nation unavailable)	Una	vailable	
4037630	COLDWELL BANKE	ER KASEY -	DOWNTOWN (billing system	m information u	navailable)	Una	vailable	
4037380	COLDWELL BANKE	ER UNITED I	REALTORS - DAPHNE (bil	ling system info	ormation unavailable)	Una	vailable	
4037276	COLDWELL BANKE	ER BOBBY	TALLO REALTY (billing syste	em information	unavailable)	Una	vailable	
4036738	COLDWELL BANKE		REALTORS - DESTIN 4458	Legendary Dr	Rm 100, Destin, FL, 32541-630	2 Acti	ve	RC7
4035511	COLDWELL BANKE	ER KASEY 8	ASSOCIATES - CORPOR	ATE (billing	system information unavailable	Una	vailable	
4035498	COLDWELL BANKE	ER KASEY -	HENDERSONVILLE (billing	g system inforr	nation unavailable)	Una	vailable	
4035489	COLDWELL BANKE	ER KASEY -	DOWNTOWN (billing system	n information u	navailable)	Una	vailable	
4035471	COLDWELL BANKE	ER - KASEY	(billing system information una	vailable)		Una	vailable	
4035357	COLDWELL BANKE	ER BOBBY 1	ALLO REALTY (billing system)	em information	unavailable)	Una	vailable	
4035194	COLDWELL BANKE		REALTORS - MOBILE (billi	ng system info	rmation unavailable)	Una	vailable	
4035089	COLDWELL BANKE		REALTORS - DAPHNE (bil	ling system info	ormation unavailable)	Una	vailable	

To access an account, click on the hyper link for the account name.

Due to content, some accounts may take longer than others to pull up – clicking on the link multiple times WILL NOT pull your account up in a shorter amount of time! It will actually delay your search!

This will bring you the customer's Account Summary information screen.

Summary Tab

LDWELL BANKER SSK REA	LTORS 4042850	: BUSINESS : STAND-ALONE :				
CARE Summary	ustomer Design	Products & Services Rio C	SR Billing	Notes Contacts	🛱 refresh	
ousiness contact Account Nam	e search	Account Number search	Order/PSR/Clarify Ticke	t search TN	search	
Customer Profiles					*	
➡ Dealer						
Contacts		Service	-	Billing Information		
After Hours Contact, Primary (Autho	rizing) Customer	Provider:		Number:	4042850	
RANDY SMITH		Field Service Market:		System:	REVCHAIN7	
preferred method of contact:		Start Date:		Cycle:	20	
Billing Contact		BTN: (000)	000-000	Suspend Status:	Normal	
preferred method of contact:		Rate Center:		Last payment:	\$ 653.04	
Data Vendor, Vendor - ISP, On Site Co	oordinator, Vendor -	NPA NXX:		Payment Date:	Jun 1, 2009	
lata Vendor, Vendor - ISP,On Site Coordinator, Vendor - 'BX,Voice Vendor ONYA HOLMES referred method of contact:		LEC:				
				Billing Address		
view all contacts »		Service Address		1501 Bass Rd		
tow an contacto y		4504 Deese Dd		Macon, GA 31210-7557		
Support Tickets		Macon, GA 31210-7557		🥔 edit		
Active Tickets:	0			System IDs		
Active Service Tickets:	0	Sales Agreement	-	System ibs	-	
Active Billing Tickets:	0	Market:		EAN 4042850		
Active Escalations:	0	Agreement Term:	null - null	COLDWELL BANKER SSK	REALTORS	
Proactive Tickets:	0	Service Start:		RC 7 4042850 ACTIVE		
Last Closed Ticket:	None	Last Sold Proposal:		COLDWELL BANKER SSKI	REALTORS	
		Sales Moderator:				
		Active MSS Orders: 0)			
		Active RIO Orders: 0)	Latest Invoice	*	
				Number:	2184824	
				Date:	Jun 23, 2009	
				Amount:	\$ 703.89	
				Previous Balance:	\$ 1309.30	

Account Header Information

In the header of the page the following information is displayed: customer full name, account number, billing relationship of "stand-alone", "child" or "parent", and the status of the account of "Active" or "Inactive".

Customer Profiles and Profile Flashes

Customers that have Profile indicators and added Profile flashes will have them displayed as the first entry on the Customer Summary page.

COLDWELL BANKER CAINE (864) 233-1331 : 8359	: BUSINESS : STAND-/	ALONE : ACTIVE		
i CARE Summary Customer Design	Products & Services	Rio CSR Billing	Notes Contacts	🔁 refresh
business contact Account Name search	Account Number	search Order/PSR/Clarify Ticket	search TN	search
Customer Profiles Dealer Dealer Complex - Dat	a			*
Customer Flash: Complex - Data ******Complex Data Customer****** Please perform all normal troubleshooting for to troubleshooting. Contact the group for general Please call before dispatching tickets. Complex Customer Network Engineering - Normal Business Hours: Phone: Ext 17709 E-mail: DL Complex Customer Networking After Hours: 864-710-7700 Additional troubleshooting information, diagram http://gvlscspp1:8080/sites/opcenters/int/con/s	this customer. Escalate t questions and also before s and advanced configurat thared%20Documents/Forms/J	cickets to the Complex Custome performing MACDOs. The grou cions can be found here: hlltems.aspx	r Network Engineering gro p Clarify queue is "Compl	up for advanced ex Customer".
Contacts 🔺	Service		Billing Information	
Billing Contact	Provider: BELLS	DUTH - NC/SC	Number:	8359
preferred method of contact:	Field Service GREEN	VILLE	System:	REVCHAIN7

Related Accounts

If and account has a billing relationship of "child" or "parent" then a box under Account Information section will appear labeled "Related Accounts". If you are on the parent account all child accounts will be displayed. If you are on a child account only the relationship to the parent account will be displayed, and the other child accounts will not be displayed. You can jump to the other related accounts by clicking on the highlighted account number in the "Related Account" details.

Related Accounts Display

JACKSONVILLE GOLF & COUNTRY CLUB(9)	04) 223-5555	5 : 107592 :	BUSINES	S : PARENT	: ACTIVE				
i CARE Summary Customer	Design	Products &	Services	Rio CSR	Billing	Notes	Contacts		💈 refresh
business contact Account Name	search	Account Number		search Orde	er/PSR/Clarify Tic	ket search	TN	S	earch
Contacts	*	Service				Billing Inform	nation		
Primary (Authorizing) Customer Contact		Provider:	BST - FL			Number:		107592	
Preferred method of contact:		Field Service Market:	JACKSO	WILLE		System:		REVCHAIN7	
Primary (Authorizing) Customer Contact NATALIE SUDA preferred method of contact:		Start Date:	Mar 17, 2	2006		Cycle: 2		20	
		BTN:	(904) 223-5555		Suspend State	JS:	Normal		
Secondary (Authorizing) Customer Contact		Rate Center:	JACKSOI	١٧L		Last payment		\$ 1415.39	
GREG THART		NPA NXX:	904223			Payment Date	:	Jun 10, 2009	
preferred method of contact:		LEC:	BELLSO	JTH					
view all contacts »			TELECO	MUNICATIONS, II	NC.	Billing Addre	955		-
						3985 Hunt Club	Rd		
Related Accounts	-	Service Addre	255			Jacksonville, FL	_ 32224-8410		
		3985 Hunt Club F	Rd			🥔 edit			
Lacksonville Golf & Country Club 18521	15	Jacksonville, FL 3	32224-8416						
L JACKSONVILLE GOLF & COUNTRY CLUB PUM	P					System IDs			-
HOUSE 185219		Sales Agreem	ent			JACKSONVILLE	E GOLF & COUN	NTRY CLUB	

System IDs

The 'System IDs' section of the Summary page displays all the ID numbers for an account as recognized by various IT systems, and also the status of the account in each system (as applicable).

System IDs

BOOKER T WASHINGTON INSURANCE CLARIFY 4018320 ACTIVE

EAN 4018320

BOOKER T WASHINGTON INSURANCE MSS 4018320 INSERVICE

BOOKER T WASHINGTON INSURANCE REVCHAIN7 4018320 ACTIVE

BOOKER T WASHINGTON INSURANCE SAT 780269 N/A

Billing Information

Billing Information displays the customers billing account number, Billing system, Bill cycle, suspend status, last payment and the payment date. It does not display current amounts or un-invoiced payments.

Billing Information	
Number:	1061525
System:	REVCHAIN7
Cycle:	10
Suspend Status:	Normal
Last payment:	\$ 1113.05
Payment Date:	Jun 8, 2009

Billing Address Edit

The customers Billing Address can be edited via 360 but will require a signed document on company letterhead to process the change. The upload of that document to the Customer's folder is required prior to the Billing Address being updated. Changes to the Billing Address will prompt an email to the customer notifying them of the change.

To edit and address:



Make your edits using the Edit screen

Provider:	BELLSOUTH - GA	Number:	1061525
Field Service Market:	ATLANTA	System:	REVCHAIN7
Start Date:	Oct 10, 2005	Cycle:	10
BTN:	(770) 814-6060	Suspend Status:	Normal
Rate Center:		Last payment:	\$ 1113.05
NPA NXX:	Ealt Billing Address	Payment Date:	Jun 8, 2009
	Address 1		
LEC:	302 N Main St	Billing Address	
	Address 2	302 N Main St	
Service Addre		Greenville, SC 29601-211	3
2775 PREMIERE	City	🥔 edit	
DLTH,GA 30097	Greenville		
	State	System IDs	
	SC		
Sales Agreeme	Zip Code	INNOVATIVE PRODUCT A	CHIEVEMENTS INC
Market:	29601-2118		
Agreement Term		RC 7 1061525 ACTIVE	CHIEVENIEN IS, LLC
Agreement Term Service Start:	: save	RC 7 1061525 ACTIVE	CHIEVEMENTS, LLC
Agreement Term Service Start: Last Sold Propos	save	RC 7 1061525 ACTIVE	CHIEVEMENTS, LLC
Agreement Term Service Start: Last Sold Propos Sales Moderator	tave save	RC 7 1061525 ACTIVE INNOVATIVE PRODUCT A MSS NV1061525	CHIEVEMENTS CHIEVEMENTS CHIEVEMENTS
Agreement Term Service Start: Last Sold Propos Sales Moderator Active MSS Orde	save save	RC 7 1061525 ACTIVE INNOVATIVE PRODUCT A MSS NV1061525 INNOVATIVE PRODUCT A SAT 256851	CHIEVEMENTS CHIEVEMENTS CHIEVEMENTS

Changes to the Street address and Suite numbers should be performed in Address Line 1.

Changes to Floor numbers, Building numbers or other indentifying address should be perfomerd in the Address Line 2.

Changes to the Attention To Contact will remain a manual change. The current Edit fields in iCARE 360 do not accomadate the Attention To changes.

Edit Billing Address Window

Edit Billing Address ×
Address 1
301 N Main St Ste 9000
Address 2
Floor 5
City
Greenville
State
SC
Zip Code
29601-2171
la save

Billing Address Display - iCARE 360 Summary page

Billing Address

301 N Main St Ste 9000 Floor 5 Greenville, SC 29601-2171 🥜 edit

Billing Address Display – RevChain Delivery Information

Delivery Information

Billing Address: CARTER WATERS LLC, 301 N Main St Ste 9000, Floor 5, Greenville, South Carolina, 29601-2171, U.S.A. Email: Fax: Credit Card: Direct Debit: Credit Card History



Edited addresses are validated. If you enter an invalid address you will receive the following message:

Address verification error: Invalid address entered

Confirm your changes. \triangleright

Contacts		- Service	*	Billing Information			
Billing Contact		Provider: BEL	LSOUTH - NC/SC	Number:	8359		
preferred method of contact:		Field S	ddraeg y	System:	REVCHAIN7		
view all contacts »			Address ×	Cycle:	0		
		Are you sure?		Suspend Status:	DNC		
Support Tickets		BIN:	Ø yes	Last payment:	\$ 508.96		
Active Tickets:	0	NPA NXX: 864	233	Payment Date:	Jun 4, 2009		
Billing Tickets:	0	BEL BEL	LSOUTH				
Collections Tickets:	0	TEL	ECOMMUNICATIONS, INC.	Billing Address			
Debit Tickets:	0			200 E Broad St			
MACD Tickets:	0	Service Address	A	Greenville, SC 29601-2887			
Proactive Tickets:	0	124 Verdae Blvd Ste 101					
Service Tickets:	0	Suite 101 Croonvillo, SC 20607 28	40				
CSR Requests:	0	Greenwile, 30 2007-30	+	System IDs			
Escalations:	0						
Last Closed Ticket:	020509-02091	Sales Agreement	<u>م</u>	COLDWELL BANKER CAI CLFY 8359NV ACTIVE	NE		
		Market:	Greenville	COLDWELL BANKER CAI	NE		
		Agreement Term:	1/16/2009 - 1/16/2010				
		Service Start:	Aug 10, 2005	MSS NV8359	NE		
		Last Sold Proposal:	12/9/2008				

Some user groups will have the ability to change the Billing address without e-notifying the customer. This can be done to correct mistyped information or add missing information. Internal changes will not prompt an email to the customer notifying them of the change. An <u>Internal Request</u> button will appear only for those who have the security approval to perform this function.

Select the Internal Request button to bypass the document upload function.



Tools Tab

The Tools tab offers a few handy selections, but one of the most useful ones is the new **Customer Profile Admin** tool.

Customer Profile Admin

Tools	Billing									
Customer										
Customer Profile Admin										
Customerri										
Products &	Services									

The Customer Profile Admin tool permits authorized users to add or remove Customer Profiles to or from an account. Unauthorized users get an error message in red if they attempt this action.

Authorization can be granted on a *per-profile* basis.

Customer P ro	OFILE ADMINIST	RATION		windstream.
Customer Admin				Welcome e0146
	Court	-		You are not authorized to add Major Profile
Account Number: <u>4018320</u>	Search		Customer's Profiles	:
Profile Name	Sub Profile Name		Profile Name	Sub Profile Name
24x7	Extended	Add 📥	Dealer Assigned	Remov
24x7	Standard	Add	Family Violence Shelter	Remov
3rd Party Placement	CACI	Add	Repeat Report	Remov
3rd Party Placement	Capstone	Add		
3rd Party Placement	MBW	Add		
3rd Party Placement	Transworld/NCO	Add		
Aggressive Monitoring		Add		
Complex-Services		Add		
		0.1.1		
Complex-Services-SLA		Add		
Complex-Services-SLA Contract Type	GSA/GRITS	Add		
Complex-Services-SLA Contract Type Contract Type	GSA/GRITS GSA70	Add Add Add		

Billing Tab

Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR
Billing Serv	ices								
Billing	Notes								
Billing Services									

Click on Billing Tab and then Billing Services to display the Billed Services in RevChain 7.

Unclick the "Show Active Features Only" to display Active and Inactive billing items.

Billing Service page also displays the Total Number of Services and Total MRC.

Billing Services	Silling Services													
☑ Show Active Featur	Total services: 20 total MRC: \$841.													
External Service ID	Service ID	Service Name	Features view all											
DID_2	642432 view connections	MRR - VOICE	view											
9042235555	642433 view connections	MRR - VOICE	view											
9042239971	642437 view connections	MRR - VOICE	view											
NOT_CONVERTED	642439 view connections	MRR - VOICE	view											
NOT_CONVERTED	642441 view connections	MRR - VOICE	view											
NOT_CONVERTED	642445 view connections	MRR - VOICE	view											
	642448 view connections	MRR - DATA	view											

Click on "view connections" to view connection numbers when available.

ACKSONVILLE GOLF & COUNTRY CLUB(904) 223-5555 : 107592 : BUSINESS : PARENT : ACTIVE													
i CARE Summ	ary	Customer	Desi	gn Products & S	Services	Rio CS	R	Billing	Notes	Contacts	(💈 refresh	
business contact	Accoun	t Name	searc	Account Number		search	Order/	PSR/Clarify Ticket	searc	n TN	4	search	
Billing Services	Billing Services												
Show Active Featur	es Only									total services: 2	0 total MRC: \$8	841.97	
External Service ID	Servic	e ID	Servi	ice Name	Features	view all							
DID_2	64243 view c	2 onnections	MRR	- VOICE	view								
9042235555	64243 view (3	MRR	- VOICE	view								
9042239971	64243 view d	TAX9042235555-1 TAX9042235555-10	R	- VOICE	view								
NOT_CONVERTED	64243 view o	TAX9042235555-11 TAX9042235555-12	R	- VOICE	view								
NOT_CONVERTED	64244 view (64244 view c TAX9042235555-13 TAX9042235555-2		- VOICE	view	!							
NOT_CONVERTED	64244 view o	TAX9042235555-3 TAX9042235555-4	R	- VOICE	view								
	64244	TAX9042235555-5	R	- DATA	view								

Click on "view" under features to view billed features, Quantity, Rate Plan, MRC, Status, Start Date and End Date (where applicable)

JA	JACKSONVILLE GOLF & COUNTRY CLUB(904) 223-5555 : 107592 : BUSINESS : PARENT : ACTIVE													
Ĩ	CARE Summa	ry Customer	Design Products &	Services	Rio C	SR	Bi	lling	Notes	Conța	icts		(🕏 refresh
C	ousiness contact	Account Name	search Account Number		search	Orde	r/PSR/Cl	arify Ti	cket search	TN			S	earch
	Billing Services													
	Show Active Features Only total services: 20 total MRC: \$841.97													
	External Service ID	Service ID	Service Name	Features	view all									
				hide										
	DID_2	642432 view connections	MRR - VOICE	ID	Name	Qty.	Rate F	Plan		MRC	Stat	tus S	tart	End
				3627487	87 DIDs 68 Voice Feature			re - DIDs - TDM \$13.6		60 A	3	/18/06		
				hide										
				ID	Name			Qty.	Rate Plan		MRC	Status	Start	End
				3627488	Digital Tru	Inking		0	Voice Anchor - TDM		\$0.00	A	3/18/06	
				3627489	DIDs			20	Voice Feature - DIDs TDM	-	\$0.00	A	3/18/06	
	9042235555	642433	MRR - VOICE	3627490	VoxVoice			9	Voice - Voice Trunk -	TDM	\$232.47	А	3/18/06	
		view connections		3627491	Local Nur Portability	nber		9	Fees - Local Number Portability		\$1.05	A	3/22/06	
				3627492	Network (Fee	Cost Re	ecovery	9	Fees - Network Cost Recovery		\$0.00	A	3/22/06	
				3627494	Emergen Fee	cy Serv	ices	9	Fees - Emergency Services		\$0.00	A	3/18/06	

Billing History



Click on the Billing History page to display the current and historical billing information for a customer.

Current Balance

Displays the customers Current Balance information.

JACKSONV	ILLE GOL	F & COUNTR	Y CLUB	(904) 223-555	5 : 107592 : BUSIN	IESS : I	PARENT : ACTIVE			
i CARE	Summ	ary Cust	omer	Design	Products & Services	Rio C	SR Billing	Notes	Contacts	💈 refresh
business	contact	Account Name		search	Account Number	search	Order/PSR/Clarify Ticket	search	TN	search
Current B	alance	Statement His	tory	Payment Histor	y Pending Payment Hi	story C	Other Payment History	Tax Exem	ptions	
Current Cl	harge:	\$0.00								
Unallocate	ed Paymen	ts: \$0.00								
Over 30:		\$0.00								
Over 60:		\$0.00								
Over 90:		\$0.00								
Over 120:		(\$1,489.49)								
Total:		\$0.00								

Statement History

Displays the customers Current and Historical Statments.

	JACKSONVILLE GOLF & CO	DUNTRY	CLUB (904) 223	-5555 :	107592	BUSINE	SS : P	ARENT : AC	TIVE			
Í	i CARE Summary	Custon	ner Desig	n í	Products & S	ervices	Rio CS	R Billing		Notes	Contacts	💈 refresh
	business contact Accourt	nt Name	search	h			search	Order/PSR/Clarify	/ Ticket	search) TN	search
	Current Balance Statem	ent Histor	y Payment H	istory	Pending Pa	yment Histo	ory Otl	her Payment His	story	Tax Exemp	tions	
	Date Billed	Total Due	Current Charges	Calls/Mo.	Invoice ID	MRC	Taxes	Statement Bal.	Usage			
	2009-09-20T00:00:00-04:00	\$0.00	\$1,317.54	0	10059228	\$1,233.75	\$83.78	\$0.00	0.0			
	2009-08-20T00:00:00-04:00	\$0.00	\$1,313.62	0	10008103	\$1,230.22	\$83.40	\$0.00	0.0			
	2009-07-20T00:00:00-04:00	\$0.00	\$1,315.54	0	2415142	\$1,231.94	\$83.60	\$0.00	0.0			
•	2009-06-20T00:00:00-04:00	\$0.00	\$1,366.30	0	2183548	\$1,283.44	\$82.86	\$0.00	0.0			
	2009-05-20T00:00:00-04:00	\$0.00	\$1,415.39	0	1877483	\$1,246.23	\$169.16	\$0.00	0.0			
	2009-04-20T00:00:00-04:00	\$0.00	\$1,354.84	0	1384218	\$1,248.65	\$106.19	\$0.00	0.0			
	2009-03-20T00:00:00-04:00	\$0.00	\$1,360.36	0	1090689	\$1,360.36	\$0.00	\$0.00	0.0			
•	2009-02-20T00:00:00-05:00	\$0.00	\$1,357.35	0	1173370	\$1,357.35	\$0.00	\$0.00	0.0			
	2009-01-20T00:00:00-05:00	\$0.00	\$1,357.16	0	1172768	\$1,357.16	\$0.00	\$0.00	0.0			
	2008-12-20T00:00:00-05:00	\$0.00	\$1,299.60	0	1172245	\$1,299.60	\$0.00	\$0.00	0.0			
	2008-11-20T00:00:00-05:00	\$0.00	\$1,352.89	0	1171754	\$1,352.89	\$0.00	\$0.00	0.0			
	2008-10-20T00:00:00-04:00	\$0.00	\$1,171.17	0	1171285	\$1,171.17	\$0.00	\$0.00	0.0			
	2008-09-20T00:00:00-04:00	\$0.00	\$1,328.14	0	1171100	\$1,328.14	\$0.00	\$0.00	0.0			
	2008-08-20T00:00:00-04:00	\$0.00	\$1,335.51	0	1170398	\$1,335.51	\$0.00	\$0.00	0.0			
	2008-07-20T00:00:00-04:00	\$0.00	\$1,390.11	0	1163953	\$1,390.11	\$0.00	\$0.00	0.0			

Payment History

Displays the customers Payment History .

J١	ACKSO	ONVILLE GO	OLF &		CLUB	(904) 223-5555	: 107592 : BUSIN	ESS : PAREN	IT : ACTIVE				
	CAR	E Sum	mary	Custo	omer	Design	Products & Services	Rio CSR	Billing	Notes	Contacts	\$ 1	refresh
	busines	s contact	Ac	count Name		search Ad	count Number	search Orde	er/PSR/Clarify Ticket	search	TN	sea	rch
	Currer	nt Balance	Sta	tement Histor	ry P	ayment History	Pending Payment His	tory Other Pa	ayment History	Tax Exemptio	ns		
	Date	Amt.	Туре	Description	Method								
		(\$1,317.54)	1		Check								
		(\$1,313.62)	1		Check								
		(\$1,315.54)	1		Check								
		(\$1,366.30)	1		Check								
		(\$1,415.39)	1		Check								
		(\$1,354.84)	1		Check								
		(\$1,360.36)	1		Check								
								-					

Pending Payment History

Displays any Pending Payment History the customer may have.

JACKSONV	ILLE GOLF & C	OUNTRY CLUB	(904) 223-555	55 : 107592 : BUSI	NESS : PARE	ENT : ACT				
i CARE	Summary	Customer	Design	Products & Services	Rio CSR	Billing	Notes	Contacts	Activity	💈 refresh
business	contact Acco	unt Name	search	Account Number	search Ord	ler/PSR/Clarify Ti	cket sea	rch TN		search
Current B	alance Stater	nent History	Payment History	Pending Payment Hi	story Other	Payment Histo	ory Tax Ex	emptions		
Payment	Date Amount Typ	be								
		• • •				• •	• • •		•••	-

Other Payment History

Displays any Other Payment History the customer may have.

JACKSON	VILLE GOLF & C	OUNTRY CLUB	(904) 223-555	55 : 107592 : BUSI	NESS : PARE	ENT : ACTI	VE		4-15-24-	(d. r. i
UCARE	Summary	Customer	Design	Products & Services	RI0 CSR	Billing	Notes	Contacts	Activity	Z refresh
business	contact Accou	unt Name	search	Account Number	search Ord	ler/PSR/Clarify Tic	sea	rch) TN		search
Current B	alance Staten	nent History P	ayment History	Pending Payment Hist	tory Other P	ayment Histo	ry Tax Ex	emptions		
Transacti	on Date Transact	ion Name Amount	Description							
		• •				• •	• •.	A • . • • • • • • • • • • • • • • • • •	•••	

Tax Exemptions

Displays any Tax Exemptions the customer may have. If the Tax Exemption column displays zero then the customer does not have any tax exemptions.

GSA US ATTORNEY'S	OFFICE (417)	575-8000 :	210052 : BUSINE	ESS : PAREN	Г : АСТ	IVE				
i CARE Summary	Customer	Desi	ign Products & S	ervices R	io CSR	Billing	Notes	Contacts	Activity	💈 refresh
business contact A	ccount Name	sea	rch Account Number	sear	rch Orde	er/PSR/Clarify Ticket	searc	h TN		search
Current Balance Sta	atement History	Payment	History Pending Pa	ayment History	Other Pa	yment History	Tax Exem	ptions		
Tax Level	Tax Exemptions	Total Taxes	Tax Exemption Details							
Federal	0	190	view							
Local	0	209	view							
State	0	194	view							
County Unincorporated	0	195	view							
County	0	195	view							

You can view the Exemption Details by clicking on view (RC7 Only). This will display the name of the tax, the Level and if the customer currently has a tax exemption for that tax.

JACKSONVILLE GOLF 8	COUNTRY CL	Federal Tax Exemption Details		×	
i CARE Summary	Customer	Name	Level Stat	itus	Contacts Activity 🖉 refresh
business contact A	ccount Name				h) TN search
		Federal School DISTRIC Tax	Federal No		
Current Balance Statement History		Federal Quebec Sales Tax (QST)	Federal No	•	ptions
Tax Level	Tax Exemptions	Federal CA Teleconnect Fund	Federal No		
Federal	0	Federal Police Jury Tax C	Federal No		
Local	0	Federal Fed Telecommunications Relay Srvcs	Federal No		
State	0	Federal Communication Service Tax	Federal No		
County Unincorporated	0	Federal E911 Tax (Wireless)	Federal No		
County	0	Federal School Board Tax E	Federal No		
		Federal Srvcs Tax	Federal No		
		Federal UUT	Federal No	•	
		Federal License Tax (Business)	Federal No		
		Federal Improvement DISTRIC Web Hosting Tax	Federal No		
		Federal Sales Tax (Interstate)	Federal No		
		Federal Health Srvcs DISTRIC Tax (Data PROCESS)	Federal No		
		Federal License Tax	Federal No		
			page 1 of 13	•	

Notes Tab



View Notes

Click on Notes tab and then View Notes

_

Initally notes will be sorted by system type, however you do have the ability to resort them by creation date, type id (if applicable), date of note, user who entered the note, note description (if applicable), the note itself (accessed in it's entirety by clicking on the hyper-link) Wether it is a system auto note, circuit note or if it is in a follow up status (if applicable).

The filter option can also be ultized to limit your search even further.

Only RIO notes displayed in the Request number notes will be displayed in 360. All other notes including Hot Ticket and Credit Notes will not be displayed at this time.

Notes Display

Recent notes for the last 60 days are displayed as a default.

To display every note for that account click • All Notes

```
To return to the 60 day display click ^{
m C} Last 60 Days .
```

Create Notes

Create New Note

You can add a note to the 360 Consoldiate notes page by clicking on and then completing the below form:

The "required" indicators indcate information that is required prior to creating a note.

	COLDWELL BANKER CAINE(864) 233-133	31 : 8359 : BUSINESS : STAND-A	LONE : ACTIVE			
	i CARE Summary Customer	Design Products & Services	Rio CSR Billing	Notes	Contacts	💈 refresh
	business contact Account Name	search Account Number	search Order/PSR/Clarify Ticket	search	TN	search
	Create New Note					
	Note Information	Note Text required				
	System & Account Number Frequence CLFY - 8359NV Case Number Case Number Oder / PSR Exchange Carrier Circuit D User Frequence Description Frequence Internal Only Circuit No Follow-Up Due Date		*	create		
4						•

System = The System TYPE with Account Number.

Case Number = Clarify Case Number

Order/PSR = RIO order/MSS PSR number

Exchange carrier circuit id = Exchange carrier circuit id for the notes

User= Person entering the note (Network Login)

- Description = Note Description (Full Disconnect, Clarify Open Codes)
- Note = Your Note

Internal Only = Displays as an internal note in Clarify

- Circuit = Is this a Circuit note (MSS and RIO)
- Follow up = Clarify Follow up action
- Due date = Due Date that Follow up action is due
- Notes added to the 360 Consoilidation page <u>WILL NOT</u> be displayed in the corresponding systems! The added note will only be viewable from the 360 view!

Contacts Tab

Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR

Contacts are displayed in detail and can be added, edited and deleted via the 360 Contact page. Changes made in 360 will update Clarify, MSS and SAT with the updates.

	Contacts	
Þ	View / Edit Cont	acts
Þ	Create New Co	ntact

Contact Management Summary

The Summary page only displays the following contact types: - Primary, Secondary, Billing, and On-Site Coordinator.

Any contact email addresses displayed are also "mailto" hyperlinks that can be clicked to launch a new email message to that contact.

Currently, the Primary contact type is set with a minimum quantity limitation of '1' and an unlimited maximum. Therefore, to delete a sole primary contact right now, you first need to add a second one. (Note: A 'Replace' process is planned for a future release.)

The "view all contacts" link will take you to the full *View/Edit Contacts* page.

The contact types that require special authorization to add, edit or delete are:

- Primary, Secondary, Billing, and Data Center.

To update these contact types, you need to either select the *Internal Request* button for changes not being requested by the customer (assuming you have access to see this button at the bottom of the Confirm Update screen), or upload a signed permission document on the customer's letterhead (.pdf). This document uploads to the "customer folder" for that account and can be viewed via the Customer Folder link on SAT's "Closing Documents" screen. Upon uploading a permission document, the primary contact is sent an email notification informing them of the contact addition/edit/deletion.

Contact edits made via iCARE-360 also update Clarify, SAT and MSS.

Confirm Update × Please Note: This will send a message to the customer. Upload Permissions(s) File internal request

Contacts

Primary (Authorizing) Customer Contact JEFFREY SOBEL preferred method of contact: jsobel@nuvox.com (email)

Secondary (Authorizing) Customer Contact BRYAN MYERS preferred method of contact: 9102021021 (business phone)

Billing Contact JASON MUNSELL preferred method of contact: 9177477037 (business phone)

view all contacts »

When a contact is "deleted", it gets set to "Obsolete" in Clarify.



If you delete a contact that is also associated with another account, it will also disappear from that account. Associations with other accounts can only be viewed when in Edit mode for a contact - they appear at the bottom-right in the *Edit Contact Roles* section.

To remove a contact from one account without affecting other accounts with which that contact is associated, go to the *Edit Contact Roles* section of the Edit screen and remove all of the contact's Roles on that account instead of deleting the contact.

An "obsolete" contact in Clarify (one that was deleted via iCARE-360) remains in the database and can be reactivated again by creating a new contact of the same name and phone number and then choosing to associate it with the existing one that displays in the Associate window. (All contacts in the



database - active, inactive and obsolete - are queried by the 'contact association' code.)

If a contact has an assigned role that is not one of the current 13 standard contact roles, it will show under *Legacy Contact Roles*. If this role gets deselected and a standard one is selected in its place, it is not possible to change it back to the old legacy role. If there are no legacy roles assigned to a contact, the *Legacy Contact Roles* section as a whole will not display in this Roles screen.

DAVE GRAYSON's roles for sit	te 164582	×
After Hours Contact	Billing Contact	Customer Data Technical Contact
Customer Voice Technical Contact	Data Center Contact	🔲 Dealer Rep
On Site Coordinator	Contact	Primary (Authorizing) Customer Contact
Referral (Pathfinder, etc.)	Secondary (Authorizing) Customer Contact	Vendor - Network/Systems/Alarm
Vendor - PBX		
Legacy Contact Roles ✓ Production Contact		la save

Any time contact info gets added/edited/deleted, an entry gets added to the consolidated *Notes* page for each associated account; including a date-time stamp, whether the edit was an Internal Request (internal_request : 1), and the username of the editor.

View/Edit Contact

View / Edit Contacts

- Select the Contact you wish to edit.
- ➢ Edit Information
- Click Save

Edit Contact Details
First Name required
DAVID
Last Name required
DUCKY
Telephone required
(864) 111-4512 ext.
Email
Address 1
Address 2
City State Zip Code
Greenville
Preferred Method of Contact required
INNOVATIVE PRODUCT ACHIEVEMENTS INC
1061525NV 2775 Premiere Pkwy Duluth, GA 30097-4937
CellPhone (864) 111-4000
la save

Edit a Contact belonging to Multiple Site id's

If your Contact belongs to Multiple Sites you can update all sites from the account you are editing.

When making a change to the *Edit Contact Details* you will update that Detail information on ALL sites that Contact is associated with.

When making changes to the *Preferred Method of Contact*:

- Select the specific site that you wish to edit.
- > Make edits
- Click Save

This will save that information for that Site Id only.

When making changes to the *Edit Contact Roles*:

- Select the specific site that you wish to edit.
- Make edits
- Click Save

This will save that information for that Site id only.

	uninary	Customer De	esign Produ	cts & Services	Rio CSR	()	Billing	Notes	Contacts	(👙 ref
usiness conta	.ct Account Nar	me se	earch Account Nu	mber sea	arch	Order/PSR/	Clarify Tic	ket search	TN	search
Edit Contacts										
First Name +	Last Name 🔺	Phone +	Email +	Contact Method	Roles			Edit Contact D	etails	
DAVID	DUCKY	(864) 111-4512	,	Cell Phone: (864) 111-4000	Vendor - PBX Voice Vendor	2 edit	×	First Name require DAVID Last Name require	8	
					page	≥ 2 of 2		Telaphone Neural (884) 111-4512 Ernail Address 1 Address 2 City Greenvillo Preferred Mett HINOVATIVE PRO Too1526/VF 2027 CeliPhone 2 COLDWELL BANK 40-2850/S 1507	Bitle Bitle Bitle Bitle DOCT A CHEVENENTS Premiume Phay Duluth, 00 Penniane Phay Duluth, 00 Bitle RALITORS Bitle RALITORS Bitle RALITORS Bitle RALITORS Bitle RALITORS	Zip Code
								Edit Contact R 4042850N S/COL 1801 Bass Rd Ma After Hours Contact	DIES DWELL BANKER SSI	CREALTORS

Create New Contact

Create New Contact

- > Fill in the new contact information.
- Click "Create"
 - Contacts will be added to Clarify, SAT, MSS and RIO.

Associate an already existing Contact

LDWELL BANKER SSK REAL	TORS	4042850	BUSINES	S : STAND	-ALONE :	ACTIVE			
CARE Summary Cu	stomer	Design	Products	& Services	Rio CSF	R Billj	ng No	otes	Contacts
isiness contact Account Name		search	Account Numb	er	search	Order/PSR/Clar	fy Ticket	search	TN
reate New Contact									
Contact Information		Cont	act Roles req	uired					
First Name required			fter Hours Conta	ct	🔲 Billing Con	tact		creat	te
David	Contact	Exists!						×	
Last Name required	Select	First	Last	phone		Address	City/State/Zi	p	
Phone required	0	DAVID	DUCKY	(864) 111-4	512		Greenville,,	-	
8641114512 ext.	0	D	DUCKY	(864) 111-4	512				
Email Address							Ass	ociate	
Address 1			endor - PBX		Wholesale	r			
Address 2									
Address 2									
City State	Zip Code								
Preferred Method of Contact required									

Create/Edit Primary, Secondary and Data Center Contacts

When updating or editing Primary, Secondary and Data Center Contacts the customer must have a signed document on company letterhead to process the change. The upload of that document to the Customer's folder is required prior to the Contact information being updated. Changes to these Contact types will prompt an email to the customer notifying them of the change.

Contact Rules

Primary

Accounts can have only one Primary Contact Type. If your account has more than one primary you can delete the duplicates but one must always remain. You cannot delete the last Primary Contact you may only edit it. You can create a Primary contact only if one does not already exist.

CARE Summary Customer I	Design Products & Services	Rio CSR Billing	Notes Contacts	💈 refresh
iness contact Account Name s eate New Contact	Account Number	search Order/PSR/Clarify Ticket	search) TN	search
Contact Information	Contact Roles required			
First Name required Daffy Last Name required Duck Phone required B643637211 ext. Email Address Idaduck@email.com Address 1 Address 2 City State Zip Code City State Zip Code Preferred Method of Contact required	After Hours Contact Customer Data Technical Contact Data Center Contact On Site Coordinator Primary (Authorizing) Customer Contact Customer Contact Vendor - PBIX	Billing Contact Customer Voice Technical Contact Dealer Rep Other Contact Referral (Path finder, etc.) Vendor - Network/Systems/Alarm Wholesaler	Not able to Add the Contact. Reason: Role Type: Primary Addition violates Maximum requirements create	

Data Center

Accounts can have only have up to five Data Center Contact Types.

To upload a document:

Click Upload Permission(s) File.

CARE	Summary C	Customer		Design Produ	ucts & Services	Rio CSR		Billing	Notes Contacts	😤 refr
usiness cont	act Account Nan	ie	s	Account No	umber	search	Order/PSR/(Clarify Tick	ket search TN	search
dit Contacts	5									
First Name +	Last Name 🔺	Phone +	En	Confirm Update				1	X Edit Contact Details	
		1		+ Upload Permis	sions(s) File				First Name required	
GARTH	BROOKS	(555) 888- 9990							PORKEY	
									PIGGY	
DAVID	DUCKY	(864) 111-							(864) 231-9878 ext.	
		4512							Email ppig@email.com	
TESTEMAIL	EMAILADDRESS	(704) 222- 3333	te:						Address 1	
YVONNE	JENNINGS	(333) 333- 3333		internal request					10 Main Pl. Address 2	
		(654) 794			Business	Aller Hours		_		
ТОМ	JONES	6249			Phone: 6547816249	On Site Coordinator	🥜 edit	×	Atlanta GA	Zip Code
ТОМММ	JONESS	(674) 819- 5840			Business Phone: 6748195840	After Hours Contact	🥜 edit	×	Preferred Method of Contact req	uired FS INC
GINA	KIM	(333) 333-			Email:	Vendor -	🥜 edit	×	1061525NV 2775 Premiere Pkwy Duluth BusinessPhone (864) 231-9870	, GA 30097-4937

Select customer's document.

Select fil	e(s) to unload by	ricare360.dev.puv	ncernet Explore	er	? ×				
Selection	Look in: 🦳 iCA	BE 360	oninet						
		E Upland dag				Weather 👻 👓 Flick	r 🕶 🎉 Fir	ance 🕶	¢%reBav ▼
		E_opload.doc							A v v v v v v v v v v v v v v v v v v v
My R Docu	ecent ments					ou noies			
						Other			First Name required
Des	ktop					Contact Data Contact			PORKEY
						Contact	🥜 edit	×	Last Name required
	2					Voice Vendor			PIGGY
My Doc	cuments					Vendor -			Telephone required
						PBX Voice	🥔 edit	×	(864) 231-9878 ext.
My Co	mputer								× ppin@email.com
									Address 1
	5		load doo		Open				10 Main PL
Pla	ces Files of tr		× latent × nin n × n nitu		Cancel				Address 2
_	Thes or g	pe. Ltxt, mun,	mani, luoc, ipui,						
	том	JONES	(654) 781- 6249						Sity State Zip Code
			0210						Atlanta GA 💌
		1011500	(674) 819-						Preferred Method of Contact required
	TOMMM	JUNESS	5840						INNOVATIVE PRODUCT ACHIEVEMENTS INC
	CINA	KIM	(333) 333-						1061525NV 2775 Premiere Pkwy Duluth, GA 30097-4937
	GINA	rsim	3333						BusinessPhone (864) 231-9870
	JACKY	MCCOY	(546) 879-	internal request					les save
			2130		5468792130				
	JENNY	MCCOY	(248) 624- 8624		Cell Phone: 2486248624	Other Contact	🥜 edit	×	Edit Contact Roles
	JILLIAN	MCCOY	(049) 304- 8304		Cell Phone: 0493048304	Other Contact	🥔 edit	×	1061525NV/INNOVATIVE PRODUCT ACHIEVEMENTS INC 2775 Premiere Pkwy Duluth, GA 30097-4937 Brimary (Authorizing) Customer Contact
	COOKIE	MONSTER	(864) 255- 7799	cookie@monster.com	Business Phone: 8642557799	After Hours Contact Dealer Rep	🥔 edit	×	

> Confirm your update.

GARTH	BROOKS	(555) 888- 9990			Business Phone: 5553318077	Other Contact Data Center Contact Voice Vendor	🥔 edit	×	First Name required PORKEY Last Name required PIGGY
DAVID	DUCKY	(864) 111- 4512			Cell Phone: (864) 111-4000	Vendor - PBX Voice Vendor	🥜 edit	×	Telephone required (864) 231-9878 ext Email
TESTEMAIL	EMAILADDRESS	(704) 222- 3333	test	@test.com	Email: test@test.com	After Hours Contact	🥔 edit	×	Address 1
YVONNE	JENNINGS	(333) 333- 3333			Email: sdfsdf	Vendor - PBX	🥔 edit	×	10 Main Pl. Address 2
том	JONES	(654) 781- 6249		Confirm Updat	te i want to update P	ORKEY PIGG	SY ?	× ye:	City State Zip Code
томмм	JONESS	(674) 819- 5840			6748195840	Con			Preferred Method of Contact required
GINA	KIM	(333) 333- 3333			Email: sdfsdfsd	Vendor - PBX	🥜 edit	×	1061525NV 2775 Premiere Pkwy Duluth, GA 30097-4937 BusinessPhone (864) 231-9870
JACKY	MCCOY	(546) 879- 2130			Business Phone: 5468792130	Other Contact	🥜 edit	×	sav
JENNY	MCCOY	(248) 624- 8624			Cell Phone: 2486248624	Other Contact	🥜 edit	×	Edit Contact Roles
JILLIAN	MCCOY	(049) 304- 8304			Cell Phone: 0493048304	Other Contact	🥔 edit	×	1061525NV/INNOVATIVE PRODUCT ACHIEVEMENTS I 2775 Premiere Pkwy Duluth, GA 30097-4937 Primary (Authoristica) Customer Contact
COOKIE	MONSTER	(864) 255- 7799		kie@monster.com	Business Phone: 8642557799	After Hours Contact Dealer Rep	🥔 edit	×	e minary granionizing) obsomes Contack

Create/Edit Primary, Secondary and Data Center Contacts - Internal Edits

Some user groups will have the ability to change Primary, Secondary and Data Center Contacts without a document upload. This can be used to correct mistyped information or add missing information. Internal changes will not prompt an email to the customer notifying them of the change.

Select the Internal Request button to bypass the document upload function.



The internal Request button will only appear for those who have the security approval to perform this function.

Deleting Contacts

To delete a contact via 360:

Select the Contact you wish to delete from the Contact Edit Screen.

		(074) 040	Business	Affect Lawre		
ТОМММ	JONESS	(674) 819- 5840	Phone: 6748195840	Contact	🥜 edit	×

- Click the red "X" button.
- > Confirm you wish to delete that contact by clicking yes.

DAVID	DUCKY	(864) 111- 4512			Cell Phone: (864) 111-4000	Vendor - PBX Voice Vendor	Jedit	×	
TESTEMAIL	EMAILADDRESS	(704) 222- 3333	test@test	.com	Email: test@test.com	After Hours Contact	🥔 edit	×	
YVONNE	JENNINGS	(333) 333- 3333			Email: sdfsdf	Vendor - PBX	🥜 edit	×	
ТОМ	JONES	(654) 781-			Business	After Hours Contact	A 12		
1011	001120	6249		Confirm De	elete				×
ТОМММ	JONESS	(674) 819- 5840		Are you sure	e you want to dele	ete TOMMM J	ONESS ?		
GINA	KIM	(333) 333- 3333						C) yes
JACKY	MCCOY	(546) 879- 2130			Business Phone:	Other Contact	🥜 edit	×	

Activity Tab

Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR	
---------	---------	-------	---------	-------	----------	----------	--------	-----------	-----	--

You can view the Activity of current or historical Clarify Cases, MSS orders, Proposals, RIO Hot Tickets and Historical RIO Trouble Tickets associated with a particular account by clicking on the appropriate sub tab under the Activity tab.

Activity	💈 refresh
Clarify Cases	
MSS Orders	
Proposals	
 Hot Tickets 	
Trouble Ticke	ts

Clarify Cases

The Clarify tab displays the customers current and historical Clarify Ticket.

UNIVERSAL	WOODS IN	C. (502) 491-	1461	: 1000781	BUSI	NESS :	STAND-#	ALONE :						
i CARE	Summary	Custom	er	Design	Produ	cts & Servic	es	Rio CSR	Billing	Notes	Contacts	Activity		💈 refre
business c	ontact	ccount Name		search	Account N	umber	4	search	Order/PSR/Clarify Ticl	ket sea	Irch TN			search
Clarity Cas	es													
												pag	e 1 of 4	•
ID	Open Date	Opened By	Age	Trouble Type	Status	Condition	Priority	Close Date	Resp. Org.	Closed By	Close Type	Cause	Credit	T & M Ch.
<u>100809-016</u>	554 Data-U	VIVERSAL WOOD	DS INC	Domain										
	10/08/0	9 sfinley		Service - Data	Closed	Closed	Low	10/08/09	Customer	sfinley	Data	None	\$0.00	\$0.00
080509-030	094 Data-U	VIVERSAL WOOD	OS INC	Domain										
	08/05/0	9 dajones		Service - Data	Closed	Closed	Medium	08/05/09	Customer	dajones	Data	None	\$0.00	\$0.00
080409-014	168 Data-U	NIVERSAL WOOD	OS INC	Domain										
	08/04/0	9 vsellers		Service - Data	Closed	Closed	Low	08/04/09	Customer	vsellers	Data	None	\$0.00	\$0.00
071309-022	288 Data-U	NIVERSAL WOOD) S INC	No Internet										
	07/13/0	9 jmanthey		Service - Data	Closed	Closed	Critical	07/14/09	NuVox	jsnow	Data	Configuration	\$0.00	\$0.00
070609-029	OTO Collect	ons-UNIVERSAL	woo	DS INCTreatme	nt									
	07/06/0	9 sa		Collections - Collections	Closed	Closed	Medium	07/15/09	Collections	rulemgr	Collections	Customer Paid	\$0.00	\$0.00
061009-006	677 MACD-	JNIVERSAL WOO	DDS IN	CPort										
	06/10/0	9 burtiaga		MACD - Port	Closed	Closed	Medium	06/10/09	NuVox	gjones	MAC	None	\$0.00	\$0.00

Clicking on the Clarify ID will bring up the Detailed Case Report that you can find from the current Clarify Case viewer.

NVERSAL WO	oos	Case Details	ж			
CARE	umme	Case Report -	- 100809-01654	Activity	15	S zufrau
business 2000	(t.)	(This Report May Contain Confidenti	al Internal Information - Please Review)		1.5	(idoana
Clarify Cases		Site/Caller Summary: Site ID: 11 Site Name/Address: U Address 1 21	000781 NIVERSAL WOODS INC. 500 GRASSLAND DR	pag	e 1 of 4	Ð
10	Open Date	Address 2: City/State/Zip: Li Caller Name: Jo Phone: Si	OUISVILLE, KY 40299 oho Clarke 02-896-2557		Credit	T & M Ch.
100800-01654	Data					
	10/0:	Case Summary:			\$0.00	\$0.00
000509-03094	Data 08/0	Case Title: D ID: 11 Call Type: P	ata-UNIVERSAL WOODS INC -Domain 08090-01654 roblem		\$0.00	\$0.00
000409-01469	Data 08/0	Severity: M Priority: L Condition/Status C	edium ow Iosed/Closed		\$0.00	\$0.00
071309-02288	Data	- Harton	UNITIEE.			
	07/1	Case History - This Report May Contain C	Confidential Internal Information - Please Review	gurátion	10.00	\$0.00
970609-02979	Colls 07/0	*** Create 10/08/2009 04:59:29 PM sfinley Contact = John Clarke, Priority = Low, Status = F	Pending.	umer	\$0.00	\$0.00
061009-00677	MAC	*** Phone Log 10/08/2009 05:02:20 PM sfinley ***SCRIPTING LOG 10/8/2009 5:02:17 PM sfinle "Service/Data/Domain"	ey			
	06/31	Alternate Callback: 5026458195	لغر		\$0.00	\$0.00
040309-00060	Data	9				

MSS Order

The MSS Order tab displays the customers current and historical MSS Orders.

CARE Summary	Customer	Design Products	s & Services Rio C	SR Billing	Notes Contacts	Activity 💈 ref
siness contact Ac	count Name	search	search	Order/PSR/Clarify Ticket	search	search
ISS Ordore						
ISS Orders						
1SS Orders Order Number ¢	Project ¢	Start Date ¢	Install Date ¢	Order Type \$	Assigned PC ¢	Prov Plan ¢
ISS Orders	Project ÷	Start Date ¢	Install Date ¢	Order Type ¢	Assigned PC ¢	Prov Plan ¢

Clicking on the MSS Order will automatically take you to the specific PSR Detials found in the CCI tool for that customer.

NUVOX. OCARE

Search	Customer Design Products & Services RIO CSR Clarify Tickets		Printer Friendly Repo
Search By:	In Service Display By PSR TN Info & Features External CSR Billing Products	Search MSS Notes	Pending Disconnect
Enterprise Account Numbe	Display by PSR - 701637 (PSR)	<u>C(</u>	ONFIDENTIAL*
CCI Logout	OSBURN-HENNING Osburn Henning osburn Henning		
e911 Agreement	Notes System.	Z Circuit Z	Show Notes 💻
ESA Agreement No	Facility - In Service (CKTPROD)		
System Links iCARE Go Consolidated Notes Go	 ★ Local T1 Facility - In Service (CIRCUIT - 58/HC/422603/IP /NUVX/) Map LSR from PSR - LOOP - In Service (MAPLSRLOOP) ★ Local T1 Facility - In Service (CIRCUIT - 58/HC/422604/IP /NUVX/) Map LSR from PSR - LOOP - In Service (MAPLSRLOOP) 		
You must have an employee My Nuvox account for these links to work. If you are not already signed in, you	Prem Router - In Service (EQUIPMENT) Prem Router - In Service (EQUIPMENT)		
may need to login to My NuVox and then click the link again. Once logged in to My NuVox, all System Links	Line Channels/MLHG - In Service (LINEPROD)		
should function normally.			

Clicking on the Provisioning Plan link will take you to the task list in the Provisioning Plan and display the Status, Due Date, Current Work Queue ID and Completion Date if applicable of all task inclueded on that order.

Tasks - PSR Order 701637 X										
Task Type 🛊	Description \$	Status ÷	Due Date +	Work Queue +	Completion Date +					
APP	Application Date	Complete	10/20/08	DICKLI01	10/17/08					
TRANSMAC	Translations	Complete	10/20/08	BROOKSBR	10/20/08					
CUT DATE	Cut Date for PSR orders	Complete	10/20/08	BROOKSBR	10/20/08					
CUTPSR	Make changes from OCPOSTCUT if nec.	Complete	10/20/08	MSUMTER	10/21/08					
E911SMRT	E911 Extract Selection	Complete	10/20/08	SYSWKQUE	10/17/08					
DD	Due Date	Ready	10/20/08	MAC CHNG						
CARE	Customer Account Record Change	Complete	10/21/08	LD PROV	10/17/08					
BILLING	Starts Interface to Orders	Pending	10/22/08	MAC CHNG						

Proposal

The Proposal Tab displays a view of the customer's Proposal History.

CARE	Summa	ry	Customer	Design	Produc	ts & Service	S	Rio CS	R E	Billing Note	es C	contact	S	Ac	tivity	Z refres
usiness con	tact			search	Account Nu	ımber		search	Order/PSF	VClarify Ticket	search	TN				search
Proposals																
Proposal ID ¢	E_ID ¢	Term +	P Type ¢	S Type ¢	Comments +	Created +	Appr	Sold ¢	Ready +	SSM Complete ¢	\$	Line	Diff \$	DL.	iCare Order	MSS PS
273069		2	NuSales	Replacement: Renewal	QID=624525: Ren	11/19/04	N	12/17/04	12/20/04	12/22/04	\$12.00	0	\$0.00	0		
273068		-	NuSales	Upsell	QID=620976: ADD	10/26/04	N		10/26/04	10/26/04	\$0.00	0	\$0.00	0		
273067		-	NuSales	Upsell	QID=609876: #60	08/10/04	N	08/10/04	08/10/04	08/10/04	\$2.50	0	\$0.00	0		
273066		1	NuSales	Replacement: Renewal	QID=608205: #60	07/27/04	N	07/28/04	07/28/04	07/30/04	\$107.50	4	\$0.00	0		
273065		1	NuSales	Replacement: Renewal	QID=602917: #60	06/18/04	N				(\$459.00)	-14	\$0.00	0		
273064		-	NuSales	Upsell	QID=599964: #59	06/01/04	N	06/01/04	06/01/04	06/01/04	\$20.00	0	\$0.00	0		
273063		1	NuSales	Replacement: Renewal	QID=597224: #59	05/13/04	N			Lost	\$110.00	4	\$0.00	0		
273062		1	NuSales	Undetermined	QID=573336: Acc	12/29/03	N			Lost	\$0.00	0	\$0.00	0		
273061		-	NuSales	Upsell	QID=571988: Acc	12/16/03	N		12/16/03	12/16/03	\$0.00	0	\$0.00	0		
273060		-	NuSales	Upsell	QID=567463: Num	11/17/03	N	11/18/03	11/18/03	11/18/03	\$0.00	0	\$0.00	0		

RIO Hot Tickets

This page displays all (un-archived) hot tickets in RIO for the selected account. You may click on the request number link to view the request order details.

usiness contac	t Account Name	•	search		search Order/P	SR/Clarit	fy Ticket search) TN	search
RIO Hot Tickets	5								
Req. No. ¢	Start Date	Туре	COSCODE ¢	Rqst Status ≑	Job Step Dept	ILEC	Job Step ¢	Job Step User \$	Closure Date
1				O OLION ETE	000	BST	CUST CONTACT	otorros	09/30/04
<u>1094012</u>	09/30/04	W - Work	нот	COMPLETE	030	501	0001 0011/101	etones	00/00/04

RIO Trouble Tickets

This page displays all (un-archived) trouble tickets in RIO for the selected account. You may click on the request number link to view the request order details.

JUAN	Summary	Cu	stomer	Design Pr	oducts & Services	Rio CSR	Billing	Notes	Contacts Activity	💈 ref
ousines	s contact A	Account Name		search	sea	arch Order/PS	SR/Clari	fy Ticket search	TN	searc
RIO HO	ot Tickets									
Req. No	D. ¢	Start Date	Туре	COSCODE ¢	Rqst Status ¢	Job Step Dept	ILEC	Job Step ¢	Job Step User \$	Closure Dat
]				
10940	12	09/30/04	W - Work	нот	COMPLETE	CSC	BST	CUST CONTACT	etorres	09/30/04
		11/00/04	W Work	HOT	COMPLETE	CSC	BST	CUST CONTACT	dschatte	11/08/04

Design Tab

Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Desigi v		Documer	nts CSR
/ISS Design										
isplays curren	t and historio	cal circuit des	sign inform	nation						
BOOKER T WA	SHINGTON IN	SURANCE								📚 refre
(205) 328-5454 : 41	018320 : BUSINE	ESS : BILLABLE	PARENT : IO	CARE ACCOL	JNT : REVCHA	IN7 : ACTIVE				
MSS Circuit Des	sign Summ	nary Tools	Billing	Note	s Contact	s Activity	Design	D	ocuments	CSR
Circuits			Circuit Des	ign						
DS1: 20236	84 - 76/HC/414464/ 43350 - 76/HV/6874	/IP /NUVX/ 123/IP /NUVX/	total results	s: 18	Circuit Design ID): 3143350 Version:	1 💌			
DS1: 202369	91 - 76/HC/414471) 67 - 76/HC/414471) 43350 - 76/HV/6874	/ <u>/NUVX/</u> /IP /NUVX/ 423/IP /NUVX/	Sequence Number	Order Number	Location	EQP_TYP_FAC_DES	Relay rack facility type	Unit Channel	Signal Voice Path Type	Miscellaneous Information
			1	1017778	BRHMALHRCA1					
			1	1034017	BRHMALHRCA1					
			1	1051588	BRHMALHRCA1					
			2	1017778	76/HC/	414464/IP	/NUVX/	1	X4	
			2	1034017	76/HC/	414464/IP	/NUVX/	1	X4	
			2	1051588	76/HC/	414464/IP	/NUVX/	1	X4	
			3	1017778	BRHMALMT					

RIO Design

Displays limited (POTS) current design information. (Only RIO Channel Pair and Switch Inventory)

ATLANTA OUT LOUD	(404) 636-9054	: 3027621	BUSINESS	: STAND-AL	.one : Rio Ac	Count : Af	PTIS : ACTIV		📚 refre	esh
RIO Circuit Design	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR	

total	results:	18
cocon	roounco.	

Туре	RQST	Host	CLLI	Line Num	CFA	Cable	Pair	DSLAM	Sync Speed	Date	Stat.
T1 DSLAM	1784655	ATLBGACLDS0	ATLNGATH9MD	10650138	81410/T1TIE/1/ATLNGATH/ATLNGATH9MD	T1TIE	81410	EquipID: NLBA Shelf: 1 Slot: 12 Circuit: 38.HCFU.802310SB		May 2, 2006	wo
	LEN Assi 0 CDS: 5	gnment: <i>AN:</i> NLB 0 <i>Line:</i> 14	A MOD: 0 Unit:	МАССТ: ВА	N:			DLC Port Assignmen	t: DLC S	Shelf: D	LC sl
VolP Voice Prov Only Nuera	1784655	ATLBGACLDS0	ATLBGACLHN3	4043250351		F21C	710	EquipID: Unk Shelf: Unk Slot: Unk Circuit: 38.HCFU.802310SB		May 2, 2006	WO
	LEN Assi 0 CDS: 7	gnment: AN: F21 Line: 10	C MOD: 20 Unit:	МАССТ: ВА	N:			DLC Port Assignmen	t: DLC S	helf: D	LC sl
VolP Voice Prov Only Nuera	1784655	ATLBGACLDS0	ATLBGACLHN3	4046336032		F21C	712	EquipID: Unk Shelf: Unk Slot: Unk Circuit: 38.HCFU.802310SB		May 2, 2006	WO

IP Information

Displays limited (POTS) current design information. (Only RIO Channel Pair and Switch Inventory) BOOKER T WASHINGTON INSURANCE

(205) 328-5454 : 4018320 : BUSINESS : BILLABLE PARENT : ICARE ACCOUNT : REVCHAIN7 : ACTIVE										
IP Information	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR	

total results: 9

RQST \$	IP Block & Mask ¢	No. IPs ¢	Container +	Data Region ¢	Purpose ¢	IP Block Description +	Assigned +	Added \$
	64.90.16.20/30	4	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM		Booker T Washington Insurance - 683309 - 1728 3rd Ave N - WAN	4018320	2008-09- 22 17:31:01
	64.90.27.168/29	8	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM	WAN	Booker T Washington	4018320	0
	69.38.53.198/31	2	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM		Booker T Washington Insurance - 683309 - 1728 3rd Ave N - VOXIP WAN	4018320	2008-09- 22 17:30:29
	69.38.116.216/29	8	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM		BOOKER T WASHINGTON INSURANCE - 683309 - 1728 3RD AVE N - STATICS	4018320	2008-09- 30 11:28:08
	11.10.3.126/31	2	/InControl/Turf/Firewall Management/Customer Firewall Management Tunnels	FWMG		Booker T Washington Insurance - 683309 - 1728 3rd Ave N - FIREWALL	4018320	2008-09- 22 17:31:41
	11.10.3.124/31	2	/InControl/Turf/Firewall Management/Customer Firewall Management Tunnels	FWMG		Booker T Washington Insurance - 683309 - 1728 3rd Ave N - FIREWALL	4018320	2008-09- 22 17:31:27
1017778	184.95.137.92/32	1	/InControl/Turf/Birmingham/VoxIP Loopback	BRHM	VOXIPLOOPBACK	BOOKER T WASHINGTON INSURANCE	4018320	0
1017778	69.38.38.192/31	2	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM	VOXIP	BOOKER T WASHINGTON	4018320	0
	74.223.2.84/30	4	/InControl/Turf/Birmingham/Customer Market Allocation	BRHM	WAN	Booker T Washington Insurance	4018320	0

💈 refresh

Documents Tab									
Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR

Document Manager Functionality

Document Manger provides a secure interface for the controlled collection and administration of all customer account document files, from proposals to sales to account maintenance. This interface is launched from within SAT (closing docs) and Account Folder Search tool (TBS Add-On), as well as from within iCARE-360.

Access to these documents is governed with user rights particular to the role of that user. For example, sales personnel will be able to upload and download documents but will not be allowed to edit or delete them.

The following are the functional requirements for the UI:

- Ability to upload document files via a browse-to method.
- Prohibit uploading the same document twice (same name).
- Ability to download document files.
- Ability to delete document files with confirmation warning.
- Ability to save and edit the following specifics related to the document file:
 - o Document Type
 - Proposal ID
 - o Order NBR
 - Required flag
 - Created Date
 - Last Modified Date
 - Description (free text field)
 - Ability to restrict certain of the above functions per user group; namely:
 - Ability to delete document files
 - Ability to edit "File Information"

Document Manager Access

Selecting the "Customer Fldr" button in SAT, the "Documents" button in iCare Order Config, or the "Documents" tab on an account loaded in iCare-360 will all bring you to the Document Manager screen for that account.

	MASON'S BANKRUPTCY (864) 243-5550 : 9905795 : INACTIVE	
I CARE upload download edit file info delete Propect ID: 9905795 File Information Aglie&Scrum.doc "Customer Authorization for account changes" (1132528) Test file.doc "Attachments" (1132530) Copy of Ialala.bt "Attachments" (1132284) Copy of Ialala.bt "Attachments" (1132284) ECAMN Countert Type: Attachments 200912151 Created: 200912111 Iest Description:	CARE upload download edit file info delete Propect ID: 9905795 Agile&Scrum.doc "Customer Authorization for account changes" (1132528) Test file doc "Attachments" (1132530) Copy of Ialala.bt "Attachments" (1132284) Copy of Ialala.bt "Attachments" (1132284) ECAMI 200912151	File Information Document Type: Attachments Proposal ID: [123 Order NBR: [56 Required: [N Created: [2009-12-29 11:22:58:0] Last Modified Date: [2010-01-05 13:23:04.0] Bescription: [est [est]

Document Manager Buttons

i CARE	👔 upload	↓ download	🥜 edit file info	🗙 delete

File Upload



File Download

File Downloa	d	X
Do you wa	ant to op	pen or save this file?
	Name: Type: From:	Test_file.doc Microsoft Office Word 97 - 2003 Document, 21.5KB icare360.test.nuvox.net
		<u>O</u> pen <u>S</u> ave <u>Cancel</u>

Edit File Info

Edit File Information	×
Document Type: Attachments	•
Proposal ID: 0 Order NBR: 0	
test Description:	*
🔚 save 🔀 cancel	

File Delete

Confirm Deletion								
Are you sure you want to Delete Test file.doc "Attachments"	(1132530)							
📀 yes 🔀 cancel								

CSR Tab

Summary	Summary	Tools	Billing	Notes	Contacts	Activity	Design	Documents	CSR
---------	---------	-------	---------	-------	----------	----------	--------	-----------	-----

CSR Details

A printable CSR page is available for each account displaying Telephone Numbers as well as Services & Features.

	(404) 636-9054 : 3027621	: BUSINESS : S	Tand-Alon	NE : RIOA	CCOUNT :	APTIS :	ACTIVE		🛱 refresh
CSR Summary	Tools Billing	Notes Conta	cts	Activity	Design	Docum	ents	CSR	
									Printer friendly version
Customer Information		Physical Address			•	Billing Address			*
ATLANTA OUT LOUD Account Number: 3027621 BTN: (404) 636-9054 Business Category: / Stand-Alone Status: active	2801 BUFORD HWY NE SUITE 250 ATLANTA GA 303290000				2801 BUFORD NE HWY SUIT 250 ATL GA 303290000				
Telephone Numbers									*
««« « »» »»»									
Number	Туре		BTN	PIC	LPIC	Circu	it		
3027621					5366				
10650138	1.54MB DEDICATED				5366	38.HC	38.HCFU.802310SB		
10650138	T1-A				5366	38.HC	38.HCFU.802310SB		
10767240	PKG				5366				
4043250351	BUSINESS LINE			5366	5366	38.HC	38.HCFU.802310SB		
4046336032	BUSINESS LINE			5366	5366	3366 38.HCFU.802310SB			
4046336128	BUSINESS LINE			5366	5366	38.HCFU.802310SB			
Services & Features									*
««« 1234567891011 »»»									
Feature					Quantity		UoM	Reve	nue *
10650138 1.54Mb Dedicated									
10650138 Additional Static IPs	s-5 Usable								
10650138 DS-1 Access									
10650138 Equipment Maintenance Fee								10.95	
10650138 IAD-Adtran 624 FR									
10650138 IP Administration Fee								3.46	
10650138 Pkg Web 100MB/30 Email/9GB Xfer									
4043250351 Access Recovery Charge								1	
4043250351 Broadline 4 Busir	ness Line								
40.43250351 Call Ricck									