Provisioning
AAPT DSL

User Manual

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About This Document

Purpose

The purpose of this document is to describe the operation of the Emersion Ordering and Service Management functions for AAPT DSL. Other Emersion user manuals describe the use and operation of other system modules, such as Customer Management and Package Management, which may be mentioned or referred to within this manual.

Intended Audience

The intended audience for this user manual are sales, provisioning and other administration staff of a service provider who order and provisioning services for customers within the Emersion System.

Document Control

Version	Date	Description	Author
1.0	16/08/2012	Initial version	Kathy Berkidge
1.1	28/11/2012	Service Properties, minor changes	Peter McCallum
1.2	09/01/2013	Minor changes	Tina Higgins

Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. Emersion may update the system to improve your experience. Enhancement and new features and changes may be implemented 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 Therefore, some information or screens in this version of the manual may become slightly out of date.

ⓘ Note that other Emersion modules referred to in this manual are not described in detail in this document. Please refer the specific Emersion system manual for further information about each module if required.

Your Wholesale Service Provider will provide you with a username and password to access the Emersion system. The Emersion system components are seamlessly integrated and you will access all Emersion system modules from a single Web interface through the Emersion Cumulus user interface.

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: Type 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 Account Profile area can be described as: Select **Admin > Settings > Account Profiles** 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 Emersion Order and Service Management functions, the following assumptions have been made:

- You are familiar with the Emersion Customer Management System and you can competently use it.
- You have an agreement to obtain AAPT services through an aggregator / supplier of AAPT.
- You have a detailed understanding of the service and ordering requirements of the AAPT service.
- You have a computer 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.

AAPT DSL

Emersion interfaces to AAPT's provisioning system to enable you to submit and process service requests for DSL services, process provisioning responses from AAPT, as well as to retrieve billing and usage data to automatically create invoices for your customers containing all charges associated with their DSL services. Provisioning responses are automatically received from AAPT and processed by the system for all DSL service requests.

Overall Provisioning Process

The overall process for provisioning AAPT DSL services is as follows:

1.	Create Customer	Create the customer account record
2.	Create Order	Order a DSL service
3.	Service Qualification (SQ)	Perform a SQ
4.	Select Order Type	Enter the request type i.e. a new pre-select or churn existing DSL service from another service provider
5.	Select Package Plan	Select the required package plan
6.	Configure Service	Enter configuration details for the service
7.	Customer Authorisation	Enter the customer authorisation details
8.	Submit Order	Submit the order
9.	Monitor Order	Monitor the submitted order for changes or errors until completion using the *Provisioning Log*.

Once orders have been created, you can use the following modules to manage orders and services:

•	Service > Order	View order details and return to any incomplete orders
•	Service > Provisioning	View the overall provisioning log
•	Service Management	View and manage the service subscription

Create Order

The first step of the provisioning process is to create a service order for an existing customer. You may also use the order process to check a particular service number's availability to obtain the pre-select service without selecting a customer.

1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will display showing a list of existing customers.
2. Locate the customer you wish to provision the service for in the list and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
3. On the *Customer* page, select the **Order** tab. The *Create Order* page will display.

   Alternately, click the **Create Order** link beside the required customer in the *Customer List* page.

Figure 1. The *Customer List* showing the *Create Order* link

4. Tick the **Broadband Connect - L2** service check box. A list of Packages available for the AAPT DSL service will display.

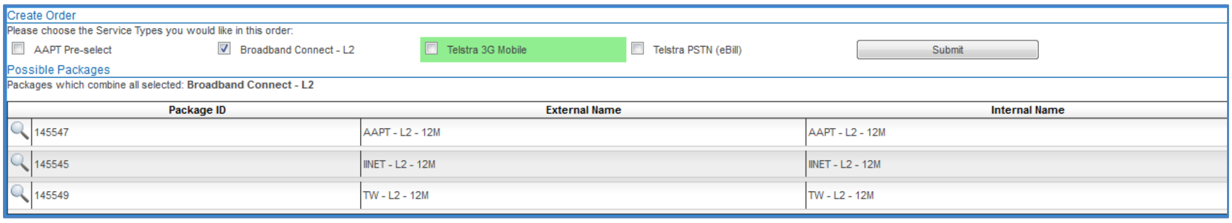


Figure 2. The *Create Order* page showing examples of *AAPT DSL* service packages

5. Click **Submit**. The *Service Qualifications* page will display showing the SQ details and available order types.

   No order types will be available until a SQ has been performed that confirms that the service can be provisioned.

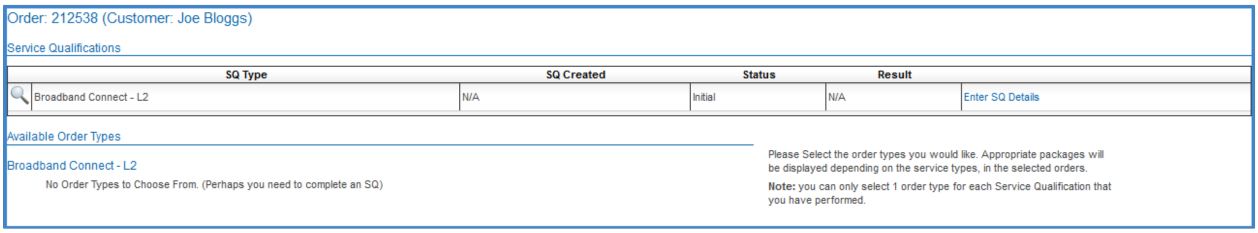


Figure 3. The *Service Qualifications* page

Service Qualification (SQ)

The Service Qualification (SQ) function verifies that the AAPT DSL service can be provisioned. AAPT DSL services can be provisioned in 2 ways:

- Create a new service for an existing telephony service that does not have an existing DSL service (new), or
- Transfer an existing DSL service from another DSL provider (churn)

Regardless of the provisioning type, a SQ must be performed as part of the Order process. However, you can perform a SQ to check availability before entering an order. An AAPT DSL provisioning order will not be saved until a SQ is successfully completed that confirms that the service can be provisioned.

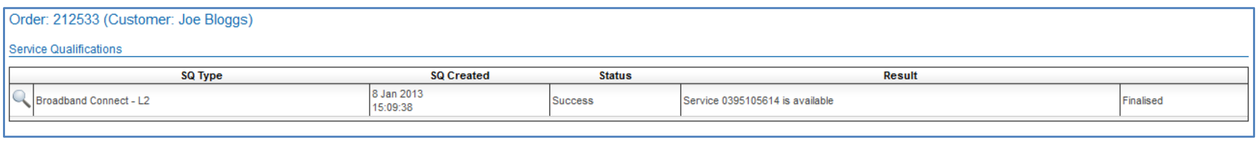
1. On the *SQ* page, click the **Enter SQ Details** link. The *Broadband Connect - L2 Service Qualification* page will display.

Figure 4. The *Broadband Connect - L2 Service Qualification* page

2. Select the method to create the order from the option buttons, as follows:
   - For a new DSL service on a telephony service that does not have an existing DSL service select the **Create a brand new service (New)** option
   - For an existing DSL service from another DSL provider, select the **Transfer your existing service from another provider (Churn)** option.
3. Enter the customer's existing telephone number to provision the DSL service on in the *Phone Number* field.
4. Click the **Proceed** button.
5. The *Order* page will display showing a system generated order number and show the *Status* of the SQ as well as the *Result*, which will correspond to the type of order selected in step 2.

   When you submit a SQ, Emersion interacts with AAPT's provisioning system to confirm the provisioning order type and details entered. Until a response is received from AAPT's system, the SQ status will remain *Pending*.

   Once the system has completed the SQ and received a response from AAPT, the SQ *Status* will show *Success,* with the SQ *Result* corresponding to the type of order selected.


Order: 212533 (Customer: Joe Bloggs)

Service Qualifications

SQ Type	SQ Created	Status	Result	
Broadband Connect - L2	8 Jan 2013 15:09:38	Success	Service 0395105614 is available	Finalised

Figure 5. The *Service Qualification* page showing a completed SQ

6. If you wish to perform another SQ, click the **Re-Submit** link. The system will return to the *Broadband Connect - L2 Service Qualification* screen to allow you to perform another SQ as required.

Order Package Plan

Once the SQ has been completed successfully, you need to select the package plan to create the service against. The package selected will determine the charges and costs to on bill to your customer, as well as determine any other services that may be bundled together under the package to provide the customer.

1. Once the SQ has completed successfully, a list of available packages for the AAPT DSL service will be displayed.

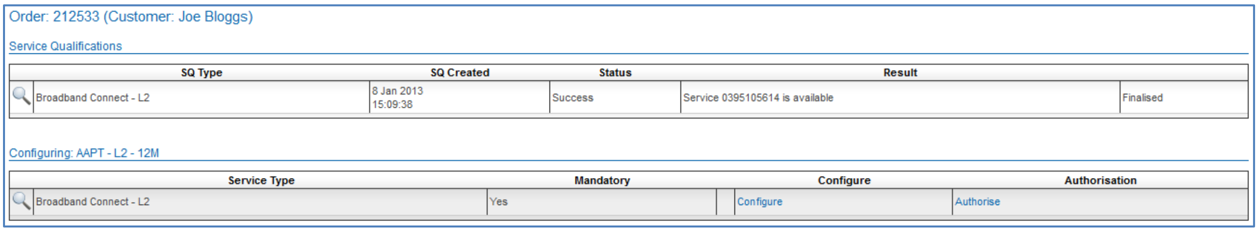


Figure 6. The *Order* page showing available packages

2. Click the radio button beside the required package in the *Select* column.

   You can display a summary of the package details and charges by clicking the magnifying glass icon beside the *Package ID*.

3. Click the **Select** button. The *Configuring package* page will display, showing the previous SQ details, the package and the service details.

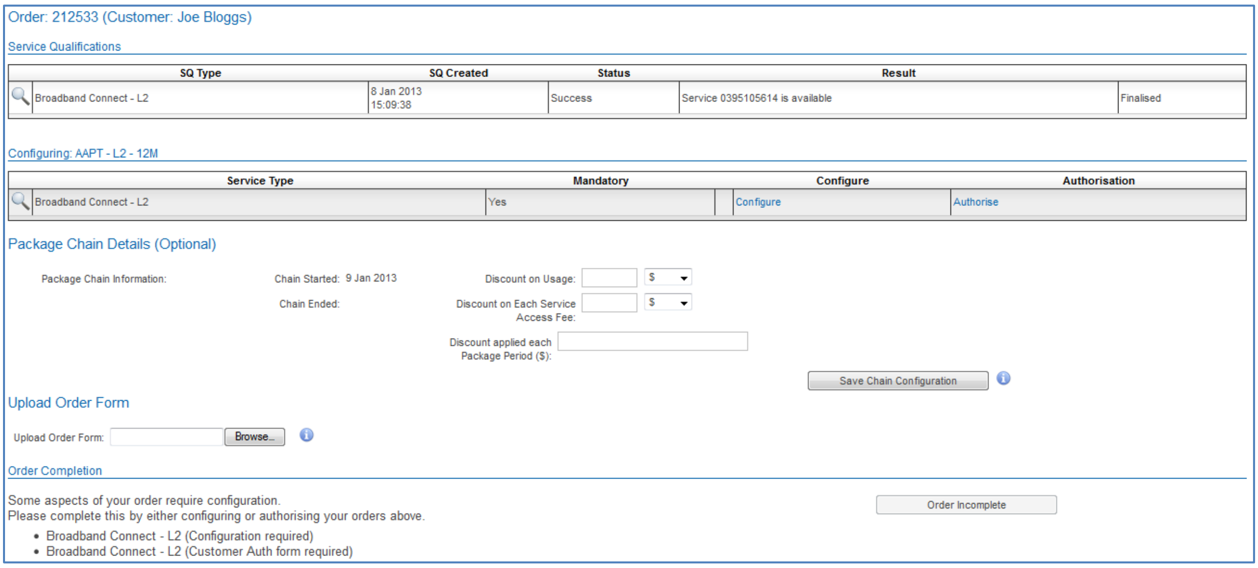


Figure 7. The *Configuring package* page

Note: Emersion allows you to perform a SQ to confirm a service's availability without first creating a customer order. Select **Service** > **Order** from the menu. The system will prompt you to select the AAPT DSL service and enter the SQ type as described previously. However, once the SQ has completed successfully, and you have selected the order type, the system will prompt you to select the customer to continue the order. If you have already selected a customer, skip the following steps and go to the *Configure Service* section on page 12.

Select Customer

If you performed a SQ without selecting a customer:

4. After you have selected the package, the *Customer Choice* page will display a list of existing customers.

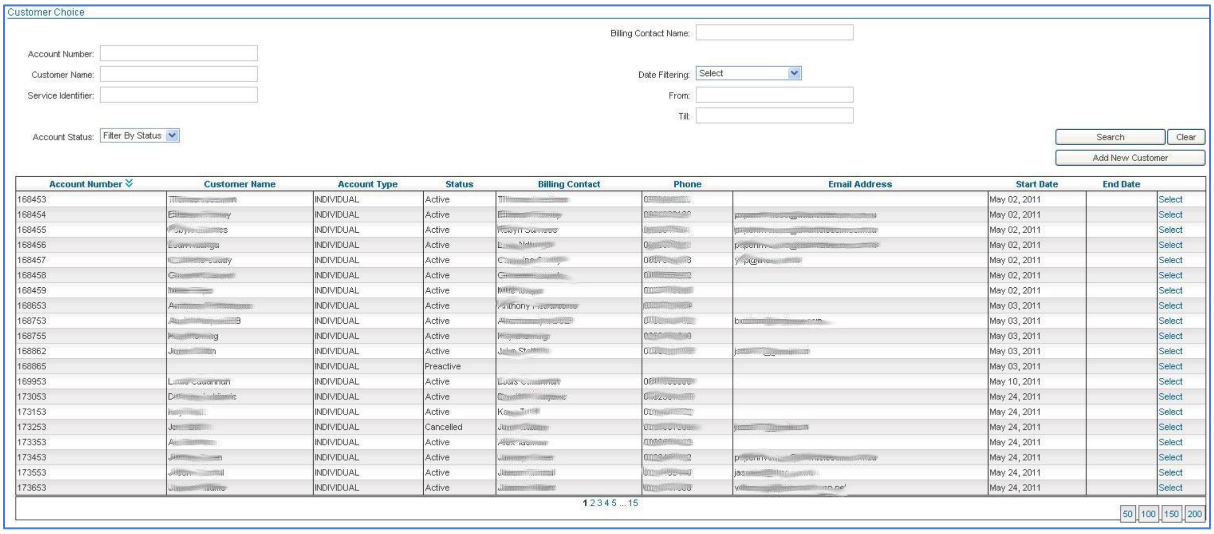


Figure 8. The *Customer Choice* page showing a list of customers

5. Locate the required customer to provision the AAPT DSL service, and then click the **Select** link beside the customer record.
6. Alternately, you can create a new customer record if required. Click the **Add New Customer** button. The system will display the *Create New Account* wizard page. Enter the new customer's details using the wizard.

> If you choose to create a new customer, you should note the o*rder number* from the top of the service qualification *Order* page to enable you to return to the order and continue the provisioning process.

7. Once a customer is selected, the *Configuring package* page will display.

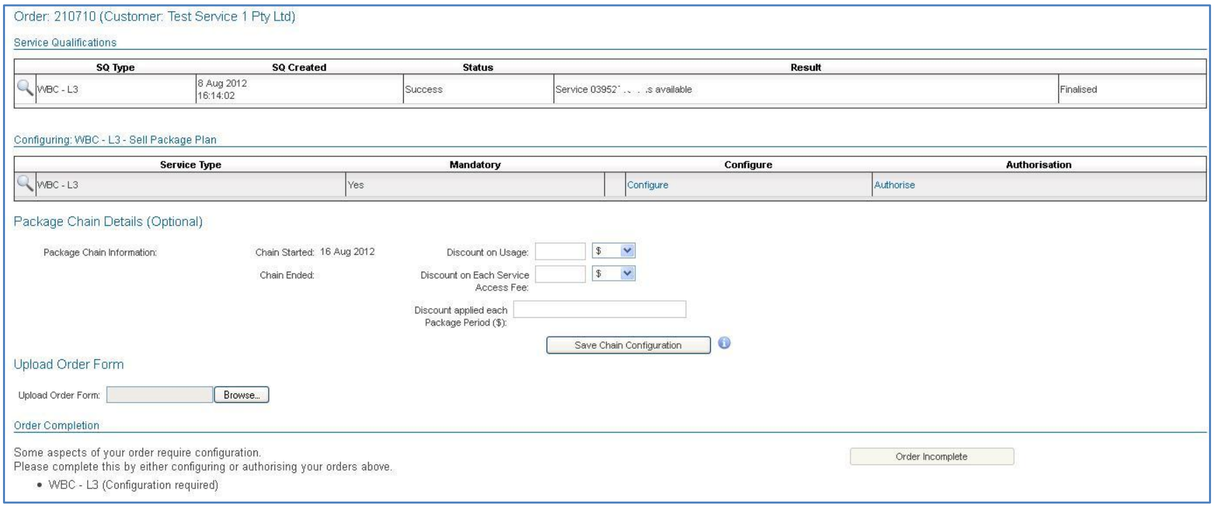


Figure 9. The *Configuring package* page

Configure Service

The *Service Configuration* page allows you to set up the specific service related features of the AAPT DSL service, such as the authentication details.

1. From the *Configuring package* page, click the **Configure** link. The *Service Configuration* page will appear.

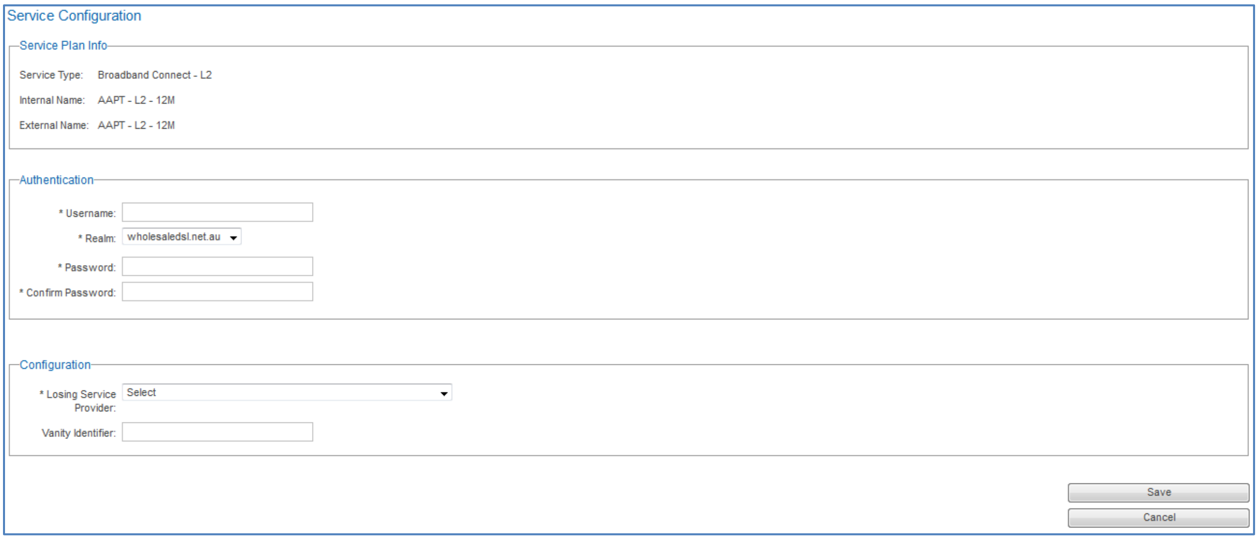


Figure 10. The *Service Configuration* page

2. In the *Authentication* section, enter the *Username* for the customer to authenticate / login.
3. Select the required *Realm* from the drop list.
4. Enter the *Password* for the customer, and re-enter the password again to *Confirm Password*.
5. In the *Configuration* section, you can optionally enter a *Vanity Identifier* for the service, which is an alternate way to identify the service that will appear on the customer's invoice (e.g. instead of the phone number, you could use "Joe's business DSL service").
6. Click the **Save** button. The *Order* page will display.

   To return to the service configuration, click the *Configure* link to return to the *Service Configuration* page.

Customer Authorisation

The *Customer Authorisation* page allows you to enter the customer's authorisation information. To provision DSL services, you must obtain a valid customer authorisation to verify that the customer wishes you to provide their DSL service. For further details about customer authorisations, refer to your wholesale service provider or AAPT.

1. On the *Order* page, click the **Authorise** link. The *Customer Authorisation* page will appear.

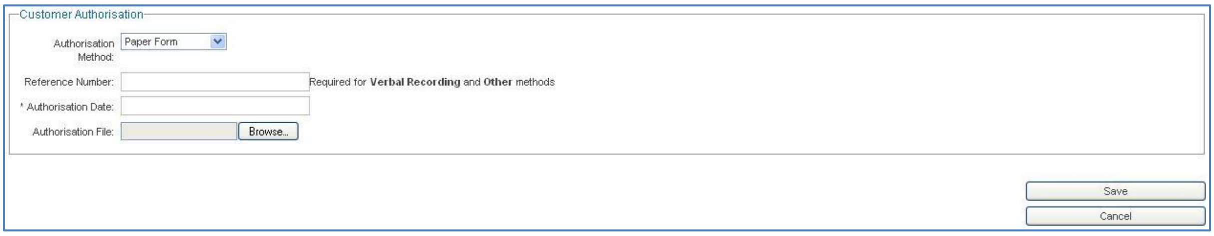


Figure 11. The *Customer Authorisation* page

2. Select the type of customer authorisation you have from the *Authorisation Method* drop list. Types available are 'Paper Form', 'Verbal Recording', and 'Other'.
3. Enter a *Reference Number* for the customer authorisation. For 'Verbal Recording' and 'Other' authorisation methods, this field is mandatory.

4. Select the *Authorisation Date* of the customer authorisation using the calendar tool.
5. Upload the relevant file (e.g. voice recording .wav file, or the electronic form etc.) Click the **Browse** button. The *File Upload* window will appear. Navigate to and select the required file, and then click **Open**.
6. Click the **Save** button. The *Order* page will display.

Submit Order

Once all the service details have been completed, you can submit the order to provision the service.

Optionally you can upload a copy of the customer's order (i.e. scanned paper form or electronic file) for easy future reference.

Package Chain Details (Optional)

To apply a discount to the customer for the selected package:

1. Enter a discount to apply to the service usage in the *Discount Usage* field
2. Select the discount type to apply to the service usage from the drop box. Options are $ to apply a fixed dollar amount discount, or % to apply a percentage discount.
3. Enter a discount to apply to the service access fee in the *Discount on Each Service Account Fee* field.
4. Select the discount type to apply to the service access fee from the drop box. Options are $ to apply a fixed dollar amount discount, or % to apply a percentage discount.
5. Enter a discount to apply to the service usage in the *Discount Usage* field.
6. Enter a discount amount to apply to the package access fee per period in the *Discount applied each Package Period ($)* field.

Upload Order Form

To upload a copy of the customer's order, on the *Order* page, click the *Browse* button beside the *Upload Order Form* field. The *File Upload* window will appear. Navigate to and select the required file, and then click **Open**.

Completing the Order

1. On the *Order* page, click the **Proceed** button. A message will display prompting you to confirm you wish to submit the order.

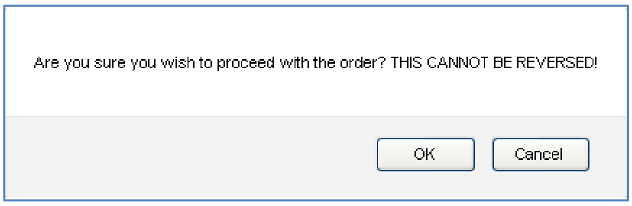


Figure 12. The *Order Confirmation* message

2. Click the **OK** button to confirm the order. The *Order* page will appear showing that the order is complete. A message at the top of the screen will display "Provisioning request has been submitted".

- The system will automatically send the provisioning request to AAPT.
- Emersion polls AAPT for the provisioning request response and updates the *Provisioning Log* with any response received.

3. Use the *Provisioning Log* to monitor and update the status of the service order.

Provisioning Log

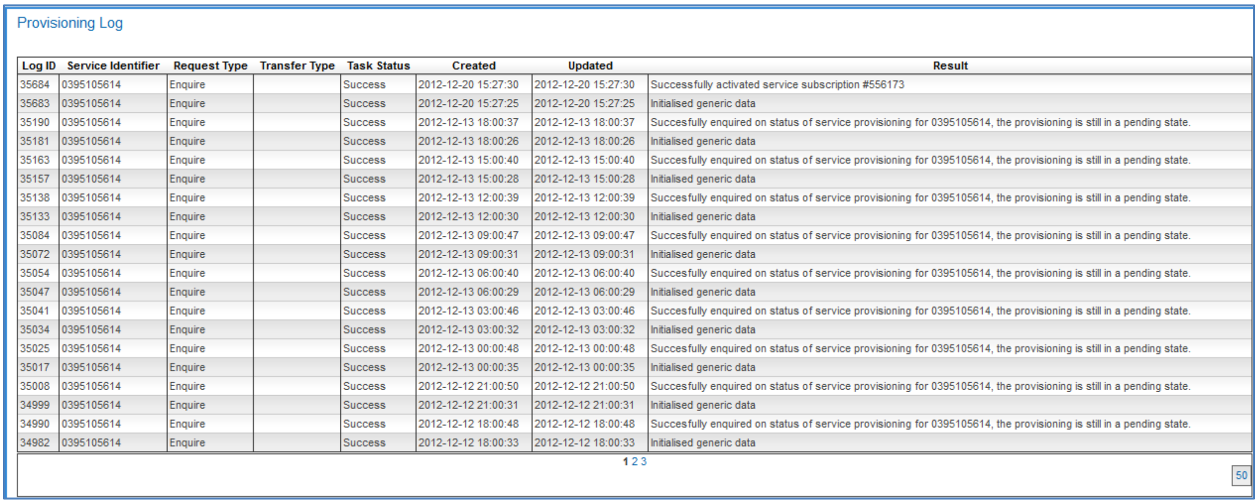
The *Provisioning Log* function displays information about provisioning requests and the status of services ordered. When there is any change to a service, it is reflected in the provisioning log. Responses to provisioning requests received from the AAPT (depending on the service and order type) are displayed, along with confirmed information about the service.

You should use the Provisioning Log to monitor your orders to identify any processing errors and updates received from Telstra, as well as any errors encountered.

The Provisioning Log must be used to monitor your orders.

To Display the Provisioning Log

1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
2. Locate the provisioning request in the log to determine its status and whether any processing issues have occurred.



Provisioning Log

Log ID	Service Identifier	Request Type	Transfer Type	Task Status	Created	Updated	Result
35684	0395105614	Enquire		Success	2012-12-20 15:27:30	2012-12-20 15:27:30	Successfully activated service subscription #556173
35683	0395105614	Enquire		Success	2012-12-20 15:27:25	2012-12-20 15:27:25	Initialised generic data
35190	0395105614	Enquire		Success	2012-12-13 18:00:37	2012-12-13 18:00:37	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35181	0395105614	Enquire		Success	2012-12-13 18:00:26	2012-12-13 18:00:26	Initialised generic data
35163	0395105614	Enquire		Success	2012-12-13 15:00:40	2012-12-13 15:00:40	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35157	0395105614	Enquire		Success	2012-12-13 15:00:28	2012-12-13 15:00:28	Initialised generic data
35138	0395105614	Enquire		Success	2012-12-13 12:00:39	2012-12-13 12:00:39	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35133	0395105614	Enquire		Success	2012-12-13 12:00:30	2012-12-13 12:00:30	Initialised generic data
35084	0395105614	Enquire		Success	2012-12-13 09:00:47	2012-12-13 09:00:47	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35072	0395105614	Enquire		Success	2012-12-13 09:00:31	2012-12-13 09:00:31	Initialised generic data
35054	0395105614	Enquire		Success	2012-12-13 06:00:40	2012-12-13 06:00:40	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35047	0395105614	Enquire		Success	2012-12-13 06:00:29	2012-12-13 06:00:29	Initialised generic data
35041	0395105614	Enquire		Success	2012-12-13 03:00:46	2012-12-13 03:00:46	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35034	0395105614	Enquire		Success	2012-12-13 03:00:32	2012-12-13 03:00:32	Initialised generic data
35025	0395105614	Enquire		Success	2012-12-13 00:00:48	2012-12-13 00:00:48	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
35017	0395105614	Enquire		Success	2012-12-13 00:00:35	2012-12-13 00:00:35	Initialised generic data
35008	0395105614	Enquire		Success	2012-12-12 21:00:50	2012-12-12 21:00:50	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
34999	0395105614	Enquire		Success	2012-12-12 21:00:31	2012-12-12 21:00:31	Initialised generic data
34990	0395105614	Enquire		Success	2012-12-12 18:00:48	2012-12-12 18:00:48	Succesfully enquired on status of service provisioning for 0395105614, the provisioning is still in a pending state.
34982	0395105614	Enquire		Success	2012-12-12 18:00:33	2012-12-12 18:00:33	Initialised generic data

1 2 3

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Figure 13. The *Provisioning Log* page

Search

You can locate a particular provisioning request by using the *Search* function. The following fields can be used to search:

- Order ID
- Account Number
- Customer Name
- Service Identifier
- Status

Provisioning Types

There are six Provisioning Types described as follows:

- Create — A new service provisioning request submitted to AAPT
- Refresh — A previous request was refreshed (e.g. if a SQ was over 10 hours etc)
- Change — This will usually mean the service was suspended or barred; or re-enabled
- Cancel — A request to cancel an existing service
- Feature — A request to make modifications to a service's features
- Migrate — This will usually mean a service migration has been requested (e.g. plan change)

Request Status

Provisioning Request will be in one of the following statuses:

- New — The order has been created and submitted to AAPT
- Request Pending — Telstra has acknowledged the request, pending completion
- Quarantined — Something unexpected occurred that requires investigation
- Completed — The request has been completed by AAPT
- Failed — The request failed
- Cancelled — The request was cancelled prior to completion

Orders List

The *Orders* page lists all complete and incomplete orders and allows you to view the order details. This is most commonly used to continue or complete an incomplete order e.g. if a *SQ* has been performed previously and now you have collected the customer's details and authorisation.

To Display the Orders list

1. Select **Services** > **Orders** from the menu. The *Orders* page will display.

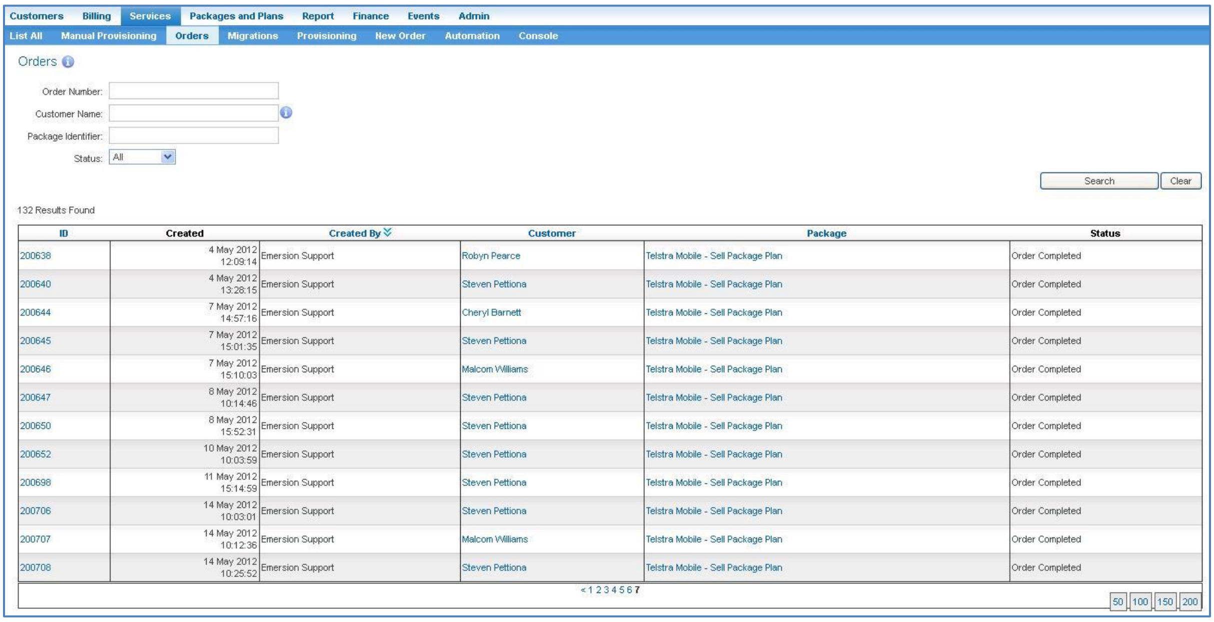

Figure 14. The *Orders* page

Search

You can locate a particular order by using the *Search* function. The following fields can be used to search:

- Order Number
- Customer Name
- Package Identifier
- Status

To Display an Order

Click the **Order ID** of the required order in the list. The *Order* page will display.

a. If you select a *Complete* order, the system will display the order details.

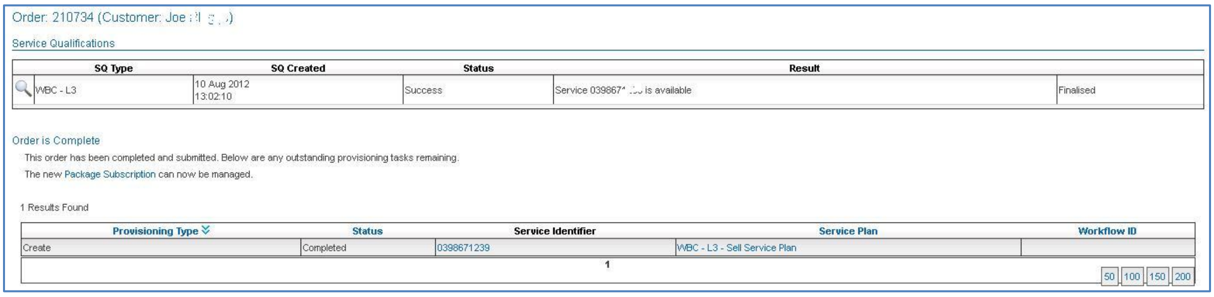

Figure 15. The *Order* page showing a complete service order

b. If you select an *Incomplete* order, the system will display the order details at the point in the order process it was previously exited e.g. select a customer, configure service, or enter customer authorisation.

If the service has not been configured, the *Order* page will show *Configuration Needed*.

You can then complete the required order details and click the **Proceed** button to submit the order to AAPT.

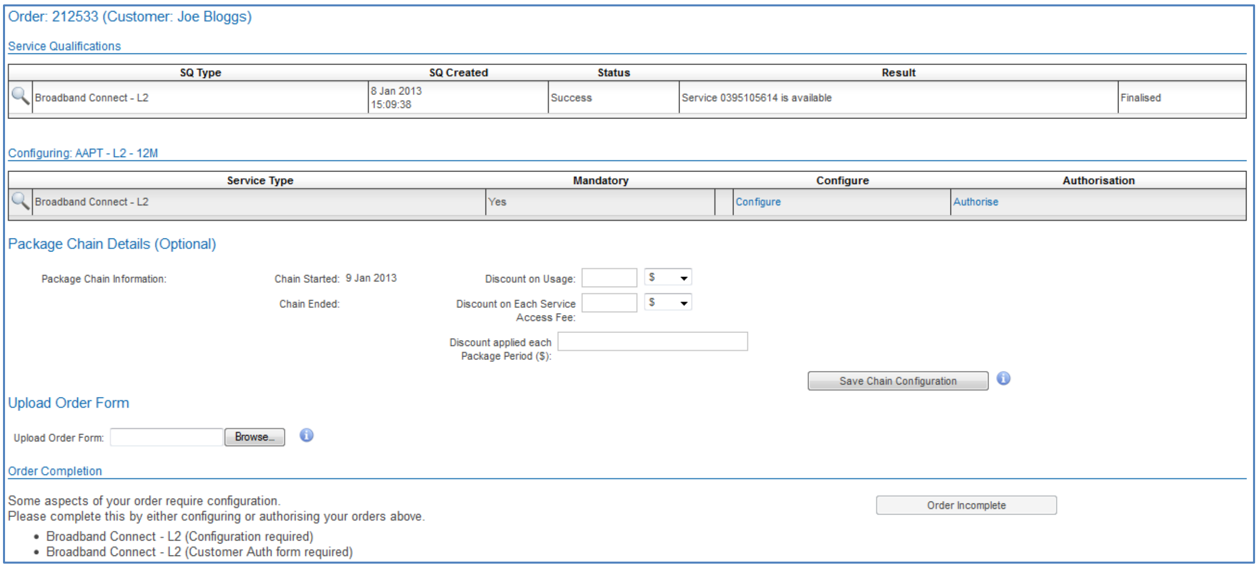

Figure 17. The *Order* page showing an order

Service Management

The *Service Management* module allows you view all details of a customer's service, or a *service subscription*. A *service subscription* is simply an instance of a service plan that has been sold to a customer. The service plan is the object that controls the billing parameters of a particular service type.

To Display a Service Subscription

There are a number of ways to display a service subscription:

From the Customer record

1. Select **Customers** > **Customer List** from the menu. The *Customer List* page will display showing all existing customers.
2. Locate the required customer and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
3. Select the **Service Subscriptions** tab on the *Customer* page. The *Service* page will display showing a list of the customer's services.
4. Click the required **Service ID** or the *Service Identifier* link in the list.

From the Services list

1. Select **Services** > **List All** from the menu. The *Service* page will display showing all existing services.
2. Locate the required service using the *Search* function or page navigation.
3. Click the **Service Identifier** link of the required customer's service.

From the Provisioning Log

1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
2. Locate the required service request using the *Search* function or page navigation.
3. Click the **Service Identifier** link of the required service request.

Service Subscription Details

The generic service details are displayed at the top of the screen, including

- Service Subscription ID
- Service ID
- Service Identifier
- Service Type
- Service Plan
- Current Service Subscription Billing Period
- Package Subscription ID
- Package Plan
- Start Date
- End Date (if the service is cancelled)
- Status
- Transfer Type (Churn or New)

No changes can be made to these service details.

Figure 18. The *Service Details* page showing the generic service details

Actions

From the service details, you can perform a number of actions:

- View Usage — displays the service usage, such as calls made or data used etc
- View Service & Equipment — displays and service and equipment charges incurred against the service
- View Package Subscription — displays the package subscription details and allows you to edit package chain information, add a contract, and migrate the package (see the Package and Plan Management user manual for more information about these functions).

Service Properties

The Configuration tab, located within *Service Subscription* tab, shows the *Service Properties* section. By default, the *Service Properties* sections are compressed. To display the details, click each panel name to expand or compress these details. The properties available are:

- Service Details — displays the service identifier the service was provisioned on – this cannot be modified
- Authentication — shows the username, realm and password used to authenticate onto the service
- Configuration — displayed the *Vanity Identifier* as configured during the provisioning request.

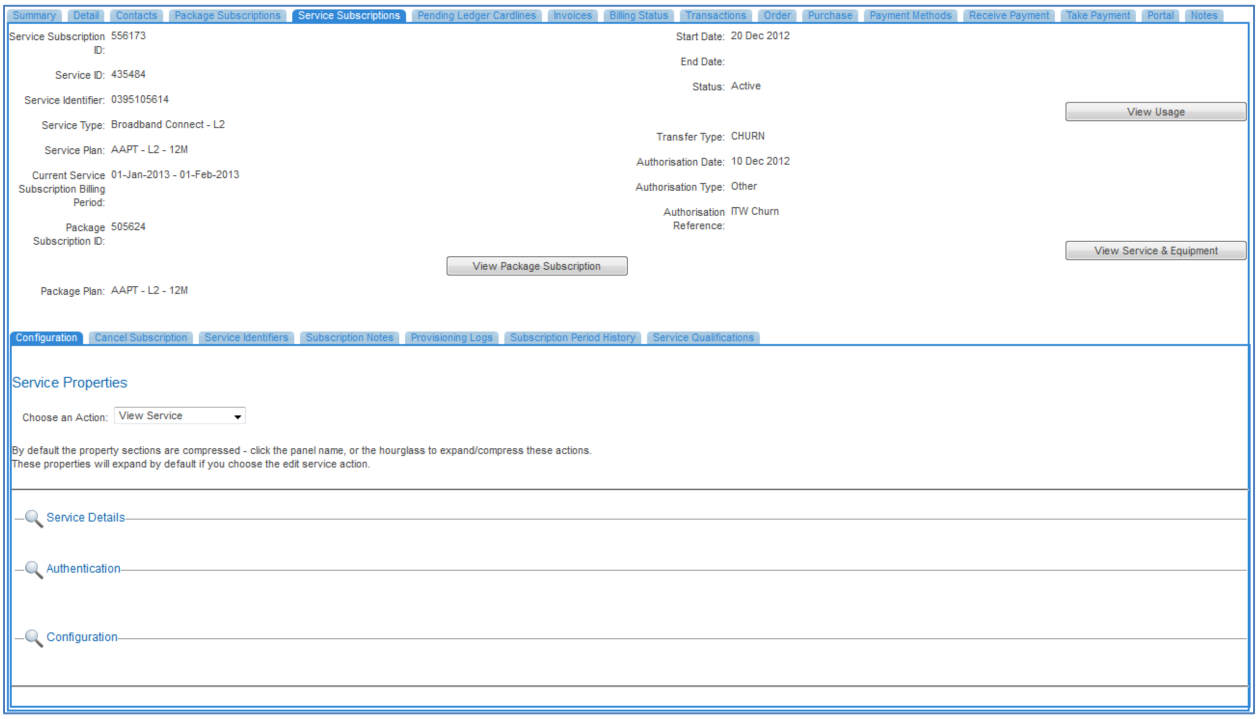

Figure 19. The *Service Details* page showing the *Service Properties* section

To Modify the Service Properties

1. Select *Edit Service* from the *Choose an Action* drop list under the *Service Properties* section heading. The service property fields will update and be enabled for editing.
2. Enter or update the Service Properties fields as required.
3. Click the **Save** button.

To Manage the Service Configuration

Select the appropriate option from the *Choose an Action* drop list under the *Service Properties* section heading. The service property fields will update and be enabled for editing.

Available options for Layer 2 & 3 services:

- **Re-Build Port** – rebuilds the port to its correct configuration as per the data contained in AAPT records
- **View Line Status** – shows real-time AAPT line statistics – Exchange Code, PVC List, Channel Status (past and present Bit Rates) and Line Details (Attenuation, Noise Margins, etc)

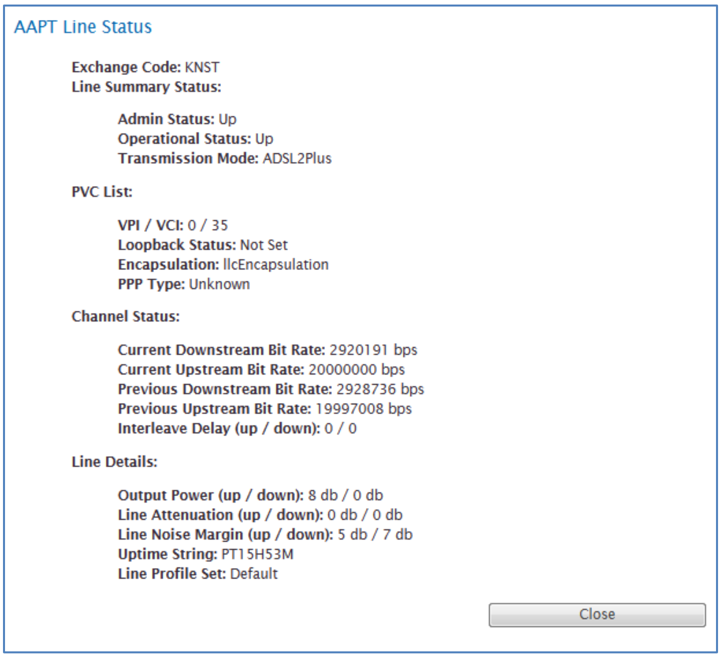

Figure 20. *View Line Status* results

- **Change Stability Profile** – change the stability profile against an AAPT service to something outside Normal, or back to Normal

  Available options include:
  - Default
  - NoisyLine
  - LowNoisyLine
  - ExtremelyNoisyLine

> Note: For a Service Plan with the Service Type 'Wholesale Broadband Connect' (AAPT Layer 2); If the *Service Plan*'s *AAPT Access Method* is set to 'Telstra L2IG' extra options above will not be available.

Additional available options for Layer 3:

- **Reset Radius Session** – reset the radius session without having to change the username or password
- **Manage Service Status** – mark a service as 'quarantined' in FrontierLink. Advice on current status, either *Active* or *Quarantined*
- **Manage Service Throttling** – change the current throttle setting against the service – this will take effect immediately and disconnect the user from their current session

  Available options include:
  - No Throttling
  - 64kbps / 64kbps
  - 128kbps / 128kbps
  - 256kbps / 256kbps
  - 512kbps / 512kbps

Cancel Subscription

The *Cancel Subscription* tab may allow you to cancel the service, depending on the package and plan rules set up. If the service is mandatory, a message will display advising that the service cannot be cancelled.

Cancel Service

This service is mandatory against the package and cannot be independently cancelled

Back to top

Figure 21. The *Service Details* page showing the *Cancel Service* section

Service Identifiers

The *Service Identifiers* tab displays a list of knows Service Identifiers for this Service Subscription, as well as their Start Date, End Date and EMEID.

EMEID	Service Identifier	Start Date	End Date
385551	2114381036421	16 Nov 2012 00:00:00	

1

50 100 150 200

Figure 22. The *Service Details* page showing the *Service Identifiers* section

Subscription Notes

The *Subscription Notes* tab displays any notes attached to the service. To add a note, click the *Create New Note* button. The *New Note* section will appear where you can enter the note *Subject* and *Details* text. Click the *Save* button to save the note.

NOTE ID	Author	Created	Subject	Details
139658	emesupport@	28 Nov 2012	I am a note.	Hello, I am a note... I am here for demonstration purposes.

1

50 100 150 200

Figure 23. The *Service Details* page showing the *Subscription Notes* section

Provisioning Logs

The *Provisioning Logs* tab displays information about all provisioning requests on the service and their status.

Log ID	Service Identifier	Request Type	Transfer Type	Task Status	Created	Updated	Result
31525	613	New	CHURN	Success	2012-11-07 08:00:53	2012-11-07 08:00:53	Service activation complete
31524	613	New	CHURN	Success	2012-11-07 08:00:24	2012-11-07 08:00:24	Gain advice in file sequence 20121106
31287	613	New	CHURN	Success	2012-11-02 16:00:10	2012-11-02 16:00:10	Create record sent in file sequence 37
31231	613	New	CHURN	Success	2012-11-01 18:00:40	2012-11-01 18:00:40	Pending Activity File Collection

1

Figure 24. The *Service Details* page showing the *Provisioning Logs* section

Subscription Period History

The *Subscription Period History* tab displays a list of billing periods created for the Service Subscription, with period dates, processing dates, and statuses.

ID	Period Start Date	Period End Date	Processed Start Date	Processed End Date	Period Start Status	Period End Status	Period Length Modified
4428794	2012-11-03 00:00:00	2012-12-01 00:00:00	Completed	Not Processed	Not Due	Not Due	

1

50 100 150 200

Figure 25. The *Service Details* page showing the *Subscription Period History section*

Feature History, Notes, Provisioning Log, and Subscription History

This section shows a list of previous requests, either completed or in progress, including the initial provisioning request, any change requests, as well as notes. By default, these sections are compressed. To display the details, click the '*Click here to toggle the display…*' link to expand or compress these details.

Further Information

For further information about Emersion's Ordering and Service Management functions, or other Emersion system modules, please contact Emersion.

If you are using Emersion on agreement from a supplier (i.e. in connection with the supply of a particular service or product), and have been provided a login for Emersion by your supplier, please contact your supplier directly for assistance.

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