



Contracts User Manual

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About This Document

Purpose

The purpose of this document is to describe the operation of the Emersion Customer Management System. Other Emersion User manuals will describe the use and operation of other system modules, such as the Billing System and the Provisioning of specific services, which may be mentioned or referred to within this manual.

Intended Audience

The audience for this User Manual are Service Provider's customer service, provisioning and / or support teams who interact with and manage customers.

Document Control

Version	Date	Author	Amendment Description
0.2	14/10/10	Jim Ritchie	Revised First Draft

Document Conventions

The following conventions are used throughout this manual to describe information and procedures:

Italics Indicates the name of a screen, field or setting. The capitalisation and punctuation are the same as displayed on the screen. For example:
Complete the *Address* field.

Bold text Bold text indicates either the name of a command, button or other interactive element. For example:
Type the user's name in the *Customer Name* field, and then click **Search**.

BOLD CAPITALS Text in bold capitals indicates the name of a key on a keyboard. For example:
Enter your password, and then press **ENTER**.

Navigation > Menu options or navigation paths are described in shorthand using the following convention:

Module > Functional Area > Option

For example, selecting the RBT area can be described as:

Select **Services > Telephony > RBT** from the Menu.

Monospace text Used to represent the text you may type in a field. For example
Type `abc` in the *Search* field.



The  symbol indicates some useful information or a handy tip.



Where possible all images are taken directly from the Cumulus User Interface

Assumptions Made

As this manual cannot hope to cover more than the operation of the Contract Management section, the following assumptions have been made:

- You have access to the correct areas within the Emersion Cumulus platform
- You have a computer or better that you can competently operate.
- You have an Internet connection, and are capable of establishing a connection.
- A Web Browser capable of supporting Web 2.0 functionality is installed on your computer.
- Acrobat® Reader version 6.00 or higher is installed on your computer.
- You have a basic understanding of computer and Internet terminology.
- You have a basic understanding of the day-to-day business operations of a Service Provider

Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. The Emersion Cumulus interface is designed for effective management of your Customers Billing, Provisioning, Client Management, Payment and Operational Support Services. This manual describes the features available within the Emersion Contract system and how to use them. The Contract features within the Emersion Cumulus Management System, provide an effective way to manage you customers' long term commitments with an automated approach that gives you more time to focus on your services and customer needs, rather than what happens at the end of a contract. Using this module gives you the flexibility to have your customer migrated to service plans of your choice after an initial contract period, automatically calculate any fees in changing plans or even cancelling services once the contract period has ended.

Emersion may update the system to improve your experience, continued updates, additional features and changes may occur beyond the date of the creation of this document. Therefore, some information or screens in this version of the manual may become slightly out of date.

Emersion® System Overview

Emersion comprises a number of fully integrated modules, providing customer management, invoice presentation, billing and provisioning functions via a single application.

The Emersion Umbrella System comprises core systems developed on the robust Emersion Umbrella Architecture and a number of Emersion® Umbrella System modules managed and operated by Emersion, that interact to each other via the Umbrella Architecture and external systems via the Batch Mediation System (*BMS*) and Real-time Integration Management System (*RIMS*).

The Core Systems and System Modules of Emersion are broken up into a number of sections, and described in more detail throughout in various Manuals.

- Customer Management System
- Operational Support Systems
- Package and Plan Management
- Contract Management
- Finance and Accounts
- Service and Product Management
- Systems Administration
- Optional enhancement and Bolt-On components

Cumulus Service Provider User Interface

A suit of feature rich and highly intuitive User Interfaces have been developed on the Cumulus framework allowing the User unprecedented control over Accounts, System Modules and Services. This allows products, services and packages to be easily created, provisioned, billed and managed from a single user friendly interface. The Cumulus Service Provider User Interface comprises the UI components of the Core Systems and each System Module you are subscribed to. This interface provides all the key features you and your agents need to manage your customers, products and services effectively throughout their lifecycles. User logins can be created to allow controlled access to Emersions Systems. User Access Permissions are managed using the Permissions System (details can be found in the Systems Administration Manual).

Contract Management

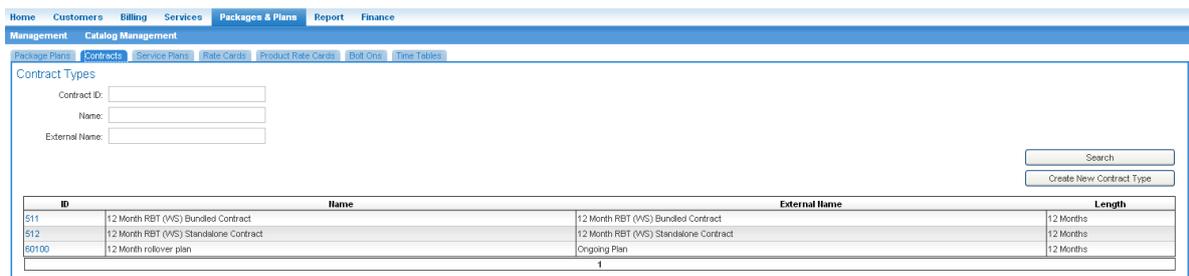
Overview

By incorporating contracts into your packages, the Emersion Contract Module gives you a powerful and flexible tool to manage your customers. It can calculate all fees associated with plan changes, cancelations and upgrades.

Located within the Packages & Plans main menu item and accessed via the Management menu, you will see the Contracts tab. We have provided a couple of simple contract types to get you going.



Within the Contracts Tab you will be presented with a screen that shows contracts that are currently available and can be used immediately. You will also be given the option to create new contracts.



By following the same method of navigation as used throughout the Emersion System, by clicking on the hyperlinked contract ID you will be able to view the details of the chosen contract.

Once you have clicked on the link you be shown the details of the contract, packages that allow the contract to continue with minimum or no fee for changing packages, the expected behaviour once the contract has ended and any penalties that can be applied if the contract is broken.

Contract Type #512

* Contract Type: 12 Month RBT (WS) Standalone Contract
 Name:

* External Name: 12 Month RBT (WS) Standalone Contract

Description:

* Length: 12
 Length Unit: Months
 Tax: Australian GST

Contract End Method: No Contract

- No Contract
- Cancel Service
- Renew Contract
- Forced Migrate

← Options for end of contract action

Looking closer, the first snippet of information you can see about this contract is names used to describe the contract, space to enter a more detailed description, contract length in months, the tax rate applied to any fees being charged and the options for contract actions that can be applied at the end of the 12 months as in this case.

Options for applying contract break fees

These options are standardised for all methods

Break out method: Prorata Fee
 Break out Fee:
 Upgrade method: Prorata Fee
 Upgrade Fee: 0.00
 Cross method: Fee
 Cross Fee: 0.00
 Downgrade method: Prorata Fee
 Downgrading Fee: 90.00
 Maximum method: Fee
 Maximum Fee: 0.00

In the above figure we demonstrate the number of ways fees and penalties can be applied to breaking a contract. You can set all or none depending on the results you want to achieve. Currently the default settings are Fee and \$0.00 so you should set at least the break out method to remaining fee to ensure you cover costs.

The Break out method is concerned with cancelling the contract, which may or may not affect cancelling the package it is attached to. More details will be provided later in this manual.

Upgrade, Downgrade and Cross methods deal with changing packages while still maintaining the existing contract. The move may attract charges dependent of the settings above, for example: you may want to have customer upgrade their services with no charge at all, but a downgrade may attract a penalty. The penalty amount may be varied according to the remaining time left on the contract. An example of this would be you charge more for a downgrade near the start of the contract but less when there is only a month or two remaining. The same logic may be applied to Cross method which means the customer is migrating to a plan that is similar to the current plan, as determined by the weighting of the two plans, to the original package.

Tiered Fees

The following Tiered Rates can be used in this Contract Type.

If change option has a Tiered rate

Create new Tier

Name: 0 - 12 Month

Add another Tier

Remove this Tiered Rate

Within: 3 Months	Fee: 100	Remove
Within: 6 Months	Fee: 75	Remove
Within: 9 Months	Fee: 50	Remove

Charges per level within Tier

As there in an option to have charges vary over in tiered structure, you can see from above how this is set up. You can have multiple tiers set up for different timeframes. This will be expanded further in the manual. As an example how this might be used; if the break out method chosen was tiered, the charges would be applied in the following way:

- If contract was cancelled within three months of starting the charge would be \$100.00 ex GST
- If cancelled after three months but before six months a \$75.00 ex GST would be applied
- Between six and 9 months a \$50.00 ex GST fee would apply and after that no additional charges would apply for the last three months.

In the next section we show packages that can be selected that will allow the contract to continue, fees may apply dependent on the weight of plan

Package Pool

Select a Package Plan from the available list, then click Add. All weight values must be between 1-99

Packages in this Contract Pool

<input type="checkbox"/>	ID	Name	Weight
<input type="checkbox"/>	100587	ADSL2 Shaped Peak/Off Peak 15GB/20GB & STS Bundle - V1 DSL V2 STS	50
<input type="checkbox"/>	100608	ADSL2 Shaped Peak/Off Peak 25GB/25GB & STS Bundle - V1	70
<input type="checkbox"/>	100826	ADSL2 Shaped Peak/Off Peak 10GB/15GB & STS Bundle - V2	20

« Add
Remove »

Select Packages to be removed, individually or all

Package Plan weights defined

To increase the flexibility within the contract period, you can have a number of packages within the contract pool. This then allows customer to be able to migrate packages without breaking the contract. Dependant on the weighing of the packages will determine if there are any charges are applied to the migration.

Available Packages Filter

« Add
Remove »

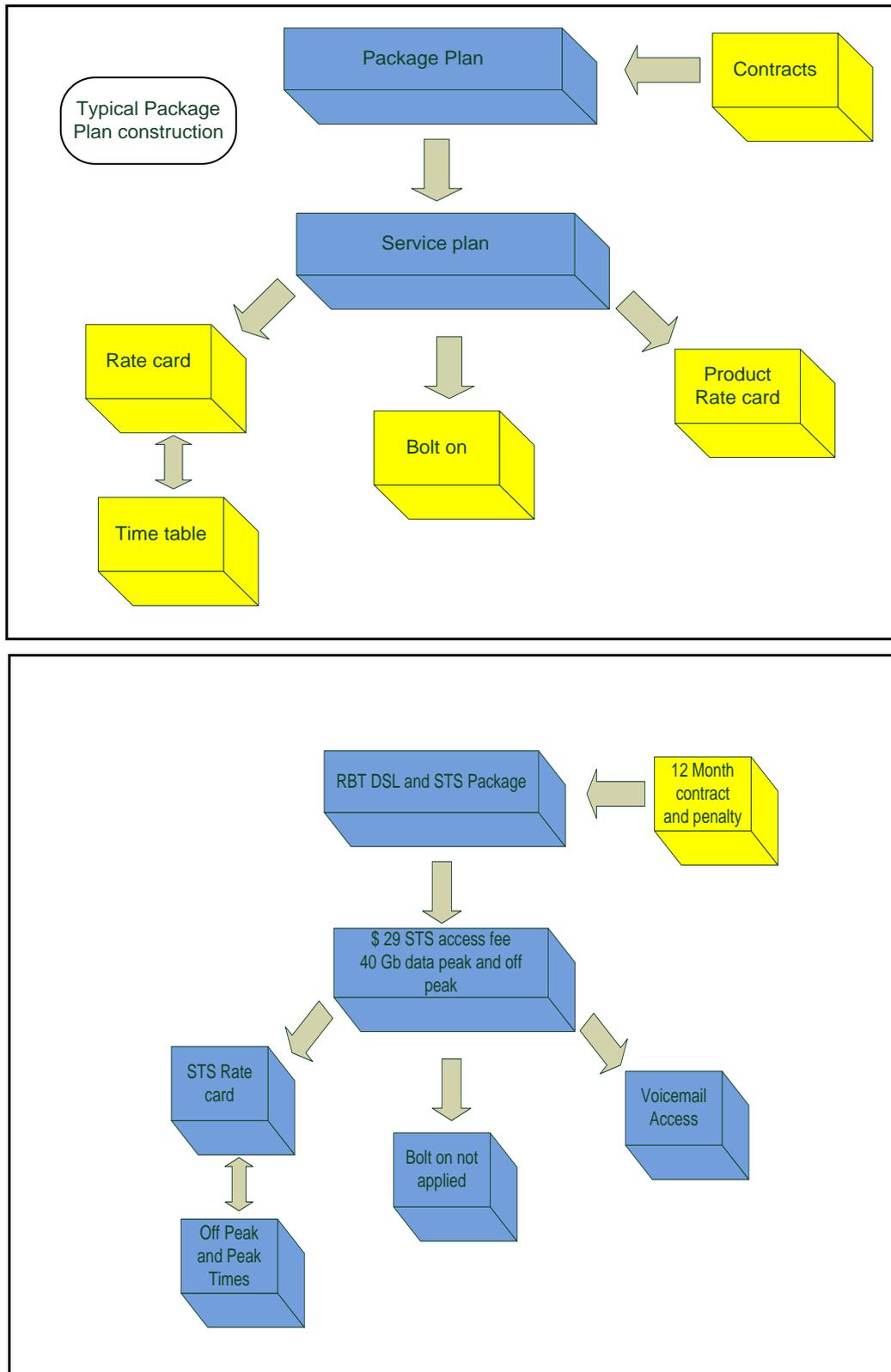
<input type="checkbox"/>	ID	Name
<input type="checkbox"/>	100596	ADSL2 Shaped Naked Peak/Off Peak 40GB/40GB -V1 DSL V2 STS
<input type="checkbox"/>	100568	ADSL2 Naked Virtual Layer2 -1 to 499
<input type="checkbox"/>	100577	STS Line Rental -V1 DSL V2 STS
<input type="checkbox"/>	100621	ADSL2 Shaped 25GB & STS Bundle - V2

Packages can be filtered to help with finding the right packages

To add packages to the contract pool, use the check boxes and click the add button and more plans become available in the contract pool. This enables more plans to be chosen for migration without breaking the contract.

The figures below show how the Packages, Service plans, and Contracts work in relation to one another. Contract only apply at the Package level and as such you can add suitable contract types to many different packages or even different contract types to individual package instances.

General relationship of package components



The above illustration shows how a complete package may be represented. Using a RBT service as the base, you can see how all the components come together.

Contract definitions

As there are many parts to creating a contract, it is time to go through what each terms means in the Emersion contract module. As part of the contract management a list of packages that use a contract is known as a *Package Pool*. This list is created using the available saleable packages and can be used multiple times with different contracts. When creating a new contract keep in mind the packages that are going to be available within this pool.

Emersion Term	Definition
Contract Types	This is a list of contracts available to be assigned to packages
Package Pool	Section header where list of Package Plans that are available to use in the contracts module
Contract Type Name	This is the internal name for the contract
External Name	This is the name shown to customers on any external facing interfaces
Description	Text field where you can describe the contract in more detail
Length	Is a numerical field to display the length of the contract whether it be in years or months
Length Unit	Set the length type to years or months. The default is months
Tax	The default setting for this is Australian GST
Contract End Method	This describes the what happens at the end of the contract period
Break out method*	List of ways to break contract and apply fees
Break out Fee	Cost of the above method
Upgrade method*	List of ways to upgrading plan and apply fees
Upgrade Fee	Cost of the above method
Cross method*	List of ways to moving to another plan and apply fees
Cross Fee	Cost of the above method
Downgrade method*	List of ways to downgrading plan and apply fees
Downgrading Fee	Cost of the above method
Maximum method	To set the maximum chargeable
Maximum Fee	Cost of the above method
Packages in this Contract Pool	List of package plans used within the contract described
Available Packages	List of package plans available to the SP

* These methods can be set to not allow, which means user intervention is needed.

In addition to the above contract terms there is also a list of different fee structures that can be applied to any or all of the method above.

Fee	Imposes a fixed fee for any of the method of changing plan
Pro Rata Fee	Changes a pro rata fee based on remaining time of the contract and total cost of contract
Tiered	A fee structure that has been predetermined
Break Contact	Simply break the contract
Not used	For disabling a change method

Creating a Contract

To create a contract you must ensure you have permission to create a contract. You may need to check with your Cumulus Administrator to update your permissions if you cannot see the contract tab when viewing Package and Plans> Management>Contracts.



Before creating a contract you may want to consider which packages and plans you want to add to the contract pool, the relationship of each package to one another i.e. are they going to be the same value, will you allow customers to move from one package to another, if so, will it be an upgrade, downgrade or cross grade. Also consider any fees that wish to charge in relation to any moves or changes during the contract period or penalties for breaking the contract.

To create a Contract you will need to navigate to

Once you are in the correct area you should see a list of current contract available to use if any have been created previously.

ID	Name	External Name	Length
511	12 Month RBT (WS) Contract	12 Month RBT (WS) Contract	12 Months

To start creating a new contract, simply look for the *Create New Contract Type* button and **Click**;

You will then be taken to a new page which contains the blank elements to create a new contract.

Default values

- Break out method: Fee
- Break out Fee: 0.00
- Upgrade method: Break Contract
- Cross method: Break Contract
- Downgrade method: Break Contract
- Maximum method: Not Used

List of packages available to used in contract pool

ID	Name	Weight
100693	ADSL2 Shaped POC 15GB/20GB & STS Bundle - Standard & STS Bundle - Standard	
100694	ADSL2 Shaped POC 25GB/25GB & STS Bundle - Standard & STS Bundle - Standard	

In creating a new contract there a few mandatory fields of data that needs to be entered; these are:

- *Contract Type Name*:
- *External Name*
- *Length*
- And once packages have been added to the pool, the package weights for this contract. You will not be able to save the contract without adding weights to the packages. You must put at least one package into the pool or the contract system will not allow a contracted package subscription to move.

The contract name is used internally and should be unique so you and your staff can refer to it without confusion. At least it should be a shorthand version of the external name

An external name that will be seen in any public viewing of the contract, the main purpose is to help with future developments in invoicing and auditing, if customers change packages in the future.

The length of the contract, remembering the default setting is months for the length unit, but can be changed to years. It is therefore possible to have 24 or 22 month contract or a 2 or 3 year contract.

The weight of the packages contained in the pool relative to one another. This weighting is only for packages in this contract pool and does not affect the weighting in other contract types.

As a default setting, the *Break out method* is set to *Fee* with a value of \$0.00. The other fields are set to *Break Contract*, with the exception of *Maximum method* which is set to 'Not used'.

So once you have gathered the information you need it is time to start creating a contract. For this example we are going to create a contract that specifies conditions on moving from an entry level RBT service during a contract period.

For this contract we will use the name Entry level RBT in the *Contract Type Name* field, therefore we would enter Entry level RBT to 5Gb 12 mth in the *Contract Type Name* Field and then press **TAB** to move to the next field

The screenshot shows a web interface with a navigation bar containing tabs for 'Package Plans', 'Contracts', 'Service Plans', 'Rate Cards', 'Product Rate Cards', 'Bolt Ons', and 'Time Tables'. The 'Contracts' tab is active. Below the navigation bar is a form titled 'Create Contract Type'. The first field, labeled '* Contract Type Name:', contains the text 'Entry level RBT to 5Gb 12 mth'. The second field, labeled '* External Name:', is currently empty.

The next field is the *External Name*. In this field you will need to put a name that will appear on any End User documentation. For this instance we will use Initial Entry Contract. We have called it this to reflect that the service is an entry level RBT service, and will be used for the first contract of a new customer. As these entry level plans are generally 12 months long we have not put that in this name.

So in this instance we would enter Initial Entry Contract and press **TAB**

This screenshot shows the same 'Create Contract Type' form. The '* External Name:' field now contains the text 'Initial Entry Contract'. The '* Contract Type Name:' field remains 'Entry level RBT to 5Gb 12 mth'. The 'Description:' field is currently empty.

As you can see the next field is *Description*, this is not a mandatory field but it may prove useful to enter some information to describe some of the conditions of the contract, for this example we will enter add some information that explains that for this contract you cannot downgrade without breaking the contract.

The next mandatory field is the length of the contract. As you can see the length has been determined in the actual name of the contract so we will enter 12 in the '*Length*' field and press **TAB**. From there will select the *Length Unit* which again has been determined by the name of the contract so will select *Months* from the drop down list and press **TAB**.

The next field is the *Tax* field; this has been set to a default of *Australian GST*. The only other choice at present is *Tax Exempt* which should not be used unless you have a customer with an exemption. Once we have entered the information the left side off the new contract page should look similar to the figure below.

This screenshot shows the 'Create Contract Type' form with all fields populated. The '* Contract Type Name:' is 'Entry level RBT to 5Gb 12 mth'. The '* External Name:' is 'Initial Entry Contract'. The 'Description:' field contains the text: 'Entry level RBT cannot be downgraded to from a higher package after moving to a package that contains more data. After initial period this service will be migrated to a shaped 5 Gb package'. The '* Length:' field contains '12'. The 'Length Unit:' dropdown menu is set to 'Months'. The 'Tax:' dropdown menu is set to 'Australian GST'.

We now have to set up what happens when the service is changed during the contract period. As we have stated in the *Description* once the customer has upgraded or even cross graded a service they cannot go back to the Entry level, so to make things easier we will not allow downgrades within this contract. This means that if a customer wants to move to a lower level plan it will break the contract, so we have to set the *Break out method*.

Break out method: Fee

Break out Fee: 0.00

Upgrade method: Break Contract

Cross method: Break Contract

Downgrade method: Break Contract

Maximum method: Not Used

As we know there are a number of ways to use the *Break out method* and calculate the *Break out Fee*. Please refer back to the previous table on Page 11

For this example we will set up a tiered structure for the break method and fee. So in the dropdown list we must select *Tiered*; once this option has been selected and new part of the form will become visible.

The screenshot shows the 'Create Contract Type' form. The 'Break out method' dropdown is set to 'Tiered'. Below it, the 'Break out rates' dropdown is open, showing 'Fee', 'Prorata Fee', and 'Tiered'. The 'Tiered' option is selected. A red arrow points to the 'New Tiered Rate' button with the text 'Only visible when "Tiered" has been selected'.

We now need to create the tiers used to in calculating the *Break out rate*.

First **click New Tiered Rate**, button to create the rates to be used. You will be presented with the following view:

The screenshot shows the 'Tiered Fees' form. The 'New Tiered Rate' button is visible. Below it, the 'Name' field is empty, and the 'Within' field is set to 'Months'. The 'Fee' field is empty.

First we need a name for this tier; as it to be used with the Break out method, it is best to use something that is related to the operation you are doing, so this tier will be called *Break Contract*. Enter this name in the *Name* field and press **TAB** 3 times to get to the *Within* *Months* box, or just select it with the mouse. As this is a tiered structure we what to break the year up into logical sections and create fees based on the length of time the contract has been running. For the first tier an easy example is 3 months so we add this to the *Within* *Months* box and move the *Fee* box. This would normally be some portion of the total cost of the package over the year. As this is within the first 3 months we will charge the full cost of the package, so for an example and ease of calculation we make it \$100.00, so we simply type in 100.00 into the *Fee* box. We can then add more tiers by **clicking** on the *Add another Tier* button. You can then repeat the same process for adding additional tiers under the same tiered rate. So continuing we create tiers for 6, 9 and 12 months with the fees being \$75, \$50, and \$25 respectively.

We will end up with something like this

Tiered Fees

The following Tiered Rates can be used in this Contract Type.

Name:	Break Contract		<input type="button" value="Add another Tier"/>	<input type="button" value="Remove this Tiered Rate"/>
Within:	<input type="text" value="3"/> Months	Fee:	<input type="text" value="100.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="6"/> Months	Fee:	<input type="text" value="75.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="9"/> Months	Fee:	<input type="text" value="50.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="12"/> Months	Fee:	<input type="text" value="25.00"/>	<input type="button" value="Remove"/>

Use these buttons remove unwanted tiers

Having created the tier we need to setup the other package move conditions, for *Upgrade* you may not want to charge anything so, from the drop down list next to the *Upgrade* field choose the option to charge a fee. When the *Upgrade Fee* box is available leave the value as the default 0.00. Similarly for the *Cross method* we may want to charge a flat fee of \$25.00, so use the same options and enter 25.00 in the *Cross Fee* field. As the contract does not allow any downgrades we keep the default *Break Contract* option in the *Downgrade method*. We can leave the *Maximum method* as not used since we don't want to set an upper limit. Using *Maximum method* would be better when having a prorated amount in break contract and limiting the amount the end user has to pay. In the case above we do not have any prorated fees so we do not need to limit the fee. We should end up with something that looks like this;

Package Plans | **Contracts** | Service Plans | Rate Cards | Product Rate Cards | Bolt Ons | Time Tables

Create Contract Type

* Contract Type:
 Name:
 * External Name:
 Description:
 * Length:
 Length Unit:
 Tax:

Break out method:
 Break out rates:
 Upgrade method:
 Upgrade Fee:
 Cross method:
 Cross Fee:
 Downgrade method:
 Maximum method:

Tiered Fees

The following Tiered Rates can be used in this Contract Type.

Name:	Break Contract		<input type="button" value="Add another Tier"/>	<input type="button" value="Remove this Tiered Rate"/>
Within:	<input type="text" value="3"/> Months	Fee:	<input type="text" value="100.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="6"/> Months	Fee:	<input type="text" value="75.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="9"/> Months	Fee:	<input type="text" value="50.00"/>	<input type="button" value="Remove"/>
Within:	<input type="text" value="12"/> Months	Fee:	<input type="text" value="25.00"/>	<input type="button" value="Remove"/>

If you want to create a second tier group use this button

Use this button to remove the entire tier. This action cannot be undone

The next set is to add packages to the contract pool. Remember this is an entry level contract so you may only want to add a small number of packages with small data allowances so all the packages are similar. To add a package select the package you want to add by using the check box alongside the package(s) you and then **click** the *Add* button.

When you have finished you will end up with something. Similar to this

Package Pool

Select a Package Plan from the available list, then click Add. All weight values must be between 1 (Lowest) to 99 (highest)

Packages in this Contract Pool

<input type="checkbox"/>	ID	Name	Weight
<input type="checkbox"/>	100785	ADSL2 Shaped 5GB & STS Bundle - RRP	<input type="text"/>
<input type="checkbox"/>	100846	ADSL2 Shaped 10GB & STS Bundle - RRP	<input type="text"/>
<input type="checkbox"/>	101212	ADSL2 Shaped Peak/Off Peak 5GB/10GB & STS Bundle - RRP	<input type="text"/>
<input type="checkbox"/>	101273	ADSL2 Shaped Peak/Off Peak 10GB/15GB & STS Bundle - RRP	<input type="text"/>
<input type="checkbox"/>	101578	ADSL2 Shaped Entry 1GB & STS Bundle - RRP	<input type="text"/>
<input type="checkbox"/>	101517	ADSL2 Shaped Entry 0.5GB & STS Bundle - RRP	<input type="text"/>

Add weight to these boxes

We just now have to add the weight to each plan.

i Remember the weighting is relative to the packages in the contract pool only.

Package Pool

Select a Package Plan from the available list, then click Add. All weight values must be between 1 (Lowest) to 99 (highest)

Packages in this Contract Pool

<input type="checkbox"/>	ID	Name	Weight
<input type="checkbox"/>	100785	ADSL2 Shaped 5GB & STS Bundle - RRP	15
<input type="checkbox"/>	100846	ADSL2 Shaped 10GB & STS Bundle - RRP	20
<input type="checkbox"/>	101212	ADSL2 Shaped Peak/Off Peak 5GB/10GB & STS Bundle - RRP	10
<input type="checkbox"/>	101273	ADSL2 Shaped Peak/Off Peak 10GB/15GB & STS Bundle - RRP	15
<input type="checkbox"/>	101578	ADSL2 Shaped Entry 1GB & STS Bundle - RRP	5
<input type="checkbox"/>	101517	ADSL2 Shaped Entry 0.5GB & STS Bundle - RRP	1

As you can see from above we have added weights to each of the packages. The lowest weight used is 1 for the 'Shaped Entry 0.5GB & STS Bundle'. With the weighting this means that if a customer tried to move from the 'Shaped Entry 1 & STS Bundle' to the 0.5GB package it would be considered a downgrade and under the rule we set up is not allowed and would break the contract.

If the customer was currently on a 'Shaped 5GB and STS Bundle' and wanted to migrate to the 'Shaped Peak/Off Peak 10GB/15GB & STS Bundle', as they have the same weight it would be classed as a cross method change and would cost \$25.00 as a cross method fee. If they move to a 'Shaped 10 GB' package it would be classed as an upgrade and according to the rule no charge would apply.

If you want to remove a package form the list simply use the check box on the left hand side of the package name and then **click** the *Remove* button.

If you are happy with everything then simply click the Create Contract Type button in the top right

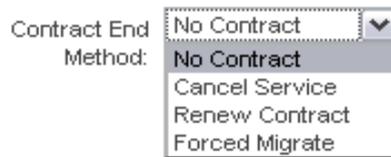


If you are not happy use the cancel button. Once you click the create button you should see the following on the top or the page



This contract should now appear in the list of available contracts. There is still one more bit of information you may want to complete regarding this contract and that is, what do you want to do when the contract finishes.

We have a number of options available to you:



Some are obvious in the action taken, if you *No Contact* the package will continue, on a month to month basis as is with no fees and all migrations available. (Bound by any business rules)

Cancel Service simply cancels the service automatically; *Renew Contract* renews the current contract.

Forced Migrate allows you to force the service to another package. In the example with have been using we have suggested by the contract name you would like the service to migrate to a 5 GB plan when the contract finishes. This would happen no matter what current package the end user is using. To do this, choose the *Forced Migrate* and you will be presented with another option: *Auto Migrate Package Plan*



These packages are the same as those in the current contract pool. As suggested in the description we would select the highlighted option and then **click** save. Confirmation of the save will appear on top of the page



Editing a Contract

To edit a contract simply **click** on the contract *ID* on the main contract pages. To get to the contract page use the following path: **Package and Plans> Management>Contracts**

Once you clicked on the *ID* of the contract you will see all the details associated with that contract. You can make any changes you like to the contract, but when you save the contract all changes will be immediately and affect all packages using this contract.

[If you change a contract it will affect all packages using this contract immediately](#)