

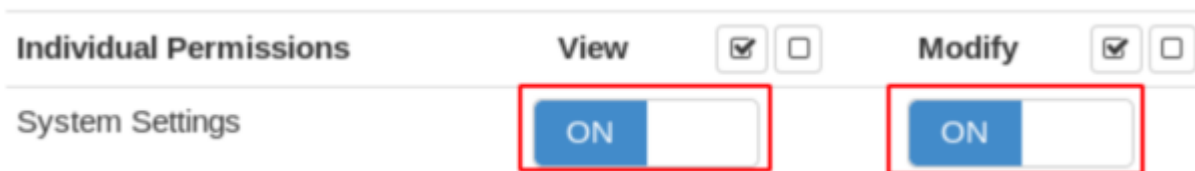
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The purpose of this guide is to introduce the LTE Cancellation Cut-off Date functionality.

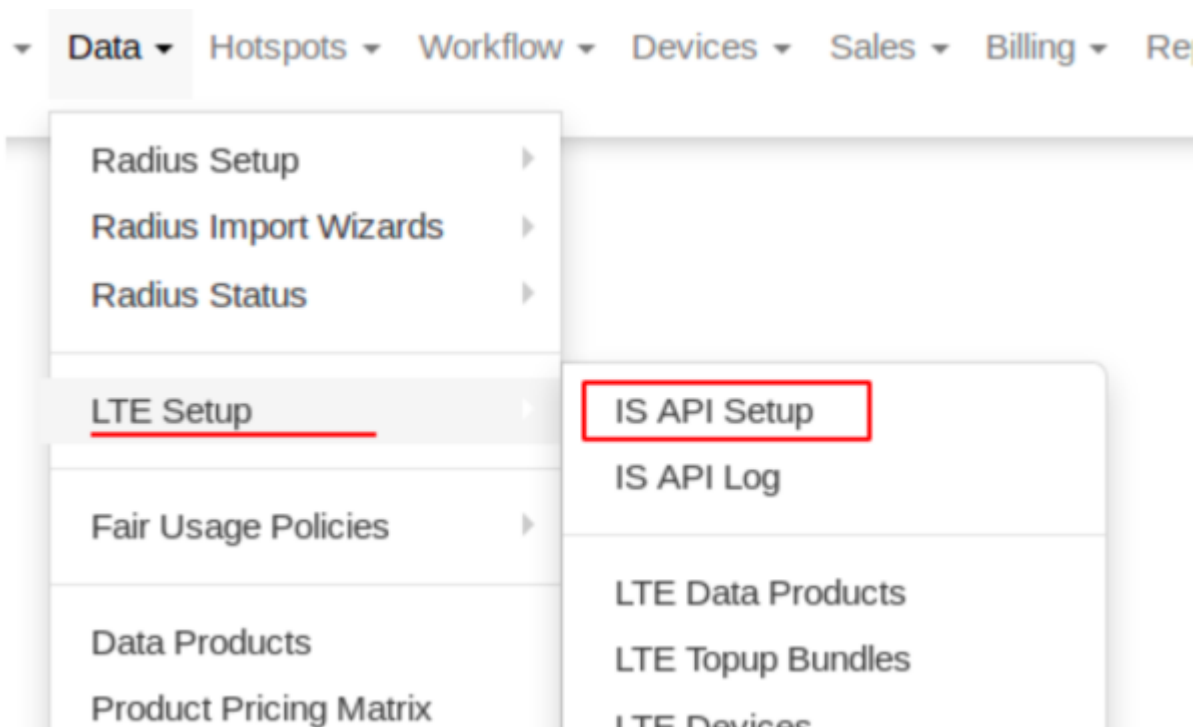
IS currently bills its LTE services one month ahead. This means that there may be discrepancies depending on when your customers cancel their services. HeroTill has implemented a cutoff date mechanism to improve LTE cancellations on HeroTill.

Requirements:

- The LTE module needs to be enabled on your HeroTill installation
- The following permissions are required for you to see the menu as well as save the cutoff date settings (System Read and System Write)



In order to configure the LTE Cancellation Cut-off Date, Navigate to the **Data Menu-> LTE Setup -> IS API Setup Menu.**



Functionality Defaults:

1. By default the functionality is disabled. As long as the functionality is disabled, the system will continue to function as it did previously with no control mechanisms in place.

Enable LTE Cancellation Cutoff No

When enabled you will be able to select a date for cut-off for LTE cancellation. This will ensure that when an LTE account is cancelled before this date in the month, no new recurring invoice will be generated for this service and the service will stop at the end of the current month.

If the client cancels after the cut-off date, the cancellation call to Internet solutions will only be sent on the first day of the following month to ensure that the client will have service until the end of the next month and the client will receive an invoice for the cancellation month.

Make sure you select a date before your first recurring billing run for the month

2. When enabled, the default cutoff date will be configured to the 15th of each month. This can be modified according to your policies.

Enable LTE Cancellation Cutoff Yes

When enabled you will be able to select a date for cut-off for LTE cancellation. This will ensure that when an LTE account is cancelled before this date in the month, no new recurring invoice will be generated for this service and the service will stop at the end of the current month.

If the client cancels after the cut-off date, the cancellation call to Internet solutions will only be sent on the first day of the following month to ensure that the client will have service until the end of the next month and the client will receive an invoice for the cancellation month.

Make sure you select a date before your first recurring billing run for the month

LTE Cancellation Cutoff Date

Functionality Description and Examples:

When enabled you will be able to select a date for cut-off for LTE cancellation. This will ensure that when an LTE account is cancelled before this date in the month, no new recurring invoice will be generated for this service and the service will stop at the end of the current month.

If the client cancels after the cut-off date, the cancellation call to Internet solutions will only be sent on the first day of the following month to ensure that the client will have service until the end of the next month and the client will receive an invoice for the cancellation month.

1. Notices
 1. Internet Solution (IS) *pre bills* their accounts.
 1. Eg. Service for July 2019 is paid for in June 2019
 2. Given the Cutoff Date is set to the **15th** of each month
2. LTE Cancellation Cutoff Examples:

Example 1

If the customer cancels the LTE account on the 2019-06-08 (the 8th is *prior* to the cutoff date)

The Cancellation API call will be submitted to *IS* on 2019-06-08

The Last day recurring billing will run for this account is 2019-06-08

The Last day of service for the account will be 2019-06-30

The Account would have received his final invoice in the 5th month (May)

Example 2

If the customer cancels the LTE account on the 2019-06-16 (the 16th is *after* the cutoff date)

The Cancellation API call will be submitted to *IS* on 2019-07-01

The Last day recurring billing will run for this account is 2019-06-30

The Last day of service for the account will be 2019-07-31

The Account will receive his final invoice in the 6th month (June)

Example 3

If the customer cancels the LTE account on the 2019-07-07 (the 7th is *prior* the cutoff date)

The Cancellation API call will be submitted to *IS* on 2019-07-07

The Last day recurring billing will run for this account is 2019-07-07

The Last day of service for the account will be 2019-07-31

The Account would have received his final invoice in the 6th month (June)

Example 4

If the customer cancels the LTE account on the 2019-07-18 (the 18th is *after* the cutoff date)

The Cancellation API call will be submitted to *IS* on 2019-08-01

The Last day recurring billing will run for this account is 2019-07-31

The Last day of service for the account will be 2019-08-31

The Account will receive his final invoice in the 7th month (July)

Affected Domains in HeroTill

1. Radius User (LTE User) Cancellation
2. Customer Cancellation (A customer might have multiple LTE Accounts present)
3. Radius User (LTE User) Account Restoration
4. Customer Restoration (A customer might have multiple LTE Accounts present)

On all of the 4 affected domains listed above and described below the rules defined in the examples given previously apply.

1. Radius User (LTE User) Cancellation

Open up the relevant radius account to cancel



The screenshot shows a user profile for 'jd7@...com'. The account type is 'CellC LTE'. The package is 'LTE CellC 200GB • R 300.00 (R 260.87)'. The usage is '653.8 GB of 660 GB' at '99.1%' with '35 changes'. The location is 'Africa'. There are three icons in the top right: a yellow refresh icon, a red trash icon, and a blue edit icon (highlighted with a red box). A blue box highlights the 'CellC LTE' label.

Enter a cancellation date and specify the appropriate cancellation reason.

Edit Data Account #9716 - JD Oberholster.

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

Customer JDO004-JD [redacted]

User Type RAIN / Cell-C LTE

Connection Type CellC LTE

Login Username jd7@[redacted].com

Current Password [redacted] [Change Password](#)

Account Description Account / Device Description

Labels Select One or more Labels

Data Product LTE CellC 200GB R 300.00

Cancellation Date 2019-06-17 [Clear](#)

Cancellation Reason Connectivity issues

Queue Routers [redacted]
Leave blank to use Data Product default Queue routers

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

If cancelled the relevant cancellation date will be visible on the accounts widget appear and the date for when the account service will end.



Cancelled Mon 17 Jun 2019 ←

Service Until Midnight Wed 31 Jul 2019 ←

Username: jd7@[redacted].com

CellC LTE

Package: LTE CellC 200GB • R 300.00 (R 260.87)
(200 GB)

653.8 GB of 660 GB

99.1 %

36 changes

If cancelled in the future, a date will appear indicating when the cancellation will go through to IS as well as a date indicating when the service for the client will terminate.



The screenshot displays a customer's LTE account information. At the top, there are two highlighted boxes: an orange one for 'Cancelling Wed 19 Jun 2019' and a red one for 'Service Until Midnight Wed 31 Jul 2019'. Red arrows point from these boxes to the right. Below these is the 'Username: jd8@ [redacted] com' and a blue 'RAIN LTE' button. The 'Package: LTE CellC 200GB • R 300.00 (R 260.87)' is listed, along with '(200 GB)'. The 'Address:' field is redacted, and the region is 'Africa'. The 'GPS:' field is also redacted. On the right side, there are three icons (a yellow circle with a slash, a red trash can, and a blue edit icon) above a usage bar showing '653.8 GB of 660 GB' and '99.1 %' usage. Below the usage bar is a black box with '83 changes'.

2. Customer Cancellation (A customer might have multiple LTE Accounts present)

When a LTE account is present on a customer, one will be able to supply a LTE cancellation reason. When a cancellation date and reason has been supplied, all LTE accounts will be cancelled on the date specified, with the same reasons supplied.

Edit Customer #244 - [Redacted]

Account Detail | Address Detail | Contacts | Portal Login | Billing | SageOne | **Cancellation** | Master

Account Cancellation Date

Reason for Cancellation

LTE Cancellation Reason

LTE products have been located on this customer account. Please note an LTE Cancellation Reason is required when adding a cancellation date as per the LTE provider.

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

Account Cancelling on **06/19/2019**

Account Details

Customer Group: New Group for imports

Account Code: J00004

ID Number: [Redacted]

Primary Contact Name: JD [Redacted]

Physical Address: [Redacted]

Client Portal Username: J00004

Account Cancellation: 2019-06-19

Customer Contact Details

Name	Email	Cell No	Used for
JD [Redacted]	jd@[Redacted].com	0713751371	[Redacted]

Data Accounts

Username	Package	Package Price	Status
jd7@[Redacted].com	LTE CellC 200GB + R 200.00 (R 200.07)	(R 200.07)	<input type="button" value="Cancel"/>
jd8@[Redacted].com	LTE CellC 200GB + R 200.00 (R 200.07)	(R 200.07)	<input type="button" value="Cancel"/>
jd9@[Redacted].com	LTE CellC 200GB + R 200.00 (R 200.07)	(R 200.07)	<input type="button" value="Cancel"/>

Data Usage

June 2019



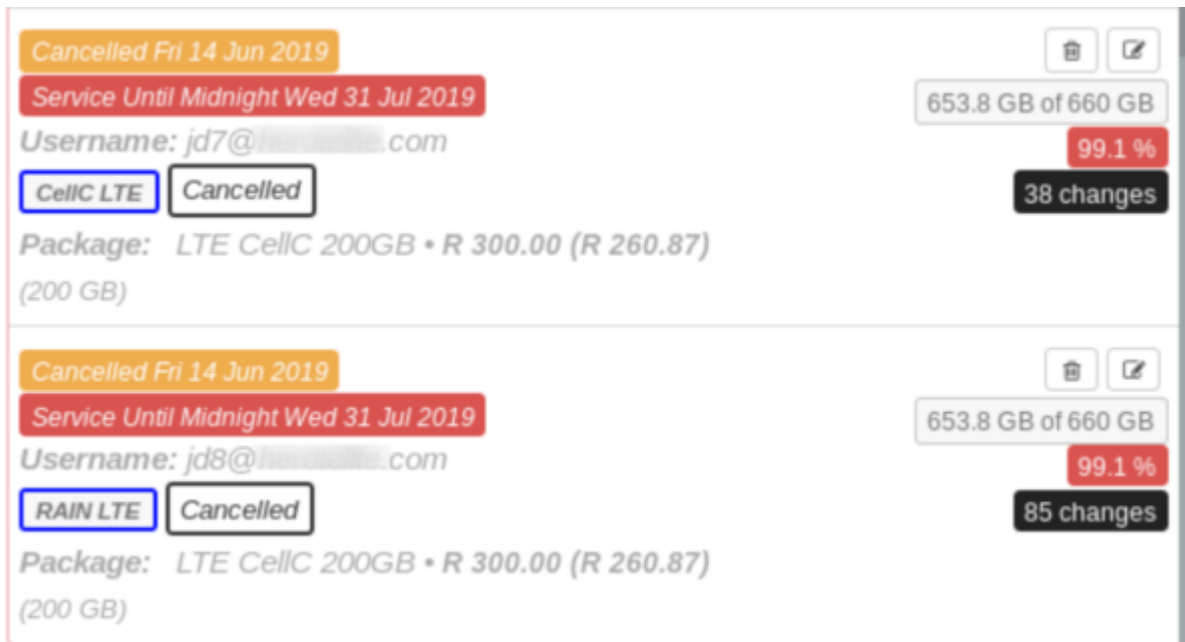
Data Topups

Phone Usage

June 2019



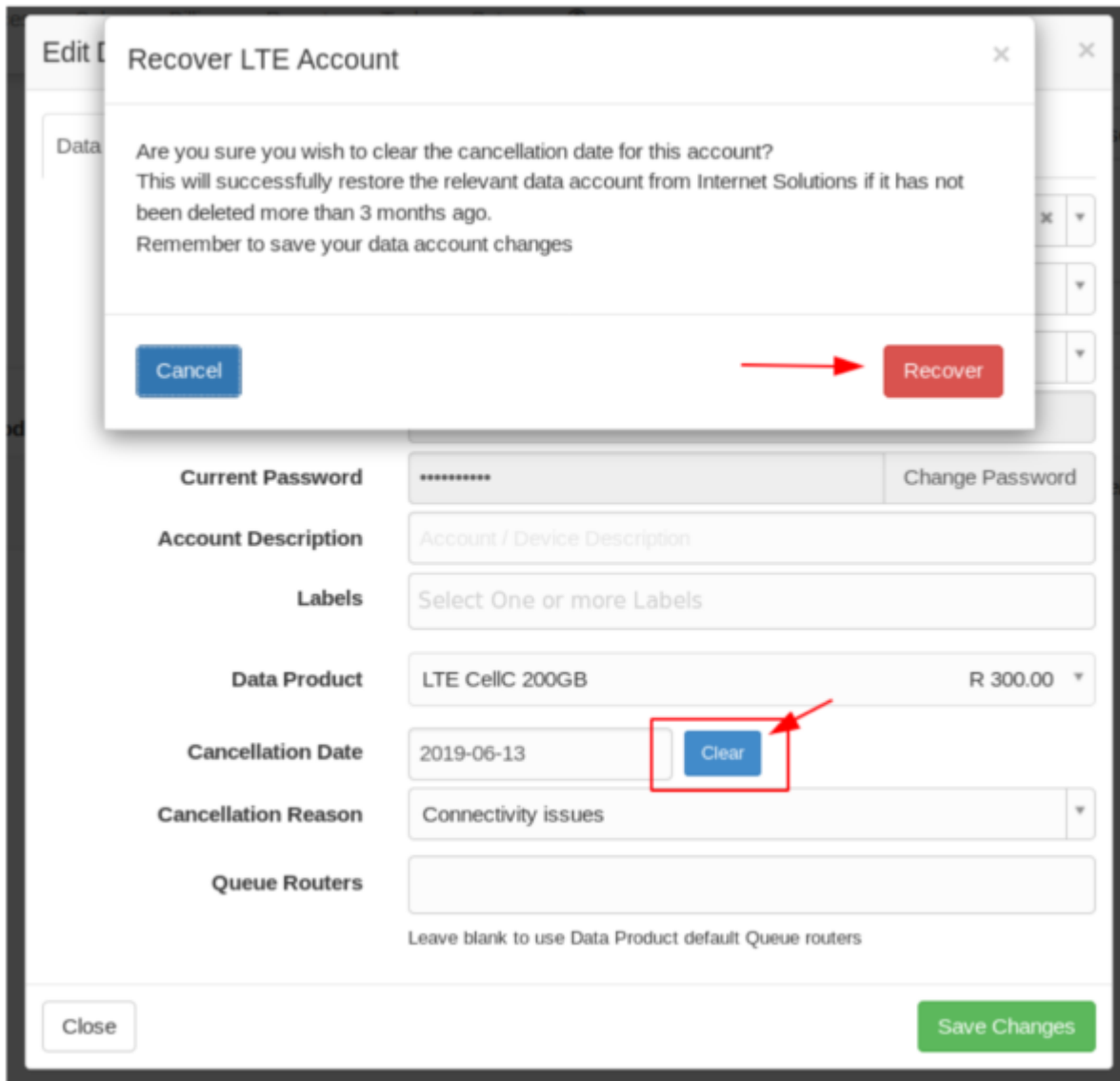
On Customer cancellation, relevant cancellation settings will be applied on accounts once the cancellation date has elapsed. See screenshot below.



The screenshot displays two user account cancellation records. Each record includes a cancellation date, service end date, username, package name, and usage statistics. The first record is for user 'jd7@...' with package 'CellC LTE' and 38 changes. The second record is for user 'jd8@...' with package 'RAIN LTE' and 85 changes. Both users have 99.1% usage and 653.8 GB of 660 GB remaining.

Username	Package	Changes	Usage
jd7@...com	CellC LTE	38 changes	99.1 %
jd8@...com	RAIN LTE	85 changes	99.1 %

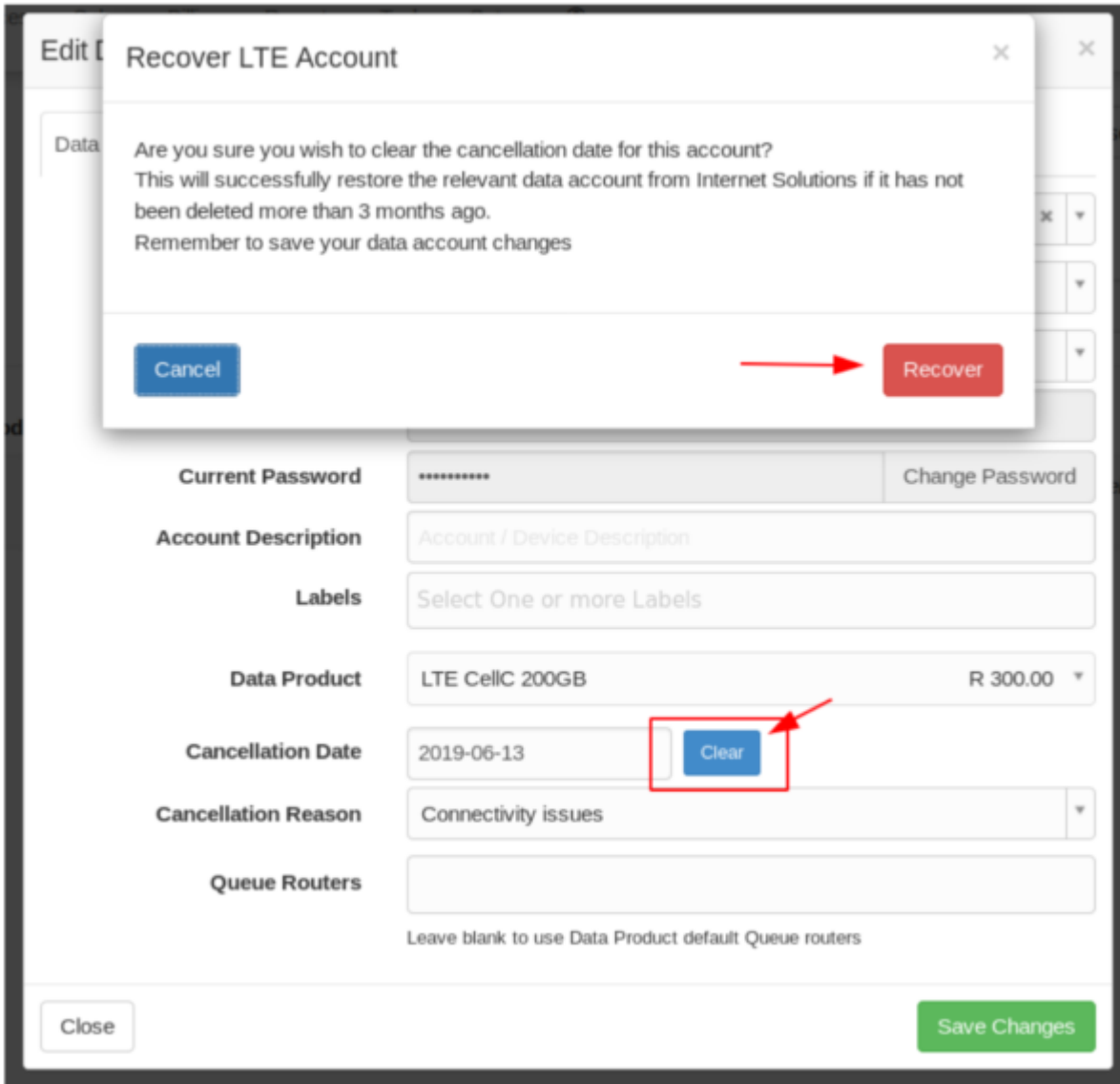
3. Radius User (LTE User) Account Restoration



The image shows a screenshot of a web application interface. At the top, there is a dialog box titled "Recover LTE Account". The dialog box contains the following text: "Are you sure you wish to clear the cancellation date for this account? This will successfully restore the relevant data account from Internet Solutions if it has not been deleted more than 3 months ago. Remember to save your data account changes". Below the text are two buttons: a blue "Cancel" button on the left and a red "Recover" button on the right. A red arrow points from the "Recover" button in the dialog box to the "Clear" button in the form below. The form below the dialog box has several fields: "Current Password" (masked with dots), "Account Description" (text input), "Labels" (text input), "Data Product" (dropdown menu showing "LTE CellC 200GB" and "R 300.00"), "Cancellation Date" (text input showing "2019-06-13" and a blue "Clear" button), "Cancellation Reason" (dropdown menu showing "Connectivity issues"), and "Queue Routers" (text input). At the bottom of the form are "Close" and "Save Changes" buttons.

If an account has already been scheduled for cancellation (a Cancellation Date has already been set for the account) and the date is being cleared. A prompt will appear to recover the LTE account. Please note an LTE account that has been deleted three months prior to recovery point will be unrecoverable.

After clicking save changes the save changes button, the system will immediately do a restore account call to Internet Solutions, the popup will remain open until the restore account call has been submitted and a suitable response has been received.



Recover LTE Account

Are you sure you wish to clear the cancellation date for this account?
 This will successfully restore the relevant data account from Internet Solutions if it has not been deleted more than 3 months ago.
 Remember to save your data account changes

Cancel Recover

Current Password ***** Change Password

Account Description Account / Device Description

Labels Select One or more Labels

Data Product LTE CellC 200GB R 300.00

Cancellation Date 2019-06-13 Clear

Cancellation Reason Connectivity issues

Queue Routers

Leave blank to use Data Product default Queue routers

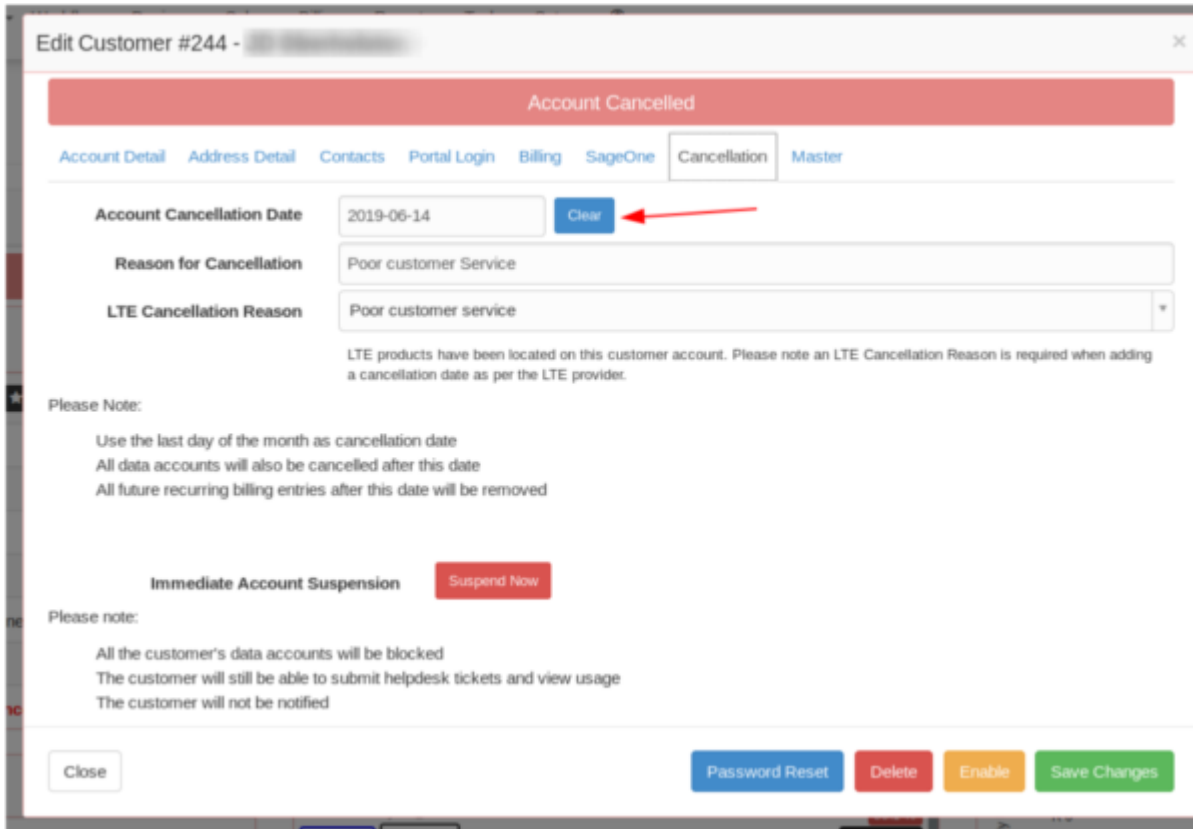
Close Save Changes

API Call:

API Date	Service	Parameters	Status	Return Code	Result
2019-06-17 11:00:37	getAccountInfo	{\"sessionId\": \"[redacted]\", \"username\": \"jdf@[redacted].com\"}	success	1	{\"accountId\": \"[redacted]\", \"password\": \"[redacted]\", \"comment\": \"00004\", \"systemComment\": \"restored at 2019-06-17 11:00:37\", \"emailAddress\": \"[redacted]\", \"class\": \"le-cellc-200g\", \"status\": \"1\", \"returnCode\": \"1\"}
2019-06-17 11:00:39	restoreAccount	{\"sessionId\": \"[redacted]\", \"username\": \"jdf@[redacted].com\"}	success	1	

4. Customer Restoration (A customer might have multiple LTE Accounts present)

When restoring a cancelled customer with LTE Accounts, click on the clear button.



Account Cancelled

Account Detail Address Detail Contacts Portal Login Billing SageOne Cancellation Master

Account Cancellation Date: 2019-06-14 **Clear**

Reason for Cancellation: Poor customer Service

LTE Cancellation Reason: Poor customer service

LTE products have been located on this customer account. Please note an LTE Cancellation Reason is required when adding a cancellation date as per the LTE provider.

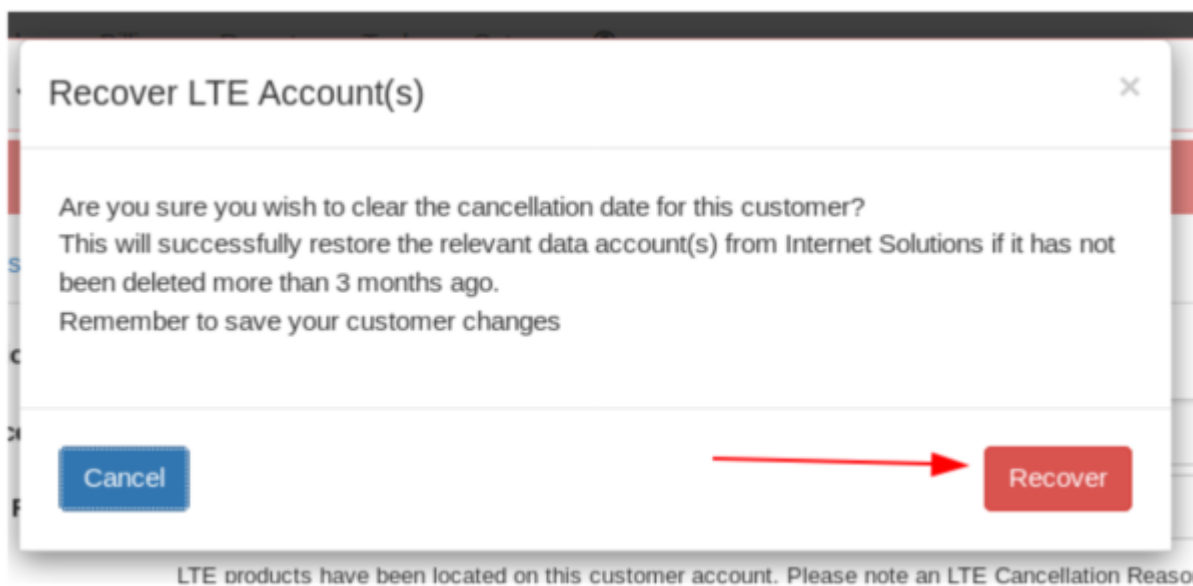
Please Note:
Use the last day of the month as cancellation date
All data accounts will also be cancelled after this date
All future recurring billing entries after this date will be removed

Immediate Account Suspension **Suspend Now**

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

Close Password Reset Delete Enable Save Changes

A popup will appear asking the user to confirm *IS* account restoration.



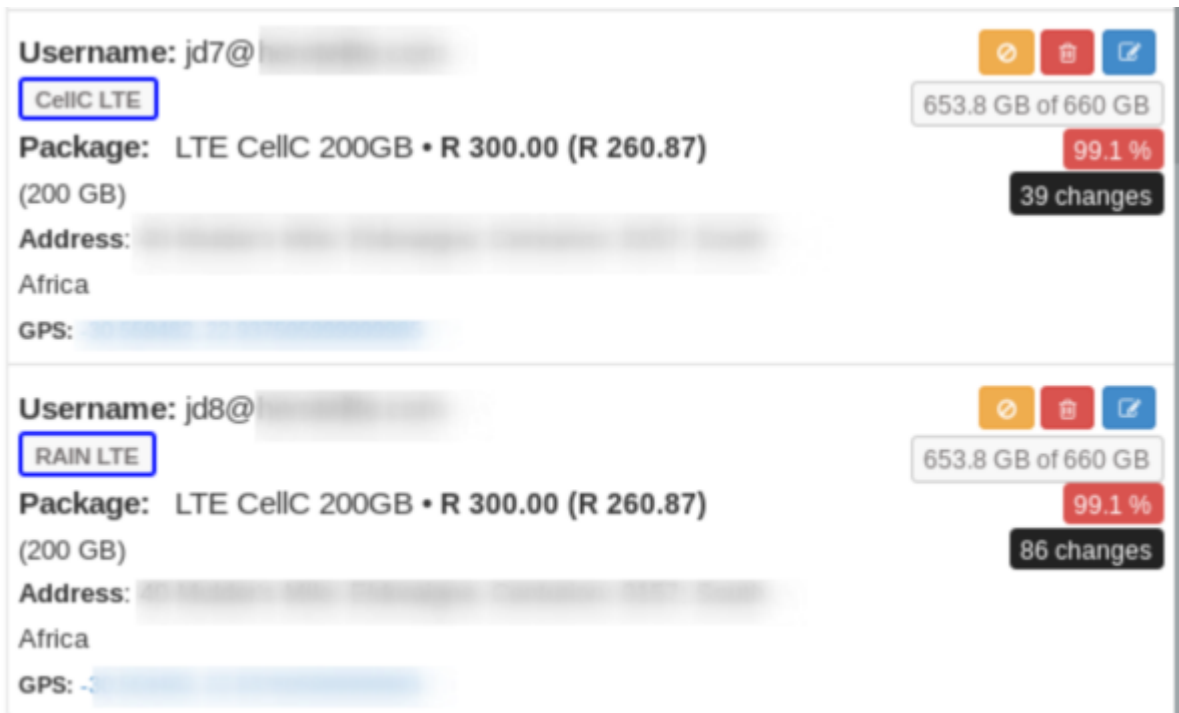
Recover LTE Account(s)

Are you sure you wish to clear the cancellation date for this customer?
This will successfully restore the relevant data account(s) from Internet Solutions if it has not been deleted more than 3 months ago.
Remember to save your customer changes

Cancel **Recover**

LTE products have been located on this customer account. Please note an LTE Cancellation Reason

After save changes has been clicked, the relevant accounts will be restored



Username: jd7@ [redacted]
CellC LTE
Package: LTE CellC 200GB • R 300.00 (R 260.87)
 (200 GB)
Address: [redacted]
 Africa
GPS: [redacted]

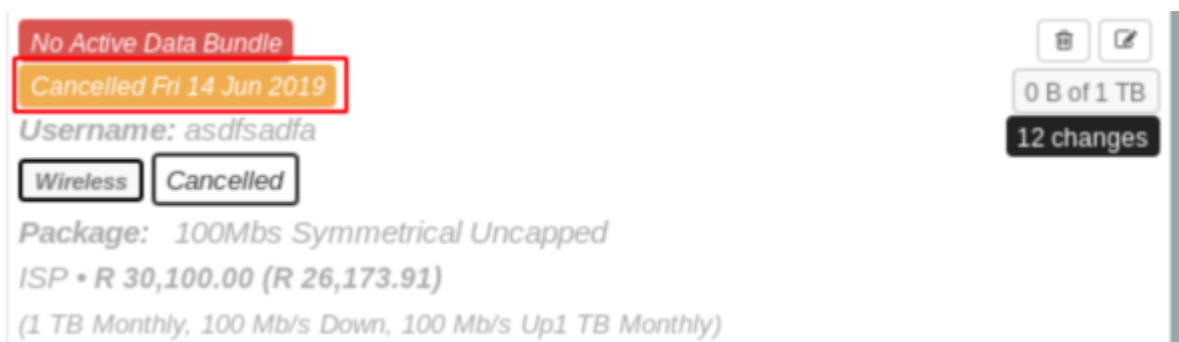
653.8 GB of 660 GB
 99.1 %
 39 changes

Username: jd8@ [redacted]
RAIN LTE
Package: LTE CellC 200GB • R 300.00 (R 260.87)
 (200 GB)
Address: [redacted]
 Africa
GPS: [redacted]

653.8 GB of 660 GB
 99.1 %
 86 changes

Appendix - Additional Notes

1. All Cancellation Execution happens in the HeroTill midnight routines. No cancellation logic happens during the day.
2. The LTE module is a third party integration, all LTE accounts on HeroTill run through Internet Solutions as an integration.
3. The Cancelled label is now available for all connection types, not only LTE. This will assist helpdesk and accounts staff with knowledge on account statuses



No Active Data Bundle
Cancelled Fri 14 Jun 2019
Username: asdfsadfa
Wireless **Cancelled**
Package: 100Mbps Symmetrical Uncapped
ISP • R 30,100.00 (R 26,173.91)
 (1 TB Monthly, 100 Mb/s Down, 100 Mb/s Up1 TB Monthly)

0 B of 1 TB
 12 changes

4. LTE accounts who have been scheduled for cancellation will no longer be able to be suspended as well as suspension calls override cancellation API calls on IS side