



Planet ISP

Planet Customer Portal Users Guide

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Planet Customer Portal

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Introduction

Your Planet Customer Portal provides direct online web access to information regarding your established Internet, Mobile, Fixed Line, VoIP, Broadband, Dial Up or various Network Service Account(s) including Web Hosting, Email and DataStorage.

By logging into your account, you are able to:

- View up-to-date account balance and account billing history
- Print current and previous account invoices, statements and payment receipts
- View detailed account status, including the current record of service usage and all your on-line activity
- Change your account passwords
- Change the way that your bills are generated and distributed
- Add additional services such as email accounts to your existing account
- Control your email notification options
- Submit an assistance request to resolve any problems you may have with your service
- Make an immediate credit card or prepaid card payment against your account balance

You can access your **Planet Customer Portal** from any standard CSS2 compliant web browser connected to the Internet. You can either login using “Client Login” at <http://www.planetisp.com.au> or direct access from your browser window using <https://billing.planetisp.com.au>

The Planet ISP Customer Portal specifically supports the Microsoft Internet Explorer 6.0+ and Mozilla Firefox web browsers.

This document explains the full range of features included with our online management suite. The screen layout and options available to you may differ from what is shown in this document.

Launching and Logging on to your Planet Customer Portal

To launch the Planet Customer Portal application, do the following:

1. Establish your network/Internet connection.
2. Start the chosen web browser.
3. Enter the Planet ISP site location address within the browser entry window. Use <http://www.planetisp.com.au>.
4. In Client Login enter your Service Account Username and Password and click on the **My Planet** button.

Note: You may have several services with different Usernames and Passwords set up on your account with us. The Service account Username and Password entered here determines which Service Account information will be presented during the current Customer Portal session.

5. If you have any problems logging into the system, please contact Planet ISP Support for further assistance.



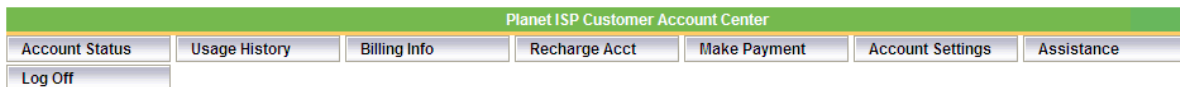


Planet Customer Portal Overview

Once you have logged in, you will be presented with our Planet Welcome Page.

Planet main menu options are displayed at the top of the page. Choose an option by clicking on the option link. Each menu option is described in detail within the sections below.

The **Account Status** option is shown by default on the Customer Portal Welcome Page.



- **Account Status:** Provides a quick summary of the accounts status showing account balance, expiration and time remaining if applicable.
- **Usage History:** Displays a detailed history of the connections established from your accounts services to the network / Internet.
- **Billing Info:** Current account balance, outstanding invoices and chronological history of printable invoices, statements and payments are accessible from this menu.
- **Recharge Acct:** Renews account expiration, time and or data limits on your account by transferring usage credits from a new prepaid card.
- **Make Payment:** Enables one time Credit Card or Prepaid Card payments to be made to your account in order to fund new or existing services.
- **Account Settings:** Account related options such as change password, recurring payment options, email notification settings and account cancellation.
- **Assistance:** Request help with technical or billing related questions using the assistance menu. You can also check up on the status and view a history of previous help requests.
- **Log Off:** To log out of the system

Account Status

This screen displays your account identity and presents a brief overview of your current account status. The Quick Links section under the account status display, presents you with web links in order to provide you with further information regarding your account, or our site and services. Clicking on the provided link will route you to the provided file or site specified. In some cases the time and data remaining fields if shown will change if your account is active while accessing the customer center. This usage information may not update in real time or at all for the duration of your session. Only after your session(s) have ended are accurate time and data remaining summaries available.





Usage History

Displays all calls or network sessions initiated using your account as chosen from the “Account” selection list over the month starting on the “Period Starting” field.

After making changes to either the account or period starting field click “View History” to show the new information. Depending on the services you are provided usage history may or may not show any information.

Usage History Search

Account: Sonya Bradley [planet2b]

Period Starting: 01/01/08

View History

Time Online for 01/01/08 thru 01/02/08

Call Date	Minutes	Input MB	Output MB	Username	Caller-ID
No matching usage records available					

The following explain each of the fields presented in the usage history display.

- **Call Date:** Date and time of the start of the session
- **Minutes:** The duration of the session in minutes
- **Input MB:** Count of megabytes uploaded to the network
- **Output MB:** Count of megabytes downloaded from the network
- **Username:** Username provided to access the network

Additional Features are Currently Being Added To These Fields For More Detailed Information.

Caller-ID Source telephone number or network address the session originated from Totals Provides a summary of all sessions shown above.

Note: The session information listed here is for informational purposes only and may vary slightly from actual usage base charges assessed.

Billing Information

Billing related account status and account history is viewable from this menu. The billing status window shows the current account balance. A positive number indicates the amount owed while a negative number indicates a credit balance. The available credit field displays the total amount of credit available to your account for accessing services where fees are assessed as they are used.

Billing Status

Current Balance: 143.67

Available Credit: None

Billing Type: Renewal

Unpaid Invoices

- Invoice #43 - 19/12/07 (20 days) - Amount Left: 0.66

Billing status also shows any outstanding invoices having not yet been paid in full. To get additional information about each invoice shown click the Invoice number to display a printable version of the invoice.

Billing history provides a chronological accounting of billing related activities on your account such as new invoices, statements, payments and pending adjustments or usage charges. Clicking any of the underlined links displayed in the “Type” column of the billing history will display additional printable information about that item.



Billing History				
Date	Type	Credit	Debit	Description
05/01/08 18:02:15	Charge / Adjustment		143.01	0415990611 Mobile Calls - Local
19/12/07 01:01:18	Invoice #43		0.66	Renewal

Make Payment

This menu option allows you to make a payment towards your account balance. Payments can only be made from the Customer Portal using credit card or prepaid card payments. Please contact your account representative for additional payment options.

Credit Card Payments

Once a credit card payment has been entered the status of the payment can be tracked from the "Billing Info" main menu option. It may take some time before credit card payments are fully processed and payment is credited to your account. Please be patient and do not attempt to resend the same payment twice as this will cause you to be billed twice. If the payment status shown in the "Billing Info" main

Make New Payment

Pay Method: <input type="text" value="Credit Card"/>	Amount: <input type="text" value="464.93"/>
Comment: <input type="text" value="auth test"/>	<input checked="" type="checkbox"/> Print Receipt
Card Number: <input type="text" value="4444333322221111"/>	Expiration: <input type="text" value="10"/> <input type="text" value="2008"/>
Auth Name: <input type="text" value="Planet ISP"/>	Postal Code: <input type="text" value="3188"/>
Bill Addr: <input type="text" value="23/427 Hampton Street, Hampton."/>	
Bill State: <input type="text" value="Hampton"/>	Security (CVV2) Code: <input type="text" value="123"/>
<input type="button" value="Make Payment"/>	

menu option indicates a credit card payment was declined you may then resend the transaction after resolving the reason for the declined payment or by using a different credit card.

To make a credit card entry, enter the amount of the payment in currency form (for example '30.00') in the Amount field. Do not include the currency symbol ('\$'). Enter your credit card number in numerical form with no formatting, such as dashes ('-') in the CC Number field. In the Auth Name field, enter the credit card holder's name exactly as it appears on the credit card. Enter the credit card billing address in the bill address field and enter the credit card billing postal/zip code in the Postal Code field. Finally press the Make Payment button to apply the credit card payment to your account.

Prepaid Card Payments (If Applicable)

If you wish to make payments using a prepaid card choose the "Pre-Paid Card" pay method and enter the amount of the payment you wish to make against the cards balance. Once this is complete enter the card account/login and card password values from the prepaid card itself and click "Make Payment". Payment is applied immediately to your account.

Make New Payment

Pay Method: <input type="text" value="Pre-Paid Card"/>	Amount: <input type="text" value="253.56"/>
Comment: <input type="text"/>	
Card Account: <input type="text"/>	Card Password: <input type="text"/>
<input type="button" value="Make Payment"/>	

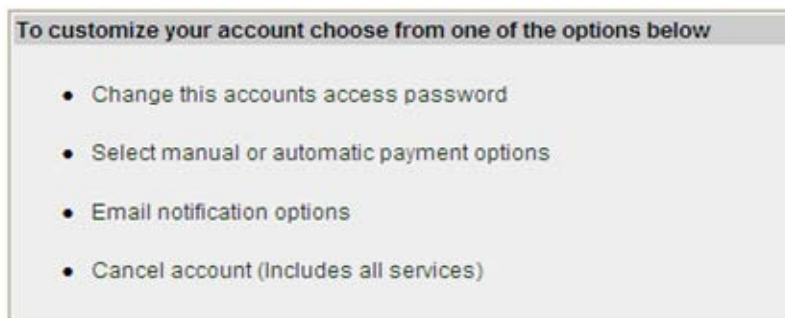


Purchase Time (If Applicable)

If available the purchase time option allows the purchase of additional blocks of time for account access. To purchase additional items choose the account and purchase option by reviewing the description of each and setting the quantity you would like to purchase. Each services current expiration and time remaining is displayed for reference. After setting the quantities click "Continue" a confirmation dialogue showing the type and cost of the options selected will appear. Please review this carefully as once created you will need to contact your account representative to correct any errors. If necessary you will be automatically taken to the make payment menu to complete the purchase. Once payment is approved and the invoice for this purchase paid in full the effected services time remaining and or expiration date is credited accordingly.

Account Settings

Account settings allow changes to be made to your account. Available settings are presented with a list of options similar to the ones shown here.



Change Account Access Password

Select the **Change password** option in order to change your service account password. The service for which you are changing the password is the same service you used to access the customer account center.

When you select this option, you are presented with the **Password Change** screen in which you are prompted to verify your existing password in the **Current Password** field, enter a new password value in the **New Password** Field and confirm the new password value in the **Confirm** field. The **New Password** and **Confirm** field values

must match in order for the password to be accepted. Press the **Update** button to save your new password entry. This password will be effective the next time you login to either your service account or the Account Center. There may be a slight delay before the new password takes effect.

Note: Planet may have certain restrictions regarding the minimum length required of password entries. If you enter a value under this password length, you will be prompted to enter a new password value of greater length. Additionally, it is generally recommended that you create password values that are unique containing letters and numbers (such as "azr24cVx") to prevent your access password from being guessed.

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Manual or Automatic Payment Options

Select this option in order to change the way that you are billed for your services. The selection you make here will become effective from the next billing period on. Make a selection from the provided option list for the **Select a Payment Method** field.

The options are:

- **Invoice:** Indicates the preference for Planet ISP to generate and distribute an invoice each billing cycle to be paid upon receipt, using cash, cheque, prepaid card or credit card.
- **Automatic Credit Card Billing:** This option authorizes Planet ISP to do an automatic payment transaction from a specified credit card account for each billing cycle. Once this option is selected and the credit card information has been entered and verified the card will automatically be used to pay for services charged to your account. You can review all billing and payment activity from the “Billing Info” main menu option and discontinue or change automatic billing at any time using this menu item.

Note: It is a requirement for all telephone accounts including Mobile, PSTN and VoIP to use Credit Card Billing only. This is a prerequisite for the continuance of your account.

Email Notification Options

If you have provided an email address when signing up for service you may be contacted about the status of your account as well as special announcements or product offers. Using the email notification options you can choose which if any events you would like to be notified of via email.

- **Assistance Requests:** When enabled you will be notified via email of any changes to the status of assistance requests.
- **Announcements:** When enabled you may receive general announcements about service changes or upcoming events, scheduled maintenance, etc.
- **Account Status:** When enabled you will be notified via email of changes to the status of your account and important warnings such as pending account or credit card expiration.
- **Special Offers:** When enabled you will receive messages related promotional offers.

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Cancel Account

When your account and **ALL** included services are no longer needed you may have the option to cancel it from this menu option. If the cancel account option is not available please contact your account representative for assistance. When closing your account any applicable refunds will be credited to your account per the terms of service. When canceling your account please do the following:

- From the Cancel Reason selection list choose the reason that best matches the reason for closing your account.
- Choose the current or future date after which the cancellation will be effective.
- Click “Continue” to proceed with cancelling your account.

In the future if you wish to reopen this account please contact your Planet ISP account representative.

Close Account (All Services)

⚠ Closing your account will cancel all related services. If you would only like to cancel or change some but not all services please contact your account representative.

Cancel Reason:

Cancel Date:

<< Back >> Continue

Note: If you wish to close a service within your account rather than the entire account please use the “Manage Accts” main menu option or contact your account representative for assistance.

Assistance

When you have questions about your account or need technical assistance the “Assistance” main menu option is used to send electronic requests for help to a customer service representative. Once an assistance request is submitted you may track the progress of your request by returning to the “Assistance” menu. In some cases you may also receive an email notification when a customer service representative answers your assistance request. As long as the request remains open you can continue to add additional notes to an existing request by selecting the request from the “Assistance Requests” listing as shown below. These additional notes are useful to provide requested information to help resolve any outstanding questions. The actual fields shown depend on the type of assistance request you will be submitting. The following describe those fields shown in the image above.

Request Type Indicates “what” you need help with. Please choose the request type that most closely matches your needs to assure your request is routed to those best able to assist you. Priority Indicates how important this request is to you.

New Assistance Request

Request Type

Priority

Summary

Message

Send Request

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Summary: An optional brief one-sentence description of the request. The summary field should be treated similar to the “Subject” line of an email message.

Message: A detailed description of the question. If you are asking for technical assistance please provide as much detail about the problem as possible describing the nature of the problem including any error messages received, your actual results and what the expected result was. If you are submitting a question about an invoice or statement you received please include the invoices “Invoice ID” or statement “Statement ID” you are referencing.

Directly below the “New Assistance Request” form is a listing of all available assistance requests and their current status. For a detailed view of an assistance request or to add notes to an existing open request select the request. A popup window will then appear containing the full history for that request.

Assistance Requests					
Ref #	Date	Type	Description	Priority	Status
⚠ No Requests Found					

If the request has not been closed you will be prompted to add any additional comments about the request. If you would like to provide additional information for a request that has been closed please contact your customer service representative or submit a new assistance request.

Log Off

The “Log Off” main menu option logs you out of the customer account center.

After you have logged off you will need to re-enter your account login and password to again access to the customer account center.

Planet ISP

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