

## Important Notice: RAIN LTE

The 31st of October 2018 will be the last day on which you can submit new sales for RAIN LTE services. RAIN has decided to temporarily suspend all new sales due to capacity constraints on their network.

### So what does this mean?

- All your current customers with LTE packages will still be able to make use of their LTE services.
- RAIN will not accept new sales or orders from the 1 of November 2018.
- You will still be able to sell Cell-C LTE services to your customers.

You can refer to the following articles for further information:

- [Rain to suspend fixed-LTE sales “until further notice” - Tech Central](#)
- [Rain to suspend fixed-LTE sales - MyBroadband](#)

## Rain and Cell C LTE-A:

LTE-A is a 4G wireless broadband technology sold by ISP's. You have the option of selling both Rain LTE-A and Cell C LTE-A. IS (Internet Solutions) will serve as the main provider and the ISP's will serve as resellers of the IS products. The actual products are from Rain ([www.rain.co.za](http://www.rain.co.za)) and Cell C ([www.cellc.co.za](http://www.cellc.co.za)). The group has a master reseller agreement with Internet Solutions to provide these services.

## 1.1. How do you become an IS LTE-A Reseller?

To become one of the IS resellers, you will need to complete the LTE Pre-Installs application form.

### 1.1.1. Other requirements:

- You need to be on HeroTill and you need to have the LTE-A API enabled at your WISP.
- You must have the credit card functionality enabled at your WISP as well as be registered with VCS (Virtual Card Services). You can sign up by following the following link: [https://www.vcs.co.za/applics/vv\\_page1.asp](https://www.vcs.co.za/applics/vv_page1.asp). Additional credit card vendors that can be used is:
  - Sage Pay
  - Pay Fast
  - PayPal
  - Zapper
  - PayU
  - Snapscan

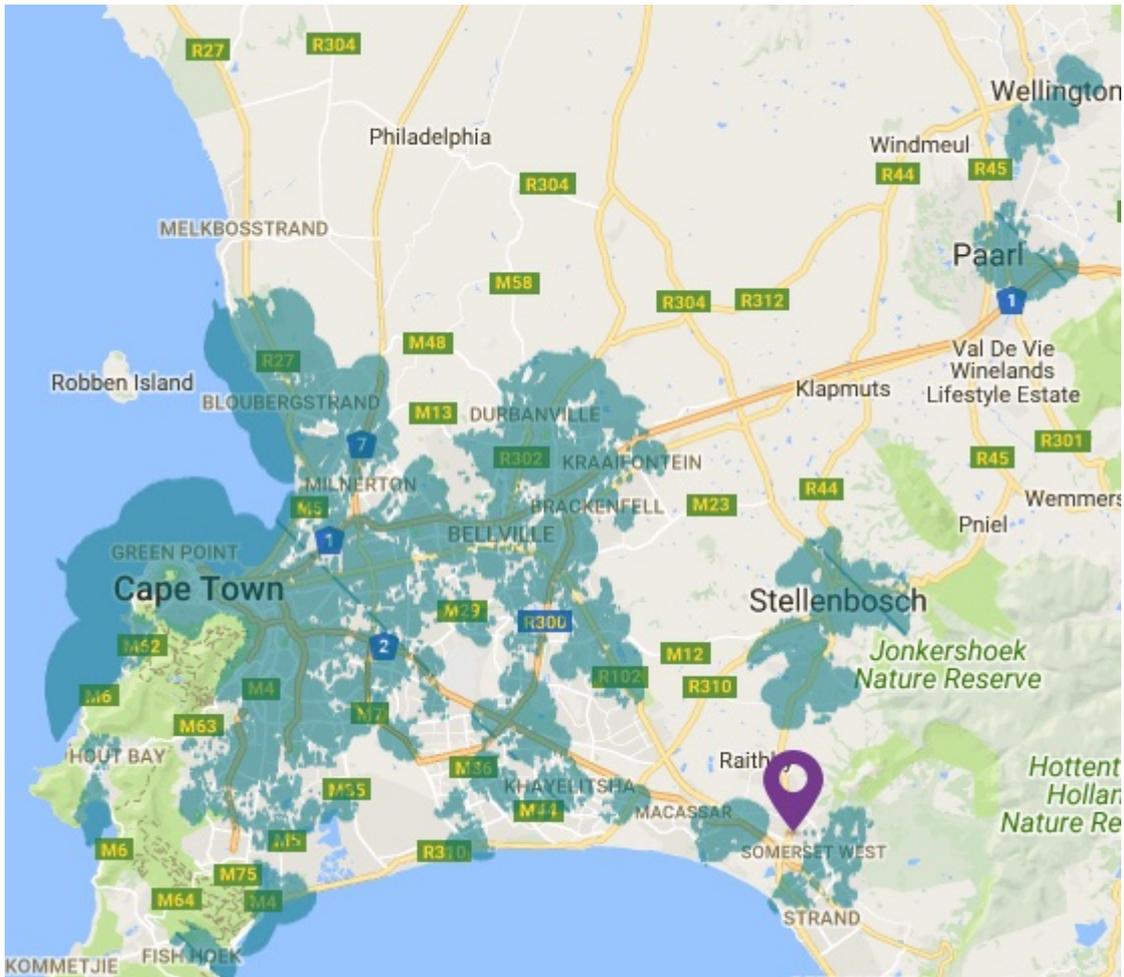
For more information on our payment gateways, please refer to the following guides:

- [HeroTill Payment Gateways](#)
- [VCS Setup Guide](#)

## 1.2. Coverage Map:

A full coverage map can be found on <http://www.rain.co.za/#coverage> or

<http://www.cellc.co.za>



### **1.3. How does it work?**

Sales agents will follow the normal sales process with the customer to confirm their needs. Should the customer want the LTE-A services, it is crucial that the customer send a copy of their ID document as well as proof of address as we need to RICA the customer.

Once all the relevant documentation has been received from the customer, you will continue to add a data account for the customer and then register the data account with IS. During the registration process, you will need to add the customer's ID number as well as the address.

Please note that IS LTE-A service only works on selected routers. IS provides a list which is updated every few months. Do not use any other type of router as all other types of routers are hardware locked.

After the account has been successfully registered, a router with a SIM card will be sent to the customer. Upon arrival of the router, the customer will need to show the courier their ID and proof of address to confirm the RICA registration details. If the details do not match, the customer will not receive the router. Once the customer has received the router, they need to plug it in and will then be able to connect to the hotspot. Should the customer

have any issues, they can phone your ISP for technical support.

## **1.4. What products can you sell?**

Upon the customer's request, we will order the router from IS. If the customer already owns a router, then you are able to only order a SIM card as well. Remember that IS will directly bill your ISP for all routers, data products and top-ups. In other words, think twice before doing complimentary top-ups as this will come out of your ISPs pocket.

Remember that even though IS will bill your ISP directly, that is the ISPs responsibility to ensure that the customer gets billed and pays.

### **1.4.1. Routers**

Routers will be sold to all new customers who inquire about LTE. If the customer already has a router they can now request a Sim Only option as well. For more information on the Sim only option, please refer to section 1.4.2. for more information.

### **1.4.2. Sim Only:**

If the customer already owns a router, you can now order the SIM only option. This means that you will only be provided with a SIM to place in your router. If the customer would like to choose this option, then they would need one of the following approved routers:

- Huawei B315 (32 Max)
- Huawei B618 (64 Max)

- Huawei B2338 (16 Max)
- ZTE MF238 (32 Max)
- ZTE MF283+ (32 Max)
- ZTE MF286 (64 Max)
- MR200 (64 Max)

When ordering the SIM only option, you also need to inform the customer of the following:

- The service will not work if the SIM card is inserted into an unsupported router.
- There is a delivery fee of R160 (excluding VAT)

### **1.4.3. Data Products: RAIN**

All data products were designed with a hard cap. This means that there will be no out of bundle rates and unexpected expenses when the customer has no data left. Should the customer's monthly data package be insufficient towards their needs, the customer can always buy a top-up.

### **1.4.4. Data Products: Cell-C**

All Cell-C packages were designed with a hard cap and therefore no out of bundle data rates apply. To ensure agility these packages will be available on a month to month basis. After you have successfully pulled these products through the API, you will need to ensure that all product descriptions have "CellC" in it. Please note that CellC needs to be one word. For more information on how to do this, please refer to section 2.2.1.

Customers will be able to choose from a list of the following top-ups. Please note that all top-ups are valid for 30 days. After you have successfully pulled these top-ups through the

API, you will need to ensure that all top-up descriptions have “CellC” in it. Please note that CellC needs to be one word. For more information on how to do this, please refer to section 2.2.2.

## 2. General Overview:

### 2.1. Pulling Products and top-ups from the IS database

This process will need to be completed for both data products and data top-ups. This can be done on either the “IS LTE Defined Products” page or on the “IS LTE Defined Topups” page (see LTE Products: and Top-ups for more information).

To pull all products or top-ups from the IS database, find the “**Reload from API**” button on the right-hand side and then click on it. It is not anticipated that the list of products and top-ups will change frequently. Any changes to products and top-ups, or new products and top-ups that have been added, will be communicated by the LTE Product Manager. Only in cases where the LTE Product Manager has communicated any changes, will it be necessary to pull the products through the API.

IS LTE Data Products

Enabled Normal **Reload from API** Refresh

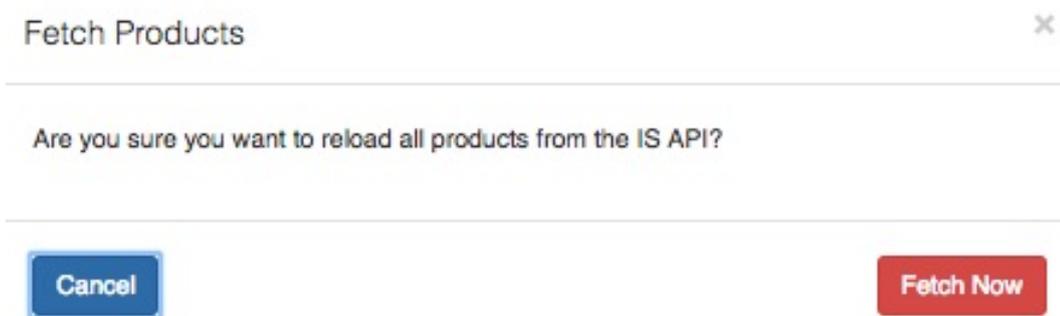
Show 100 Rows Search: Copy Columns Closest Export Columns CSV Export Columns Raw Show/Hide Columns

Type	Code	Product Title	Product Detail	Monthly Cap	Monthly Cost	Visible to Admins	Visible to Public	Num Users	Product Group
RAIN LTE	lte-celc-100g	LTE CellC 100GB		100 GB	R 431.00 (R 374.76)	Yes	Yes	2	
RAIN LTE	lte-celc-200g	LTE CellC 200GB		200 GB	R 862.00 (R 749.57)	Yes	Yes		
RAIN LTE	lte-celc-50g	LTE CellC 50GB		50 GB	R 216.00 (R 187.83)	Yes	Yes	5	
RAIN LTE	lte100g	Home Wireless Ultimate		120 GB	R 4,308.00 (R 3,746.09)	Yes			
RAIN LTE	lte120g	Home Wireless Ultimate		120 GB	R 4,739.00 (R 4,120.87)	Yes	Yes	1	
RAIN LTE	lte35g	Home Wireless Basic		55 GB	R 2,367.00 (R 2,058.26)	Yes			
RAIN LTE	lte55g	Home Wireless Basic		55 GB	R 2,583.00 (R 2,245.09)	Yes	Yes	12	
RAIN LTE	lte85g	Home Wireless Advanced		85 GB	R 37,902.00 (R 32,958.26)	Yes	Yes	3	
RAIN LTE	lte85g	Home Wireless Advanced		85 GB	R 3,750.00 (R 3,295.89)	Yes	Yes	2	

Showing 1 to 9 of 9 entries

Previous 1 Next

After clicking on the button, a pop-up screen will appear. Click on the “**Fetch Now**” button to pull all products from the IS system.



## 2.2. Editing LTE products and top-ups

Once the list has been refreshed you will need to update certain settings, such as price, cap size, visibility settings and availability flags, as these are not supplied by the API.

To edit the product or top-up, click on the green edit button found on the right-hand side of the product or top-up that you would like to edit.

Type	Code	Product Title	Product Detail	Monthly Cap	Monthly Cost	Visible to Admins	Visible to Public	Num Users	Product Group
RAIN LTE	lte-celc-100g	LTE CellC 100GB		100 GB	R 431.00 (R 251.78)	Yes	Yes	2	
RAIN LTE	lte-celc-200g	LTE CellC 200GB		200 GB	R 862.00 (R 749.57)	Yes	Yes		
RAIN LTE	lte-celc-50g	LTE CellC 50GB		50 GB	R 215.00 (R 187.83)	Yes	Yes	5	
RAIN LTE	lte100g	Home Wireless Ultimate		120 GB	R 4,308.00 (R 3,746.09)	Yes			

### 2.2.1. Editing Products:

After the screen has finished loading, you will see the following pop-up screen.

Edit Product #663
✕

**Product Code**

**Product Title**

**Monthly Cap Size**

**Visible to Customers**  **Yes**

If disabled customers will not be able to select this product.

**Enable Product Note**  **OFF**

**Recurring Cost**

**Sales Account**

**SageOne ID**

**Commission Category**

**Enabled**  **Yes**

Close

Save Changes

- Yellow:** In this section, you can see the product code as well as enter a title for the product. All product codes are generated on the IS database and pulled through the API to our side, which means that we cannot edit the product codes.
- Orange:** The cap is to be added as per the cap of the IS services that you will be providing.
- Red:** Remember to always flip the switch to **"No"**.
- Pink:** If you would like to add a product note, you can do this by enabling this switch to yes.
- Purple:** In this section, add the monthly recurring cost of the product. In the first block, you should add the VAT inclusive amount, and in the second block the amount exclusive VAT.
- Light Blue:** Here you can choose the relevant Sales Account that you would like to link this product too. The SageOne ID will automatically be generated once the product has synced with SageOne.
- Dark Blue:** This section has to do with the reseller module. If you would like your reseller to receive commission on this product, you can choose the relevant commission category here. For more information on the reseller module, please refer to the guide on our website.
- Black:** To enable the product, ensure that the switch is flipped to **"Yes"**.

Remember to click on the **"Save Changes"** button after making any changes.

## 2.2.2. Editing Top-ups

After the screen has finished loading, you will see the following pop-up screen:

Edit Topup Type #41 ✕

Topup Title	10GB CellC LTE Top Up					
Topup Size	10	GB				▾
Topup Cost	R	10.00	Incl VAT	R	8.70	Ex VAT
Available in SMS Replies	Yes	<input type="checkbox"/>				
Available on Website	Yes	<input type="checkbox"/>				
Enabled	Yes	<input type="checkbox"/>				
SageOne ID	Accounting Integration ID					

- Green:** In this section, you need to add the name of the top-up.
- Red:** Here you need to add the top-up size.
- Yellow:** In this section, you add the cost of the top up. In the first block, you will add the VAT inclusive amount and in the second block you will add the VT exclusive amount.
- Dark blue:** Here you can choose in which manners the customer will be able to request the top-up. Please note that top-ups can currently only be requested by the customer logging into their online profile and adding a top-up as they need to immediately pay for the top-up via EFT.
- Purple:** This ID will automatically be created once the product is synced with SageOne.
- Orange:** If you need to disable the top-up, you can click on this button.

### 2.2.3. Disabling and enabling products and top-ups

All products that appear in a grey colour, are products that have been disabled and no longer being used. All products that appear in black writing are products that are still enabled and currently being used by your ISP.

Topup Code	Topup Title	Size	Cost	Available via SMS	Available on Website	Available for these Customer Groups	SageOne ID
lte-cellic-top-10g	10GB Cellic LTE Top Up	10.0 GB	R 10.00	Yes	Yes	All	
lte-cellic-top-1g	1GB Cellic LTE Top Up	1.0 GB	R 5.00	Yes	Yes	All	

#### 2.2.3.1. Enabling products:

Products will be disabled when either when IS no longer supports the product or when your ISP doesn't want to sell that specific product. Before enabling products, please check that the service that you want to enable is still supported by IS.



To enable a product or top-up, click on the tick mark found on the right-hand side of the screen.

After clicking on the **tick mark**, a pop-up screen will appear. Click on the “**OK**” button to successfully enable the product.

Are you sure you wish to enable this product?



Cancel

OK

### 2.2.3.2. Disabling products:



To disable a product, click on the circle button found on the right-hand side of the screen.

After clicking on the **circle button**, a pop-up screen will appear. Click on the “**OK**” button to successfully enable the product.

Are you sure you wish to disable this product?

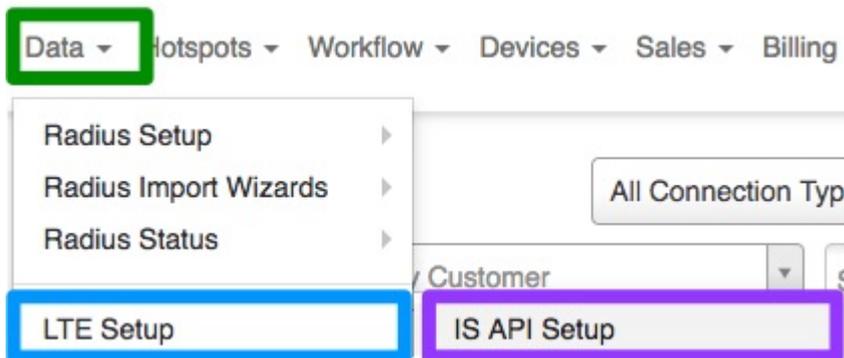


Cancel

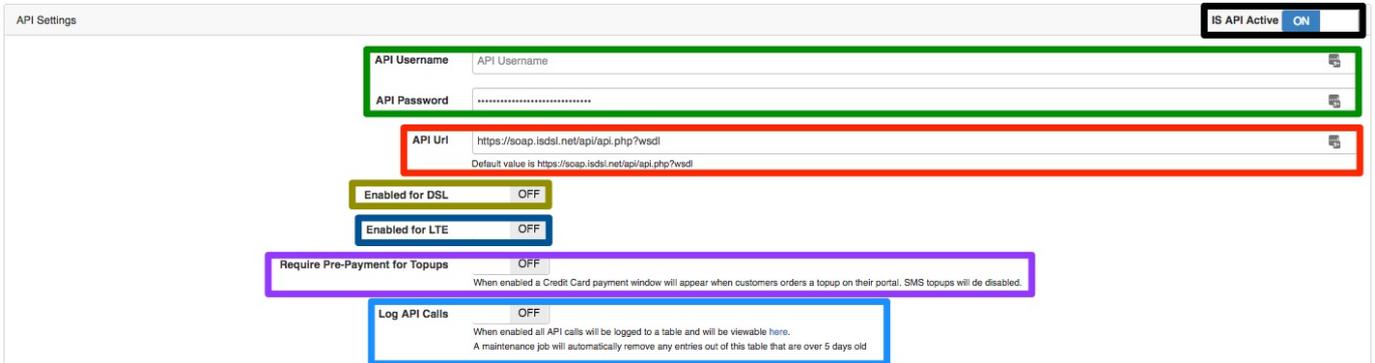
OK

### 3. Setup

To setup, the IS LTE module in HeroTill, go to “**Data**” - “**LTE Setup**” heading and click on the “**IS API Setup**” option.



After the page is done loading, you will see the following screen.



**Black:** Switch the button to “ON” to activate the API.

**Green:** The username and password can be obtained from IS.

**Red:** The URL should always be: <https://soap.isdsl.net/api/api.php?wsdl>

**Yellow:** Ensure that the button is switched to “No” as we are not currently selling the ADSL services.

**Dark blue:** Ensure that the LTE button is switched to “Yes”.

In this section, you enable the function that forces customers to buy any data top-ups via credit card. For this function to be activated, you need to be registered and have set up at least one credit card payment gateways. We currently support the following credit card payment gateways:

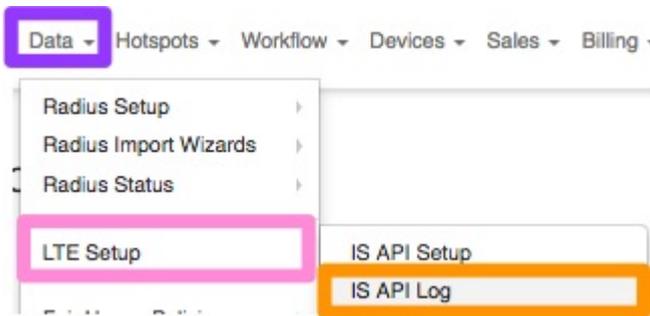
- VCS
- Sage Pay
- Pay Fast
- PayPal
- Snapscan
- Zapper
- PayU

**Light blue:** Enable the logging of API calls.

## 4. API Log

This is a log of all communication taking place between the systems. The information is used for troubleshooting and debugging purposes.

To find your API log, go to “Data” - “LTE Setup” and then click on the “IS API Log” option.



Once the screen has loaded, you will see the following:

IS API Log

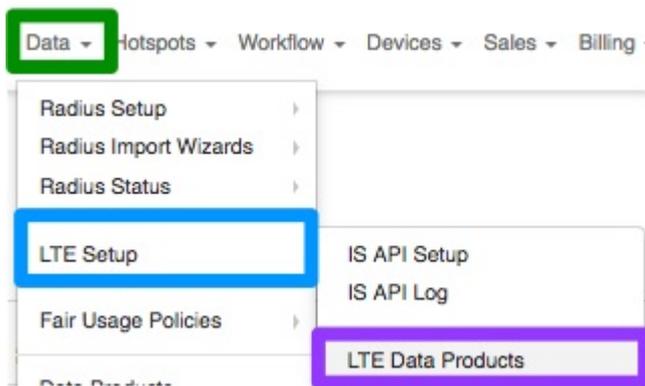
100 records per page

Search:  [Refresh](#)

API Date	Service	Parameters	Status	Return Code	Result
2018-07-11 12:32:37	getmesd_bill	{ "strSessionID": "52a8c2554b615ac3b5467ae1404658", "strInvoicePeriod": "2018-01" }	success	1	{ "strReturnCode": "1", "strResponse": "[{"InvoicePeriod": "2018-01", "YdsUserName": "jenna@herotill.com", "YAnnotation": "Device Delivery Fee", "YCourierRef": "Courier500", "YRequestID": "15260"}, {"InvoicePeriod": "2018-01", "YdsUserName": "jenna@herotill.com", "YAnnotation": "Device Charge: Huawei B618", "YCourierRef": "Courier500", "YRequestID": "15260"}, {"InvoicePeriod": "2018-01", "YdsUserName": "jenna@herotill.com", "YAnnotation": "Home Wireless Basic- Activated", "YCourierRef": "Courier500", "YRequestID": "1508"}, {"InvoicePeriod": "2018-01", "YdsUserName": "demo@herotill.com", "YAnnotation": "Device Delivery Fee", "YCourierRef": "Courier501", "YRequestID": "1501"}, {"InvoicePeriod": "2018-01", "YdsUserName": "demo@herotill.com", "YAnnotation": "Device Charge: Huawei B618", "YCourierRef": "Courier501", "YRequestID": "1501"}, {"InvoicePeriod": "2018-01", "YdsUserName": "demo@herotill.com", "YAnnotation": "Home Wireless Basic- Activated", "YCourierRef": "Courier501", "YRequestID": "1501"}, {"InvoicePeriod": "2018-01", "YdsUserName": "newdevice@herotill.com", "YAnnotation": "Home Wireless Basic- Activated: 2017-10-19", "YCourierRef": "Courier1413", "YRequestID": "11413"}, {"InvoicePeriod": "2018-01", "YdsUserName": "newdevice@herotill.com", "YAnnotation": "Device Delivery Fee", "YCourierRef": "Courier1413", "YRequestID": "11413"}, {"InvoicePeriod": "2018-01", "YdsUserName": "hsiang123@herotill.com", "YAnnotation": "Home Wireless Basic- Activated: 2018-02-19", "YCourierRef": "Courier2304", "YRequestID": "12304"}, {"InvoicePeriod": "2018-01", "YdsUserName": "hsiang123@herotill.com", "YAnnotation": "Device Charge: Huawei B618", "YCourierRef": "Courier2304", "YRequestID": "12304"}, {"InvoicePeriod": "2018-01", "YdsUserName": "hsiang123@herotill.com", "YAnnotation": "Device Delivery Fee", "YCourierRef": "Courier2304", "YRequestID": "12304"}, {"InvoicePeriod": "2018-01", "YdsUserName": "celic_mel@herotill.com", "YAnnotation": "LTE CellC 500B- Activated: 2018-02-19", "YCourierRef": "Courier2305", "YRequestID": "12305"}, {"InvoicePeriod": "2018-01", "YdsUserName": "celic_mel@herotill.com", "YAnnotation": "Device Delivery Fee", "YCourierRef": "Courier2305", "YRequestID": "12305"} ] }
2018-07-11 12:32:35	startSession	{ "strUserName": "api@herotill.com", "strSessionID": "3052f7b47e0d8b241be5f4da8dca", "binContinue": false }	success	1	{ "strSessionID": "52a8c2554b615ac3b5467ae1404658", "strReturnCode": "1" }
2018-07-10 10:01:01	restoreAccount	{ "strSessionID": "7d90d929781361cca41f3584b0c03a", "strUserName": "jessicat@herotill.com" }	success	1	
2018-07-10 10:01:00	restoreAccount	{ "strSessionID": "560a4220d2b73916cf621cb1e0965dca", "strUserName": "jessicat@herotill.com" }	success	1	
2018-07-10 10:00:59	startSession	{ "strUserName": "api@herotill.com", "strSessionID": "3052f7b47e0d8b241be5f4da8dca", "binContinue": false }	success	1	{ "strSessionID": "7d90d929781361cca41f3584b0c03a", "strReturnCode": "1" }

## 5. LTE Products

To find a list of all LTE products available, go to “**Data**” - “**LTE Setup**” and click on the “**IS LTE Products**” button.



All LTE services need to be pulled from IS via the API to be added in HeroTill. In other words, you cannot add your own unique products, you can only sell the products that IS provides. Below you can see a list of all active and disabled services.

## RAIN LTE-A Defined Products

 Enabled Normal Reload from API Refresh

Show 15 Rows

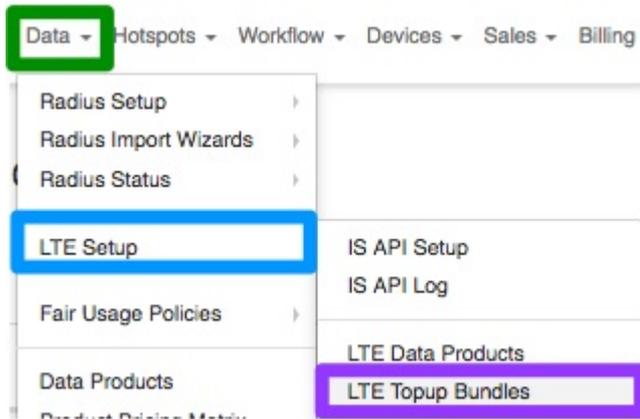
 Search: 
Copy Columns Clipboard
Export Columns CSV
Export Columns Excel
Show / Hide Columns

Type	Code	Package Title	Package Detail	Monthly Cap	Monthly Cost	Visible to Admins	Visible to Public	Num Users	Product Group	
RAIN LTE	Ite100g	Home Wireless Ultimate	120 GB Monthly	120 GB	R 999.00 (R 876.32)	Yes				<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
RAIN LTE	Ite120g	Home Wireless Ultimate	120 GB Monthly	120 GB	R 1,099.00 (R 964.04)	Yes	Yes	1		<input checked="" type="checkbox"/> <input type="checkbox"/>
RAIN LTE	Ite35g	Home Wireless Basic	55 GB Monthly	55 GB	R 549.00 (R 481.58)	Yes				<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
RAIN LTE	Ite55g	Home Wireless Basic	55 GB Monthly	55 GB	R 599.00 (R 525.44)	Yes		3		<input checked="" type="checkbox"/> <input type="checkbox"/>
RAIN LTE	Ite88g	Home Wireless Advanced	85 GB Monthly	85 GB	R 879.00 (R 771.05)	Yes	Yes	6		<input checked="" type="checkbox"/> <input type="checkbox"/>

For more information on how to pull products from the IS database, enable and disable products as well as how to edit products, please refer to section 2.

## 6. Top-ups and data usage

To find a list of all top-up products available, go to **“Data”** - **“LTE Setup”** menu and click on the **“IS LTE-A Topup Bundles”** option. Please note that all top-ups need to be paid immediately via credit card. The customer will not need to verify their credit card with their ISP to buy top-ups.



After the screen is done loading, you will see the following screen. All LTE top-up products needs to be pulled from the IS system via the API into HeroTill. In other words, you cannot add your own unique top-up products, you can only sell the products that IS provides. Below you can see a list of all active and disabled services.

## RAIN LTE-A Defined Topups

Refresh Reload from API

Show 15 Rows

Search:

Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

Topup Code	Topup Title	Size	Cost	Available via SMS	Available on Website	Available for these Customer Groups	SageOne ID	
lte-top-10g	10GB LTE Top Up	10.0 GB	R 205.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>
lte-top-1g	1GB LTE Top Up	1.0 GB	R 35.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>
lte-top-20g	20GB LTE Top Up	20.0 GB	R 345.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>
lte-top-2g	2GB LTE Top Up	2.0 GB	R 59.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>
lte-top-3g	3GB LTE Top Up	3.0 GB	R 80.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>
lte-top-5g	5GB LTE Top Up	5.0 GB	R 115.00	Yes	Yes	All		<input checked="" type="checkbox"/> <input type="checkbox"/>

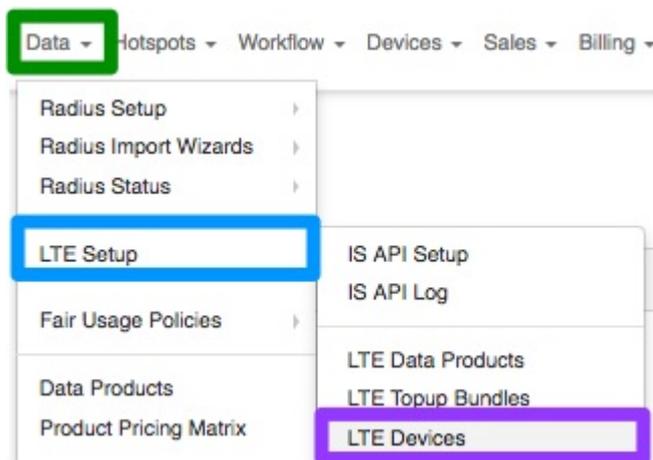
For more information on how to pull top-ups from the IS database, enable and disable top-ups as well as how to edit top-ups, please refer to General Overview:.

## 6.1. Viewing the data usage and doing top-ups

Should the customer want to view their current data balance, they need to log into their customer profile. All customers also need to load their own top-ups for LTE packages. For more information on how to load top-ups or view your data usage, please refer to the client portal guide <https://support.herotill.com/guides/user-manual/customer-portal/>

## 7. IS LTE Devices:

In this section you will be able to view all LTE Devices that your ISP is selling. To view, add, enable, disable or delete devices go to “**Data**” - “**LTE Setup**” menu and then click on the “**IS LTE Devices**” option.



Currently, there are three options that we can present to the customers:

- Router: B315
- Router: B618
- Sim only, No Router.

IS LTE Devices

Show 100 Rows

Search:

Copy Columns Closest Export Columns CSV Export Columns Excel Show/Hide Columns

Device Code	Device Description	IF	Enabled		
OwnDevice	Slim Only; No Router	No			
B618	Huawei B618 Router	Yes			
B315	Huawei B315 Router	No			

## 7.1. Adding New Devices:

To add a new device, click on the “**Add Device**” button.

IS LTE Devices

Show 100 Rows

Search:

Copy Columns Closest Export Columns CSV Export Columns Excel Show/Hide Columns

Device Code	Device Description	IF	Enabled		
OwnDevice	Slim Only; No Router	No			
B618	Huawei B618 Router	Yes			
B315	Huawei B315 Router	No			

Showing 1 to 3 of 3 entries

Previous 1 Next

After clicking on the “**Add Device**” button, you will see the following pop-up screen:

Add a new LTE Device ×

**Device Code**

**Device Description**

Enabled

**Orange:** In this section you need to choose the device code that you would like to add.

**Pink:** Here you can add a description for the device.

Click on the **“Add Device”** button when you have completed the above sections.

## 7.2. Editing Devices

To edit any of your devices, click on the **“Edit”** button found on the right-hand side of the device.

IS LTE Devices

Show  Rows

Search:

Device Code	Device Description	IF	Enabled
OwnDevice	Sim Only, No Router		No
B618	Huawei B618 Router		Yes
B315	Huawei B315 Router		No

You will now see the same screen as when you are adding a new device.

### Edit LTE Device #3

**Device Code**

**Device Description**

**Enabled**   No

Remember to click on the **“Save Changes”** button after making any changes.

## 7.3. Enabling or Disabling Devices

To enable or disable devices, click on the **orange** button found on the right-hand side of the device. Remember that if the device is disabled, you will not be able to choose it when registering the account with Internet Solutions.

IS LTE Devices

Show 100 Rows

Search:

Device Code	Device Description	Enabled	
ChenDevice	Sim Only, No Router	No	<input type="checkbox"/> <input type="checkbox"/>
B618	Huawei B618 Router	Yes	<input type="checkbox"/> <input type="checkbox"/>
B315	Huawei B315 Router	No	<input type="checkbox"/> <input type="checkbox"/>

Showing 1 to 3 of 3 entries

Previous 1 Next



If you would like to enable the device, click on the orange tick mark and then on the **“OK”** button on the pop-up screen.



If you would like to disable the device, click on the orange cancel out button and then on the **“OK”** button on the pop-up screen.

## 7.4. Deleting Devices

Although you have the ability to delete any devices, please check with the HeroTill team or product manager before deleting any devices.

To delete a device, click on the **red cross** found on the right-hand side of the device.

IS LTE Devices

Show 100 Rows

Search:

Device Code	Device Description	IF	Enabled		
OwnDevice	Slim Only, No Router	No	No	<input type="checkbox"/>	<input type="checkbox"/>
B618	Huawei B618 Router	Yes	Yes	<input type="checkbox"/>	<input type="checkbox"/>
B315	Huawei B315 Router	No	No	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 3 of 3 entries

On the pop-up screen, click on the “**OK**” button to successfully delete the device.

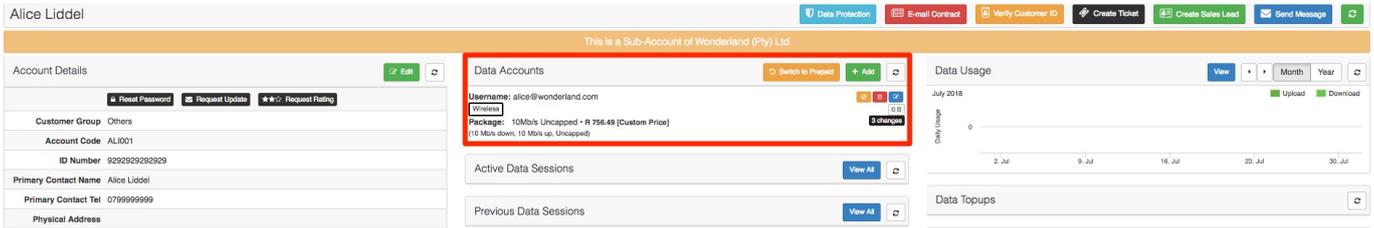
## 8. Creating new LTE accounts:

The LTE Orders all run through HeroTill. The below sections will give you more information on how to create these accounts, how to do top-ups as well as how to do package changes.

It is however important that you **NEVER** delete LTE accounts in HeroTill. Doing this will cause information to become out of sync. It is almost impossible to recreate this information and can take up to weeks to try and resolve these types of issues.

### 8.1. Creating the data account

To create a new LTE account for a customer, start by going to the customer’s profile. In the “**Data Accounts**” section, click on the “**Add**” button. You will notice that the process is like that of adding a normal data account to the customer’s profile.



Alice Liddel

This is a Sub-Account of Wonderland (Pty) Ltd

Account Details ✓ Edit

Customer Group: Others

Account Code: ALI001

ID Number: 92929292929

Primary Contact Name: Alice Liddel

Primary Contact Tel: 0799999999

Physical Address

Data Accounts Switch to Prepaid + Add

Username: alice@wonderland.com

Password: W010101

Package: 10Mbit/s Uncapped + R 756.49 (Custom Price)  
(10 Mbit down, 10 Mbit up, Uncapped)

Active Data Sessions View All

Previous Data Sessions View All

Data Usage View Month Year

July 2018 Upload Download

Data Topups +

After clicking on the “**Add**” button, the following pop-up screen will appear:

Add a New Data Account ✕

**Data Account** Pricing Details Data Limits

**Customer** ABC001-abc trading

**User Type** Radius User Login

**Connection Type** Wireless

**Login Username** Username

**Password** Password

**Account Alias** Account / Device Alias

**Account Description** Account / Device Description

**Labels** Select One or more Label

**Traffic Counted via** Radius Accounting

**Account Type** Normal Account

**Data Product**

**Cancellation Date** YYYY-MM-DD

**Concurrent Sessions**   
Leave blank to use Data Product default value

**Fixed IP Address**

**Queue Routers**   
Leave blank to use Data Product default Queue routers

**Authentication** Accept   
When disabled this account will not be able to authenticate

In the **orange** section, you need to choose the “**User Type**”. Be sure that you choose **RAIN / Cell-C LTE**. Once you have clicked on RAIN / Cell-C LTE, the screen will change to the following:

Add a New Data Account ×

Data Account Pricing Details Data Limits IS LTE Details

**Customer** ABC001-abc trading

**User Type** RAIN / Cell-C LTE

**Connection Type** RAIN LTE

**Login Username** Username 🔑

**Password** Password Generate Password

**Account Description** Account / Device Description

**Labels** Select One or more Label

**Data Product**

**Cancellation Date** YYYY-MM-DD Clear

**Queue Routers**

Leave blank to use Data Product default Queue routers

Cancel Add Radius User

- Orange:** Be sure that you choose the “**RAIN / Cell-C LTE**” button.
- Pink:** Here, you will need to add your connection type i.e. RAIN LTE or Cell-C LTE.
- During your ISP’s registration process with IS, you will be provided with certain “realm”. The LTE Product Manager will provide you with the details of your realm and this will be used in your username.
- Purple:** **For example:**  
test@realmlte.com
- After adding your username, you will also need to add or generate a password.
- Blue:** In this section, you can choose the data package that the customer wants. Please note that this will only show you a collection of all available LTE packages.

When all the details have been filled in and the correct data package has been chosen, click on the “**Add Radius User**” button.

## 8.2. Registering the account with IS.

After the data account(s) has been added, it needs to be registered with RAIN or Cell-C. On the customer’s profile, click on the **blue** edit button found on the right-hand side of the LTE data package.



The screenshot shows the 'Data Accounts' section of the HeroTill interface. A purple box highlights the 'Data Accounts' header. Below it, the 'CellC LTE' account is selected and highlighted with a blue box. The account details are as follows:

- Username:** abctesting2@herotellte.com
- Package:** LTE CellC 100GB - R 431.00 (R 374.78)
- Address:** 123 mitchell street george -33.959642, 22.465499000000023

On the right side of the interface, there are several controls: a 'Switch to Prepaid' button, an '+ Add' button, a refresh icon, and a data usage indicator showing '0 B of 100 GB' with a '1 change' button below it.

On the pop-up screen, click on the “**IS LTE Details**” tab and click on the “**Register Now**” button.

Edit Data Account #9647 - **Jennifer du Plessis** ✕[Data Account](#) [Address](#) [Pricing Details](#) [Data Limits](#) [IS LTE Details](#) [Audit Trail](#)**LTE Status**

Pending Registration

This account has not yet been registered with the LTE Provider.

**Please Note**

- Once the account has been registered the courier company will ship the LTE router direct to the customer. Please make sure the customer's address and contact details are correct before submitting the registration.
- The customer's RICA details must be uploaded onto the customer's profile and the RICA verified address must be provided.
- Once the account has been activated we will continue to be billed monthly by the supplier until the account is cancelled.

[Register Now](#)[Close](#)[Save Changes](#)

On the second pop-up screen will appear. On this screen, you need to fill in the customer's RICA details.

<b>Customer</b>	Jennifer du Plessis
<b>Username</b>	[Redacted]
<b>Product</b>	Home Wireless Ultimate
<b>Monthly Cost</b>	R 4,739.00
<b>RICA ID Number</b>	RICA ID Number 
<b>RICA Address</b>	RICA Address
<b>Delivery Address</b>	Delivery Address
<b>Contact Email</b>	[Redacted]
<b>Contact Mobile</b>	[Redacted]
<b>LTE Device</b>	Huawei B618 Router

- Green:** The customer will need to provide you with their ID number.
- Blue:** The customer will also need to provide you with the RICA address.
- Purple:** These details will be given to the courier who will be delivering the device to the customer. \*Please note that the courier will deliver the device straight to the customer and upon arrival, will verify the RICA details with the customer.
- Pink:** In this section, you will need to choose the router that the customer wants. There will also be an option for own device or sim only for those customers who already own a device. Please refer to section 1.5.2. for a list of routers that can be used.

When all the details have been added, click on the **“Submit Registration”** button. A final confirmation notification will appear. Click on the **“OK”** button to confirm the registration.

Are you sure you wish to submit the LTE registration request?  
DataTill Development will be billed for the customer's device.



---

Cancel

OK

Once the registration is submitted, the ISP is liable for the device cost. RAIN or Cell-C will invoice your ISP directly and it will be the ISP's responsibility to invoice the customer for the device.

### **8.2.1. How do I know if the registration was successful?**

If any errors occur during the registration process, an error message will be generated and displayed.

Submit RAIN LTE Registration for Account **1000000** ×

Customer	1000000000
Username	1000000000@1000000.com
Product	Home Wireless Advanced
Monthly Cost	\$100.00
RICA ID Number	1000000000
RICA Address	1000000000 St. George
Delivery Address	1000000000 St. George
Contact Email	1000000000@1000000.com
Contact Mobile	1000000000

**Error submitting registration**

- Error No: 8
- Invalid Class, Package or Service

If the registration was successful, you will see the message “**Registration submitted successfully**”.

Submit RAIN LTE Registration for Account #9444 ×

Customer	API's Company
Username	demo@herotellite.com
Product	Home Wireless Basic
Monthly Cost	R 599.00
RICA ID Number	6807195156080
RICA Address	123 Mitchell St, George
Delivery Address	123 Mitchell St, George
Contact Email	imelsr@gmail.com
Contact Mobile	0825203743

Registration submitted successfully

Close

## 8.3. Cancelling requests

If a customer would like to cancel their order after the product has been submitted for registration, go to the customer's profile and open the LTE package by clicking on the **blue** edit button.

This is the procedure which will be followed to cancel any LTE products, SIM cards or routers.



The screenshot displays a user interface for managing data accounts. At the top, there is a navigation bar with a tab labeled "Data Accounts" highlighted in purple. To the right of the tab are three buttons: "Switch to Prepaid" (orange), "+ Add" (green), and a refresh icon (grey). Below the navigation bar, the user's profile information is shown: "Username: abctesting2@herotelte.com". Underneath, a tab labeled "Cell LTE" is highlighted in blue. The main content area displays the following details: "Package: LTE CellC 100GB - R 431.00 (R 374.78)" and "Address: 123 mitchell street george -33.959642, 22.465499000000023". On the right side of the details, there are three icons: a gear (orange), a trash can (red), and a checkmark (blue). Below these icons, a status bar shows "0 B of 100 GB" and a "1 change" button.

On the pop-up screen, click on the “**IS LTE Details**” tab and click on the “**Cancel Request**” button.

Edit Data Account #9604 - [redacted] ×

Custom Pricing in effect. Change it manually on data product changes

Data Account   Address   Pricing Details   Data Limits   **IS LTE Details**   Audit Trail

---

**LTE Status**   Pending Activation

**Device Serial No**   LTE Device Serial No

**MSISDSN**   LTE MSISDSN No

**ICCID**   LTE ICCID ID

**LTE Request Status**

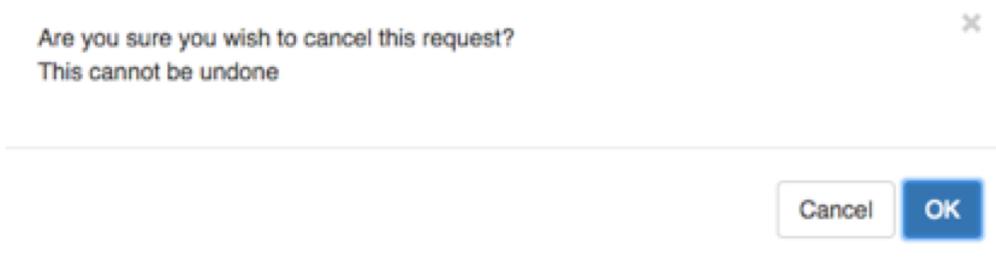
**Refresh Status**

**Cancel Request**

---

Close Save Changes

After clicking on the “**Cancel Request**” button, the following pop-up screen will appear. You will be able to cancel an order up to the point of delivery.



Click on the “**OK**” button to confirm the cancellation. Please note that once the order has been cancelled, that you will not be able to undo the cancellation. Should the customer change their mind, you will need to add and register a new account.

## 8.4. Package changes

There are two important things to remember when doing package changes for LTE customers:

- Package changes only take place at the end of the month as IS only allows for package changes at the **end of the month**.
- **All** package changes need to go through the “**Package Changes**” section found on the customer edit screen.

To do a package change for and LTE-A customer, you need to go to the customer edit screen. In the middle section of the customer edit screen, look for the “**Package Changes**” section. This is where all scheduled packages to take place.

Radius Data Packages Switch to Prepaid + Add ↻

Username: [redacted] ⊙ 🗑️ ✎  
RAIN LTE 45.6 GB of 56 GB  
Package: [redacted] 81.5%  
4 changes

Username: [redacted] ⊙ 🗑️ ✎  
Package: [redacted] 1 change

Username: [redacted] ⊙ 🗑️ ✎  
Package: [redacted] 0 B of 20 MB  
[Custom Price] 3 changes

Active Data Sessions View All ↻

Previous Data Sessions View All ↻

Package Changes + Add ↻

[redacted] changed from Home Wireless Advanced to Home Wireless Basic ✎ ✕

Click on the “**Add**” button found to add a scheduled package change. You will now see the followings screen:

×
 Schedule a new Radius Package Change

<b>Radius Account</b>	jenna@ [redacted] <span style="float: right; font-size: 0.8em;">×</span> <span style="float: right; font-size: 0.8em;">▼</span>
<b>New Data Package</b>	[redacted] <span style="float: right; font-size: 0.8em;">▼</span>
<b>Activation Month</b>	February 2018
<b>Comment</b>	Comment
<b>Monthly Pricing</b>	Default Product Pricing <span style="float: right; font-size: 0.8em;">▼</span>
<b>Topup Pricing</b>	Default Product Topup Pricing <span style="float: right; font-size: 0.8em;">▼</span>
<b>Status</b>	New
<b>Activated on</b>	[redacted]

Cancel

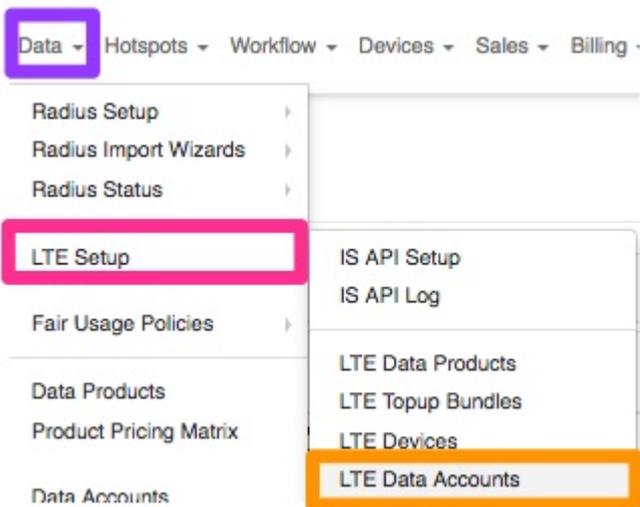
Submit Package Change

- Gold:** In this section, you will need to choose the applicable data account that you would like to upgrade.
- Orange:** Here you will need to choose the new data package that the customer wants.
- Red:** This will show you when the new LTE-A package will be activated. All scheduled package changes made in the month will only be processed at the end of the month and therefore the new package will only be active from the 1<sup>st</sup> of the following month.
- Pink:** Here you will be able to add any additional comments such as the ticket number reason for the package change.
- Purple:** In this section, you will be able to determine whether the customer will be paying the normal monthly rates or if the customer has any special pricing.

When you have finished filling in all the details, click on the **“Submit Package Change”** button to schedule the package change to take place. Please note that the package changes only take place at the end of the month due to Internet Solution’s internal processes.

## 9. User Accounts

To find a list of all top-up products available, go to **“Data”** - **“LTE Setup”** menu and click on the **“RAIN LTE-A User Accounts”** option.



Once the screen has finished loading, you will see a list with all the LTE **user accounts** as well as on which **data package** they are currently on.

IS LTE User Accounts

100 records per page

Search:

Username	Comments	Data Package	Customer	Expiry Date	Monthly Cost	Account Status	Registration Status
[Redacted]		LTE CellC 50GB 50 GB Monthly	[Redacted]		R 50.00 (R 43.86)	Pending Activation	NewRequest
[Redacted]		LTE CellC 50GB 50 GB Monthly	[Redacted]		R 50.00 (R 43.86)	Pending Registration	
[Redacted]		LTE CellC 50GB 50 GB Monthly	[Redacted]		R 50.00 (R 43.86)	Pending Registration	
[Redacted]		LTE CellC 100GB 100 GB Monthly	[Redacted]		R 100.00 (R 87.72)	Pending Registration	
[Redacted]		Home Wireless Advanced 85 GB Monthly	[Redacted]		R 8,790.00 (R 7,710.53)	Subscription Active	Consigned

The “**Account Status**” field indicates the whether the account is active, cancelled or suspended. In the “**Registration Status**” field you will be able to see the stage that the account registration is currently in. The registration status can be one of the following:

**Key**

- NewRequest
- WaitingConsignment
- Consigned
- WaitingOnDelivery
- ToCancel
- Cancelled
- Delivered

**Description:**

- Initial State
- Assigned to Courier, waiting for serial numbers
- Courier provided serial numbers
- Delivery Scheduled
- Order to be cancelled
- Order cancelled with courier
- Final state

## 9.1. User Accounts Actions



### Submit registration

Submit IS LTE Registration for Account #9608 ×

<b>Customer</b>	Jennifer du Plessis
<b>Username</b>	testt
<b>Product</b>	LTE CellC 50GB
<b>Monthly Cost</b>	R 216.00
<b>RICA ID Number</b>	<input type="text" value="RICA ID Number"/>
<b>RICA Address</b>	<input type="text" value="RICA Address"/>
<b>Delivery Address</b>	<input type="text" value="Delivery Address"/>
<b>Contact Email</b>	<input type="text" value="Contact Email Address"/>
<b>Contact Mobile</b>	<input type="text" value="Contact Mobile Number"/>
<b>LTE Device</b>	<input type="text" value="Huawei B618 Router"/>

---

This screen will provide you with the details that have been submitted for the customer's registration. If the user account has not been registered with the relevant provider, you will be able to register the account this screen by clicking on the **"Submit Registration"** button. If the account has already been registered, a message will appear saying **"User account already registered"**. By viewing this screen, you will be able to view the details that have been submitted.



**View registration Status**

Submit IS LTE Registration for Account #9619 ✕**LTE Status** Pending Activation**Device Serial No** LTE Device Serial No**MSISDSN** LTE MSISDSN No**ICCID** LTE ICCID ID**Registration Status** 

Date	Status	Courier	Ref	Tracking	Serial	IMSI	ICCID	IMEI
2018-02-26 09:46:18	NewRequest	DigitalPlanet						

On this screen, you will be able to view the **registration status**. The status is automatically refreshed every hour, but should you need to, you can click on the “**Refresh Status**” button to pull any new information on the registration process. For more information on what the status refers to, please see the registration status table found under heading 7.



**Edit User**

Clicking on the “**Edit User**” button will open the same pop-up screen you see when editing the data package on the customer’s profile. If any changes were made, remember to click on the “**Save**” button.

Edit Data Account #9620 - [REDACTED] ✕

**Data Account** | [Address](#) | [Pricing Details](#) | [Data Limits](#) | [IS LTE Details](#) | [Audit Trail](#)

<b>Customer</b>	ABC001-abc trading <span>✕</span> <span>▼</span>
<b>User Type</b>	RAIN / Cell-C LTE <span>▼</span>
<b>Connection Type</b>	CellC LTE <span>▼</span>
<b>Login Username</b>	[REDACTED]
<b>Current Password</b>	..... <span>Change Password</span>
<b>Account Description</b>	Account / Device Description
<b>Labels</b>	Select One or more Labs
<b>Data Product</b>	LTE CellC 100GB <span>R 431.00</span> <span>▼</span>
<b>Cancellation Date</b>	YYYY-MM-DD <span>Clear</span>
<b>Queue Routers</b>	<input type="text"/>

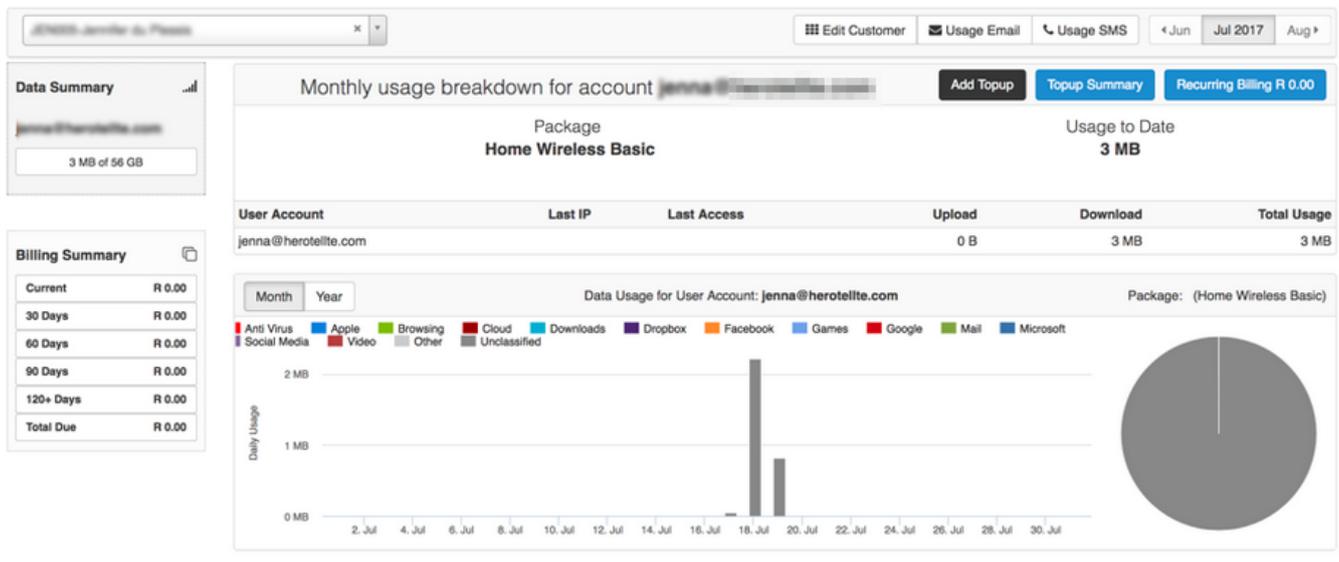
Leave blank to use Data Product default Queue routers

Close Save Changes



## View Usage

To view the customer's usage, click on this button. You will be redirected to the following page where you will be able to see the customer's usage statistics.



## Edit Customer

You can click on this button if you want to view the customer's profile. The profile will be opened in a new tab.

Edit Customer
+ Add New Customer
Customer: Jennifer du Plessis

---

Jennifer du Plessis

[Create Ticket](#)
[Create Sales Lead](#)
[Send Message](#)

**Account Details** Edit

[Reset Password](#)
[Request Update](#)
[Request Rating](#)

Customer Group: Auto Rollover Test

Account Code: J19455

Primary Contact Name: Jennifer du Plessis

Primary Contact Tel: 07125537183

Physical Address

Client Portal Username: J19455

---

**Customer Contact Details** Edit

Name	Email	Cell No	Used for
Jennifer du Plessis	jennifer@herotill.co.za	07125537183	All Notifications

---

Linked Social Media Accounts

**Radius Data Packages** Switch to Prepaid Add

Username: jennifer@herotill.com  
 RAIN LTE  
 Package: Home Wireless Basic • R 599.00 (R 525.44) 3 MB of 56 GB 2 changes

---

**Active Data Sessions** View All

jennifer@herotill.com • 10.55.37.183 • 14:10:17  
 LTE MSISDN 27816790681

---

**Previous Data Sessions** View All

---

**Package Changes** Add

---

**VOIP Phone Lines** Add

---

**VOIP Extensions** Add

**Data Usage** View Month Year

July 2017



2 MB  
0 MB

3 Jul 10 Jul 17 Jul 24 Jul 31 Jul

Upload Download

---

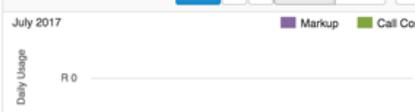
**Data Topups**

1 GB • R 35.00 (R 30.70) • 2017-07-18 16:06:39  
 Requested by Jennifer du Plessis • 169.255.77.22

---

**Phone Usage** View Month Year

July 2017



R 0

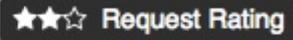
Markup Call Cost

## 9.2 Customers who want to cancel their subscription

For all customers who want to cancel their monthly subscription, you will need to cancel the data account as per the normal procedures. If you are making use of the new Cancellation Module, please refer to our [Account Cancellation Guide](#).

### 9.2.1. Customers who are cancelling all products and services

Go to the customer profile and then click on the **Edit** button found in the **Account Details** section.

Account Details		 Edit	
 Reset Password	 Request Update	 Request Rating	
<b>Customer Group</b>	Others		
<b>Account Code</b>	ALI001		
<b>ID Number</b>	9292929292929		
<b>Primary Contact Name</b>	Alice Liddel		
<b>Primary Contact Tel</b>	07999999999		
<b>Physical Address</b>			
<b>Client Portal Username</b>	ALI001		

On the pop-up screen make sure that you go to the “**Cancellation**” tab.

Edit Customer #22 - **Alice Liddel** ✕

This is a Sub-Account of Wonderland (Pty) Ltd (WON001)

[Account Detail](#) [Address Detail](#) [Contacts](#) [Portal Login](#) [Billing](#) [SageOne](#) **Cancellation**

<b>Account Cancellation Date</b>	YYYY-MM-DD	<a href="#">Clear</a>
<b>Reason for Cancellation</b>	test	

Please Note:

- Use the last day of the month as cancellation date
- All data accounts will also be cancelled after this date
- All future recurring billing entries after this date will be removed

**Red:** In this section, choose the last day of the month. Like package changes, the cancellation can be submitted at any time of the month, but the actual cancellation of packages will only take place at the end of the month.

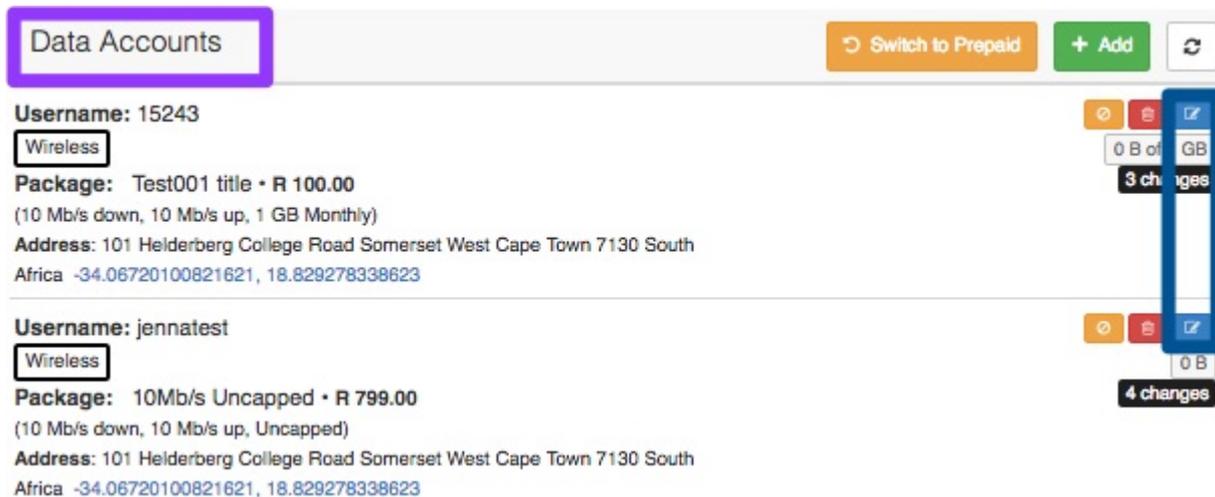
**Pink:** When adding a reason, always keep it short and simple. If possible, always refer to a ticket number.

Remember to click on the “**Save Changes**” button after making any changes.

## 9.2.2 Customers who are only cancelling certain products and services

If the customer would only like to cancel some, but not all, of their products and services, you will need to cancel the service in the data accounts section. For more information on the cancellation process, please refer to our account cancellation manual online.

To find this, go to the customer profile and then look for the “**Data Accounts**” section.



**Data Accounts** Switch to Prepaid + Add Refresh

**Username:** 15243  
**Wireless**  
**Package:** Test001 title • R 100.00  
(10 Mb/s down, 10 Mb/s up, 1 GB Monthly)  
**Address:** 101 Helderberg College Road Somerset West Cape Town 7130 South  
Africa -34.06720100821621, 18.829278338623

**Username:** jennatest  
**Wireless**  
**Package:** 10Mb/s Uncapped • R 799.00  
(10 Mb/s down, 10 Mb/s up, Uncapped)  
**Address:** 101 Helderberg College Road Somerset West Cape Town 7130 South  
Africa -34.06720100821621, 18.829278338623

In this section, look for the relevant “**Data Accounts**” that you would like to cancel and then click on the **blue** button found on the right-hand side of the data account. On this pop-up screen, add a “**Cancellation Date**” and then click on the “**Save**” button.

Edit Data Account #9445 - **Jennifer du Plessis** ✕

Data Account

[Address](#)[Pricing Details](#)[Data Limits](#)[IS LTE Details](#)[Audit Trail](#)**Customer**

JEN005-Jennifer du Plessis

**User Type**

RAIN / Cell-C LTE

**Connection Type**

RAIN LTE

**Login Username**

jenna@

**Current Password**

[REDACTED]

[Change Password](#)**Account Description**

Account / Device Description

**Labels**

Select One or more Labe

**Data Product**

Home Wireless Ultimate

R 4,739.00

**Cancellation Date**

YYYY-MM-DD

[Clear](#)**Queue Routers**

Leave blank to use Data Product default Queue routers

[Close](#)[Save Changes](#)

## 9.3. Suspending and unsuspending customers

When suspending LTE customers, you need to remember that if the account is not un-suspended or un-blocked before month end (last day of the month), then the customer's data account will be cancelled and their contract on IS side will be cancelled. If you are making use of the new Suspension Module, please refer to our [Account Suspension Guide](#).

### 9.3.1. Suspending the customer account

If you want to suspend ALL data accounts linked to the customer, go to the customer profile and click on the **Edit** button found in the **Account Details** section.

Account Details		Edit	Refresh
Reset Password	Request Update	Request Rating	
Customer Group	Others		
Account Code	ALI001		
ID Number	9292929292929		
Primary Contact Name	Alice Liddel		
Primary Contact Tel	0799999999		
Physical Address			
Client Portal Username	ALI001		

On the tab, go to the “**Cancellation**” tab and then click on the “**Suspend Now**” button.

Edit Customer #38 - **Jennifer du Plessis** ✕

[Account Detail](#) [Address Detail](#) [Contacts](#) [Portal Login](#) [Billing](#) [SageOne](#) **[Cancellation](#)** [Master](#)

**Account Cancellation Date**

**Reason for Cancellation**

Please Note:

- Use the last day of the month as cancellation date
- All data accounts will also be cancelled after this date
- All future recurring billing entries after this date will be removed

**Immediate Account Suspension**

Please note:

- All the customer's data accounts will be blocked
- The customer will still be able to submit helpdesk tickets and view usage
- The customer will not be notified

Remember to click on the “**Save**” button after making any changes.

### **9.3.2. Unsuspending the customer account.**

To unsuspend the customer account, open the “**Cancellation**” tab again and then click on the “**Unsuspend Now**” button.

Edit Customer #38 - **Jennifer du Plessis** ✕**Account Suspended on Tue 17 Jul 2018 at 14:03**[Account Detail](#) [Address Detail](#) [Contacts](#) [Portal Login](#) [Billing](#) [SageOne](#) **[Cancellation](#)** [Master](#)**Account Cancellation Date****Reason for Cancellation**

Please Note:

- Use the last day of the month as cancellation date
- All data accounts will also be cancelled after this date
- All future recurring billing entries after this date will be removed

**Immediate Account Suspension****Suspended by Jennifer**

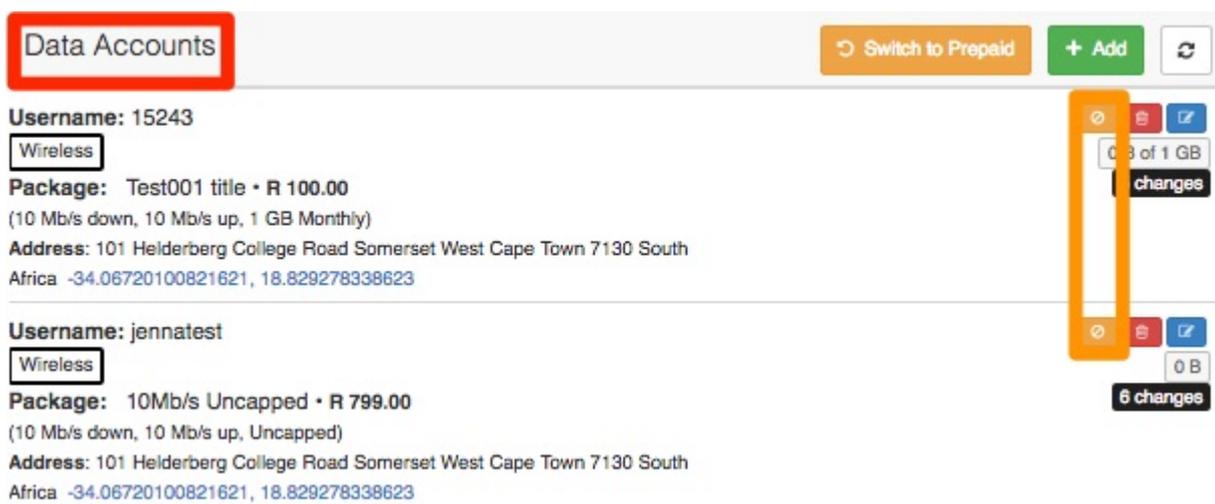
Please note:

- All the customer's data accounts will be un-blocked
- The customer will not be notified

Remember to click on the **“Save”** button after making any changes.

### 9.3.3. Suspending only a specific data account

If you would only like to suspend a certain data account linked to the customer, go to the customer profile. In the **“Data Accounts”** section, look for the relevant data account you would like to suspend and then click on the **“Block”** button found on the right-hand side of the data account.



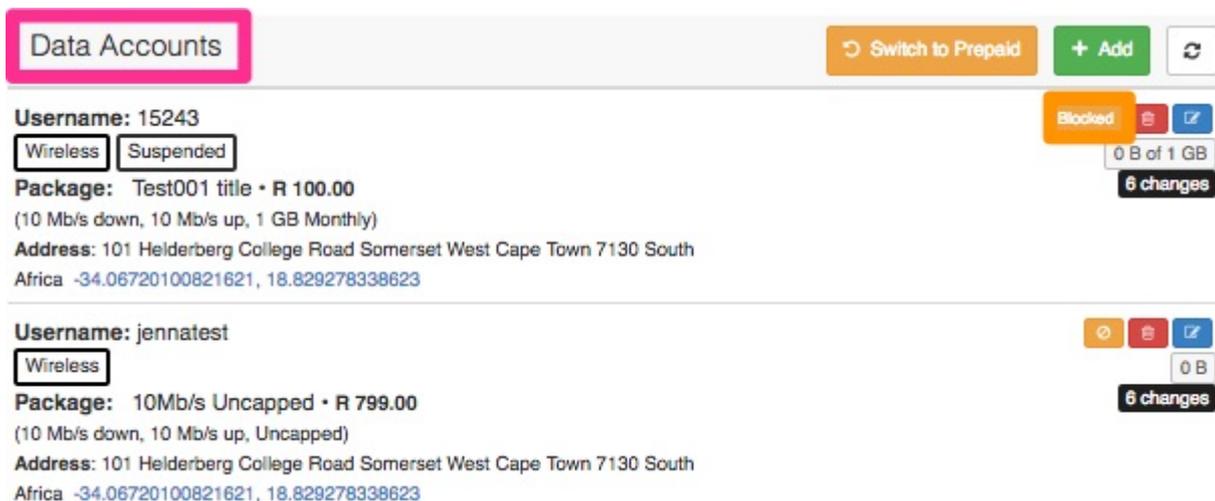
**Data Accounts** Switch to Prepaid + Add Refresh

**Username:** 15243  
**Wireless**  
**Package:** Test001 title • R 100.00  
(10 Mb/s down, 10 Mb/s up, 1 GB Monthly)  
**Address:** 101 Helderberg College Road Somerset West Cape Town 7130 South Africa -34.06720100821621, 18.829278338623

**Username:** jennatest  
**Wireless**  
**Package:** 10Mb/s Uncapped • R 799.00  
(10 Mb/s down, 10 Mb/s up, Uncapped)  
**Address:** 101 Helderberg College Road Somerset West Cape Town 7130 South Africa -34.06720100821621, 18.829278338623

### 9.3.4. Unsuspending a specific data account

To unsuspend a specific data account on the customer's profile, go to the **"Data Accounts"** section and then look for the relevant data account. Click on the **"Block"** button found on the right-hand side of the data account.



The screenshot displays the 'Data Accounts' section of a customer profile. The 'Data Accounts' tab is highlighted with a pink box. The interface includes a header with 'Data Accounts' and buttons for 'Switch to Prepaid', '+ Add', and a refresh icon. Below the header, two data accounts are listed:

- Account 1:**
  - Username: 15243
  - Wireless  Suspended
  - Package: Test001 title • R 100.00
  - (10 Mb/s down, 10 Mb/s up, 1 GB Monthly)
  - Address: 101 Helderberg College Road Somerset West Cape Town 7130 South Africa -34.06720100821621, 18.829278338623
  - Buttons: Blocked (orange), B (red), ✓ (blue)
  - Usage: 0 B of 1 GB
  - 6 changes
- Account 2:**
  - Username: jennatest
  - Wireless
  - Package: 10Mb/s Uncapped • R 799.00
  - (10 Mb/s down, 10 Mb/s up, Uncapped)
  - Address: 101 Helderberg College Road Somerset West Cape Town 7130 South Africa -34.06720100821621, 18.829278338623
  - Buttons: Refresh (orange), B (red), ✓ (blue)
  - Usage: 0 B
  - 6 changes

**As mentioned above, please remember that if you do not un-suspend the customer before month end, then the customer's contract will be cancelled with IS.**

**\*If you are currently using the new suspensions module, please refer to the suspensions manual on our website.**

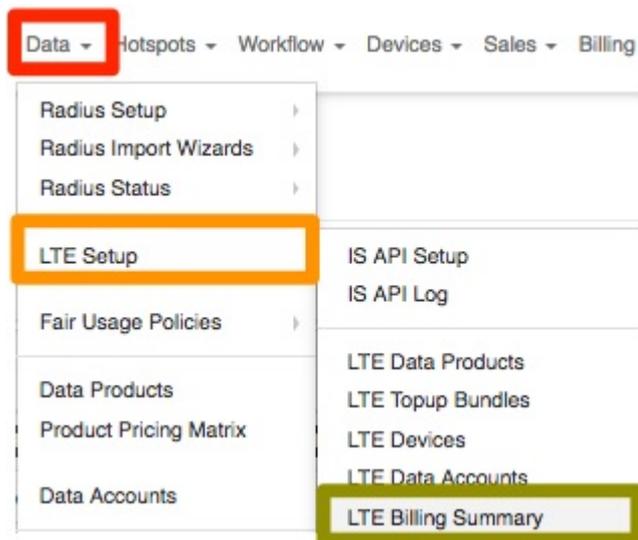
## **9.4. Deleting LTE user accounts**

Please note that LTE user accounts can no longer be deleted. If the customer account needs to be cancelled, please refer to section 8.3 and section 9.2.2. If the account has been cancelled due to the fact that it was not un-suspended before month-end, please contact the HeroTill office to help you recover the client's information.

If you need the customer's information to be recovered, please be aware that this is a time-sensitive issue. If the account is not retrieved before the next month end (after being cancelled) then the customer's information will be wiped from the IS database and the customer will need to re-apply for LTE services.

## 10. IS LTE Billing Summary

On this screen, you will be able to view an itemised billing report. This billing report is just to give you a breakdown of all charges that you will be invoiced for at the end of the month. To view the LTE billing summary, go to “**Data**” - “**LTE Setup**” and then click on the “**LTE Billing Summary**” option.



You will now see the following screen:

IS LTE Itemised Billing

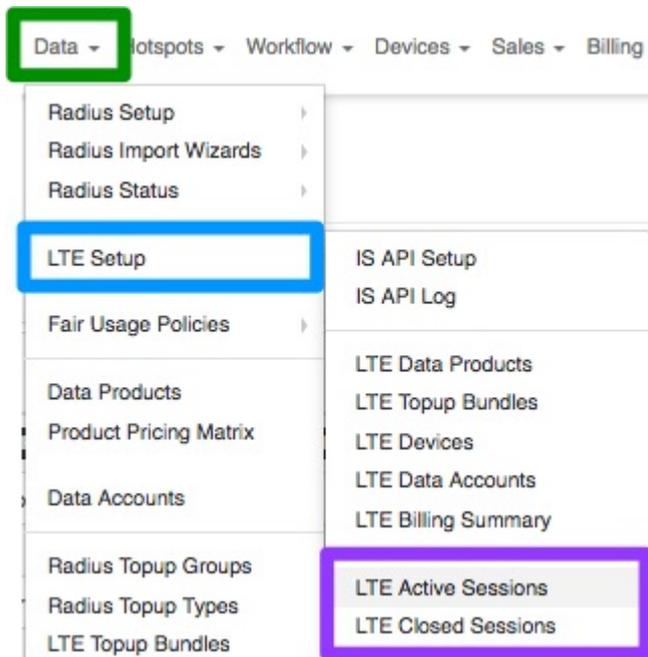
Show  Rows

Period	Annotation	Courier Ref	Request ID	Billing Amount	Customer	Account Code	LTE Account	LTE Status	Monthly Product	Monthly Billing
2018 Jan	Device Delivery Fee	Courier2305	2305		Imel's Fibre & LTE	IME003		Pending Activation	LTE CellC 50GB	R 201.98
2018 Jan	Device Charge: Huawei B618	Courier2305	2305		Imel's Fibre & LTE	IME003		Pending Activation	LTE CellC 50GB	R 201.98
2018 Jan	LTE CellC 50GB- Activated: 2018-02-15	Courier2305	2305		Imel's Fibre & LTE	IME003		Pending Activation	LTE CellC 50GB	R 201.98
2018 Jan	Device Delivery Fee	Courier2304	2304		Imel's Fibre & LTE	IME003		Pending Activation	Home Wireless Basic	R 2,583.00
2018 Jan	Device Charge: Huawei B618	Courier2304	2304		Imel's Fibre & LTE	IME003		Pending Activation	Home Wireless Basic	R 2,583.00
2018 Jan	Home Wireless Basic- Activated: 2018-02-15	Courier2304	2304		Imel's Fibre & LTE	IME003		Pending Activation	Home Wireless Basic	R 2,583.00

- Light Blue:** This filter will allow you to filter for different billing periods.
- Dark Blue:** Here you will be able to see for which billing period the costs are i.e. 2018 Feb.
- Purple:** The Annotation field will give you a break down as to what the costs were for i.e. services that have been activated or device delivery costs.
- Pink:** In this section, you can view the courier reference number.
- Red:** Here, you will be able to view the amount that IS will be billing you for the specific **annotation**.
- Orange:** Here you can view all the customer's details.

## 11. IS LTE Active and Closed Sessions

To view a list of all active or closed LTE sessions, go to **"Data"** - **"LTE Setup"** and then click on either the **"LTE Active Sessions"** or the **"LTE Closed Sessions"** option.



## 11.1. Active Sessions

On this screen, you will be able to view a list of information like:

- the **Session ID**
- **IP Address**
- radius **Username**
- The **Product** that the customer is on
- as well as who the "**Customer**" is.

IS LTE Active Sessions Refresh

Show 100 Rows Search Copy Columns Disabled Export Columns CSV Export Columns XLSX Show/Hide Columns

Session ID	Connect Time	IP Address	Username	MSISDN	Product	Customer	Account Code
	2018-10-11 06:10:41				LTE CellC 100GB		ABC001
	2018-10-11 06:10:39						JES005
	2018-10-11 06:10:38				LTE CellC 50GB		IME003
	2018-10-11 06:10:21				Home Wireless Advanced		ABC001
	2018-10-11 06:10:20				Home Wireless Advanced		JES005
	2018-10-11 06:10:14				Home Wireless Basic		IME003
	2018-10-11 06:10:04				Home Wireless Basic		API001
	2018-10-11 06:10:04				Home Wireless Ultimate		JEM005
	2017-11-01 17:00:55				Home Wireless Advanced		IME003
	2017-11-01 17:00:54				Home Wireless Basic		IME003
	2017-11-01 17:00:53				Home Wireless Basic		IME003

Showing 1 to 11 of 11 entries Previous 1 Next

## 11.2. Closed Sessions

On this screen you will be able to view a list of information like the:

- **Session ID**
- **Connect Time**
- **Disconnect Time**
- **Username**
- **Duration**
- **Disconnect Reason**
- **Data Used**
- **Customer information**

IS LTE Closed Sessions

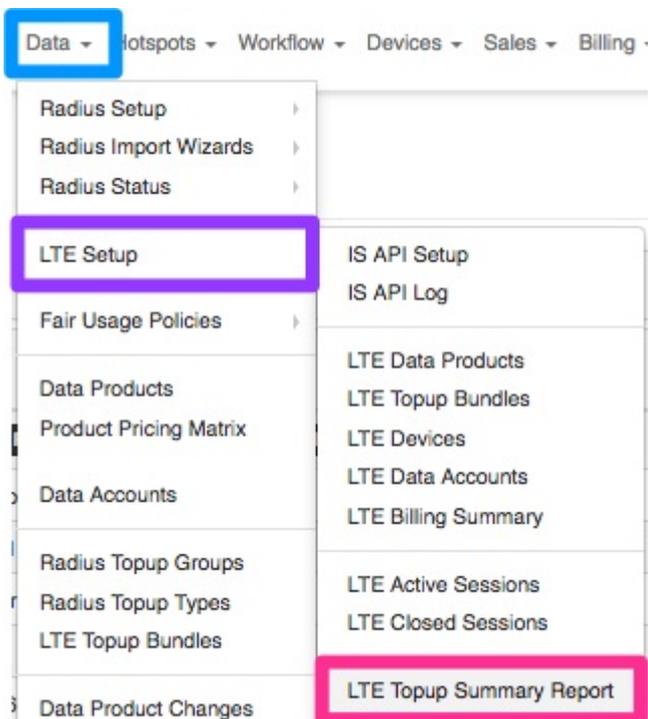
Show 100 Rows

Refresh

Session ID	Connect Time	Disconnect Time	Username	MSISDN	Duration	Disconnect Reason	Data Used	Customer	Account Code
	2018-10-11 06:03:41	2018-10-11 06:15:41			00:12:00	Normal call clearing	716.7 KB		ABC001
	2018-10-11 06:03:39	2018-10-11 06:15:39			00:12:00	Normal call clearing	103.7 KB		JES005
	2018-10-11 06:03:38	2018-10-11 06:15:38			00:12:00	Normal call clearing	73.7 KB		IME003
	2018-10-11 06:03:21	2018-10-11 06:15:21			00:12:00	Normal call clearing	488.4 KB		ABC001
	2018-10-11 06:03:20	2018-10-11 06:15:20			00:12:00	Normal call clearing	474.7 KB		JES005
	2018-10-11 06:03:14	2018-10-11 06:15:14			00:12:00	Normal call clearing	974.2 KB		IME003

## 12. Top-up Summary Report

To find your top-up summary report, go to **Data** - **LTE Setup** and then click on the **LTE Topup Summary Report**



- Data
  - Radius Setup
  - Radius Import Wizards
  - Radius Status
  - LTE Setup**
    - IS API Setup
    - IS API Log
    - LTE Data Products
    - LTE Topup Bundles
    - LTE Devices
    - LTE Data Accounts
    - LTE Billing Summary
    - LTE Active Sessions
    - LTE Closed Sessions
    - LTE Topup Summary Report**
  - Fair Usage Policies
  - Data Products
  - Product Pricing Matrix
  - Data Accounts
  - Radius Topup Groups
  - Radius Topup Types
  - LTE Topup Bundles
  - Data Product Changes

On this page, you will be able to view a list of all top-ups that have been requested or done for each LTE customer.

IS LTE Topup Summary Report

October 2018 | All Topups | Refresh | Refresh from API

Show 100 Rows

Topup Date	Account Code	Customer	Package	Requested By	Topup Size	Topup Cost	Topup Status
2018-08-08 21:38:47	JEN005	Jennifer du Plessis	Home Wireless Ultimate	JEN005 from [redacted]	1.0 GB	R 35.00	Pending
2017-10-25 15:40:50	JEN005	Jennifer du Plessis	Home Wireless Ultimate	mel from [redacted]	1.0 GB	R 31.50	Pending
2017-10-25 15:40:09	JEN005	Jennifer du Plessis	Home Wireless Ultimate	mel from [redacted]	1.0 GB	R 35.00	Pending
2017-10-25 14:57:36	JEN005	Jennifer du Plessis	Home Wireless Ultimate	jesica from [redacted]	10.0 GB	R 0.00	Pending

**Yellow:** This filter will allow you to view top-ups per month.

Here you can filter to see only top-ups that are:

- Red:**
- Pending
  - Processed
  - Cancelled

**Pink:** This section will show you the top-up date.

**Purple:** Here you can view for which customer the top-up was done.

**Light Blue:** In this section, you will be able to view the data package that the customer is on.

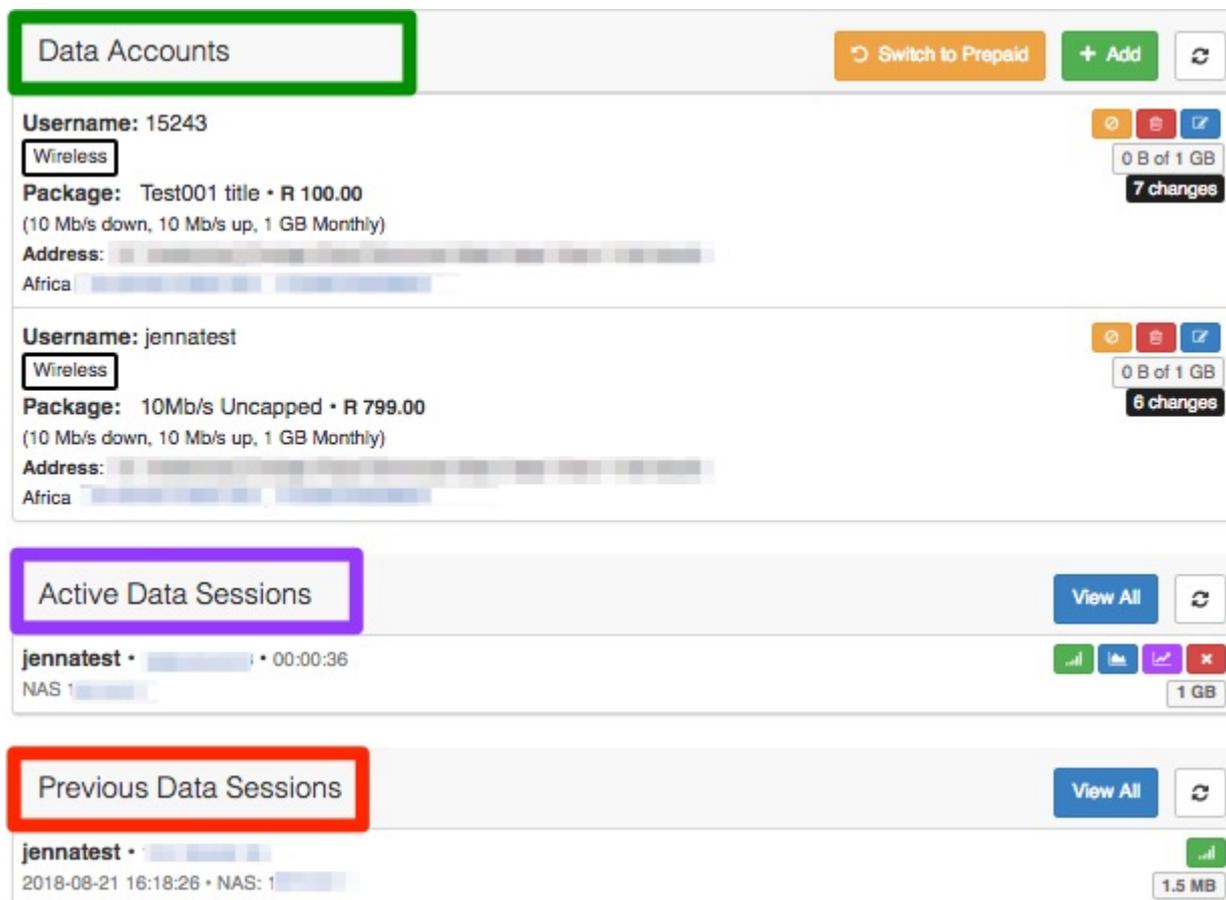
**Dark Blue:** Here you will be able to see by whom the top-up was requested. If the customer requested the top-up, you will see the customer code in this section. If an admin user requested a top-up, you will be able to see the admin user's name.

**Green:** In this section, you will be able to see the top-up size, the price of the top-up as well as the status.

**Orange:** The orange button found on the right-hand side of the top-up will allow you to cancel the top-up of need be.

## 13. Helpdesk Support:

Please note that as your Call Centre agents will not be able to log into the customer’s device, they will only be able to do the most basic troubleshooting. Any serious issues will need to be escalated to the IS LTE helpdesk. Call Centre agents will, however, be able to see all **data Accounts** linked to the customer profile as well as the “**Active Data Sessions**” and “**Previous Data Sessions**”.



The screenshot displays three sections of the HeroTill interface:

- Data Accounts:** This section is highlighted with a green box. It contains two account entries. The first entry has Username: 15243, Package: Test001 title • R 100.00, and 0 B of 1 GB usage. The second entry has Username: jennatest, Package: 10Mb/s Uncapped • R 799.00, and 0 B of 1 GB usage. Each entry includes an orange 'Switch to Prepaid' button, a green '+ Add' button, and a refresh icon. There are also icons for settings, delete, and edit.
- Active Data Sessions:** This section is highlighted with a purple box. It shows one active session for 'jennatest' with a duration of 00:00:36 and 1 GB of data used. It includes a blue 'View All' button and a refresh icon.
- Previous Data Sessions:** This section is highlighted with a red box. It shows one previous session for 'jennatest' on 2018-08-21 at 16:18:26 with 1.5 MB of data used. It includes a blue 'View All' button and a refresh icon.

