

Bandwidth on Demand

Quick Start Guide

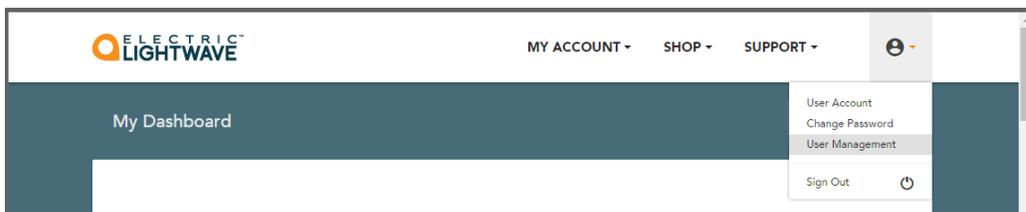


Managing Bandwidth on Demand Events

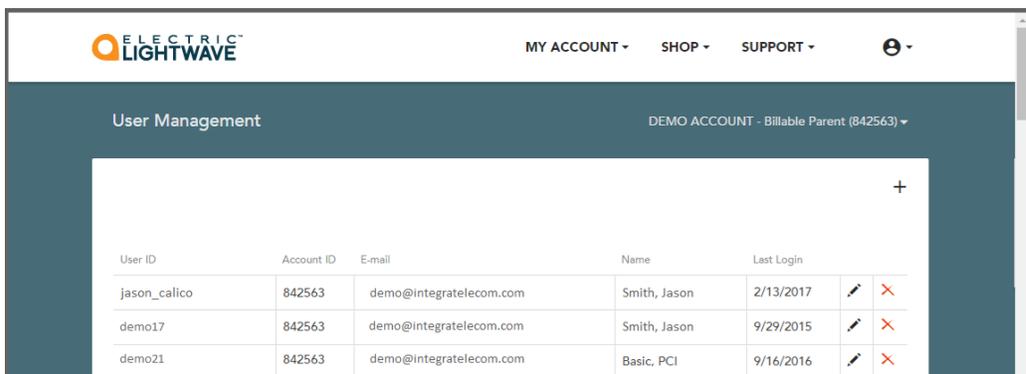
Temporarily boost your bandwidth. Easily increase your eligible service's bandwidth by creating an "event" with a few clicks online. Along with creating a new event, you can track its status and view your history.

Persona Management

Scheduling Bandwidth on Demand events requires special authorization within the Customer Care portal, called a Persona. Personas are set up and managed by your administrator via User Management. If you are the administrator, log in to the Customer Care Portal and select **User Management** under the user silhouette icon.



A list of existing user accounts will be displayed. If you want to add a new user account, click the plus sign (+) in the upper right corner of the list.



Fill out the form and at the bottom in the **Select Personas** section, check the **Bandwidth on Demand** box. You can also check other boxes under **Select Personas** as appropriate. Click the **Add Account** button when the form is complete.

Create an Account DEMO ACCOUNT - Billable Parent (842563) ▾

User Name _____

First Name _____

Last Name _____

Email Address _____

Telephone Number _____

Cell Phone Number _____

Select Personas

Administrator Billing

Bandwidth On Demand Network Admin

Order Management Reporting

Sales Trouble Management and Repair

CANCEL **ADD ACCOUNT**

If the user account already exists, click the pencil icon (✎) to edit the account.

User Management DEMO ACCOUNT - Billable Parent (842563) ▾

User ID	Account ID	E-mail	Name	Last Login		
jason_calico	842563	demo@integratelecom.com	Smith, Jason	2/13/2017	✎	✕
demo17	842563	demo@integratelecom.com	Smith, Jason	9/29/2015	✎	✕
demo21	842563	demo@integratelecom.com	Basic, PCI	9/16/2016	✎	✕

Scroll to the **Personas** section and check the **Bandwidth on Demand** box, then click the **Close** button. After assigning the Bandwidth on Demand persona, you will see the selection 'Bandwidth on Demand' appear under **SHOP** in the header and under **ORDER ONLINE** in the footer.

User Account Update: jason_calico(demo@integratelecom.com) ✕

Email UPDATE EMAIL

demo@integratelecom.com

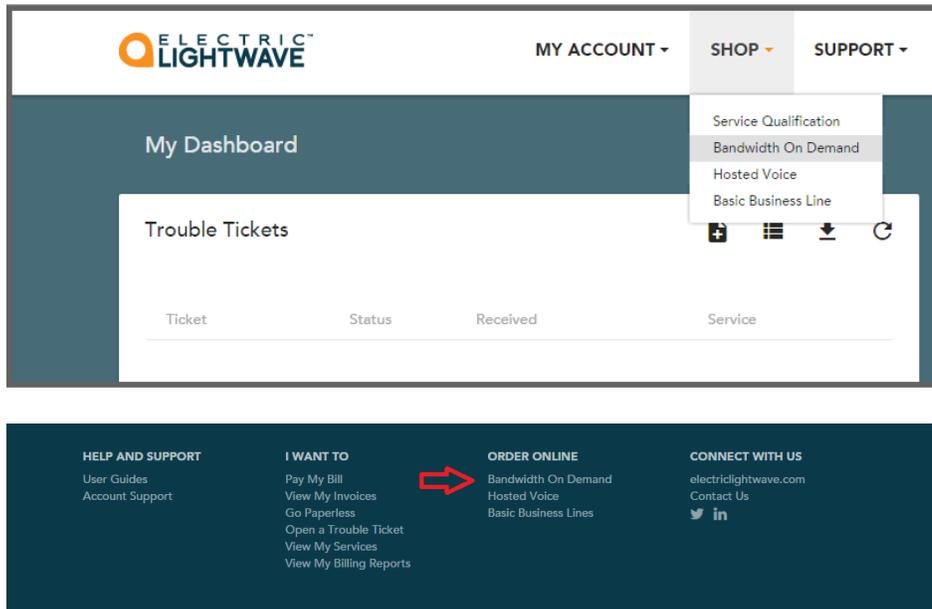
Personas UPDATE PERSONAS

<input type="checkbox"/> Administrator	<input type="checkbox"/> Billing
<input checked="" type="checkbox"/> Bandwidth On Demand	<input type="checkbox"/> Network Admin
<input type="checkbox"/> Order Management	<input type="checkbox"/> Reporting
<input type="checkbox"/> Sales	<input type="checkbox"/> Trouble Management and Repair

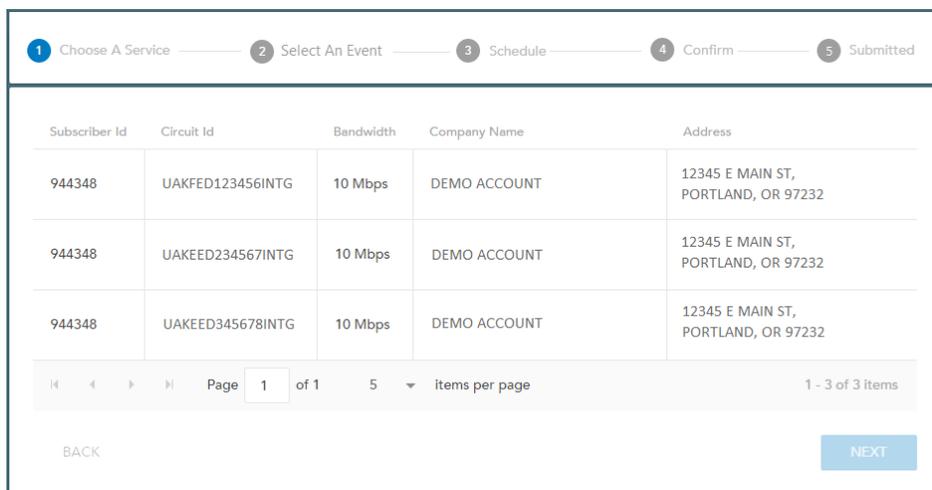
CLOSE

Event Management

Begin by selecting **Bandwidth on Demand** in the **SHOP** dropdown or via the link at the bottom of the page under **ORDER ONLINE**. A message will appear if you do not have any eligible services. If you do not see **Bandwidth on Demand** as a selection, please read the previous section titled 'Persona Management'.



If you have more than one eligible service, you will see a list. Click on the service you want and then click the **NEXT** button in the lower right to navigate to the detail page. If you have only one eligible service, you will bypass the list and go directly to the detail page.



If you have previously created events, you will see them listed in the detail page. You can filter the list by typing a filter value then click the magnifying glass. Sort the list by clicking on a column header name.

- + Click the plus sign icon (+) to create a new event.
- + Click the minus sign icon (-) to cancel a selected event. Indicate the event(s) by clicking the checkbox(es) on the left. The event being cancelled must be in **Pending** status.
- + Click the downward arrow icon (↓) to export the list to an Excel file.
- + Click the circular arrow icon (↻) to refresh the page.

1 Choose A Service
2 Select An Event
3 Schedule
4 Confirm
5 Submitted

Subscriber Id	Circuit Id	Bandwidth	Company Name	Address
944348	UAKFED123456INTG	10 Mbps	DEMO ACCOUNT	12345 E MAIN ST, PORTLAND, OR 97232

Q
+
-
↓
↻

	Order Number	Bandwidth	Start Date	Start Time	Duration	Status
<input type="checkbox"/>	12345678	20 Mbps	1/17/2017	12:21 PM PST	24 hrs	In-Progress
<input type="checkbox"/>		40 Mbps	1/19/2017	7:02 AM PST	112 hrs	Pending
<input type="checkbox"/>		200 Mbps	2/22/2107	10:46 PM PST	336 hrs	Pending

BACK
NEXT

An event can have the following statuses:

- + **Pending** – The event has been created and is waiting for the start time.
- + **In-Progress** – The event has started. An Order Number will appear, indicating the event has been provisioned.
- + **Complete** – The event start time and duration have elapsed.
- + **Cancelled** – The event has been rescinded by you. Only Pending events can be cancelled.

Clicking the plus sign icon (+) takes you to the Schedule page.

- + Select **As Soon As Possible** for your event to start the soonest.
- + Select **Later** and enter the date and time you want the event to begin.
- + Use the **Duration** slider to indicate the number of hours the bandwidth increase should be in effect.
- + Use the **Total Bandwidth** slider to select the bandwidth increase.

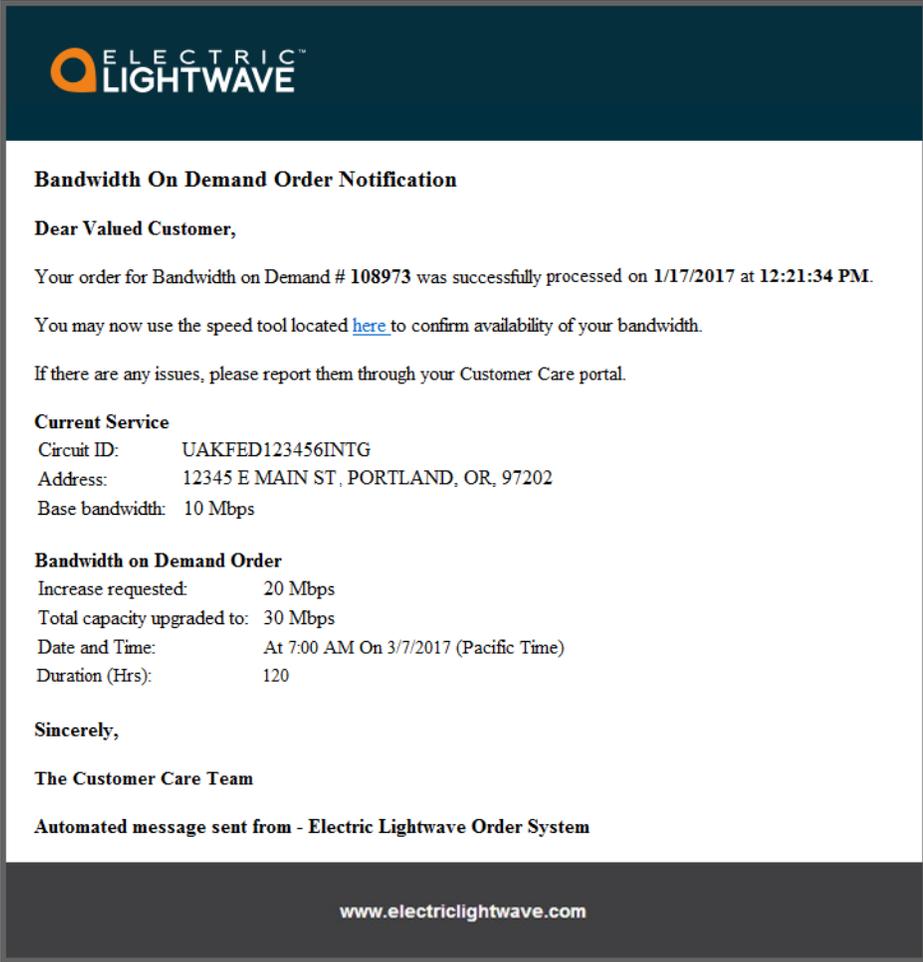
The next page confirms your selections. If you agree, check the box and click the **Submit Order** button. If you want to change your selections, click **Back** in the lower left corner

Notifications

Bandwidth on Demand event notifications are sent to you:

- + When the event is initially created

The content of the notification is similar to the following example:



The screenshot shows an email notification from Electric Lightwave. The header features the company logo. The main body of the email is titled "Bandwidth On Demand Order Notification" and is addressed to a "Dear Valued Customer". The message informs the customer that their order for Bandwidth on Demand # 108973 was successfully processed on 1/17/2017 at 12:21:34 PM. It provides a link to a speed tool to confirm availability and offers a contact point for any issues. The email also lists current service details and bandwidth order specifics.

**ELECTRIC™
LIGHTWAVE**

Bandwidth On Demand Order Notification

Dear Valued Customer,

Your order for Bandwidth on Demand # 108973 was successfully processed on 1/17/2017 at 12:21:34 PM.

You may now use the speed tool located [here](#) to confirm availability of your bandwidth.

If there are any issues, please report them through your Customer Care portal.

Current Service

Circuit ID: UAKFED123456INTG
Address: 12345 E MAIN ST, PORTLAND, OR, 97202
Base bandwidth: 10 Mbps

Bandwidth on Demand Order

Increase requested: 20 Mbps
Total capacity upgraded to: 30 Mbps
Date and Time: At 7:00 AM On 3/7/2017 (Pacific Time)
Duration (Hrs): 120

Sincerely,

The Customer Care Team

Automated message sent from - Electric Lightwave Order System

www.electricleightwave.com