



YahClick Service Provider Business Operational Training (BOT) – Customer Management

Feb, 2021

Case Management

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- ✦ Business Support Case Creation & Close
- ✦ Account 360 Navigation

Case management involves tracking and recording of the following:

- Providing customer service on account.
- Recording the interaction with the customer.
- Escalating the issue for resolution if needed.
- Reassigning an issue if needed.

Key Concepts: Terminology

Terminology

Location: An address where the customer has YahClick service.

Account Number "SAN": Represents a customer entity.

Asset: Represents Devices at that location.

Case : Represents the interaction with the customer to record an incident, question.

Activity: Represents notes made on the Case by a Service Partner, Customer, or YahClick.

Different between Remote Case and Business Case

Business Support Cases: Business Support Cases will be primarily utilized for general business support issues that are not related to a specific YahClick customer/ end user site. These issues will typically be identified and CASE MANAGEMENT Business Support Cases created by Service Partner Support operation managers.

Remote Site Cases: Remote Site Cases will be utilized for individual customer/end-user site issues. These issues will be created through the Service Partner Customer Care Technical Support Operations or a Service Partner authorized Enterprise Customer Gateway portal. Options for CASE MANAGEMENT

Case Types include:

3. Installer
4. Non-Technical
5. Technical

Remote Case Creation

Access to Partner Portal

<https://partners.yahclick.com>

This login page is used by service providers and service providers distributors.

The Username will be in the format of an email address.

This login will be provide one your account setup completed



Username 1 Saved Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

Yahsat employee? [Log In](#)

Remote Case Creation

Welcome to your Service Partner Portal! An interactive platform to access all the information you need.

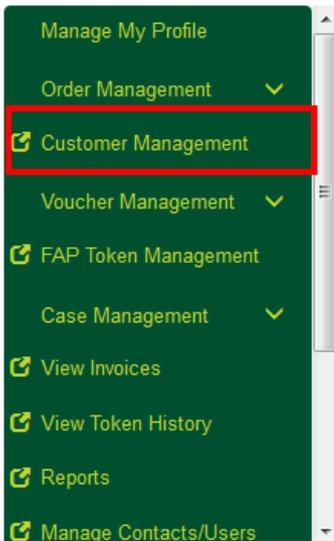
Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.

Select on
Click for Self
Service
to view the Menus

Remote Case Creation



On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

1- Click of Customer Management

Search for an Account Number "SAN"

Filter by date of the order that you wish to change

- Manage My Profile
- Order Management**
- New Customer Order
- Existing Customer Order
- Customer Management
- Voucher Management
- FAP Token Management
- Case Management
- View Invoices
- View Token History

No Date Filter

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name FSO Id

Address Landmark

Search Clear

| SAN | Order Date | Order Id | FSO Id | FSO Status | Order Status | Customer Name | Address | Account Status | Action |
|---------------|------------------------------|--------------------------|-------------------------|------------|--------------|---------------|--|----------------|-----------------|
| YSD2000000118 | Tue May 09 09:22:58 GMT 2017 | 20000056 | 3577873 | Unassigned | Pending | TestF TestL | Not Specified, Not Specified, Unknown, 00000, United Arab Emirates | Pending | Upgrade More |

All Locations

Basic Search Advanced Search

Enter one of the below fields to search

Select Account Status

- Active
- Inactive
- Pending
- Locked
- Suspended

SAN Distributor Id Enter

Basic Search by SAN, Customer Name, FSO ID, Address and Landmark as shown below.

By selecting Advanced Search, You searching by the Order Status.

Remote Case Creation

- Manage My Profile
- Order Management ▼
- Customer Management
- Voucher Management ▼
- FAP Token Management
- Case Management ▼
- View Invoices
- View Token History
- Reports
- Manage Contacts/Users

All Locations ▼

Basic Search Advanced Search

Enter one or more fields to search

SAN

Customer Name

Enterprise Id

Distributor Id

Address

Landmark

Search

Clear

| SAN | Distributor Id | Enterprise Id | Customer Name | Account Status | Action |
|---------------|----------------|---------------|-------------------|----------------|---|
| YST10140774 | | | | Active | Current Usage More ▼ |
| YSD2000003761 | | | TestJU JUTEST | Active | Current Usage More ▼ |
| YSD2000003758 | | | Test Test | Pending | Current Usage More ▼ |
| YSD2000003754 | | | TESTJU JUTESTATAT | Pending | Current Usage More ▼ |
| YSD2000003752 | | | TEST TESATST | Pending | Current Usage More ▼ |
| YSD2000003750 | | | test test | Pending | Current Usage More ▼ |

View Account Details

Historical Usage

Redeem Voucher / Token

2
3

2- Click on **more** drop down menu on the far right of the row.

3- Select **View Account Details** from the dropdown list.

Remote Case Creation

Account Details page.



SP MODYSD | Production YSD (YSD) Active

Logout

Home Self Service

Asset Hierarchy | Troubleshooting Tools | Knowledge Base

FAP Management | Usage | Asset Provisioning History

Product Name: PPIL

Hardware
 Kit Assy, HT2000 INTL - US Cord JUPITER 2

Internet Access Service
 Jupiter

Create Case

▼ Quick Case Create
 *Select a Template: Slow Browsing_Test **Create**

▼ Account Information

| | | | |
|----------------------|------------------------|-------------------|------------------------|
| Account Number | YSD2000000317 | Parent Account | Swap Test |
| Company or Location? | Location | Location Status | Active |
| Offer/Plan Name | YahClick Premium 100GB | Offer Description | YahClick Premium 100GB |

▼ Communication Information

| | | | |
|-----------|------------|-----------------|--|
| Phone | 0000000000 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Landmark | | Latitude | 24.4 |
| Longitude | 54.9 | | |

▼ System Information

| | | | |
|------------------|--------------------|--------------------|-------------------|
| Created By | SP MOD | Created Date | 6/4/2017 6:31 AM |
| Last Modified By | Hughes Informatica | Last Modified Date | 6/5/2017 10:45 PM |

The Case Level of the Partner Portal is the most important level for all agents who are speaking directly to a customer.

Vital details of the customer, site and tools are accessed from the Case Level

The partner can resize the screens by clicking on the arrow button from middle vertical bar.

Remote Case Creation

Quick Case Create -

The first section allows you to create a quick case with templates. This will be covered in detail.

Account Information -

This section lists basic account information such as the account number and parent account.

Communication Information -

This section will have phone number and location information.

System Information -

This section will have who modified the system last and when.

[Cases](#) | [Contacts](#) | [Location Orders](#) | [Assets](#)

*Select a Template

| Account Information | | Parent Account | |
|----------------------|-----------------------|-------------------|--------------------|
| Account Number | YSD2000005908 | TESTHN-JU | TESTHN |
| Company or Location? | Location | Location Status | Inactive |
| Offer/Plan Name | SF YahClick Lite 10GB | Offer Description | YahClick Lite 10GB |

| Communication Information | | Install Address | |
|---------------------------|------------|-----------------|-------------------------|
| Phone | 0000000000 | Not Specified | Not Specified , Unknown |
| Landmark | | 00000 | United Arab Emirates |
| Longitude | 54.899167 | Latitude | 24.982778 |

| System Information | | Created Date | |
|--------------------|--------------------|--------------------|-------------------|
| Created By | Partner Contact | 11/28/2017 | 6:00 PM |
| Last Modified By | Hughes Informatica | Last Modified Date | 1/15/2018 1:00 PM |

Remote Case Creation

Cases- This section lists the cases with next and previous buttons to view more. It displays in a spreadsheet format. To view more details or edit, click on the Case # link.

| ▼ Cases | | | | | | | | | |
|--------------------------|---------------|-----------------------|----------------------|--------------------|--------------------|-------------|--------------------|-----------------------------|--------------------|
| Case # | Case Type | Customer Request Type | Actual Issue | Action | Case Subject | Parent Case | Status | Owner | Created Date |
| 00006507 | Non-Technical | Add/Upgrade Service | Upgrade Service | Updated | Add/Remove Service | | Open - Acknowledge | SP Technical Support Tier 1 | 1/10/2018 9:48 PM |
| 00005375 | Technical | YahClick Services | Account Suspend/Lock | Customer Education | Account Lock | | Open - Acknowledge | MOD | 12/12/2017 7:43 AM |
| 00005309 | Technical | New Installation | New Installation | Process | New Installation | | Closed | SP Technical Support Tier 1 | 11/28/2017 6:00 PM |

1 to 3 of 3 ▾ << Previous Next >> 1 of 1

Contacts- This section lists the account contact(s) with email, phone, and mobile phone.

| ▼ Contacts | | | | |
|------------------|----------------|--|------------|--------------|
| Contact Name | Contact Status | Email | Phone | Mobile Phone |
| TESTHN-JU TESTHN | Active | noemail@sp.com | 0000000000 | 0000000000 |

1 to 1 of 1 ▾ << Previous Next >> 1 of 1

Remote Case Creation

Location Orders – This section lists all the orders placed against this location.

| ▼ Location Orders | | | | |
|---------------------|--------------------|--------------|------------------------------------|--------------------|
| Location Order Name | Source Customer ID | DSS Order ID | Date of the receipt of the request | Created By |
| LOCORD-0000001145 | YSD | 867105 | Wed Jan 10 00:00:00 GMT 2018 | 0051a000002RtHfAAK |
| LOCORD-0000000987 | YSD | 844584 | Tue Nov 28 00:00:00 GMT 2017 | 0051a000002RtHfAAK |

1 to 2 of 2 ▼ << Previous Next >> 1 of 1

Assets - This section Represents Devices at that location.

| ▼ Assets | | | | | |
|---------------------------|---------------|--------------|----------|---------|--------------|
| Asset Name | Serial Number | Install Date | Status | Beam Id | Gateway Name |
| HN9800-Y3 | 02475886 | 11/29/2017 | Inactive | Y1B028 | Y1BMAD |
| HN9800 Ka Satellite Modem | | 11/29/2017 | Inactive | Y1B028 | Y1BMAD |
| Broadband Remote | | 11/29/2017 | Inactive | Y1B028 | Y1BMAD |

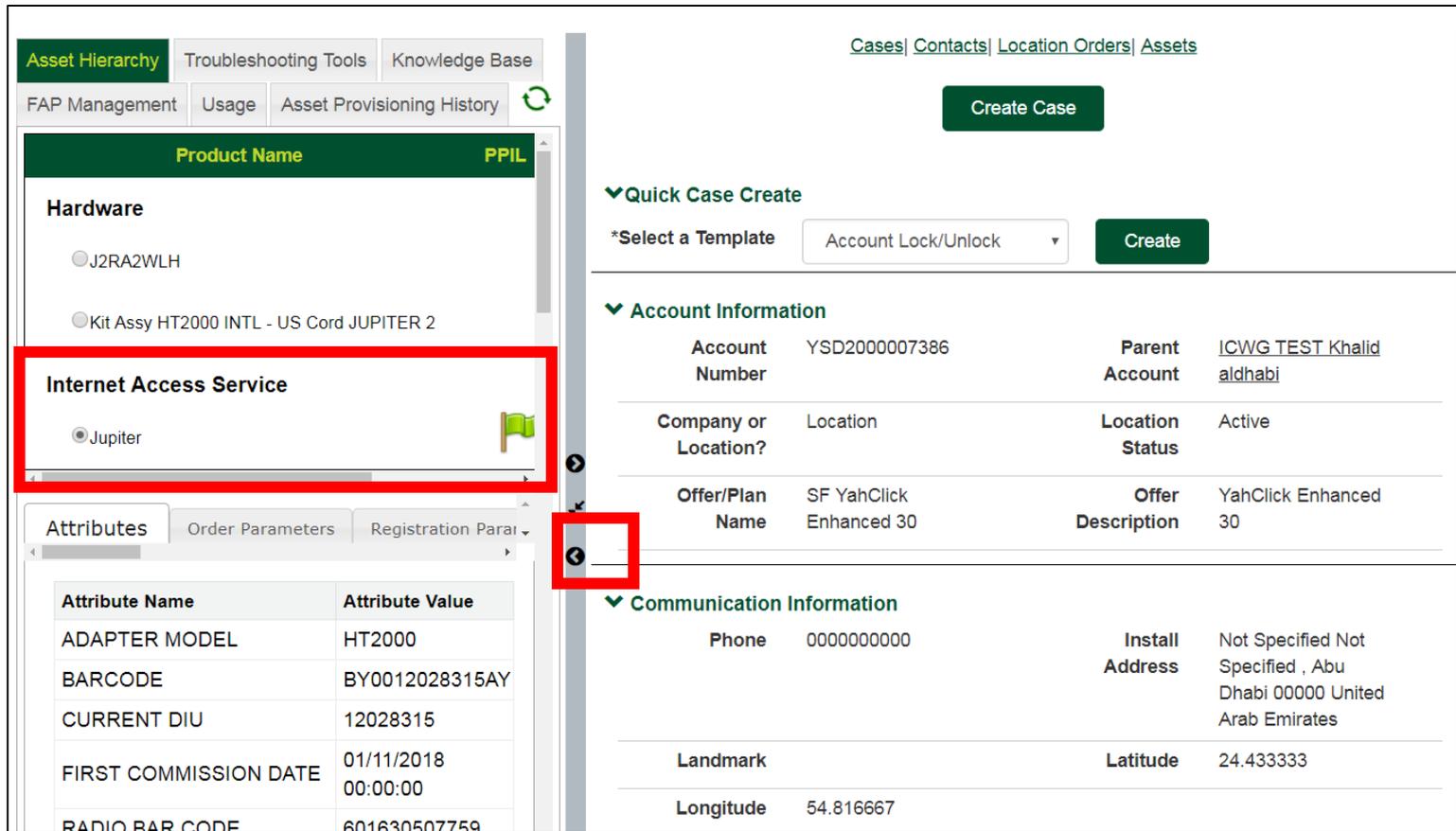
1 to 3 of 3 ▼ << Previous Next >> 1 of 1

Remote Case Creation

Before you begin to create a case, you will need to **select the asset** from the left hand side.

In this example, we are selecting the Internet Access Service of JUPITER.

To view the full case, click the "<" arrow on bar on the center.



Cases | Contacts | Location Orders | Assets

Create Case

▼ Quick Case Create

*Select a Template Account Lock/Unlock Create

▼ Account Information

| | | | |
|----------------------|-------------------------|-------------------|--------------------------|
| Account Number | YSD2000007386 | Parent Account | ICWG TEST Khalid aldhabi |
| Company or Location? | Location | Location Status | Active |
| Offer/Plan Name | SF YahClick Enhanced 30 | Offer Description | YahClick Enhanced 30 |

▼ Communication Information

| | | | |
|-----------|------------|-----------------|--|
| Phone | 0000000000 | Install Address | Not Specified Not Specified , Abu Dhabi 00000 United Arab Emirates |
| Landmark | | Latitude | 24.433333 |
| Longitude | 54.816667 | | |

Asset Hierarchy Troubleshooting Tools Knowledge Base

FAP Management Usage Asset Provisioning History

Product Name PPIL

Hardware

- J2RA2WLH
- Kit Assy HT2000 INTL - US Cord JUPITER 2

Internet Access Service

- Jupiter

Attributes Order Parameters Registration Parameters

| Attribute Name | Attribute Value |
|-----------------------|---------------------|
| ADAPTER MODEL | HT2000 |
| BARCODE | BY0012028315AY |
| CURRENT DIU | 12028315 |
| FIRST COMMISSION DATE | 01/11/2018 00:00:00 |
| RADIO BAR CODE | 601630507759 |

Remote Case Creation

The partner can create a case by clicking the “**Create Case**” button on the Account Details page.

The screenshot shows the YahClick Account Details page. At the top right, there is a 'Logout' button. Below the header, there are navigation tabs: 'Home', 'General', 'Service Impact', and 'Self Service'. A 'Create Case' button is highlighted with a red box and a green arrow pointing to it from the text on the left. Below this, a 'Quick Case Create' dropdown menu is open, showing a list of templates. The 'Account Lock/Unlock' template is selected, and its 'Create' button is also highlighted with a red box and a green arrow. The main content area displays account information, including 'Parent Account', 'Location Status', 'Offer Description', 'Communication Information', and 'System Information'. At the bottom, there is a table of cases.

| Case # | Case Type | Customer Request Type | Actual Issue | Action | Case Subject | Parent Case | Status | Owner | Created Date |
|----------|-----------|-----------------------|------------------|---------|------------------|-------------|--------|-----------------------------|---------------------|
| 00004528 | Technical | New Installation | New Installation | Process | New Installation | | Closed | SP Technical Support Tier 1 | 11/13/2017 11:01 PM |

- The partner can create a case by selecting a template on the Account Details page.
- All the information from the template will be auto populated to the Case Edit page.

Case - Activities

- The account number, install address, contact name, contact email, and contact phone will auto populate the form.
- MOD will fill all the mandatory fields in the Case Edit page in order from 1 to 10.
- The partner can fill all the relevant information and click the **Save** button to create a new case.

▼ Summary

| | |
|---|---|
| <p>Case Number</p> <p>Account Number YTT2000126116</p> <p>Contact Name <input type="text" value="Training Oder Management"/></p> <p>Contact Phone <input type="text" value="0000000000"/></p> <p>1 Severity <input type="text" value="Low"/></p> <p>Case Type <input type="text" value="Technical"/></p> <p>2 Subject <input type="text" value="Training - Slow Browsing"/></p> <p>3 Case Origin <input type="text" value="Phone"/></p> | <p>Customer Ticket Number <input type="text"/></p> <p>Install Address Not Specified Not Specified , Unknown 00000 United Arab Emirates</p> <p>Contact Email <input type="text" value="noemail@sp.com"/></p> <p>Secondary Phone <input type="text"/></p> <p>Parent Case ID <input type="text"/></p> <p>Case Subtype <input type="text" value="Service Issue"/></p> <p>4 Description <input type="text" value="Training - Slow Browsing"/></p> |
|---|---|

▼ Activity

| | |
|---|---|
| <p>5 Activity Type <input type="text" value="Customer Comments"/></p> <p>Product Grouping <input type="text" value="Satellite Broadband"/></p> <p>6 Customer Request Type <input type="text" value="Performance - Single Site -"/></p> <p>Action <input type="text" value="Escalated"/></p> <p>Support Tier <input type="text" value="Tier 1"/></p> <p>Activity Internal <input type="checkbox"/></p> | <p>Asset</p> <p>7 Status <input type="text" value="Open - Escalate"/></p> <p>8 Actual Issue <input type="text" value="Network"/></p> <p>9 Activity Description <input type="text" value="Training - Slow Browsing"/></p> <p>10 Case Re-assign <input type="text" value="MOD"/></p> <p>Assigned To User <input type="text"/></p> |
|---|---|

Case - Activities

Activity – This section documents what type of activity this is.

5 Activity Type:

Agent Note: Notes entered by an agent.

Coaching Notes: Notes entered for Coaching.

Customer Comments: Notes entered by Customer.

Customer Escalation: Customer's escalation.

Customer Escalation Response: Response to the Customer.

Customer Note: Notes entered by Customer.

Customer Resolution: Resolution Notes.

Distributor Comments: Notes entered by Distributor.

Activity Type:

Escalate to Installer: Notes with escalations to Installer.

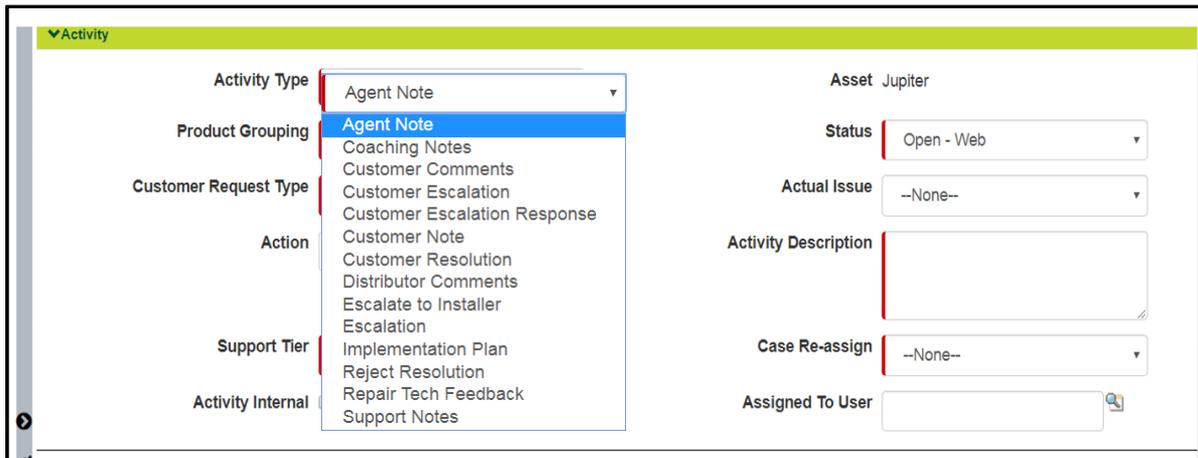
Escalation: Escalation notes to YahClick.

Implementation Plan: Notes tracking implementation.

Reject Resolution: YahClick rejection of the escalation.

Repair Tech Feedback: Feedback on repair tech.

Support Notes: YNOC/SP Support Notes



The screenshot shows a web-based interface for creating an activity. On the left, there is a form with several fields: 'Activity Type', 'Product Grouping', 'Customer Request Type', 'Action', 'Support Tier', and 'Activity Internal'. A dropdown menu is open for the 'Activity Type' field, displaying a list of options: 'Agent Note', 'Coaching Notes', 'Customer Comments', 'Customer Escalation', 'Customer Escalation Response', 'Customer Note', 'Customer Resolution', 'Distributor Comments', 'Escalate to Installer', 'Escalation', 'Implementation Plan', 'Reject Resolution', 'Repair Tech Feedback', and 'Support Notes'. The 'Agent Note' option is highlighted in blue. To the right of the form, there are additional fields: 'Asset' (Jupiter), 'Status' (Open - Web), 'Actual Issue' (--None--), 'Activity Description' (a text area), 'Case Re-assign' (--None--), and 'Assigned To User' (a text field with a search icon).

Case - Activities

7 Status:

Open – Acknowledge: Agent acknowledging the ticket.

Open De-escalate: YahClick De-escalating the case.

Open – Escalate: Case escalated to YahClick.

Open – Investigating: Case being accepted by an agent.

Open – Pending Release: Case pending release.

Open – Reassigned: Case assigned to another group.

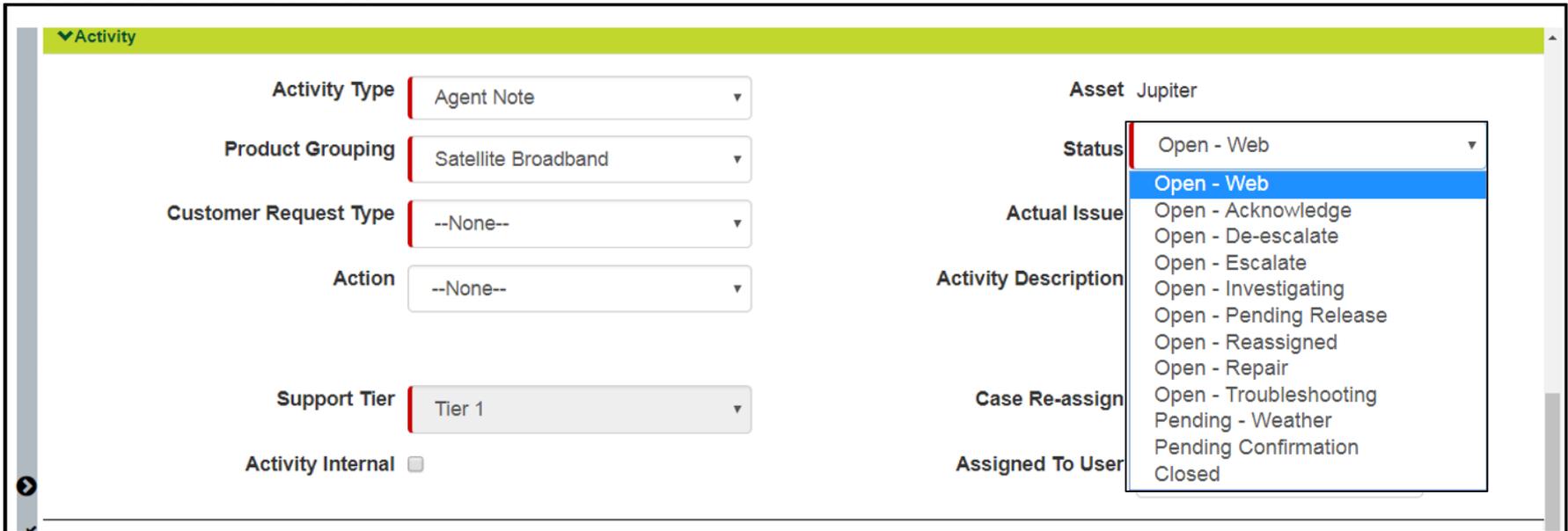
Open – Repair: Case in Repair.

Open – Troubleshooting: Case in active troubleshooting.

Pending – Weather: Resolution pending weather.

Pending Confirmation: Waiting for confirmation from customer.

Closed: Case closed.



The screenshot shows the 'Activity' form in the YahClick system. The form is divided into two main sections: 'Activity' on the left and 'Asset' on the right. The 'Activity' section contains several dropdown menus: 'Activity Type' (Agent Note), 'Product Grouping' (Satellite Broadband), 'Customer Request Type' (--None--), 'Action' (--None--), 'Support Tier' (Tier 1), and 'Activity Internal' (checkbox). The 'Asset' section shows 'Asset Jupiter' and a 'Status' dropdown menu. The 'Status' dropdown menu is open, showing a list of status options: Open - Web (highlighted), Open - Acknowledge, Open - De-escalate, Open - Escalate, Open - Investigating, Open - Pending Release, Open - Reassigned, Open - Repair, Open - Troubleshooting, Pending - Weather, Pending Confirmation, and Closed. Other fields in the 'Asset' section include 'Actual Issue', 'Activity Description', 'Case Re-assign', and 'Assigned To User'.

Case Created successfully

[Case Activities](#) | [Attachments](#)

Escalate

New Activity

▼ Summary

| | | | |
|-----------------------|-------------------------------|-------------------------------|--|
| Case # | 00127261 | Customer Ticket Number | |
| Account Number | YTT2000126116 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Contact Name | Training Oder Management | Contact Email | noemail@sp.com |
| Contact Phone | 0000000000 | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Technical | Case Subtype | Service Issue |
| Case Subject | Training - Slow Browsing | Description | Training - Slow Browsing |
| Case Origin | Phone | | |

Escalations

The following Steps show how to Escalate Remote.
Escalation done only by **Manager on Duty** “MOD”

Access to Partner Portal

<https://partners.yahclick.com>

This login page is used by service providers and service providers distributors.

The Username will be in the format of an email address.

This login will be provide one your account setup completed



Username 1 Saved Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

Yahsat employee? [Log In](#)

Escalate Case

Welcome to your Service Partner Portal! An interactive platform to access all the information you need.

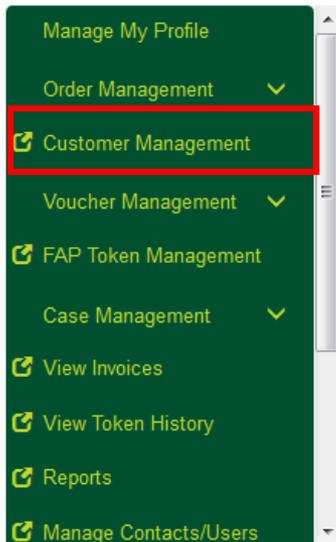
Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.

Select on
Click for Self
Service
to view the Menus

Escalate Case



On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

1- Click of Customer Management

Search for an Account Number "SAN"

Filter by date of the order that you wish to change

- Manage My Profile
- Order Management**
 - New Customer Order
 - Existing Customer Order
- Customer Management
 - Voucher Management
 - FAP Token Management
 - Case Management
 - View Invoices
 - View Token History

No Date Filter

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name FSO Id

Address Landmark

Search Clear

| SAN | Order Date | Order Id | FSO Id | FSO Status | Order Status | Customer Name | Address | Account Status | Action |
|---------------|------------------------------|--------------------------|-------------------------|------------|--------------|---------------|--|----------------|--|
| YSD2000000118 | Tue May 09 09:22:58 GMT 2017 | 20000056 | 3577873 | Unassigned | Pending | TestF TestL | Not Specified, Not Specified, Unknown, 00000, United Arab Emirates | Pending | <input type="button" value="Upgrade"/> <input type="button" value="More"/> |

All Locations

Basic Search Advanced Search

Enter one of the below fields to search

Select Account Status

- Active
- Inactive
- Pending
- Locked
- Suspended

SAN Distributor Id Enter

Basic Search by SAN, Customer Name, FSO ID, Address and Landmark as shown below.

By selecting Advanced Search, You searching by the Order Status.

Escalate Case

- Manage My Profile
- Order Management ▼
- Customer Management
- Voucher Management ▼
- FAP Token Management
- Case Management ▼
- View Invoices
- View Token History
- Reports
- Manage Contacts/Users

All Locations ▼

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name Enterprise Id

Distributor Id Address Landmark

| SAN | Distributor Id | Enterprise Id | Customer Name | Account Status | Action |
|---------------|----------------|---------------|---------------------|----------------|--|
| YST10140774 | | | | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003761 | | | TestJU JUTEST | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003758 | | | Test Test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003754 | | | TESTJU JUTESTATATAT | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003752 | | | TEST TESATST | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003750 | | | test test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |

View Account Details

Historical Usage

Redeem Voucher / Token

2
3

2- Click on **more** drop down menu on the far right of the row.

3- Select **View Account Details** from the dropdown list.

Escalate Case

Home General Service Impact Self Service

Asset Hierarchy Troubleshooting Tools Knowledge Base

FAP Management Usage Asset Provisioning History

Product Name PPIL

Hardware

- Kit Assy, HT2000 INTL - US Cord JUPITER 2
- J2RA2WLH

Internet Access Service

- Jupiter

Case Activities | Attachments

Escalate **New Activity**

Summary

| | | | |
|-----------------------|---------------|-------------------------------|---|
| Case # | 00004530 | Customer Ticket Number | |
| Account Number | YSD2000003761 | Install Address | Not Specified , Unknown 00000 United Arab Emirates |
| Contact Name | TestJU JUTEST | Contact Email | noemail@sp.com |
| Contact Phone | 0000000000 | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Technical | Case Subtype | Service Issue |
| Case Subject | test | Description | test |
| Case Origin | Phone | | |

Activity

| | | | |
|---------------------------|------------|----------------------------------|----------------------------|
| Activity Type Name | Agent Note | De-escalation Description | |
| Asset | | Product Grouping | Satellite Broadband |
| Status | Open - Web | Customer Request | Connectivity - Single Site |

- MOD can escalate the case by clicking the **Escalate** button which will display the Child Case page in edit mode with specific information copied from the parent.
- Once the child case is created, the MOD will be redirected to the parent case.

Escalate Case

Home General Service Impact Self Service

| | |
|------------------------------|---|
| Case Number | Customer Ticket Number |
| Account Number YSD2000003761 | Install Address Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Contact Name TestJU JUTEST | Contact Email noemail@sp.com |
| Contact Phone 0000000000 | Secondary Phone |
| Severity Low | Parent Case ID 00004530 |
| Case Type Technical | Case Subtype Service Issue |
| Subject test | Description test |
| Case Origin Phone | |

Activity

| | |
|---|-------------------------------------|
| Activity Type Agent Note | Asset |
| Product Grouping Satellite Broadband | Status Open - Escalate |
| Customer Request Type Connectivity - Single Site | Actual Issue Network |
| Action Escalated | 1 Activity Description test |
| Support Tier Tier 2 | Case Re-assign YNOC Acknowledgement |
| Activity Internal <input checked="" type="checkbox"/> | Assigned To User |

- The account number, install address, contact name, contact email, and contact phone will auto populate the form.
- MOD will fill all the mandatory fields in the [Activity](#) Edit page.
- The case reassign field will be read-only and defaulted to YNOC acknowledgement or partner support.
- The partner can fill all the relevant information and click the [Save](#) button to create a new case.

Escalate Case

You will get a pop-up message notifying you that the case has been escalated.

The screenshot shows the YahClick user interface. A green pop-up window titled "Case Escalation Success" is centered on the screen. The message inside the pop-up reads: "Case has been escalated and you will be redirected to Parent Case". Below the message is a "Close" button. The background interface is dimmed but visible, showing a navigation menu on the left with options like "Home", "Asset Hierarchy", "Troubleshooting Tools", "FAP Management", "Usage", and "Asset Provisioning History". The main content area displays case details for Case # 00004530, including account information, contact details, and a summary table.

| Summary | | | |
|----------------|---------------|------------------------|--|
| Case # | 00004530 | Customer Ticket Number | |
| Account Number | YSD2000003761 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Contact Name | TestJU JUTEST | Contact Email | noemail@sp.com |
| Contact Phone | 0000000000 | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Technical | Case Subtype | Service Issue |
| Case Subject | test | Description | test |
| Case Origin | Phone | | |

| Activity | | | |
|--------------------|-----------------|---------------------------|----------------------------|
| Activity Type Name | Agent Note | De-escalation Description | |
| Asset | | Product Grouping | Satellite Broadband |
| Status | Open - Escalate | Customer Request | Connectivity - Single Site |

Escalations Note

When the Case YNOC mark the deescalated (from Tier 2) case “Close”
Kindly ask you as (Tier 1) to not to hit “Escalate” button instead of doing that you should add an activity by clicking on “New Activity”.

| Business Unit | Account Number | Case Number | Status | ACS Site ID | Created Date | Created By | Last Modified Date | Last Modified By | Closed Date | Agent Group |
|--------------------------|----------------|--------------------------|--------|-------------|--------------------|------------|--------------------|------------------|--------------------|----------------------|
| Enterprise Customer Case | | 00084453 | Closed | | 6/16/2020 11:38 AM | | 6/16/2020 11:38 AM | | 6/16/2020 11:38 AM | YNOC Acknowledgement |

[Related Cases](#) | [Case Activities](#) | [Attachments](#) | [Case MileStones](#)

Escalate

New Activity

Summary Steps to Creating a Case

1. Locate the account.
2. Review the assets (service and hardware).
3. Select create a case (choose a new case or template).
4. Record the case values.
5. Select the asset impact.
6. Record the case request/issue/action.
7. Document the interaction.
8. Save a case.

How Closing a Case

Access to Partner Portal

<https://partners.yahclick.com>

This login page is used by service providers and service providers distributors.

The Username will be in the format of an email address.

This login will be provide one your account setup completed



Username 1 Saved Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

Yahsat employee? [Log In](#)

Closing a Case

Welcome to your Service Partner Portal! An interactive platform to access all the information you need.

Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

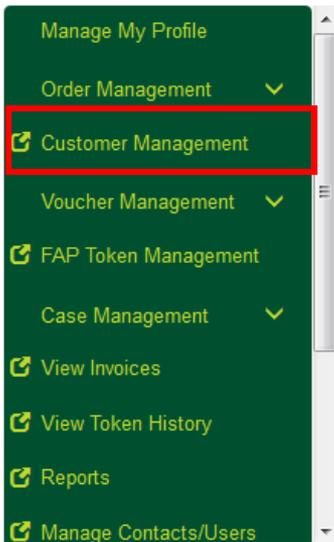
To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.



Select on
Click for Self
Service
to view the Menus

Closing a Case



On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

1- Click of Customer Management

Search for an Account Number "SAN"

Filter by date of the order that you wish to change

- Manage My Profile
- Order Management**
- New Customer Order
- Existing Customer Order
- Customer Management
- Voucher Management
- FAP Token Management
- Case Management
- View Invoices
- View Token History

No Date Filter

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name FSO Id

Address Landmark

Search Clear

| SAN | Order Date | Order Id | FSO Id | FSO Status | Order Status | Customer Name | Address | Account Status | Action |
|---------------|------------------------------|--------------------------|-------------------------|------------|--------------|---------------|--|----------------|-----------------|
| YSD2000000115 | Tue May 09 09:22:58 GMT 2017 | 20000056 | 3577873 | Unassigned | Pending | TestF TestL | Not Specified, Not Specified, Unknown, 00000, United Arab Emirates | Pending | Upgrade More |

All Locations

Basic Search Advanced Search

Enter one of the below fields to search

Select Account Status

- Active
- Inactive
- Pending
- Locked
- Suspended

SAN Distributor Id Enter

Basic Search by SAN, Customer Name, FSO ID, Address and Landmark as shown below.

By selecting Advanced Search, You searching by the Order Status.

Closing a Case

- Manage My Profile
- Order Management ▼
- Customer Management
- Voucher Management ▼
- FAP Token Management
- Case Management ▼
- View Invoices
- View Token History
- Reports
- Manage Contacts/Users

All Locations ▼

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name Enterprise Id

Distributor Id Address Landmark

| SAN | Distributor Id | Enterprise Id | Customer Name | Account Status | Action |
|---------------|----------------|---------------|---------------------|----------------|--|
| YST10140774 | | | | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003761 | | | TestJU JUTEST | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003758 | | | Test Test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003754 | | | TESTJU JUTESTATATAT | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003752 | | | TEST TESATST | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003750 | | | test test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |

View Account Details

Historical Usage

Redeem Voucher / Token

2
3

2- Click on **more** drop down menu on the far right of the row.

3- Select **View Account Details** from the dropdown list.

Closing a Case

- MOD can close the case if the issue solve within Service Provider case by clicking the **New Activity** button which will display the Child Case page in edit mode with specific information copied from the parent.

The screenshot shows the YahClick interface for a Service Provider case. The top navigation bar includes 'Home', 'General', 'Service Impact', and 'Self Service'. The main content area is divided into two panels. The left panel shows 'Asset Hierarchy' with options for 'Hardware' and 'Internet Access Service'. The right panel shows 'Case Activities | Attachments' with buttons for 'Escalate' and 'New Activity' (circled in red). Below these buttons is a 'Summary' section with a table of case details, followed by an 'Activity' section.

| Case Activities Attachments | | | |
|-------------------------------|---------------|---------------------------|--|
| Escalate | New Activity | | |
| Summary | | | |
| Case # | 00004529 | Customer Ticket Number | |
| Account Number | YSD2000003761 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Contact Name | TestJU JUTEST | Contact Email | noemail@sp.com |
| Contact Phone | 0000000000 | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Technical | Case Subtype | Service Issue |
| Case Subject | test | Description | test |
| Case Origin | Phone | | |
| Activity | | | |
| Activity Type Name | Agent Note | De-escalation Description | |
| Asset | | Product Grouping | Satellite Broadband |
| Status | Open - Web | Customer Request | Connectivity - Single Site |

Closing a Case

Home General Service Impact Self Service

Case Type: Technical Case Subtype: Service Issue
 Subject: test Description: test
 Case Origin: Phone

Activity

Activity Type: Agent Note
 Asset
 1 Status: Closed
 Actual Issue: Network
 3 Activity Description: issue resolve by
 Case Re-assign: MOD
 Assigned To User:

De-escalation Reason Code: -None-
 Product Grouping: Satellite Broadband
 Customer Request Type: Connectivity - Single
 2 Action: Resolved
 Support Tier: Tier 1
 Activity Internal:

State Code

State Code: State Code Description:

Closure

4 Disposition Code: 114 Disposition Text: Resolved

Search - Partner Portal - Mozilla Firefox
 https://partners.yahclick.com/ui/common/data/Lc

Lookup
 114 Go!

Search: Name All Fields

< Clear Search Results

Search Results

Disposition Codes [1] Show Filters

| Disposition Code | Code Name | Description |
|------------------|-----------|-------------|
| 114 | | Resolved |

- The account number, install address, contact name, contact email, and contact phone will auto populate the form.
- MOD will fill all the mandatory fields in the **Activity** Edit page in order from 1 to 3.
- The partner can fill all the relevant information and click the **Save** button to create a new case.

Closing a Case

6. Click on drop down arrow for **Status** and select **Closed**.

▼ Activity

| | | | |
|----------------------|--|---------------------------|-------------------------------------|
| Activity Type | Agent Note | De-escalation Reason Code | -None- |
| Asset | | Product Grouping | Satellite Broadband |
| Status | Open - Web | Customer Request Type | Performance - Multi-Site - Limit |
| Actual Issue | Open - Web Open - Acknowledge Open - De-escalate Open - Escalate Open - Investigating Open - Pending Release Open - Reassigned Open - Repair Open - Troubleshooting Pending - Weather Pending - Confirmation | Action | Escalated |
| Activity Description | | Support Tier | Tier 1 |
| Case Re-assign | | Activity Internal | <input checked="" type="checkbox"/> |
| Assigned To Use | Closed | | |

Closing a Case

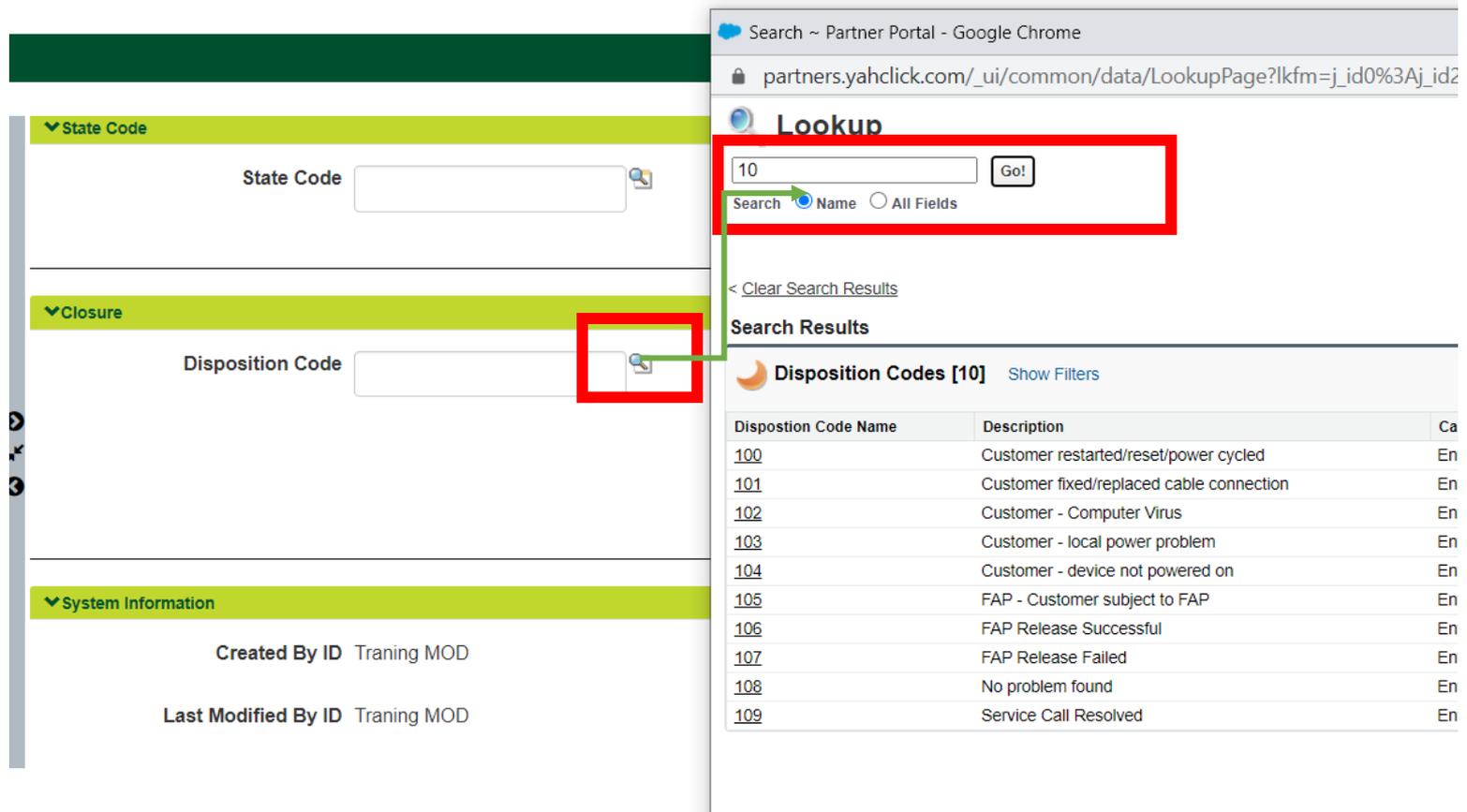
7. Click on drop down arrow for **Action** and select **Resolved**.

▼ Activity

| | | | |
|----------------------|------------|---------------------------|--|
| Activity Type | Agent Note | De-escalation Reason Code | -None- |
| Asset | | Product Grouping | Satellite Broadband |
| Status | Open - Web | Customer Request Type | Performance - Multi-Site - Limit |
| Actual Issue | Network | Action | Escalated |
| Activity Description | account | Support Tier | Customer Education Customer Issue Escalated Resolved |
| Case Re-assign | MOD | Activity Internal | <input checked="" type="checkbox"/> |
| Assigned To User | | | |

Closing a Case

8. Click on **search icon** then type **10** then **Go** to view list



The screenshot shows the Partner Portal interface with a search overlay. The search input field contains the value '10' and the 'Go!' button is highlighted. The search results table lists various Disposition Code Names and their descriptions.

| Disposition Code Name | Description | Ca |
|-----------------------|--|----|
| 100 | Customer restarted/reset/power cycled | En |
| 101 | Customer fixed/replaced cable connection | En |
| 102 | Customer - Computer Virus | En |
| 103 | Customer - local power problem | En |
| 104 | Customer - device not powered on | En |
| 105 | FAP - Customer subject to FAP | En |
| 106 | FAP Release Successful | En |
| 107 | FAP Release Failed | En |
| 108 | No problem found | En |
| 109 | Service Call Resolved | En |

Closing a Case

9. Scroll to the bottom of the page and click on the **Save** button.

The screenshot shows a web form with a green header bar containing a dropdown arrow and the text "System Information". Below the header, there are two rows of text: "Created By ID SP MOD" and "Created Date 23/1/2018 9:02 PM" on the first row, and "Last Modified By ID SP MOD" and "Last Modified Date 23/1/2018 9:02 PM" on the second row. At the bottom of the form, there are two buttons: a green "Save" button and a light green "Cancel" button. The "Save" button is highlighted with a red rectangular box.

YNOC Entities & SP Escalation paths

1. YahClick support engagements

- **L1** – Service Partners (SP)
- **L2 & L2.5** – YNOC (in Abu Dhabi & India)
- **L3 & L4** – Hughes/Engineering

2. YNOC escalation paths

1. Open CRM ticket with YNOC
2. Other YahClick personnel (AM, CM, RD, etc)

| Escalation Level | Function | Name | E-Mail | Phone |
|------------------|--|----------------------|--|----------------|
| 1 | Manager – Service Delivery | Siva Prakash | sdm@YahClick.ae | +971 2 5076040 |
| 2 | Technical Operations Manager/Director | Oliver Verona Guatno | oguatno@Yahsat.ae | +971 2 5076108 |
| 3 | EVP Technical Operations | Abdalla Al Zarooni | aalzarouni@YahClick.ae | +971 2 5076173 |
| 4 | Business Support / Customer Operations | Hamad Alsuwaidi | halsuwaidi@Yahsat.ae | +971 2 5076225 |

Escalation Acknowledgement and Response Time Targets

SLA Matrix



| CRM Case TADs | ACK time | De-escalations |
|--|----------------|---------------------|
| Installer | 15 min | Work until resolved |
| Connectivity – Multiple sites | 30 min | 2 hours |
| Connectivity – Single site | 1 hours | 4 hours |
| Performance – Multiple sites | 1 hours | 4 hours |
| Performance – Single site | 30 min | 4 hours |
| Business Support Technical Systems issues | 30 min | 4 hours |
| Business Support Technical Systems issues | 1 hours | 8 hours |
| Business Support – Customer Operations Support | 1 business day | 4 business days |
| IP Request – Pool request | 1 business day | 2 weeks |
| IP Request – Static (/32) & Modem (/29 & /30) | 30 min | 24 hours |
| IP Request – Upgrade/Downgrade reallocation | 5 min | 1 hour |

Business Support Case Creation

Access to Partner Portal

<https://partners.yahclick.com>

This login page is used by service providers and service providers distributors.

The Username will be in the format of an email address.

This login will be provide one your account setup completed



Username 1 Saved Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

Yahsat employee? [Log In](#)

BS Case Creation

Welcome to your Service Partner Portal! An interactive platform to access all the information you need.

Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.



Select on
Click for Self
Service
to view the Menus

BS Case Creation

On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

From the home menu:

- Click Case Management
- Click Business Support Case

Manage My Profile

Order Management

Customer Management

Voucher Management

FAP Token Management

Case Management

Search Cases

Work Lists

Business Support Case

View Invoices

BS Case Creation

The partner can create a case by clicking the “Create Case” button on the Account Details page.

The screenshot shows the YahClick Account Details page. At the top right, there is a 'Logout' button. Below the header, there are navigation links for 'Home', 'General', 'Service Impact', and 'Self Service'. The main content area is divided into two panels. The left panel, titled 'Knowledge Base', contains a search bar and an 'Article List' table. The right panel, titled 'Cases | Contacts', contains a 'Create Case' button and a 'Quick Case Create' section. The 'Quick Case Create' section has a dropdown menu for 'Select a Template' with options 'IP Broadcasting' and 'Modem Transfer'. Below this are sections for 'Account Information', 'Communication Information', and 'Billing Address'. At the bottom, there is a 'Cases' table with columns for Case #, Case Type, Customer Request Type, Actual Issue, Action, Case Subject, Parent Case, and Status.

| Title | Article Type | Summary |
|--|--------------|--|
| SP MOD Create Ordering Test | Knowledge | SP MOD Create Ordering Test |
| FAQs for End Users YahClick Voucher System | Knowledge | FAQs for End Users YahClick Voucher System |
| Locate ESN Number Article | Knowledge | Locate ESN Number Article |
| End User Portal | Knowledge | End User Portal |
| Slow Browse with Windows Vista | Knowledge | Slow Browse with Windows Vista |
| Locate SAN Number | Knowledge | Locate SAN Number |
| Yahsat Fair Access Policy (FAP) | Knowledge | Yahsat Fair Access Policy (FAP) |
| Slow Browse | Knowledge | Slow Browse |

| Case # | Case Type | Customer Request Type | Actual Issue | Action | Case Subject | Parent Case | Status |
|----------|------------------|---------------------------------------|-----------------|-----------|---------------|-------------|----------------|
| 00004525 | Business Support | Static IP | IP Pool Request | Escalated | Test | | Open |
| 00004519 | Business Support | Systems/Portal - Ordering and Billing | Access Issue | Escalated | Khan Test BME | | Open Escalated |

- The partner can create a case by selecting a template on the Account Details page.
- All the information from the template will be auto populated to the Case Edit page.

BS Case Creation

Home Self Service

Knowledge Base

Search

Enter minimum 3 character:

Article List

| Title | Article Type | Summary |
|-------------------------|--------------|----------------------------|
| Release testing Article | Knowledge | New Article on P24 release |

[Cases](#) | [Contacts](#)

[Create Case](#)

Quick Case Create

*Select a Template Invoice_Test [Create](#)

Account Information

| | | | |
|-----------------------------|----------------|-----------------------|------------------------|
| Account Name | Production YSD | Parent Account | Yahsat |
| Company or Location? | Company | Partner Type | Service Provider |

Communication Information

| | | | |
|------------------------|---|------------------------|-----------------|
| Phone | + 971 252000000 | Secondary Phone | |
| Email | | Fax | |
| Billing Address | PO Box 93693 Abu Dhabi , Abu Dhabi 00000 United Arab Emirates | | Landmark |

Cases

| Case # | Case Type | Customer Request Type | Actual Issue | Action | Case Subject | Parent Case | Status |
|--------|-----------|-----------------------|--------------|--------|--------------|-------------|--------|
|--------|-----------|-----------------------|--------------|--------|--------------|-------------|--------|

The partner can resize the screens by clicking on the arrow button from middle vertical bar.



BS Case Creation

▼ Summary

| | |
|---|---|
| <p>Case Number <input type="text"/></p> <p>Account Name Production YSD</p> <p>Contact Name <input type="text"/></p> <p>Contact Phone <input type="text"/></p> <p>1 Severity <input type="text" value="Low"/></p> <p>Case Type <input type="text" value="Business Support"/></p> <p>2 Subject <input type="text" value="Reset password"/></p> <p>3 Case Origin <input type="text" value="Phone"/></p> | <p>Customer Ticket Number <input type="text"/></p> <p>Billing Address ABUDHABI ABUDHABI , Abu Dhabi 00000 United Arab Emirates</p> <p>Contact Email <input type="text"/></p> <p>Secondary Phone <input type="text"/></p> <p>Parent Case ID <input type="text"/></p> <p>4 Case Subtype <input type="text" value="Non-Technical"/></p> <p>5 Description <input type="text" value="Reset password"/></p> |
|---|---|

▼ Activity

| | |
|--|---|
| <p>6 Activity Type <input type="text" value="Escalation"/></p> <p>Status <input type="text" value="Open - Web"/></p> <p>8 Actual Issue <input type="text" value="Installation Portal"/></p> <p>10 Activity Description <input type="text" value="Reset password"/></p> <p>11 Case Re-assign <input type="text" value="MOD"/></p> | <p>Product Grouping <input type="text" value="General"/></p> <p>7 Customer Request Type <input type="text" value="Field Operations"/></p> <p>9 Action <input type="text" value="Escalated"/></p> <p>Support Tier <input type="text" value="Tier 1"/></p> <p>Assigned To User <input type="text"/></p> |
|--|---|

- The account number, install address, contact name, contact email, and contact phone will auto populate the form.
- MOD will fill all the mandatory fields in the Case Edit page in order from 1 to 11.
- The partner can fill all the relevant information and click the **Save** button to create a new case.

BS Case Escalation

Knowledge Base
Case Activities | Attachments

Escalate
New Activity

Search

Article List

| Title | Article Type | Summary |
|---------------------------------|--------------|---------------------------------|
| CSR Functions - Post-Activation | Knowledge | CSR Functions - Post-Activation |
| Customer Gateway | Knowledge | Customer Gateway |
| Recommended Troubleshooting | Knowledge | Recommended Troubleshooting |
| CSR Functions - Pre-Activation | Knowledge | CSR Functions - Pre-Activation |
| Yahsat Fair Access Policy (FAP) | Knowledge | Yahsat Fair Access Policy (FAP) |
| System Control Center (SCC) | Knowledge | System Control Center (SCC) |
| HT2000 System Guide | Knowledge | HT2000 System Guide |

Summary

| | | | |
|----------------------|------------------|-------------------------------|--|
| Case # | 00004534 | Customer Ticket Number | |
| Account Name | Production YSD | Billing Address | ABUDHABI, Abu Dhabi 00000 United Arab Emirates |
| Contact Name | | Contact Email | |
| Contact Phone | | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Business Support | Case Subtype | Non-Technical |
| Case Subject | Reset password | Description | Reset password |
| Case Origin | Phone | | |

Activity

| | | | |
|---------------------------|------------|----------------------------------|--|
| Activity Type Name | Escalation | De-escalation Description | |
|---------------------------|------------|----------------------------------|--|

- MOD can escalate the case by clicking the **Escalate** button which will display the Child Case page in edit mode with specific information copied from the parent.
- Once the child case is created, the MOD will be redirected to the parent case.

BS Case Escalation

Summary

Case Number

Customer Ticket Number

Account Name Production YSD

Billing Address ABUDHABI ABUDHABI , Abu Dhabi
00000 United Arab Emirates

Contact Name

Contact Email

Contact Phone

Secondary Phone

Severity Low

Parent Case ID 00004534

Case Type Business Support

Case Subtype Non-Technical

Subject Reset password

Description Reset password

Case Origin Phone

Activity

Activity Type Agent Note

Product Grouping General

Status Open - Escalate

Customer Request Type Field Operations

Actual Issue Installation Portal

Action Escalated

Activity Description Reset password

Support Tier Tier 2

Case Re-assign

Partner Support Acknowledgement

Assigned To User

- The account number, install address, contact name, contact email, and contact phone will auto populate the form.
- MOD will fill all the mandatory fields in the [Activity](#) Edit page.
- The case reassign field will be read-only and defaulted to YNOC acknowledgement or partner support.
- The partner can fill all the relevant information and click the [Save](#) button to create a new case.

BS Case Escalation

SP MOD will be redirected to the parent case as soon as the child case is created.

The screenshot shows the YahClick user interface. A green notification box at the top center displays the message: "Case Escalation Success" and "Case has been escalated and you will be redirected to Parent Case". Below the notification is a "Close" button. The background interface includes a navigation menu with "Home", "Knowledge Base", "Service Impact", and "Self Service". The "Knowledge Base" section contains a search bar and an "Article List" table. The main content area shows a case summary for Case # 00004534, including details like Account Name (Production YSD), Customer Ticket Number, Contact Name, Contact Phone, Severity (Low), Case Type (Business Support), Case Subject (Reset password), and Case Origin (Phone).

| Title | Article Type | Summary |
|---------------------------------|--------------|---------------------------------|
| CSR Functions - Post-Activation | Knowledge | CSR Functions - Post-Activation |
| Customer Gateway | Knowledge | Customer Gateway |
| Recommended Troubleshooting | Knowledge | Recommended Troubleshooting |
| CSR Functions - Pre-Activation | Knowledge | CSR Functions - Pre-Activation |
| Yahsat Fair Access Policy (FAP) | Knowledge | Yahsat Fair Access Policy (FAP) |

| | | | |
|----------------------|------------------|-------------------------------|---|
| Case # | 00004534 | Customer Ticket Number | |
| Account Name | Production YSD | Billing Address | ABUDHABI ABUDHABI , Abu Dhabi 00000 United Arab Emirates |
| Contact Name | | Contact Email | |
| Contact Phone | | Secondary Phone | |
| Severity | Low | Parent Case | |
| Case Type | Business Support | Case Subtype | Non-Technical |
| Case Subject | Reset password | Description | Reset password |
| Case Origin | Phone | | |

How Closing a Business Support

Follow Same Steps as Close Remote Case in Slide 34

Account 360 Navigation

Access to Partner Portal

<https://partners.yahclick.com>

This login page is used by service providers and service providers distributors.

The Username will be in the format of an email address.

This login will be provide one your account setup completed



Username 1 Saved Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

Yahsat employee? [Log In](#)

Account 360 Navigation

Welcome to your Service Partner Portal! An interactive platform to access all the information you need.

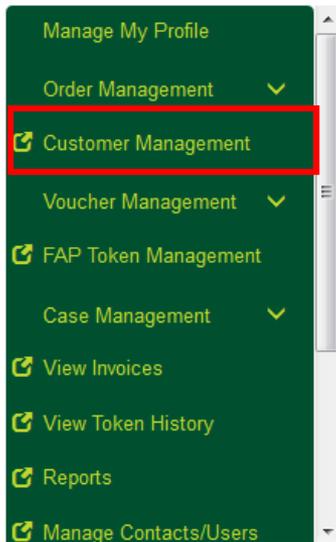
Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.

Select on
Click for Self
Service
to view the Menus

Account 360 Navigation



On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

1- Click of Customer Management

Search for an Account Number "SAN"

Filter by date of the order that you wish to change

- Manage My Profile
- Order Management**
- New Customer Order
- Existing Customer Order
- Customer Management
- Voucher Management
- FAP Token Management
- Case Management
- View Invoices
- View Token History

No Date Filter

Basic Search Advanced Search

Enter one or more fields to search

SAN Customer Name FSO Id

Address Landmark

Search Clear

| SAN | Order Date | Order Id | FSO Id | FSO Status | Order Status | Customer Name | Address | Account Status | Action |
|---------------|------------------------------|--------------------------|-------------------------|------------|--------------|---------------|--|----------------|-----------------|
| YSD2000000118 | Tue May 09 09:22:58 GMT 2017 | 20000056 | 3577873 | Unassigned | Pending | TestF TestL | Not Specified, Not Specified, Unknown, 00000, United Arab Emirates | Pending | Upgrade More |



All Locations

Basic Search Advanced Search

Enter one of the below fields to search

Select Account Status

- Active
- Inactive
- Pending
- Locked
- Suspended

SAN Distributor Id Enter

Basic Search by SAN, Customer Name, FSO ID, Address and Landmark as shown below.

By selecting Advanced Search, You searching by the Order Status.

Account 360 Navigation

- Manage My Profile
- Order Management ▼
- Customer Management
- Voucher Management ▼
- FAP Token Management
- Case Management ▼
- View Invoices
- View Token History
- Reports
- Manage Contacts/Users

All Locations ▼

Basic Search Advanced Search

Enter one or more fields to search

| SAN | Distributor Id | Enterprise Id | Customer Name | Account Status | Action |
|---------------|----------------|---------------|-------------------|----------------|--|
| YST10140774 | | | | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003761 | | | TestJU JUTEST | Active | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003758 | | | Test Test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003754 | | | TESTJU JUTESTATAT | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003752 | | | TEST TESATST | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |
| YSD2000003750 | | | test test | Pending | <input type="button" value="Current Usage"/> <input type="button" value="More ▼"/> |

View Account Details

Historical Usage

Redeem Voucher / Token

2

3

2- Click on **more** drop down menu on the far right of the row.

3- Select **View Account Details** from the dropdown list.

To access Account 360 Navigation
Select Customer Management

Account 360 Navigation

By Selecting this, its give you full view of the side

YahClick

SP MOD | Production YSD (YSD) Active Logout

Home Self Service

Asset Hierarchy Troubleshooting Tools Knowledge Base

FAP Management Usage Asset Provisioning History

Product Name PPIL

Hardware

- Kit Assy, HT2000 INTL - US Cord JUPITER 2

Internet Access Service

- Jupiter

Cases | Contacts | Location Orders | Assets

Create Case

Quick Case Create

*Select a Template Slow Browsing_Test Create

Account Information

| | | | |
|----------------------|------------------|-------------------|--------------------------------|
| Account Number | YSD2000000592 | Parent Account | SreenadhJ2 Test2 |
| Company or Location? | Location | Location Status | Active |
| Offer/Plan Name | JU Service 100GB | Offer Description | Jupiter YahClick Premium 100GB |

Communication Information

| | | | |
|-----------|------------|-----------------|--|
| Phone | 0000000000 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab Emirates |
| Landmark | | Latitude | 24.4 |
| Longitude | 54.9 | | |

System Information

| | | | |
|------------------|--------------------|--------------------|--------------------|
| Created By | Mr. SP CSR | Created Date | 7/24/2017 11:20 AM |
| Last Modified By | Hughes Informatica | Last Modified Date | 7/25/2017 12:00 PM |

Basic contact information of the customer, the lat and long of the site, and commission date all appears in the profile.

Asset Hierarchy

The Internet Access shows the status of the PPIL and Hard FAP/Soft FAP with flags. The green flag shows that all is well and red if there are issues.

PPIL- Poor Performing Installation Location- This turns red when it is considered mispointed based on receive and transmit signal strength being off which is greater than 1.5 std deviations from the expected strength for 3 out of the last 5 days.

The screenshot shows the YahClick interface with the following elements:

- Header:** YahClick logo, SP MOD | Production YSD (YSD) Active, and a Logout button.
- Navigation:** Home and Self Service buttons.
- Asset Hierarchy:** A table with columns: Product Name, PPIL, and HardFAP/Soft FAP.

| Product Name | PPIL | HardFAP/Soft FAP |
|--|------|------------------|
| Hardware Kit Assy, HT2000 INTL - US Cord JUPITER 2 | | |
| Internet Access Service Jupiter | | |
- Attributes Table:**

| Attribute Name | Attribute Value |
|----------------------------|----------------------|
| ADAPTER MODEL | HT2200 |
| BARCODE | BX0012057121AU |
| CURRENT DIU | 12057121 |
| FIRST COMMISSION DATE | 07/25/2017 00:00:00 |
| RADIO BAR CODE | 150833648820 |
| RADIO SERIAL NUMBER | 150833648820 |
| STATUS CHANGE REQUEST | A06 |
| STATUS CHANGE REQUEST DATE | 07/25/2017 03:54:50 |
| STATUS CHANGE REQUEST DESC | Commissioned Account |
| TRANSPORT NAME | JU Service 100GB |
| PART NUMBER | 1505216-2200 |
| 7700 PORT 1 | - |
| 7700 X.121 ADDR | - |
| 7700 X.121 ADDR MASK | - |

Asset Hierarchy

Soft and hard thresholds are used with the HN service plans. The red flag indicates Hard FAP and/or Soft FAP depending on what color the flag is. JUPITER 2 technology uses Unthrottled and throttled. The yellow flags mean the terms are not applicable as in the example below.

The screenshot shows the YahClick interface with the following elements:

- Header:** YahClick logo, user 'SP MOD | Production YSD (YSD) Active', and a 'Logout' button.
- Navigation:** 'Home' and 'Self Service' buttons.
- Menu:** 'Asset Hierarchy', 'Troubleshooting Tools', 'Knowledge Base', 'FAP Management', 'Usage', and 'Asset Provisioning History'.
- Product Hierarchy:**
 - Product Name:** Hardware
 - PPIL:** Kit Assy, HT2000 INTL - US Cord JUPITER 2
 - Internet Access Service:** Jupiter
 - HardFAP/Soft FAP:** A red box highlights this column, which contains a red flag icon.
- Attributes Table:**

| Attribute Name | Attribute Value |
|----------------------------|----------------------|
| ADAPTER MODEL | HT2200 |
| BARCODE | BX0012057121AU |
| CURRENT DIU | 12057121 |
| FIRST COMMISSION DATE | 07/25/2017 00:00:00 |
| RADIO BAR CODE | 150833648820 |
| RADIO SERIAL NUMBER | 150833648820 |
| STATUS CHANGE REQUEST | A06 |
| STATUS CHANGE REQUEST DATE | 07/25/2017 03:54:50 |
| STATUS CHANGE REQUEST DESC | Commissioned Account |
| TRANSPORT NAME | JU Service 100GB |
| PART NUMBER | 1505216-2200 |
| 7700 PORT 1 | - |
| 7700 X.121 ADDR | - |
| 7700 X.121 ADDR MASK | - |

Asset Hierarchy

With Internet Access Service selected, the attributes are listed. Some examples are:

- ADAPTER MODEL
- DPC SOFTWARE VERSION
- TRANSPONDER

YahClick

SP MOD | Production YSD (YSD) Active [Logout](#)

Home [Self Service](#)

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage Asset Provisioning History

Product Name PPIL HardFAP/Soft FAP

Hardware

Kit Assy, HT2000 INTL - US Cord JUPITER 2

Internet Access Service

Jupiter

Attributes Order Parameters Registration Parameters Attributes Audit Features and Service Offerings Account Transaction Site Transaction

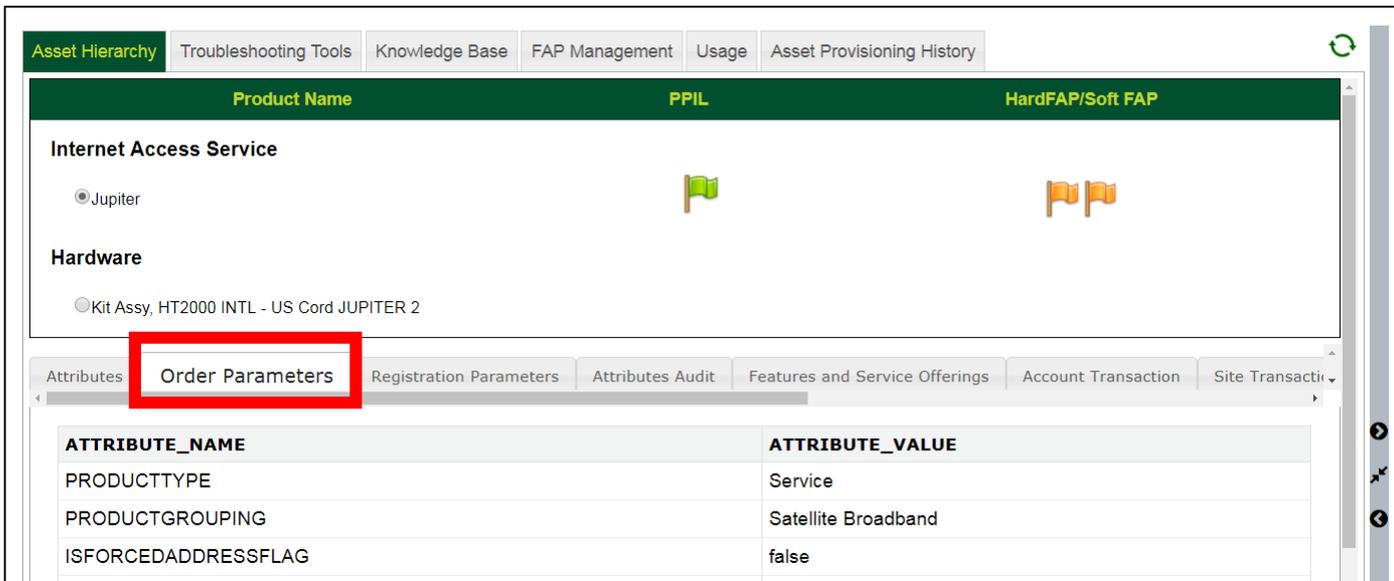
| Attribute Name | Attribute Value |
|----------------------------|----------------------|
| ADAPTER MODEL | HT2200 |
| BARCODE | BX0012057121AU |
| CURRENT DIU | 12057121 |
| FIRST COMMISSION DATE | 07/25/2017 00:00:00 |
| RADIO BAR CODE | 150833648820 |
| RADIO SERIAL NUMBER | 150833648820 |
| STATUS CHANGE REQUEST | A06 |
| STATUS CHANGE REQUEST DATE | 07/25/2017 03:54:50 |
| STATUS CHANGE REQUEST DESC | Commissioned Account |
| TRANSPORT NAME | JU Service 100GB |
| PART NUMBER | 1505216-2200 |
| 7700 PORT 1 | - |
| 7700 X.121 ADDR | - |
| 7700 X.121 ADDR MASK | - |

Asset Hierarchy

The Order Parameters tab lists attributes related to the order that were applicable at the time of Order.

Some examples are:

- PRODUCTTYPE
- T_BUSINESSMODEL

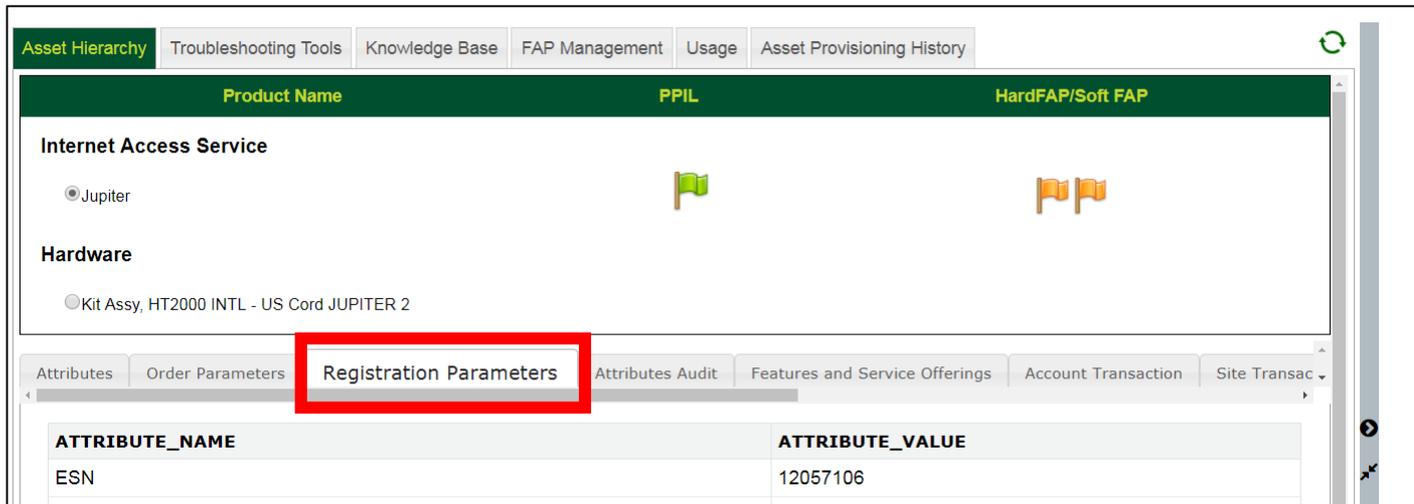


| ATTRIBUTE_NAME | ATTRIBUTE_VALUE |
|---------------------|---------------------|
| PRODUCTTYPE | Service |
| PRODUCTGROUPING | Satellite Broadband |
| ISFORCEDADDRESSFLAG | false |

Asset Hierarchy

The Registration Parameters tab lists attributes that apply when the unit is registered. Some examples are:

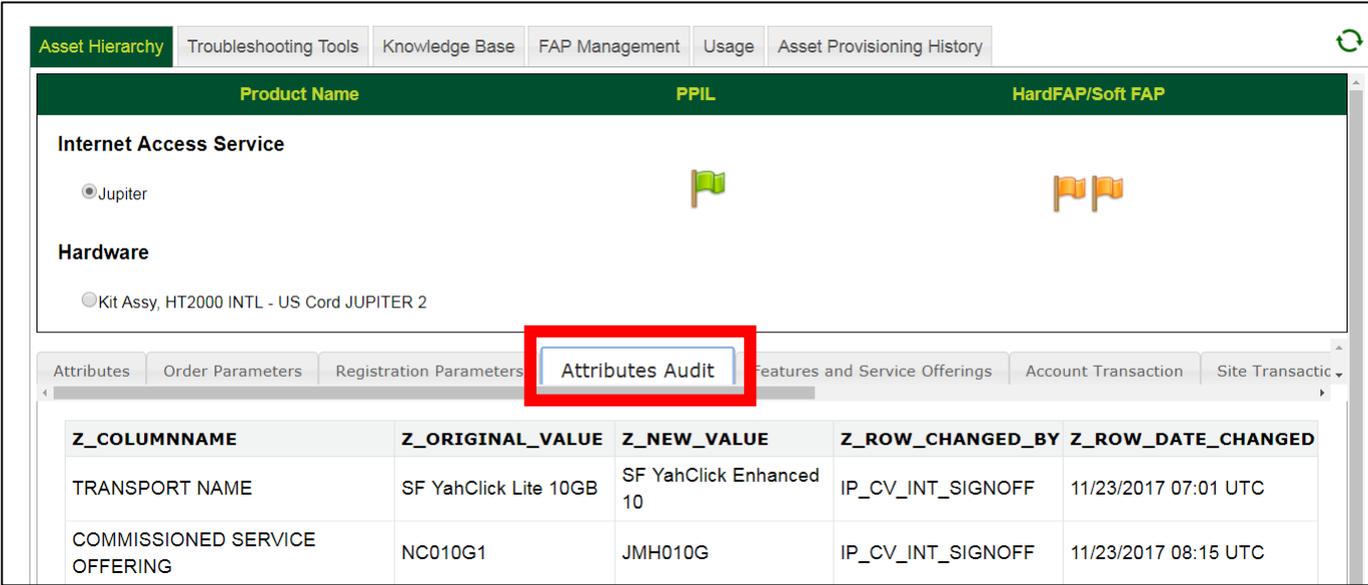
- BEAMID
- RADIO SERIAL NUMBER
- LATITUDE/LONGITUDE



| ATTRIBUTE_NAME | ATTRIBUTE_VALUE |
|----------------|-----------------|
| ESN | 12057106 |

The Attributes Audit tab lists changes to attributes. Some examples are:

- TRANSPORT NAME
- COMMISSIONED SERVICE OFFERING
- ADAPTER MODEL

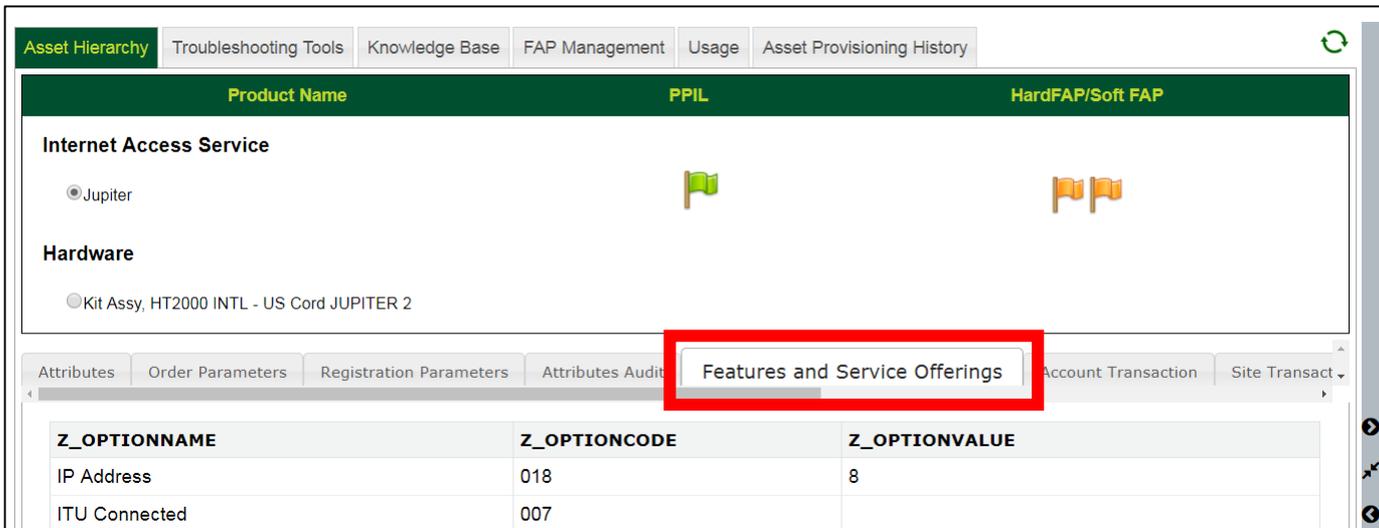


| Z_COLUMNNAME | Z_ORIGINAL_VALUE | Z_NEW_VALUE | Z_ROW_CHANGED_BY | Z_ROW_DATE_CHANGED |
|-------------------------------|-----------------------|-------------------------|-------------------|----------------------|
| TRANSPORT NAME | SF YahClick Lite 10GB | SF YahClick Enhanced 10 | IP_CV_INT_SIGNOFF | 11/23/2017 07:01 UTC |
| COMMISSIONED SERVICE OFFERING | NC010G1 | JMH010G | IP_CV_INT_SIGNOFF | 11/23/2017 08:15 UTC |

Asset Hierarchy

The Features and Service Offerings tab lists details about the service. Some examples are:

- IP ADDRESS
- JU HOME TERMINAL
- PROFILE GROUPING



Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage Asset Provisioning History

Product Name **PPIL** **HardFAP/Soft FAP**

Internet Access Service

Jupiter

Hardware

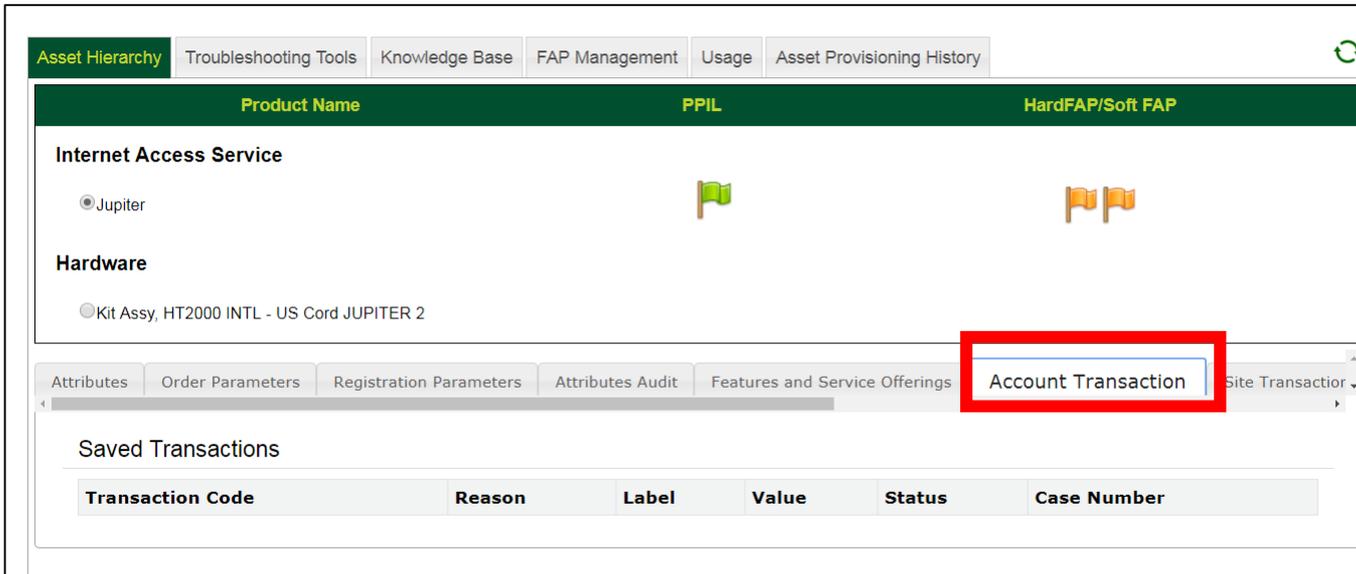
Kit Assy, HT2000 INTL - US Cord JUPITER 2

Attributes Order Parameters Registration Parameters Attributes Audit **Features and Service Offerings** Account Transaction Site Transact

| Z_OPTIONNAME | Z_OPTIONCODE | Z_OPTIONVALUE |
|---------------|--------------|---------------|
| IP Address | 018 | 8 |
| ITU Connected | 007 | |

The Account Transaction tab lists attributes related to the account transactions. Some examples are:

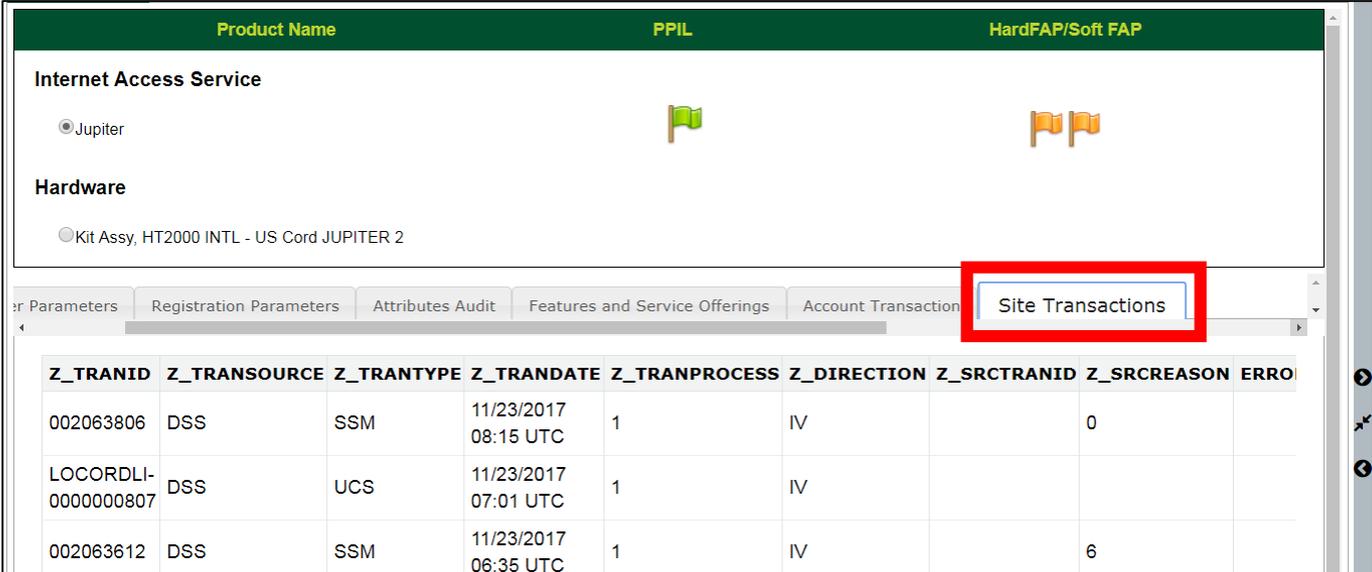
- SUSPENSIONS
- LOCKS



The screenshot shows a web interface with a navigation bar at the top containing tabs: Asset Hierarchy, Troubleshooting Tools, Knowledge Base, FAP Management, Usage, and Asset Provisioning History. Below this is a main content area with a dark green header containing 'Product Name', 'PPIL', and 'HardFAP/Soft FAP'. Under 'Product Name', there are sections for 'Internet Access Service' (with a radio button for 'Jupiter') and 'Hardware' (with a radio button for 'Kit Assy, HT2000 INTL - US Cord JUPITER 2'). Below the main content area is a horizontal tab bar with tabs: Attributes, Order Parameters, Registration Parameters, Attributes Audit, Features and Service Offerings, Account Transaction (highlighted with a red box), and Site Transaction. Below the tabs is a section titled 'Saved Transactions' with a table header: Transaction Code, Reason, Label, Value, Status, and Case Number.

Asset Hierarchy

The Site Transactions tab lists attributes related to the site transactions. Site transactions show history of processed transactions.



The screenshot displays the Asset Hierarchy interface. The top section shows the product name "Internet Access Service" with a radio button selected for "Jupiter". Below it, the hardware section shows a radio button selected for "Kit Assy, HT2000 INTL - US Cord JUPITER 2". The bottom section shows a tabbed interface with the "Site Transactions" tab selected and highlighted with a red box. Below the tabs is a table of transaction data.

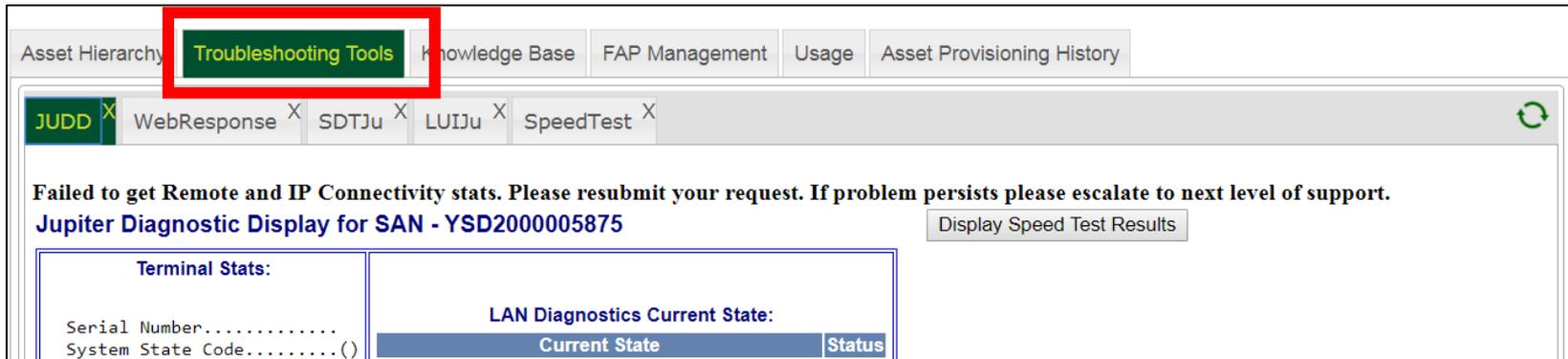
| Z_TRANID | Z_TRANSOURCE | Z_TRANTYPE | Z_TRANDATE | Z_TRANPROCESS | Z_DIRECTION | Z_SRCTRANID | Z_SCREASON | ERRO |
|-------------------------|--------------|------------|-------------------------|---------------|-------------|-------------|------------|------|
| 002063806 | DSS | SSM | 11/23/2017 08:15 UTC | 1 | IV | | 0 | |
| LOCORDLI- 0000000807 | DSS | UCS | 11/23/2017 07:01 UTC | 1 | IV | | | |
| 002063612 | DSS | SSM | 11/23/2017 06:35 UTC | 1 | IV | | 6 | |

Troubleshooting

Troubleshooting

The Troubleshooting tab offers several tools that can be used to check on the equipment. Each tool has its own tab below the troubleshooting tab. The tools offered will be based on the service/equipment. Be aware that some of the tools open in another window and may be blocked if you have a pop-up blocker on. Check the settings of your browser to make sure pop-ups for this site are enabled.

JU



Asset Hierarchy **Troubleshooting Tools** Knowledge Base FAP Management Usage Asset Provisioning History

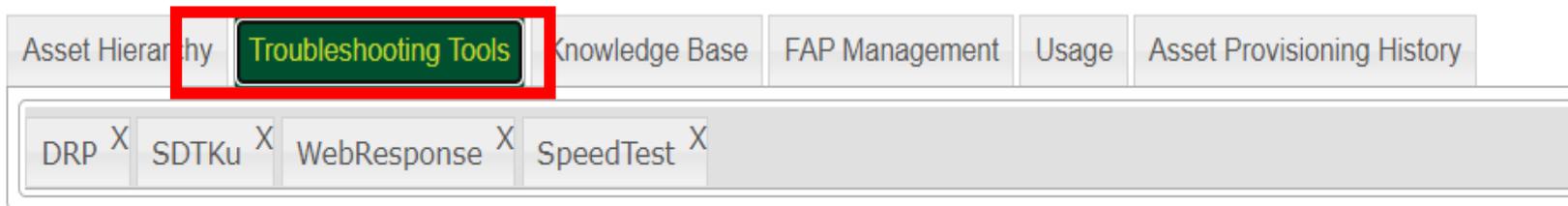
JUDD X WebResponse X SDTJu X LUIJu X SpeedTest X

Failed to get Remote and IP Connectivity stats. Please resubmit your request. If problem persists please escalate to next level of support.

Jupiter Diagnostic Display for SAN - YSD2000005875 Display Speed Test Results

| | | |
|--------------------------|---------------------------------------|---------------|
| Terminal Stats: | LAN Diagnostics Current State: | |
| Serial Number..... | Current State | Status |
| System State Code.....() | | |

HN



Asset Hierarchy **Troubleshooting Tools** Knowledge Base FAP Management Usage Asset Provisioning History

DRP X SDTKu X WebResponse X SpeedTest X

Troubleshooting

JUDD – The JUDD tool displays terminal stats. Usage of JUDD

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage Asset Provisioning History

JUDD X WebResponse X SDTJu X LUIJu X SpeedTest X

Jupiter Diagnostic Display for SAN - YSD2000007 Display Speed Test Results

| Terminal Stats: | | LAN Diagnostics Current State: | |
|--|--|--|---------------|
| Serial Number.....12028315 | | Current State | Status |
| System State Code.....0.0.0(Fully operational) | | Router Detected? (If NO, verify with the customer) | No |
| Downlink SQF.....130 | | LAN cable from modem to router is connected properly (If NO, check connections) | Yes |
| LAN Status.....Up 3 FD | | | |
| FAP Status.....0.0.0() | | | |
| Web MBX Status.....Connected | | | |
| Web Acceleration Status...0.0.0() | | | |
| Hour Diagnostic Code....0000-0000-0000-0005 | | | |
| Minute Diagnostic Code...0000-0000-0000-0005 | | | |
| Walled Garden?.....0.0.0() | | | |
| Uptime.....8.07:18:44 | | | |

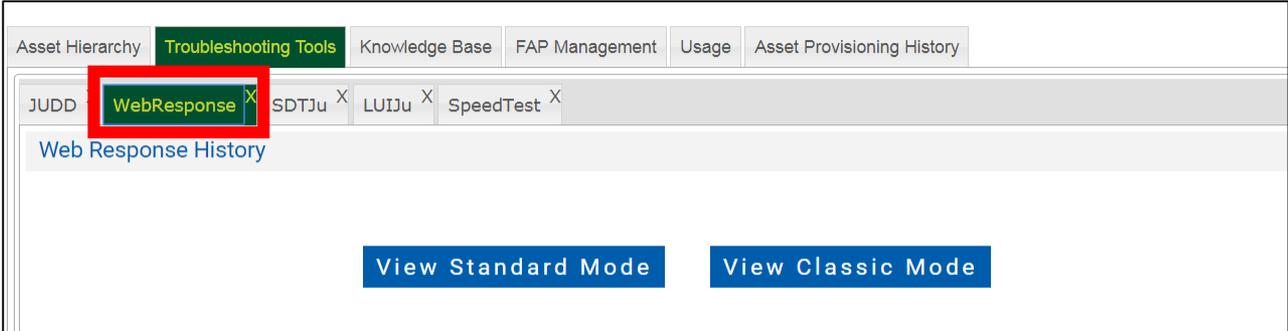
| Device Mac Addresses: | | IP Connectivity Status: | |
|--|--|----------------------------|--|
| ARP MAC Entry-1.....64:31:50:83:4d:44, Hewlett-Packard | | IP Connectivity Status | |
| ARP MAC Entry-2..... | | Packets Transmitted.....5 | |
| ARP MAC Entry-3..... | | Packets Received.....0 | |
| ARP MAC Entry-4..... | | Packet Loss.....0 | |
| ARP MAC Entry-5..... | | Minimum Delay Time.....549 | |
| | | Maximum Delay Time.....590 | |
| | | Average Delay Time.....574 | |
| | | Maximum Jitter.....41 | |

| Alarm History: | | | | |
|--------------------------|-----------|--------------|-------------------------------------|----------------|
| Alarm Timestamp (UTC) | Event ID | Severity | Reason | Probable Cause |
| Thu Jan 18 08:25:19 2018 | Connected | Y1S00WAS0103 | Using Zlib - BLC is disabled on WAC | |
| Thu Jan 18 08:25:18 2018 | Starting | Y1S00WAS0103 | | |
| Thu Jan 18 07:17:29 | Idle | Y1S00WAS0103 | Idle Timeout | |

| Reboot History: | |
|-----------------|---------------|
| Timestamp | Reboot Reason |
| | |

Troubleshooting

WebResponse – This tool is used to check the web response in seconds. This tool opens in a separate window and may be blocked by a pop-up blocker.



The screenshot shows the WebResponse tool interface. At the top, there are navigation tabs: Asset Hierarchy, Troubleshooting Tools (highlighted in green), Knowledge Base, FAP Management, Usage, and Asset Provisioning History. Below the tabs, there are several open windows: JUDD, WebResponse (highlighted with a red box), SDTJu, LUIJu, and SpeedTest. The main content area is titled "Web Response History" and contains two buttons: "View Standard Mode" and "View Classic Mode".

| WEB RESPONSE HISTORY | |
|----------------------|----------------------------|
| Date/Time | Web Response Time(seconds) |
| 01/16/2018 13:17:15 | 0.7 |
| 01/16/2018 13:17:15 | 0.7 |
| 01/16/2018 13:16:45 | 3.5 |
| 01/16/2018 13:16:45 | 1.0 |
| 10/23/2017 15:29:05 | 31.3 |

Troubleshooting

Asset Hierarchy Troubleshooting Tools Knowledge Base

FAP Management Usage Asset Provisioning History

DRP X SDKu X WebResponse X SpeedTest X

You are being redirected
The page will open in a new window

Cases| Contacts| Location Orders| Assets

Create Case

Quick Case Create

Select a Template Account Lock/Unlock Create

Account Information

| | | | |
|----------------------|-----------------------|-------------------|-----------------------|
| Account Number | YSD2000003748 | Parent Account | Beam27 TestRemote |
| Company or Location? | Location | Location Status | Active |
| Offer/Plan Name | YahClick Empower 20GB | Offer Description | YahClick Empower 20GB |

Communication Information

| | | | |
|-------|------------|-----------------|---|
| Phone | 0000000000 | Install Address | Not Specified Not Specified , Unknown 00000 United Arab |
|-------|------------|-----------------|---|



Speed test is used for benchmarking the performance of the site/IDU/modem, it is preferred that at least 3 speed tests are run at duration of every few minutes. It also helps us correlate the performance of the site compared to other sites, it is just one of the many tools used to gather the information on the link in the YAHCLICK network and compare it also with past results if any available. It helps us narrow down where and which segment of the network to concentrate on in case of an issue. It can be done any time, but normally when customer feels that the system is slow, or sluggish.

Speed Test History

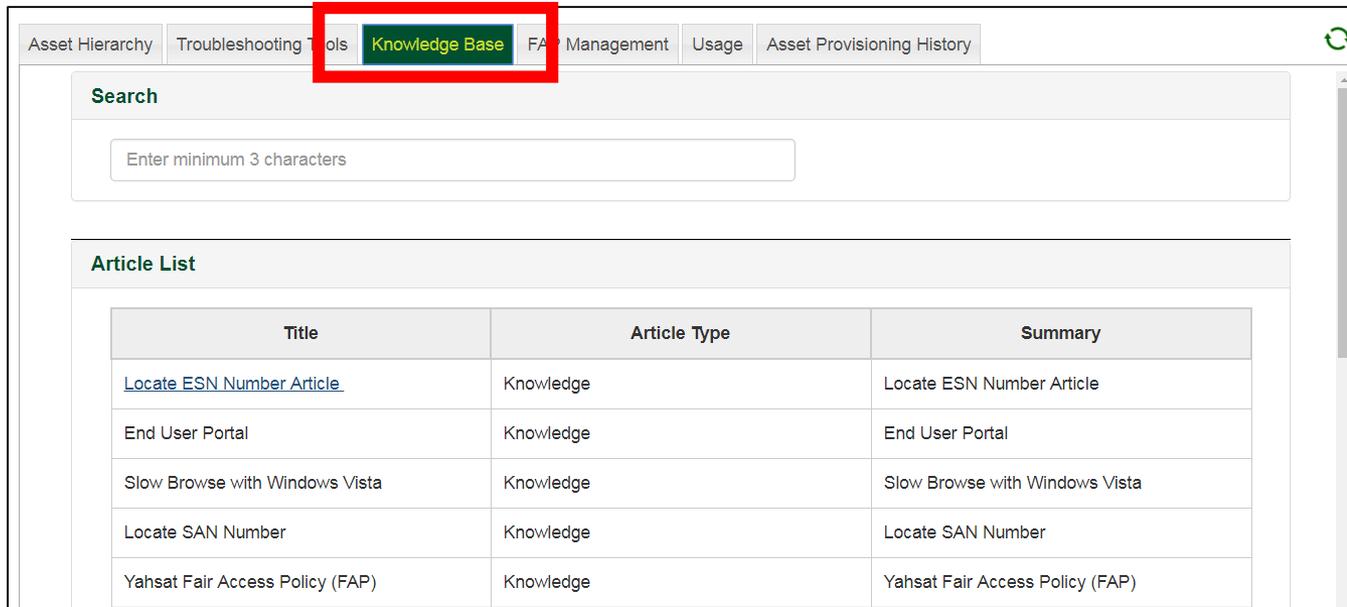
[Export](#) [Print](#) [View Standard Mode](#)

Test results can be delayed by up to 2 minutes. Please click [here](#) to refresh results.

| Date/Time | Down(kbps) |
|--------------------------------|------------|
| There are no items to display. | |

Knowledge Base

The Knowledge Base tab gives you access to information for gathering data or resolving an issue.



The screenshot shows a web interface with a navigation bar at the top containing tabs: Asset Hierarchy, Troubleshooting Tools, Knowledge Base (highlighted with a red box), FAP Management, Usage, and Asset Provisioning History. Below the navigation bar is a search section with a search bar containing the placeholder text "Enter minimum 3 characters". Below the search section is an "Article List" section containing a table with three columns: Title, Article Type, and Summary.

| Title | Article Type | Summary |
|---|--------------|---------------------------------|
| Locate ESN Number Article | Knowledge | Locate ESN Number Article |
| End User Portal | Knowledge | End User Portal |
| Slow Browse with Windows Vista | Knowledge | Slow Browse with Windows Vista |
| Locate SAN Number | Knowledge | Locate SAN Number |
| Yahsat Fair Access Policy (FAP) | Knowledge | Yahsat Fair Access Policy (FAP) |

Search for a topic by using a key word. In this instance, we typed in slow. The search is done without having to click a button. Click on the title of the article you wish to review.

Search

Article List

| Title | Article Type | Summary |
|---|--------------|---|
| Slow Browse | Knowledge | Slow Browse |
| Slow Browse with Windows Vista | Knowledge | Slow Browse with Windows Vista |
| System Control Center (SCC) | Knowledge | System Control Center (SCC) |
| HT2000 System Guide | Knowledge | HT2000 System Guide |
| Recommended Troubleshooting | Knowledge | Recommended Troubleshooting |
| Yahsat Fair Access Policy (FAP) | Knowledge | Yahsat Fair Access Policy (FAP) |
| Turbo Page Service and Web Acceleration | Knowledge | Turbo Page Service and Web Acceleration |
| VSAT Troubleshooting Guide | Knowledge | VSAT Troubleshooting Guide |

Document

Slow Downloads/Uploads

- Always check for FAP
- Results are **more than 15 seconds**: Troubleshoot.
- Results are **less than 15 seconds**: Acceptable for a satellite system.

| Step | Action | Result |
|------|--|--|
| | <p>Have a conversation with the customer to get a better understanding of why performance appears slow the customer.</p> | <p>"We're here to help. It's unusual to hear that the Internet performance is slow. There are multiple potential causes. Some on Yahsat's side. Some on the customer's side. To determine the specific cause, we need to troubleshoot."</p> <ul style="list-style-type: none"> • When did you notice the performance was not as expected? • What are you trying to do when performance appears slow? (downloads/uploads, streaming video, general browsing) • Is there a time of the day when the performance is better? • How are you connecting to the Internet (over wireless network, or directly connected to your router or modem)? • How many and what type of devices are you using? <ul style="list-style-type: none"> • Which devices do you use in network? • Do some devices perform better than others? • Have there been any recent changes on your device or network to affect the operating environment (new equipment, software, etc.)? • Has anything happened that might be affecting your service (power outage, storm)? • If the customer is using a VPN (connection from their home to their work place), their speeds will be reduced. <p>Proceed to the next step.</p> |
| 1 | Is the customer in FAP? | <ol style="list-style-type: none"> 1. Search for the site using the SAN#, Customer's Name or Landmark. Start by accessing the Customer Management link from the Main Menu. <div data-bbox="1271 1025 1568 1082" data-label="Image">  </div> 2. Enter the SAN#, Customer's Name or Landmark. <div data-bbox="1232 1159 1607 1253" data-label="Form"> <div style="border: 1px solid black; padding: 2px;"> <p>Enter one or more fields to search</p> <input type="text" value="YSD2000007730"/> </div> </div> 3. Click the Search button to initiate the search. <div data-bbox="1336 1330 1510 1388" data-label="Image">  </div> |

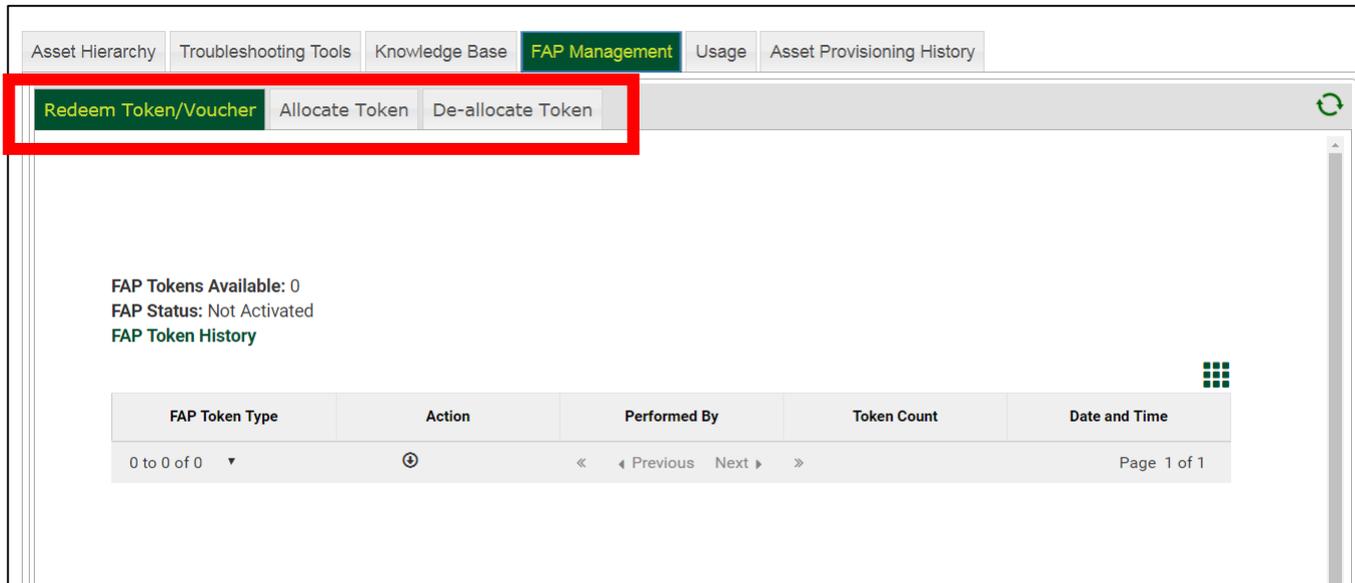
Its an example for Slow Downloads/Upload troubleshooting

FAP Management

FAP Management

FAP Management –The FAP Management feature is broken down into 3 sections.

- **Redeem Token/ Voucher**
- **Allocate Voucher**
- **De-Allocate Voucher**



Asset Hierarchy Troubleshooting Tools Knowledge Base **FAP Management** Usage Asset Provisioning History

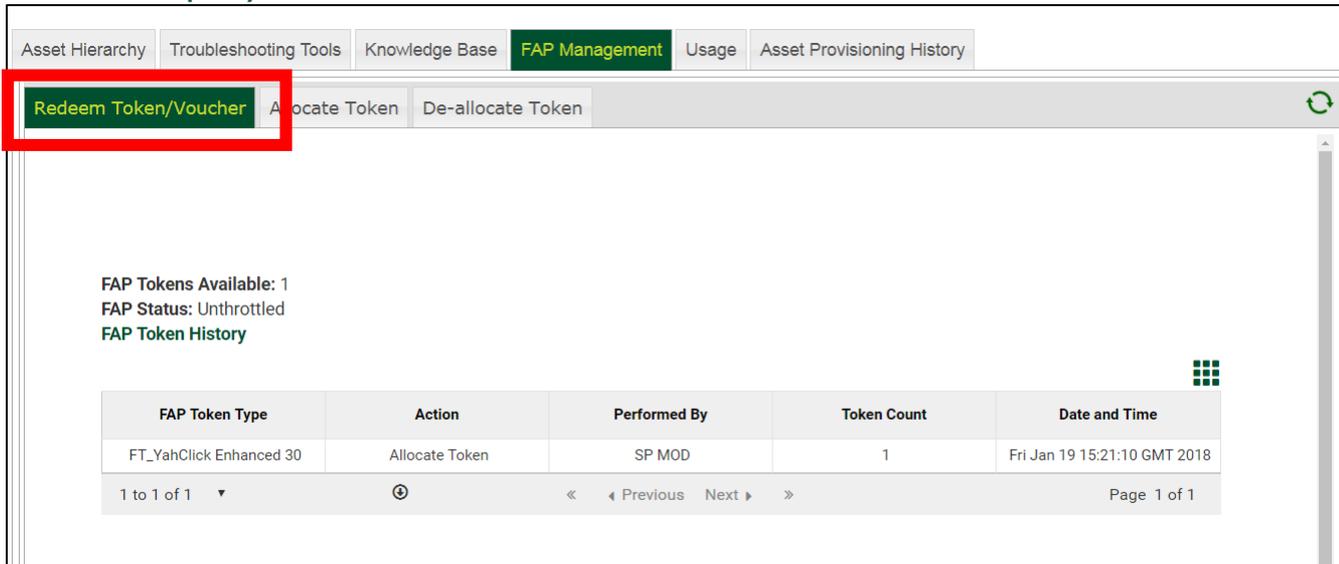
Redeem Token/Voucher Allocate Token De-allocate Token

FAP Tokens Available: 0
FAP Status: Not Activated
FAP Token History

| FAP Token Type | Action | Performed By | Token Count | Date and Time |
|----------------|--------|---------------------|-------------|---------------|
| 0 to 0 of 0 | 🔄 | << Previous Next >> | | Page 1 of 1 |

FAP Management

Redeem Token/Voucher – A token can be redeemed to be used for data while in FAP. If the Data Service Plan is exceeded, a customer can stay connected at reduced speeds until the next billing cycle. However, a customer may also purchase a Data Token that provides additional data to restore service to full speed. The Redeem Token/Voucher displays the number of tokens available.



The screenshot shows a web interface for FAP Management. At the top, there are navigation tabs: Asset Hierarchy, Troubleshooting Tools, Knowledge Base, **FAP Management** (highlighted), Usage, and Asset Provisioning History. Below these tabs, there are three main action buttons: **Redeem Token/Voucher** (highlighted with a red box), Allocate Token, and De-allocate Token. A refresh icon is visible on the right side of this bar.

Below the navigation bar, the following information is displayed:

- FAP Tokens Available: 1
- FAP Status: Unthrottled
- FAP Token History

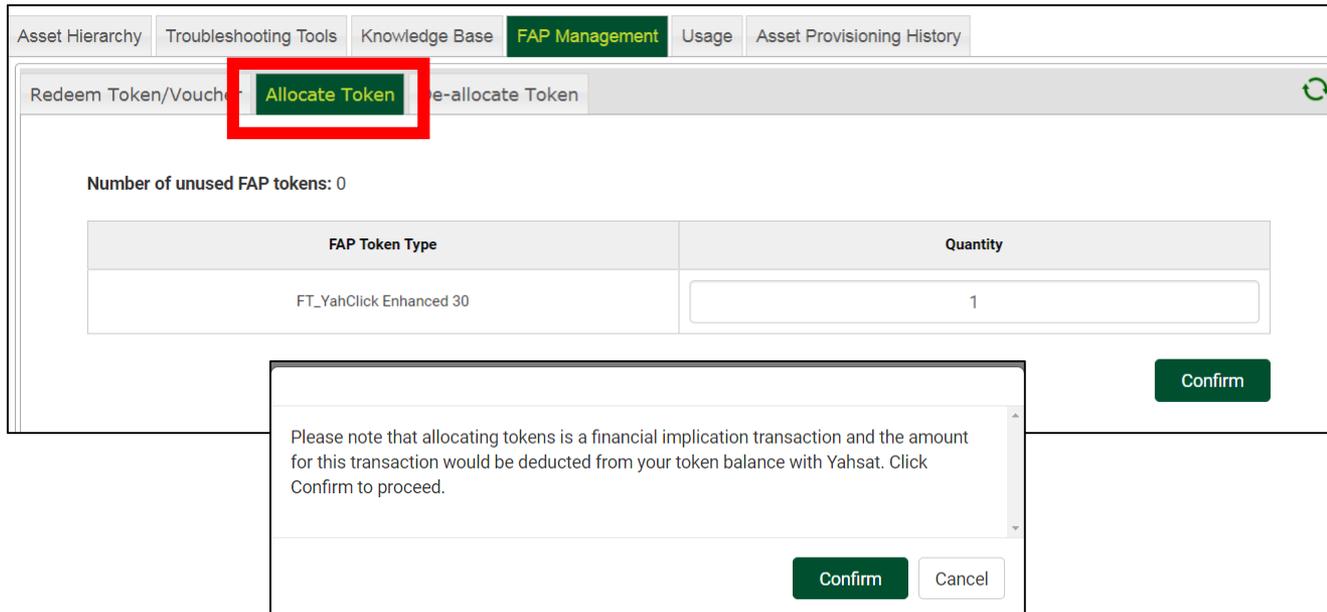
A table with a grid icon on the right side shows the token history:

| FAP Token Type | Action | Performed By | Token Count | Date and Time |
|-------------------------|----------------|--------------|-------------|------------------------------|
| FT_YahClick Enhanced 30 | Allocate Token | SP MOD | 1 | Fri Jan 19 15:21:10 GMT 2018 |

At the bottom of the table, there is a pagination control showing "1 to 1 of 1" and "Page 1 of 1".

FAP Management

Allocate Token – To allocate tokens for the customer, type in the quantity (1 in this example) and click the **Confirm** button.



Asset Hierarchy Troubleshooting Tools Knowledge Base **FAP Management** Usage Asset Provisioning History

Redeem Token/Voucher **Allocate Token** Re-allocate Token 

Number of unused FAP tokens: 0

| FAP Token Type | Quantity |
|-------------------------|--------------------------------|
| FT_YahClick Enhanced 30 | <input type="text" value="1"/> |

Confirm

Please note that allocating tokens is a financial implication transaction and the amount for this transaction would be deducted from your token balance with Yahsat. Click Confirm to proceed.

Confirm

FAP Management

A window pops up asking to confirm or cancel the transaction. Once you confirm the transaction, the **Request processed successfully** message will display.

Please note that allocating tokens is a financial implication transaction and the amount for this transaction would be deducted from your token balance with Yahsat. Click Confirm to proceed.

Asset Hierarchy Troubleshooting Tools Knowledge Base **FAP Management** Usage Asset Provisioning History

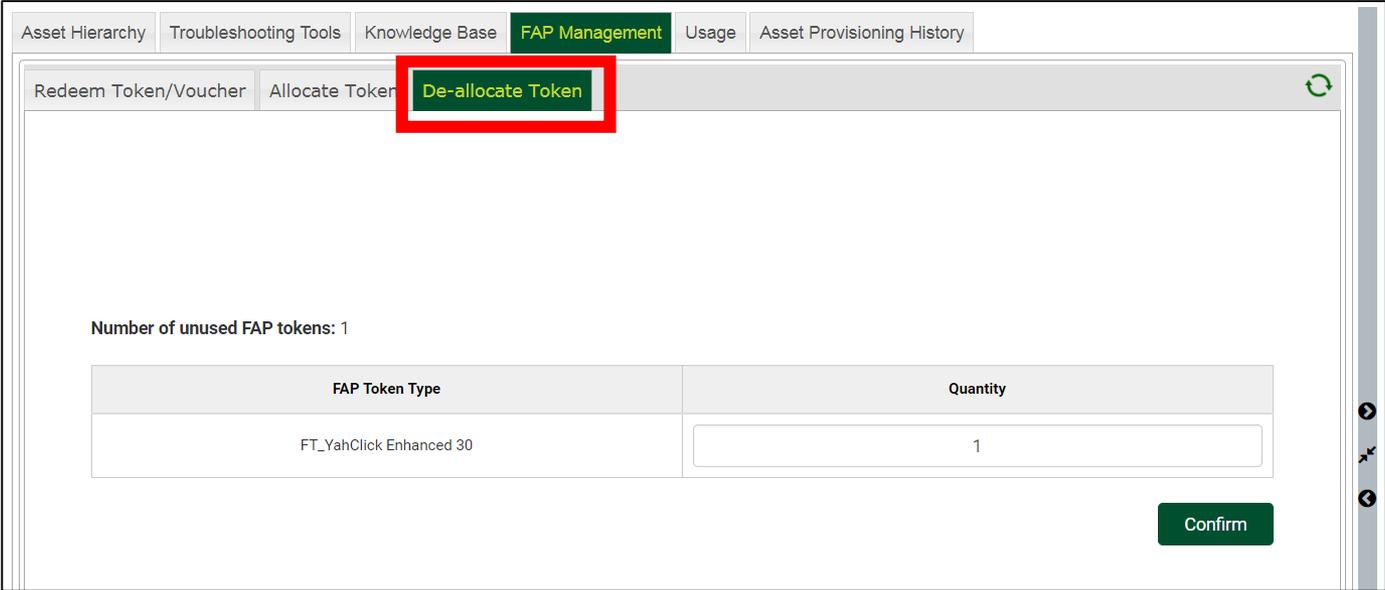
Redeem Token/Voucher **Allocate Token** De-allocate Token ↻

Request processed successfully

Number of unused FAP tokens: 1

| FAP Token Type | Quantity |
|-------------------------|----------|
| FT_YahClick Enhanced 30 | 1 |

De-allocate Token – If tokens need to be de-allocated, choose the De-allocate tab.



The screenshot shows a web application interface for FAP Management. At the top, there are several tabs: Asset Hierarchy, Troubleshooting Tools, Knowledge Base, FAP Management (highlighted in green), Usage, and Asset Provisioning History. Below these, there are three sub-tabs: Redeem Token/Voucher, Allocate Token, and De-allocate Token (highlighted with a red box). The main content area displays the text "Number of unused FAP tokens: 1". Below this is a table with two columns: "FAP Token Type" and "Quantity". The table contains one row with the token type "FT_YahClick Enhanced 30" and a quantity of "1". A "Confirm" button is located at the bottom right of the table area.

| FAP Token Type | Quantity |
|-------------------------|----------|
| FT_YahClick Enhanced 30 | 1 |

Confirm

A window pops up asking to confirm or cancel the transaction. Once you confirm the transaction, the **Request processed successfully** message will display.

Are you sure you want to de-allocate tokens?

Request processed successfully

Number of unused FAP tokens: 0

| FAP Token Type | Quantity |
|-------------------------|--------------------------------|
| FT_YahClick Enhanced 30 | <input type="text" value="1"/> |

Usage

Usage –The Usage feature has two options.

- **Current Usage**
- **Historical Usage**

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management **Usage** Asset Provisioning History

Current Usage Historical Usage

FAP Tokens Available: 0
FAP Status: Unthrottled

Compatible FAP Token

No Compatible FAP Token Available

Plan Name: YahClick Lite 10GB

Anytime Data
(53.30 % remaining)



10 GB in your plan
5.33 GB remaining

Next Allowance Refill Date: 20-Feb-2021

Current Usage displays the status of the following indicators:

- **FAP Tokens Available** – Number of tokens the customer has to use to purchase more time.

FAP Tokens Available: 0
FAP Status: Unthrottled

Compatible FAP Token

No Compatible FAP Token Available

- **FAP Status-** Shows whether the site is in FAP or not.

- **Base Quota Usage** – This shows the available time for “any time”.



- **Next Allowance Refill Date-** This will indicate when the customer’s bucket will be filled back to 100% based on their plan.



Plan Name: YahClick Lite 10GB

Anytime Data
(53.30 % remaining)



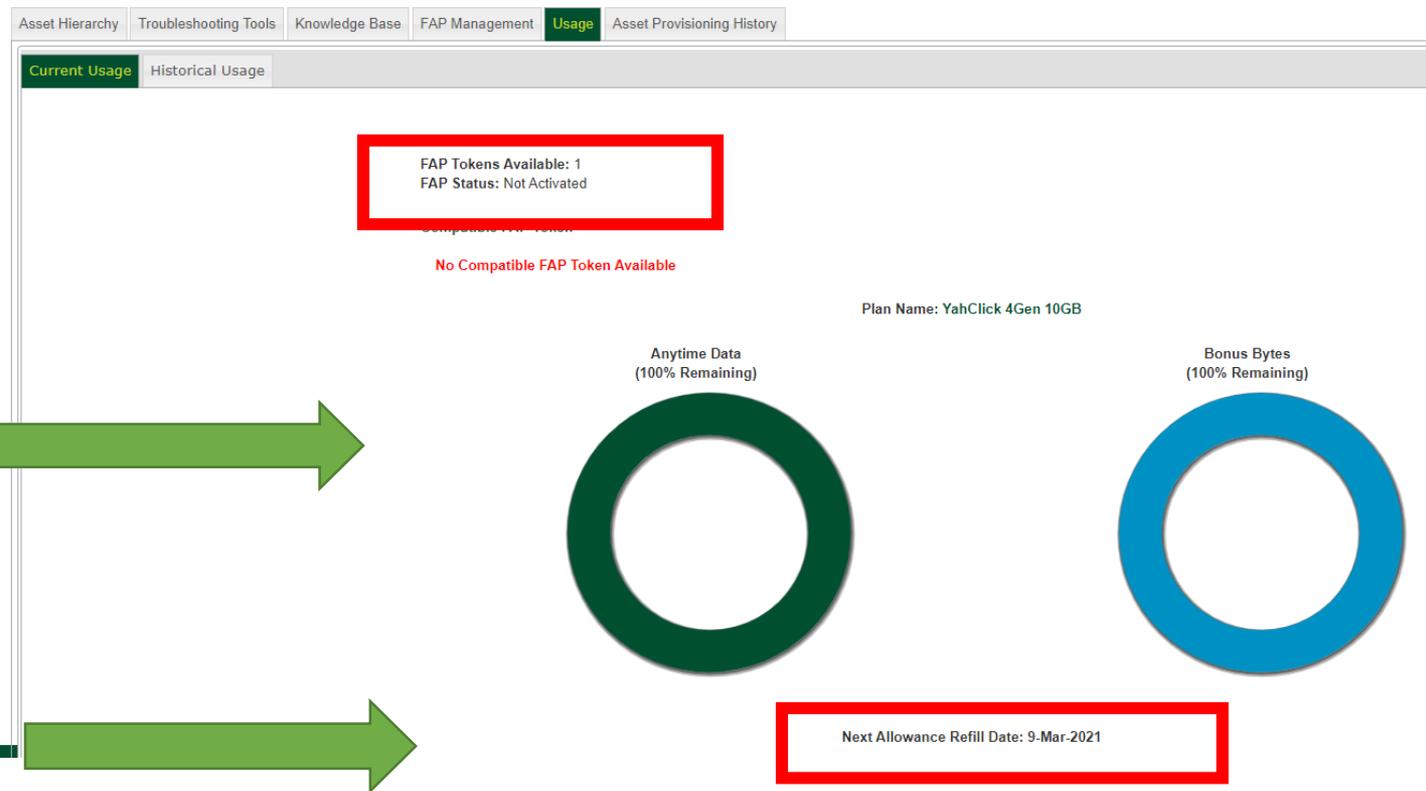
10 GB in your plan
5.33 GB remaining

Next Allowance Refill Date: 20-Feb-2021

Ju Usage

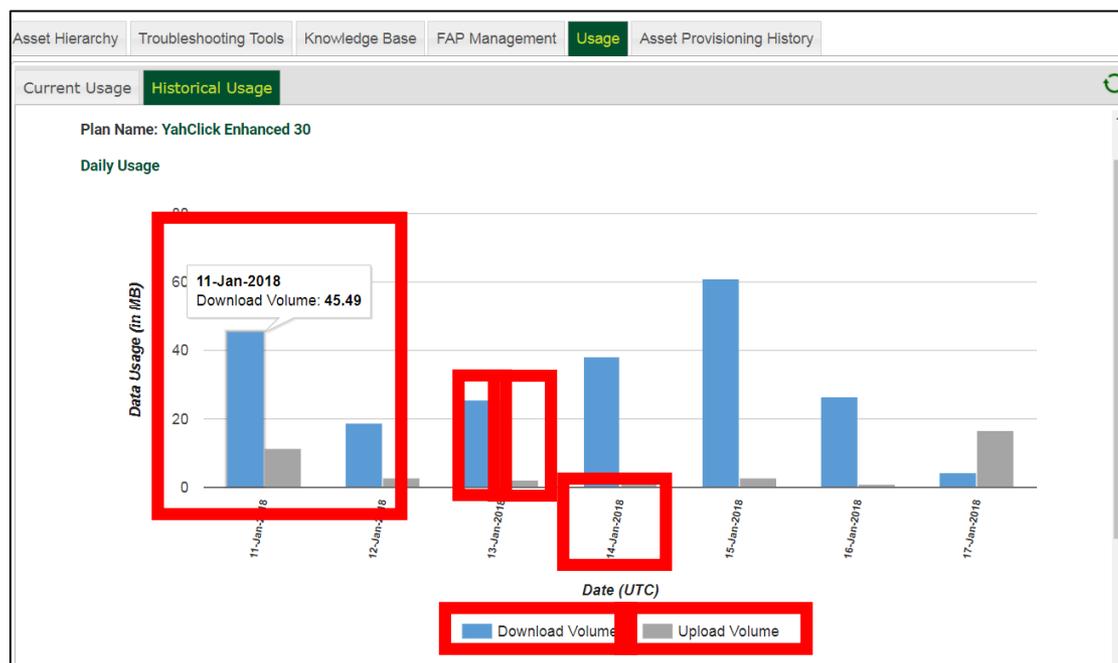
Current Usage displays the status of the following indicators:

- **FAP Tokens Available** – Number of tokens the customer has to use to purchase more time.
- **FAP Status-** Shows whether the site is in FAP or not.
- **Base Quota Usage** – This shows the available time for “any time”.
- **Base Bouns Bytes Usage** – This shows the available time for the free time is from 2:00 a.m. to 8:00 a.m. SLT (site local time).
- **Next Allowance Refill Date-** This will indicate when the customer’s bucket will be filled back to 100% based on their plan.



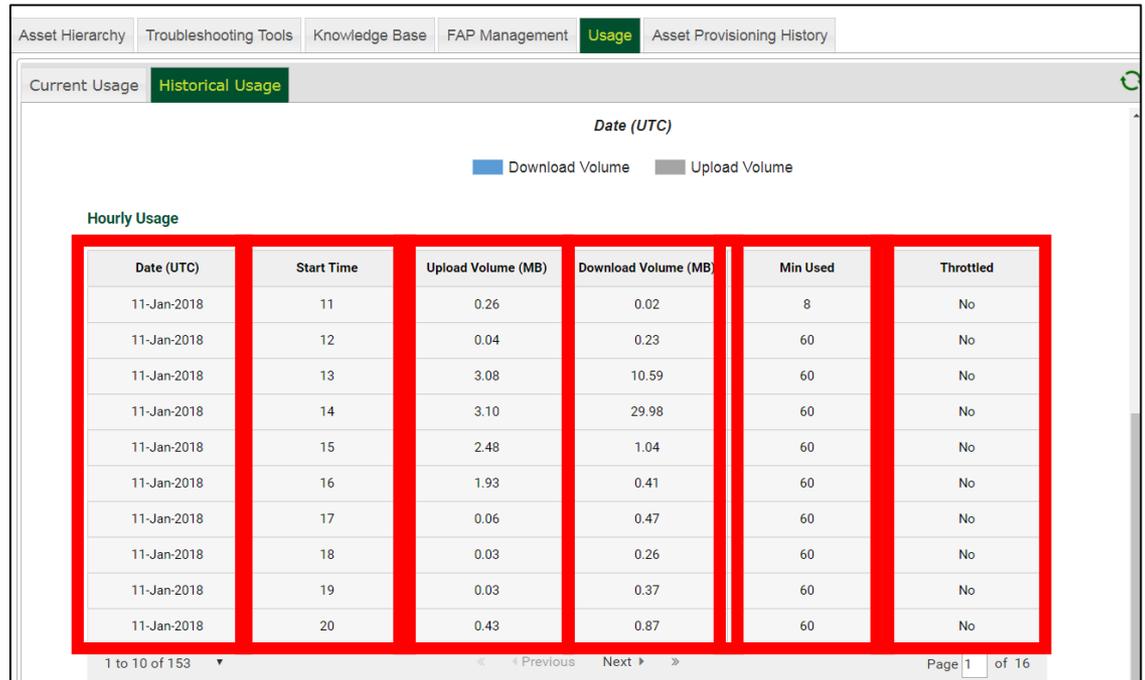
Historical Usage displays the daily download and upload usage in a graph format.

- Blue bar indicates the download volume.
- Grey bar indicates the upload volume.
- If you hover your cursor over a bar, the details display.
- The date is displayed under the bars.



Historical Usage also has a hourly table for the upload and download volume. You will need to scroll down below the graph to view it.

- **Date** – Shows the date if the usage.
- **Start time** – This displays the hour from 00 to 23 representing midnight to 11:00 p.m. UTC.
- **Upload Volume (MB)** – Displays the MBs used.
- **Download Volume (MB)** - Displays the MBs used.
- **Min Used** – Displays the minutes used.
- **Throttled** - This indicates whether the device is FAP Throttled.



The screenshot shows the 'Historical Usage' tab selected in a navigation menu. Below the menu, there is a legend for 'Date (UTC)' with 'Download Volume' in blue and 'Upload Volume' in grey. The main content is a table titled 'Hourly Usage' with the following data:

| Date (UTC) | Start Time | Upload Volume (MB) | Download Volume (MB) | Min Used | Throttled |
|-------------|------------|--------------------|----------------------|----------|-----------|
| 11-Jan-2018 | 11 | 0.26 | 0.02 | 8 | No |
| 11-Jan-2018 | 12 | 0.04 | 0.23 | 60 | No |
| 11-Jan-2018 | 13 | 3.08 | 10.59 | 60 | No |
| 11-Jan-2018 | 14 | 3.10 | 29.98 | 60 | No |
| 11-Jan-2018 | 15 | 2.48 | 1.04 | 60 | No |
| 11-Jan-2018 | 16 | 1.93 | 0.41 | 60 | No |
| 11-Jan-2018 | 17 | 0.06 | 0.47 | 60 | No |
| 11-Jan-2018 | 18 | 0.03 | 0.26 | 60 | No |
| 11-Jan-2018 | 19 | 0.03 | 0.37 | 60 | No |
| 11-Jan-2018 | 20 | 0.43 | 0.87 | 60 | No |

At the bottom of the table, there is a pagination control showing '1 to 10 of 153' and 'Page 1 of 16'.

Asset Provisioning History

Asset Provisioning History

Asset Provisioning History lists the assets for this account. This includes service contracts as well as hardware. To review FSO history and Cases, you will need to select the specific asset. It also lists the install date, latest decommission date, and the relationship end date.

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage Asset Provisioning History ↻

Asset Provisioning History

| | Asset Name | Install Date | Latest Decommission Date | Relationship End Date |
|-----------------------|---------------------------|--------------|--------------------------|-----------------------|
| <input type="radio"/> | J2RA2WLH | 23/11/2017 | 29/11/2017 | 29/11/2017 |
| <input type="radio"/> | Broadband Remote | 23/11/2017 | 23/11/2017 | 23/11/2017 |
| <input type="radio"/> | HN9600 Ka Satellite Modem | 23/11/2017 | | 23/11/2017 |

FSO History[4 record(s)]

| CASE_ID | SO_ID | Z_CV_ORDER_TYPE | Z_STATUS | SO_DATE | CREATED_BY |
|----------|-------------------------|-----------------|----------|----------------------|------------|
| 00005291 | 3603917 | | | 11/23/2017 07:11 UTC | |
| 00005291 | 3603917 | | | 11/23/2017 07:11 UTC | |
| 00005290 | 3603883 | | | 11/23/2017 04:11 UTC | |
| 00005290 | 3603883 | | | 11/23/2017 04:11 UTC | |

records per page 5
First Previous Next Last
 Page 1 of 1

Peoplesoft Cases[0 record(s)]

No Peoplesoft cases for this account

Asset Provisioning History

FSO History lists the Field Service Orders for this account. To view the details, click on the SO_ID number.

Asset Hierarchy | Troubleshooting Tools | Knowledge Base | FAP Management | Usage | Asset Provisioning History ↻

Asset Provisioning History

| Asset Name | Install Date | Latest Decommission Date | Relationship End Date |
|-----------------------------|--------------|--------------------------|-----------------------|
| ● J2RA2WLH | 23/11/2017 | 29/11/2017 | 29/11/2017 |
| ● Broadband Remote | 23/11/2017 | 23/11/2017 | 23/11/2017 |
| ● HN9600 Ka Satellite Modem | 23/11/2017 | | 23/11/2017 |

FSO History[4 record(s)]

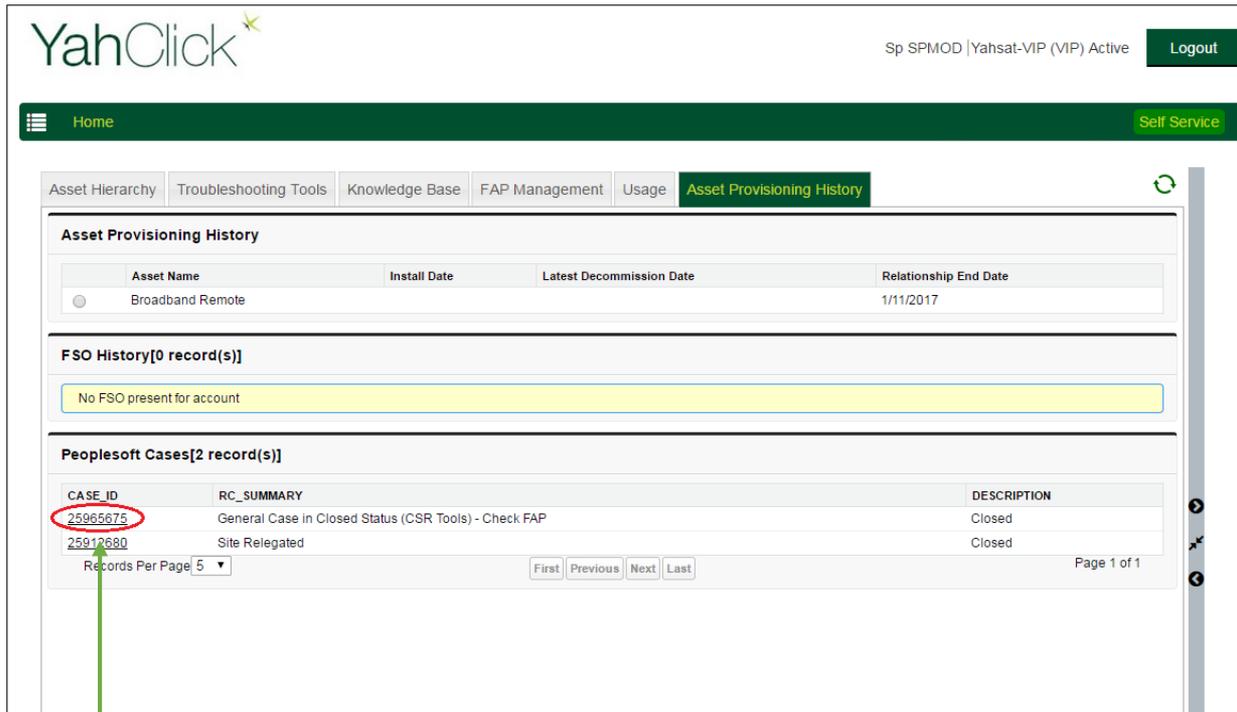
| CASE_ID | SO_ID | Z_CV_ORDER_TYPE | Z_STATUS | SO_DATE | CREATED_BY |
|----------|-------------------------|-----------------|----------|----------------------|------------|
| 00005291 | 3603917 | | | 11/23/2017 07:11 UTC | |
| 00005291 | 3603917 | | | 11/23/2017 07:11 UTC | |
| 00005290 | 3603883 | | | 11/23/2017 04:11 UTC | |
| 00005290 | 3603883 | | | 11/23/2017 04:11 UTC | |

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No Peoplesoft cases for this account

Asset Provisioning History



YahClick

Sp SPMOD | Yahsat-VIP (VIP) Active Logout

Home Self Service

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage **Asset Provisioning History**

Asset Provisioning History

| Asset Name | Install Date | Latest Decommission Date | Relationship End Date |
|------------------|--------------|--------------------------|-----------------------|
| Broadband Remote | | | 1/11/2017 |

FSO History[0 record(s)]

No FSO present for account

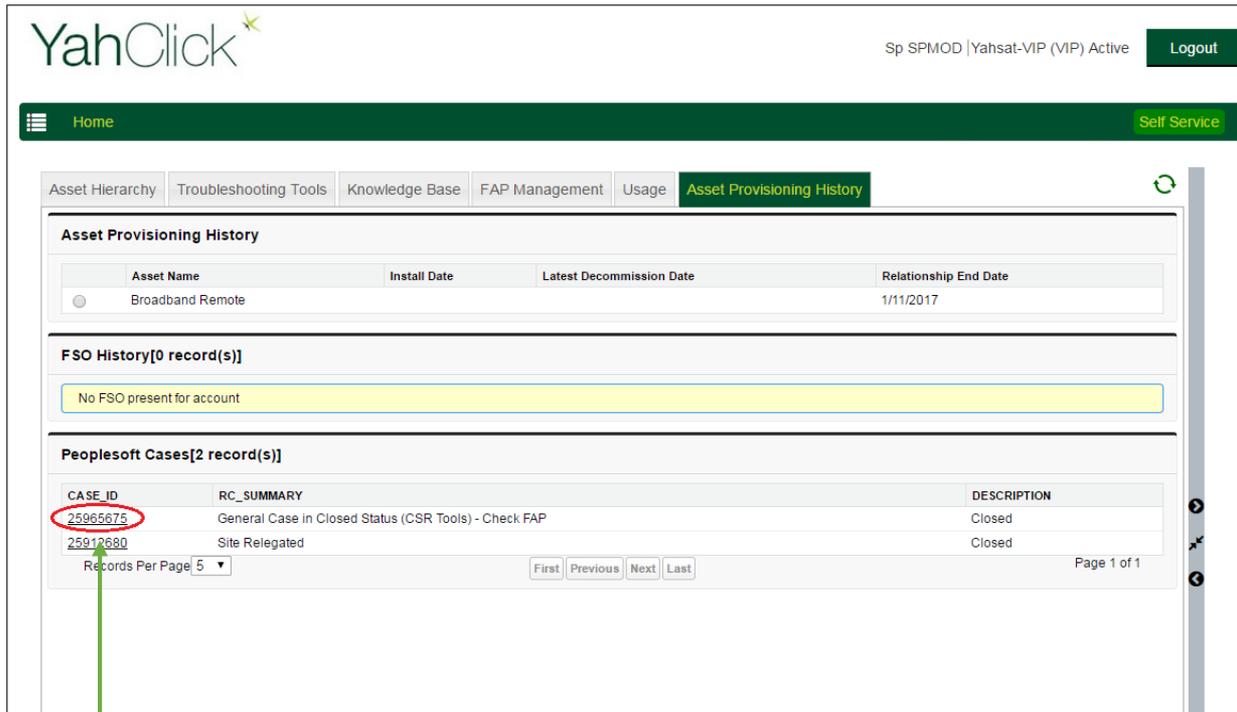
Peoplesoft Cases[2 record(s)]

| CASE_ID | RC_SUMMARY | DESCRIPTION |
|----------|---|-------------|
| 25965675 | General Case in Closed Status (CSR Tools) - Check FAP | Closed |
| 25912680 | Site Relegated | Closed |

Records Per Page: 5 First Previous Next Last Page 1 of 1

Click on the case number to see the case detail page.

Asset Provisioning History



YahClick

Sp SPMOD | Yahsat-VIP (VIP) Active Logout

Home Self Service

Asset Hierarchy Troubleshooting Tools Knowledge Base FAP Management Usage **Asset Provisioning History**

Asset Provisioning History

| Asset Name | Install Date | Latest Decommission Date | Relationship End Date |
|------------------|--------------|--------------------------|-----------------------|
| Broadband Remote | | | 1/11/2017 |

FSO History[0 record(s)]

No FSO present for account

Peoplesoft Cases[2 record(s)]

| CASE_ID | RC_SUMMARY | DESCRIPTION |
|----------|---|-------------|
| 25965675 | General Case in Closed Status (CSR Tools) - Check FAP | Closed |
| 25912680 | Site Relegated | Closed |

Records Per Page: 5 First Previous Next Last Page 1 of 1

Click on the case number to see the case detail page.



Thank You