

User Guide
For Service Portal

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1 Document Purpose

This document provides general information and instruction that intends to guide user of the PCCW Global Service Portal to search subscription and invoice information and to report fault and trace fault ticket of different fault nature, and to manage user profile current and historic alarms for subscribed products.

2 Intended Audience

This document should be accessible and read by end users of the PCCW Global Service Portal that includes PCCW Global administrator, Customer administrator, and Customer user.

3 Background

PCCW Global Service Portal is a web-based application that serves as a platform to provide customers, resellers, and partners self-serve products and services, account profile information and hotline support information etc.

4 What you can do with Service Portal

The information in this user guide, as outlined in the Table of Contents, is divided into sections corresponding to the functions within the PCCW Global Service Portal.

The following functions are available:

- ***User Management***
 - Used to create of user account and update of user profile
- ***User Access Log***
 - Used to enquire user access history
- ***Fault Ticketing***
 - Used to submit and trace of Fault Ticket
- ***Alarm Monitoring***
 - For viewing current and historical alarms for subscribed products
- ***Service Listing***
 - For viewing subscribed records
- ***Invoice Listing***
 - For viewing invoice records

5 User Functions

5.1 Login Page

Every user must login to the Service Portal in order to use the functions in the portal

5.1.1 Screen

Enter user credentials and click “Login”



myPCCWGlobal

Big ideas that make the world smaller.

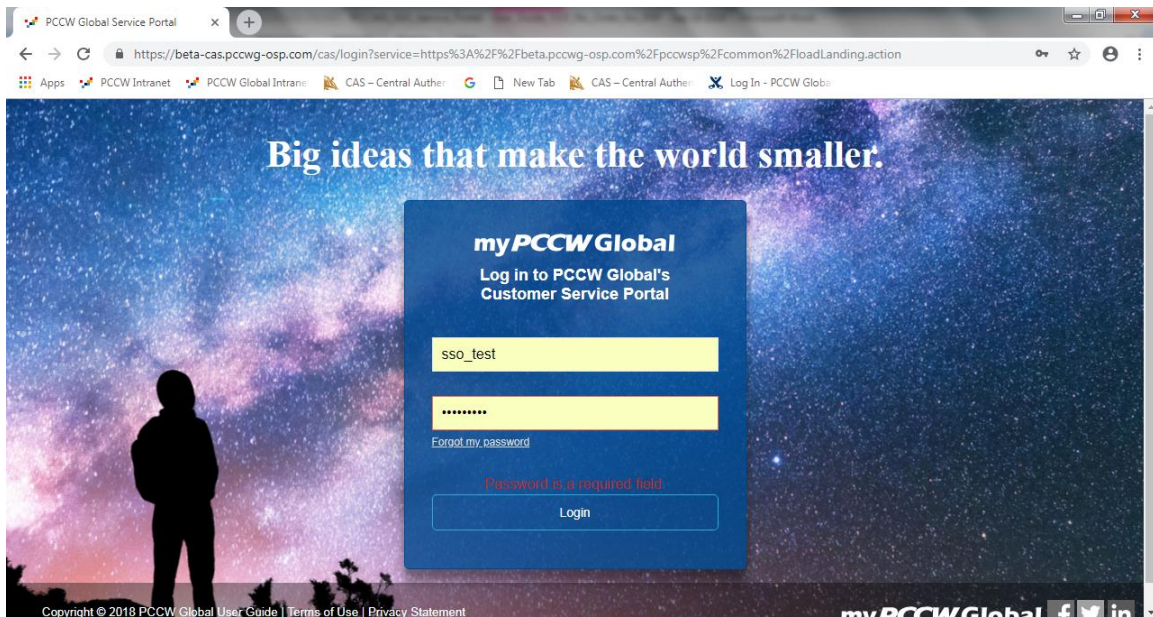
Good Morning

Customer service tools

- Report a problem** (SUPPORT)
Create a new helpdesk ticket
- My Tickets** (SUPPORT)
View and track helpdesk tickets
- My Services** (NETWORK)
Subscribed services and circuit IDs
- ROD Services** (NETWORK)
Restoration On Demand
- My Alarms** (SUPPORT)
View Current Alarms
- My Invoices** (SUPPORT)
View and track invoices
- Network Performance** (CONNECTIVITY)
Monitor network activity and performance

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5.1.2 Fields

- **Username:** Login name
- **Password:** Login password

5.1.3 Procedures

- To log into the system, enter your login ID in **Username** and login password in **Password** fields
- Click “**Login**”

5.1.4 Note

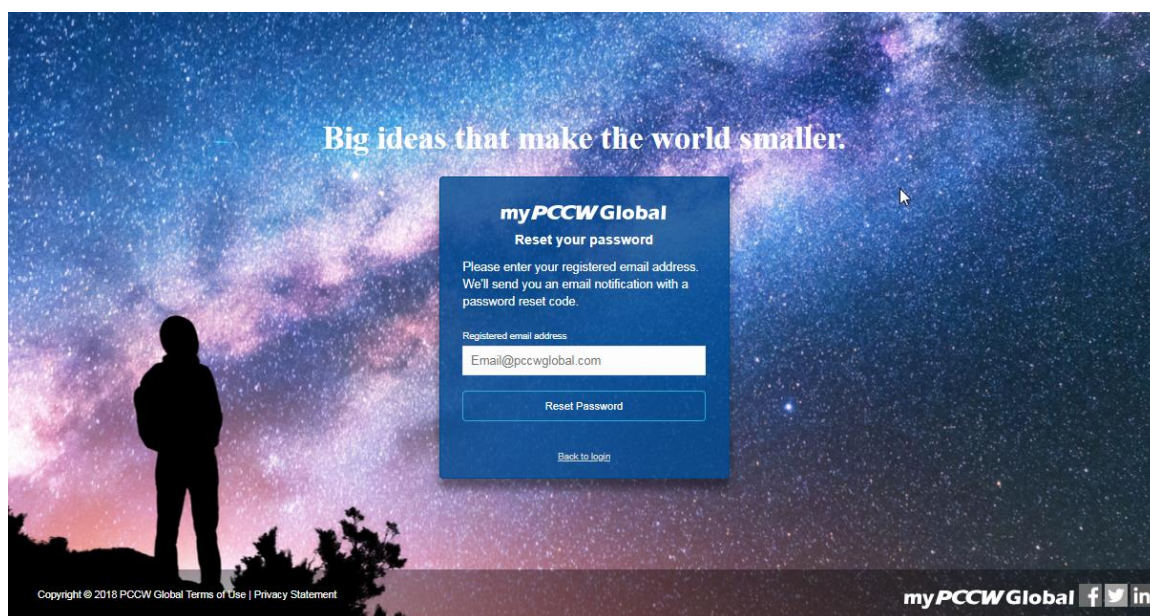
- You will be directed to the landing page once you have successfully logged into the system.
- You will be prompted with error message when:
 - **Username** is blank
 - **Password** is blank
 - Incorrect user ID or password

5.2 Forgot Password

If you have forgotten your password, you may reset it by clicking "**Forgot my password**". You are then required to enter your registered email address and click "**Reset Password**" to proceed to reset your password. Also an email notification will be sent to you. Once you check your registered email and confirm your password reset action by clicking on reset password "**link**". It will direct you to enter your desirable new password. If all steps are followed and completed, a successful password reset confirmation will be displayed. You will then be able to enter the system again.

5.2.1 Screen

Forgot Password Email submit page



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Reset your password

An email with a password reset link has been sent to [REDACTED].

This link will be valid for one hour.

Haven't received the email? Please check your junk/spam folder.

[Back to login](#)

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From: [REDACTED] Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: PCCW Global Online Service Portal--Forgot Password

PCCW Global[®] Service Portal
PASSWORD RESET

Dear Patrick Chan,

Please use the following link to reset your password.

[Reset password](#)

For enquiries, email us at hksmc@pccwglobal.com or contact us by phone at +852 2829 1567.

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HKT Here To Serve a PCCW Group member

Big ideas that make the world smaller.

myPCCWGlobal
Reset your password

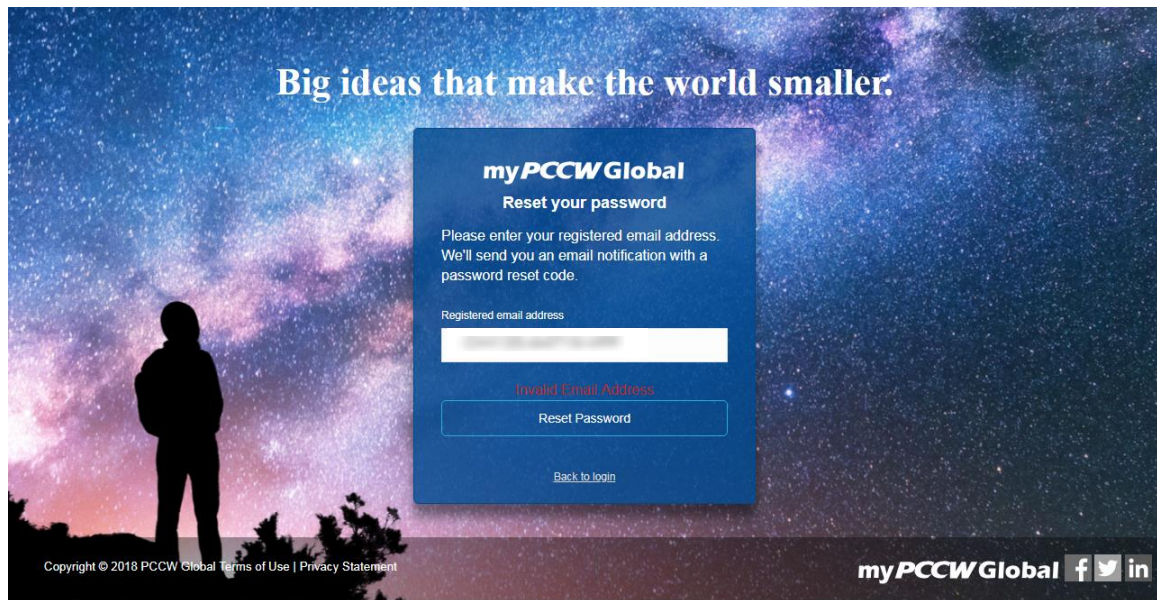
Password must be at least 8 characters long with at least one number and one Uppercase letter.

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5.2.2 Fields

Forgot Password Page,

- **Email:** Registered account email, which should be the same as the email of your login account

Reset Password Page,

- **Password:** Your new password
- **Verify Password:** Retype new password, which should be the same as above

5.2.3 Procedures

- Access the Forgot Password page by clicking “**Forgot my password**”
- Enter a valid email address in the Email field and click “**Reset Password**” to proceed to reset your password. An email notification will be sent to you
- Check your registered email and confirm your password reset action by clicking on reset password “**link**”. It will direct you to the new password page
- Enter your desirable new password in **Password** field and the same password in the **Verify Password** field, and then click “**Reset Password**” to continue
- Upon completion, a successful password reset confirmation will be displayed

5.2.4 Note

- After the system has accepted your request, you will receive an email to proceed with your password reset. You must log in to your email system and change the password immediately
- You will be prompted with an error when

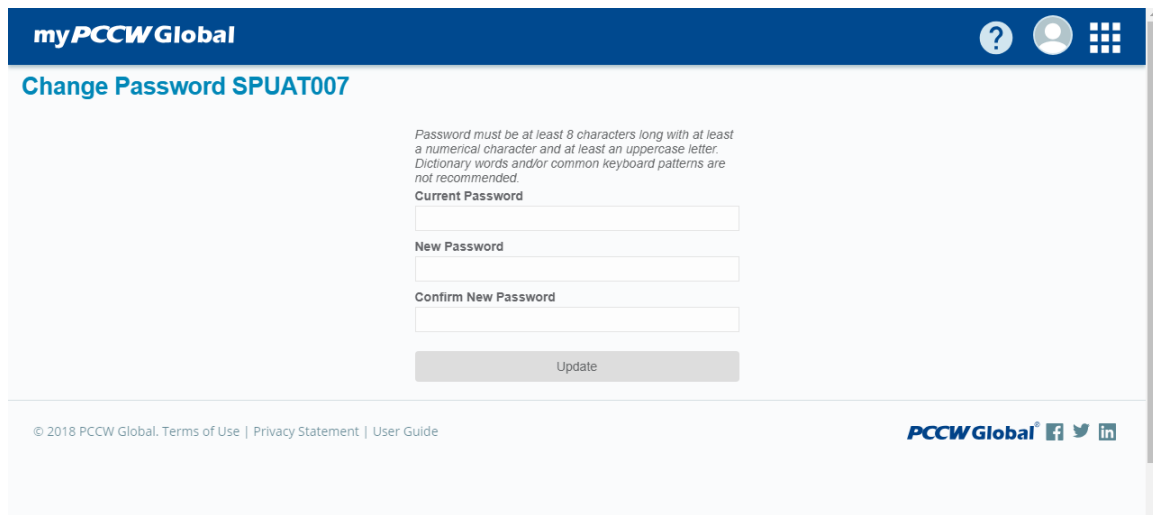
- **Email** address field is blank
- The entered email address is not the valid registered email address for your account
- Your user account has been locked or deactivated. In such case, you must contact PCCW Global administrator or Customer administrator to unlock or re-activate your account

5.3 Change Password

You will be prompted to change your password after first logging into the system with the temporary password. You may also change the password whenever you need.

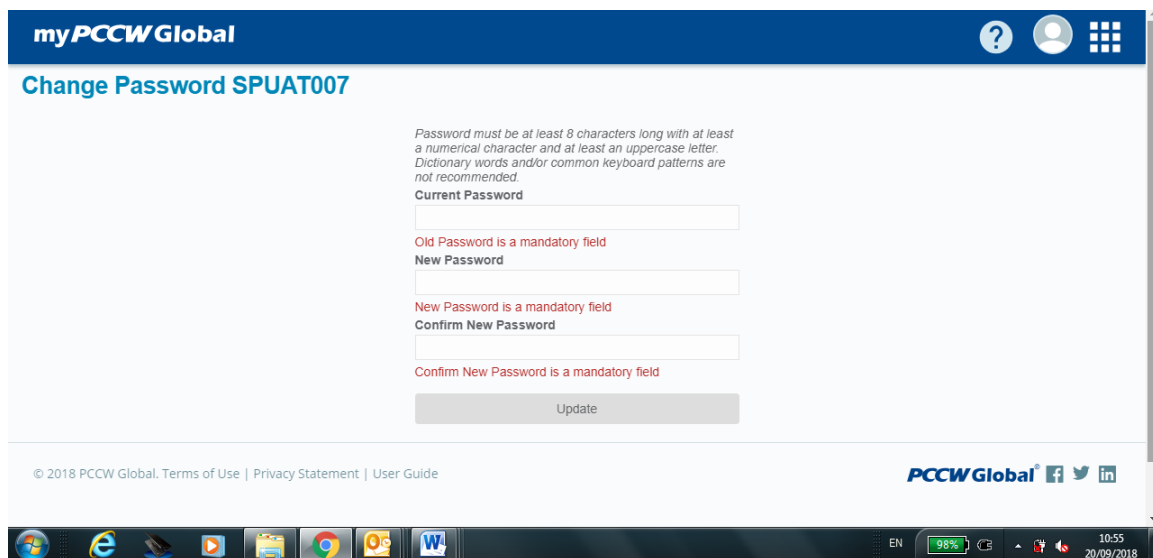
5.3.1 Screen

Change Password Page



The screenshot shows the 'myPCCWGlobal' interface for changing a password. The page title is 'Change Password SPUAT007'. Below the title, there is a password requirement notice: 'Password must be at least 8 characters long with at least a numerical character and at least an uppercase letter. Dictionary words and/or common keyboard patterns are not recommended.' The form contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. An 'Update' button is located below the fields. At the bottom of the page, there is a copyright notice '© 2018 PCCW Global. Terms of Use | Privacy Statement | User Guide' and social media icons for Facebook, Twitter, and LinkedIn.

Change Password Page – Error message



This screenshot shows the same 'Change Password SPUAT007' page as above, but with error messages. Red text indicates that the 'Current Password', 'New Password', and 'Confirm New Password' fields are mandatory. The 'Update' button is still present. The footer and navigation elements are identical to the previous screenshot.

Change Password SPUAT007

Password must be at least 8 characters long with at least a numerical character and at least an uppercase letter. Dictionary words and/or common keyboard patterns are not recommended.

Current Password

Your Old Password is invalid

New Password

Password should contain upper case (A ~ Z), lower case (a ~ z) and numeral (0 ~ 9) /or non-alphabetic (!\$#%) characters

Confirm New Password

Update

5.3.2 Fields

- **Current Password:** Current login password
- **New password:** New login password
- **Confirm New Password:** Retype new password, which should be the same as your new password

5.3.3 Procedures

- You will be re-directed to the **Change Password** page to reset a new password in order to login to the system
- Enter current password in **Current Password** field
- Enter the new password in **New Password** field
- Enter the new password again in **Confirm New Password** field
- Click “**Update**” to confirm new password and a successful change of password confirmation message will be displayed
- Click “**Cancel**” anytime to abort changing your password and you will be re-directed to the **Login** page

5.3.4 Note

- Password should contain upper case (A – Z), lower case (a – z) and numerals (0 – 9) /or non-alphabetic (! \$ # %) characters
- Old passwords must not be reused

5.4 My Preference

You may update your user profile in the Service Portal, such as your full name and email address

5.4.1 Screen

My Preference page

The screenshot shows the 'myPCCWGlobal' portal header with a navigation menu containing a question mark, a user profile icon, and a grid icon. The main heading is 'My Preference spuats321 (For Testing)'. The form contains three input fields: 'Preferred User Name' with 'spuat321', 'Full Name' with 'spuat321', and 'Email Address' with a masked address. An 'Update' button is positioned below the form. The footer includes the copyright notice '© 2018 PCCW Global. Terms of Use | Privacy Statement | User Guide' and the PCCW Global logo with social media icons for Facebook, Twitter, and LinkedIn.

My Preference page – Successful message

This screenshot is identical to the one above, showing the 'My Preference' page with the form fields and the 'Update' button. The layout and content are the same, including the portal header, navigation icons, and footer information.

My Preference page – Error message

myPCCWGlobal

My Preference spat321 (For Testing)

Preferred User Name
spat321

Full Name

User Name is a mandatory field

Email Address

Email is a mandatory field

Update

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5.4.2 Fields

- **Preferred User Name:** Login name. Read only.
- **Full Name:** Your full name
- **Email Address:** Your email, which will be used for resetting your password if you forget your login credentials

5.4.3 Procedures

- Mouse over the Profile icon and click the admin icon to access **My Preferences** page. You may change your **Full Name** and **Email**
- Press **“Update”** to submit your changes in the system after you have provided the above information

5.4.4 Note

- Don't leave **Full Name** and **Email** blank

5.5 Admin

5.5.1 Create User/ Update User

This function is used to create or update user accounts in the Service Portal. This administrative function can only be used by PCCW Global administrator and Customer administrator

5.5.1.1 Screen

Create new user page

myPCCWGlobal ? 👤 ☰

Launchpad / User listing / **New user**

User Details

User ID

User Name Customer Group Name Email Address

Roles

Roles

Give this user access to different functions by selecting one or more roles from this dropdown

Customers

Eligible Customers

Select the customer this user can see on this platform

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Create new user - Successful message

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User has been successfully created

View user

SPUAT333 Reset users password

Active

User Name: SPUAT333 Email Address: [REDACTED]

Roles

Roles:

- ALARM_VIEW
- INVOICE ENQUIRY

Create new user without User ID – Error message

myPCCWGlobal

Launchpad / User listing /

New user

User Details

User ID

ID is a mandatory field

User Name: spuat321A Customer Group Name: For Testing Email Address: [REDACTED]

Roles

Roles:

- ALARM_VIEW

Create new user without User Name – Error message

The screenshot shows the 'myPCCWGlobal' interface for creating a new user. The breadcrumb is 'Launchpad / User listing / New user'. The 'User Details' section contains the following fields:

- User ID:
- User Name: (Error message: Name is a mandatory field)
- Customer Group Name:
- Email Address:

The 'Roles' section shows a dropdown menu with 'Select roles to assign...' and 'ALARM_VIEW' selected.

Create new user without Email address – Error message

The screenshot shows the 'myPCCWGlobal' interface for creating a new user. The breadcrumb is 'Launchpad / User listing / New user'. The 'User Details' section contains the following fields:

- User ID:
- User Name:
- Customer Group Name:
- Email Address: (Error message: Email address is a mandatory field)

The 'Roles' section shows a dropdown menu with 'Select roles to assign...' and 'ALARM_VIEW' selected.

Create new user without Roles – Error message

The screenshot shows the 'myPCCW Global' user creation interface. At the top, there is a header with the logo and navigation icons. Below the header, there are three input fields: 'User Name' (containing 'spuat321A'), 'Customer Group Name' (containing 'For Testing'), and 'Email Address' (containing a masked email). Under the 'Roles' section, there is a dropdown menu 'Select roles to assign...' and a blue instruction box that says 'Give this user access to different functions by selecting one or more roles from this dropdown'. A red error message below the dropdown states: 'At least 1 role must be assigned to the user'. Under the 'Customers' section, there is a dropdown menu 'Select customers...' and a list item 'Demo Customer'. At the bottom, there are two buttons: 'Create user' and 'Cancel'.

Update user page

The screenshot shows the 'User Listing' page in the 'myPCCW Global' system. The page has a header with the logo and navigation icons. Below the header, there is a breadcrumb 'Launchpad / User Listing'. The main content area contains a search and filter section with input fields for 'User ID', 'User Name', and 'Email Address', a 'Search' button, and a 'Create User' button. There are also dropdown menus for 'Status' (set to 'All') and 'Customer' (set to 'Please Select'). Below this is a table with the following columns: 'Status', 'User ID', 'User Name', 'Email Address', and 'Customers'. The table contains several rows of user data, each with a status indicator (a circle with a red or green background) and a list of customer names.

Status	User ID	User Name	Email Address	Customers

myPCCWGlobal

Launchpad / User listing / View user

spuat321 Reset users password

Active

User Name: spat321 Email Address: [REDACTED]

Roles

Roles: Select roles to assign... ▾

- INVOICE ENQUIRY
- FAULT TICKET OPERATOR

Circuits for ticketing

All unassigned circuits Specific circuits only Assign circuits

- [REDACTED]
- [REDACTED]

Customers

Eligible Customers: Select customers... ▾

Select the customer this user can see on this platform

Save changes Cancel

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Update user page - Successful message

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User has been successfully updated

Launchpad / User listing / View user

spuat321 Reset users password

Active

User Name: spat321 Email Address: [REDACTED]

Roles

Roles: Select roles to assign... ▾

- FAULT TICKET OPERATOR
- INVOICE ENQUIRY

Circuits for ticketing

Update user page without User name – Error message

myPCCWGlobal

Launchpad / User listing /

View user

SPUAT333 Reset users password

Active

User Name Email Address

Name is a mandatory field

Roles

Roles

FAULT TICKET OPERATOR

Update user page without Email address – Error message

myPCCWGlobal

Launchpad / User listing /

View user

SPUAT333 Reset users password

Active

User Name Email Address

SPUAT333

Email address is a mandatory field

Roles

Roles

FAULT TICKET OPERATOR

209885.pdf

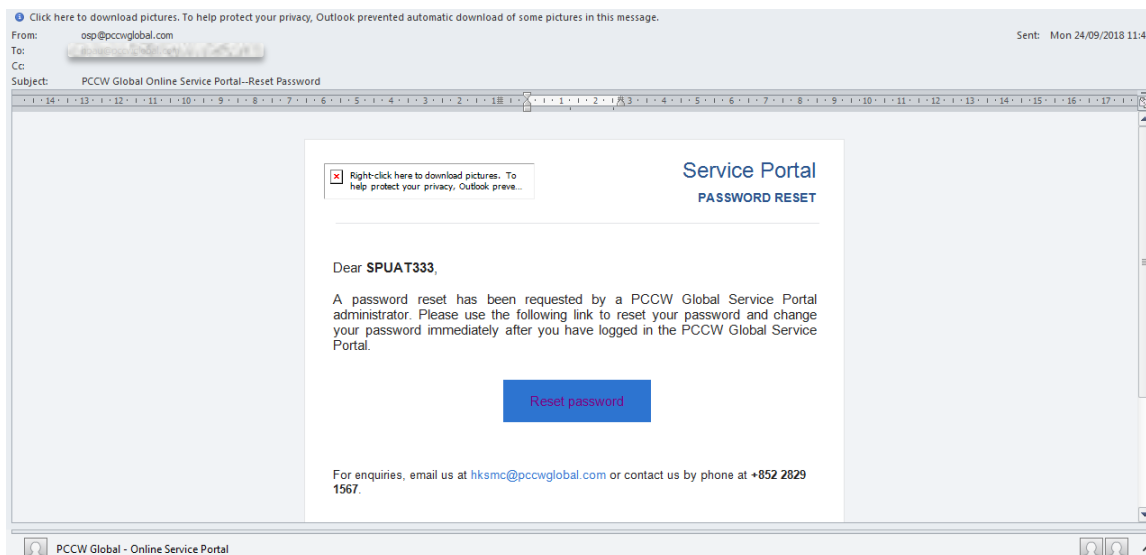
20 September 2014 Thursday

Update user page without Roles – Error message

The screenshot shows the 'myPCCWGlobal' user management interface. At the top, there is a blue header with the logo and navigation icons. Below the header, the user profile for 'SPUAT333' is displayed. The user is marked as 'Active'. The 'User Name' field contains 'SPUAT333' and the 'Email Address' field is blurred. A 'Reset users password' button is visible in the top right corner. The 'Roles' section shows a dropdown menu with the text 'Select roles to assign...' and a blue instruction box that reads 'Give this user access to different functions by selecting one or more roles from this dropdown'. Below this, a red error message states 'At least 1 role must be assigned to the user'. The 'Customers' section is partially visible at the bottom. A file named '209885.pdf' is shown in the bottom left corner, and a 'Show all' button is in the bottom right corner.

Update user page with reset password - Successful message

The screenshot shows the 'myPCCWGlobal' user management interface after a successful password reset. A green notification banner at the top reads 'An email including a reset password link has been sent to the user email.' Below the banner, the page title is 'View user'. The user profile for 'SPUAT333' is displayed, with the user marked as 'Active'. The 'User Name' field contains 'SPUAT333' and the 'Email Address' field is blurred. A 'Reset users password' button is visible in the top right corner. The 'Roles' section shows a dropdown menu with the text 'Select roles to assign...' and a role named 'FAULT TICKET OPERATOR' is assigned. The 'Circuits for ticketing' section is partially visible at the bottom, with a button labeled 'Assign circuits'.




5.5.1.2 *Fields*




- **User ID:** New user's login ID, which must be unique in the system
- **User Name:** New user's full name
- **Customer Group Name:** A unique customer group name assigned to each user. It is an assigned value and cannot be changed.
- **Email Address:** New user's email address, which will be used for resetting their password if the person forgets his/her login credentials
- **Status:** User status. Default is active.
- **Roles:** New user's role. Multiple roles can be assigned to a new user

- **Circuits:** New user's assigned circuits. Only roles related to customers can have circuits assigned to them
- **Eligible Customers:** New user's customers

5.5.1.3 Procedures

- Click **List Users** and select **Create User** to get into **Create User** page or click into user details of any user in the **List User** page to get into **Update User** page
- Enter all mandatory fields, namely, **User ID, User Name, Email Address, Roles, Eligible Customers** and click  icon to **Assign Circuits**
- Click "**Create user**" to complete user creation or click "**Save changes**" to complete user update

5.5.1.4 Note

- A Customer Administrator cannot create/update another Customer Administrator
- For each user account to be created or updated, you can grant a specific role to the user so he/she can access the required functions in the Service Portal, and you can assign specific customers that he/she represents.
- To grant a role to a user account, select the role from the list of **Roles** and click your desired roles
- To remove a role from a user account, select the role from the list of **Roles** and click  button
- To assign a customer to a user account, select the customer from the list of **Eligible Customers** and click your desired customers
- To remove a customer from a user account, select the customer from the list of **Assigned Customers** and click  button
- The email address for each user account must be unique
- Upon the successful creation of a new user account and its acceptance by the system, the user will receive a confirmation message with a temporary password
-  **Assign Circuits** button will only be enabled if Customer Admin/Customer User Role is selected
- To reset the password of a specific user, click "**Reset Password**" button in the **Update User** page of that user. A reset password email will be sent to that user for password recovery

5.5.2 Assign Circuits

This function is used to assign circuits to the user. It will restrict to the user only those circuits that are assigned to him for the customer related operations

5.5.2.1 Screen

Assign Circuit Page

myPCCWGlobal

Select Circuits to assign to user

Batch upload via spreadsheet
 Select from list

Circuit ID	Service ID	SR	GSMP ID	Type	A End	B End	BW
<input type="checkbox"/>			-	Internet	-	-	2
<input type="checkbox"/>			-	Internet	-	-	1
<input type="checkbox"/>			-	Internet	-	-	1
<input type="checkbox"/>			-	Voice	-	-	43
<input type="checkbox"/>			-	Internet	-	-	20
<input type="checkbox"/>			-	Internet	-	-	20
<input type="checkbox"/>			-	Voice	-	-	129
<input type="checkbox"/>			-	Internet	-	-	20
<input type="checkbox"/>			-	Voice	-	-	129
<input type="checkbox"/>			-	Wholesale Data	-	-	2
<input type="checkbox"/>			-	Wholesale Data	-	-	100
<input type="checkbox"/>			-	Fiber	-	-	2
<input type="checkbox"/>			-	Voice	-	-	0
<input type="checkbox"/>			-	Internet	-	-	10
<input type="checkbox"/>			-	Voice	-	-	1
<input type="checkbox"/>			-	Wholesale Data	-	-	10
<input type="checkbox"/>			-	Wholesale Data	-	-	2
<input type="checkbox"/>			-	Wholesale Data	-	-	2
<input type="checkbox"/>			-	Fiber	-	-	2
<input type="checkbox"/>			-	Fiber	-	-	0

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Assign selected circuits Cancel

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?

Launchpad / User listing / **New user**

User Details

User ID

User Name Customer Group Name For Testing Email Address

Roles

Roles FAULT TICKET OPERATOR

Circuits for ticketing

All unassigned circuits
 Specific circuits only
 ➔ Assign circuits

•		-
•		-
•		-
•		-
•		-

Customers

Eligible Customers Demo Customer

Create user
Cancel

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5.5.2.2 Procedures

- To access the **Select Circuits to assign to user** page, click the **Assign Circuit** in the **Create User** or **Update User** page
- Select “**Check boxes**” associated with Circuit IDs , click **Assign selected circuits** to confirm and return to **Create User** page or **Update User** page, or
- Perform batch assignment by uploading an excel worksheet.
- Click **Assign selected circuits** to confirm the assignment and return to the **Create User** Page or **Update User** Page

5.5.2.3 Note

- The upload file should be in excel format (.xls and .xlsx) only
- The upload file should contain at least one row
- The system will only process data contained in column A up to the first empty row. Other data will be ignored
- You may sort the results in the table, by clicking on the **column header**

5.5.3 List User / User Listing

The system provides a User / User Listing function that can be used it to locate specific users in the system. This administrative function is expected to be used by Customer administrator.

5.5.3.1 Screen

User Listing Page

myPCCW Global

Launchpad / User Listing

User ID: User Name: Email Address: [Search](#) [Create User](#)

Status: Customer:

Status	User ID	User Name	Email Address	Customers
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

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[?](#)

Launchpad / **User Listing**

User ID: User Name: Email Address:

Status: All ▾ Customer: Please Select ▾

Search

Create User

Status	User ID	User Name	Email Address	Customers
●	test001	test001	test001@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test002	test002	test002@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test003	test003	test003@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test004	test004	test004@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test005	test005	test005@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test006	test006	test006@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test007	test007	test007@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test008	test008	test008@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test009	test009	test009@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test010	test010	test010@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test011	test011	test011@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test012	test012	test012@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test013	test013	test013@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test014	test014	test014@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test015	test015	test015@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test016	test016	test016@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test017	test017	test017@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test018	test018	test018@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test019	test019	test019@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX
●	test020	test020	test020@pccwglobal.com	XXXXXXXXXX,XXXXXXXXXX

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[f](#)
[t](#)
[in](#)

myPCCW Global ? Profile Grid

Launchpad / User listing / **View user**

spuat321

Active Reset users password

User Name: Email Address:

Roles

Roles:

INVOICE ENQUIRY

FAULT TICKET OPERATOR

Circuits for ticketing

All unassigned circuits Specific circuits only Assign circuits

- CHI135.2.-33984.1
- CHI135.1.-33983.1

Customers

Eligible Customers:

Demo Customer

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myPCCW Global ? Profile Grid

User has been successfully updated ×

Launchpad / User listing / **View user**

spuat321

Active Reset users password

User Name: Email Address:

Roles

Roles:

INVOICE ENQUIRY

FAULT TICKET OPERATOR

Circuits for ticketing

5.5.3.2 Fields

- **User ID:** User's login name, partial search allowed
- **User Name:** User's full name, partial search allowed
- **Email Address:** User's email address, partial search allowed
- **Status:** User's account status
- **Customer:** User's selected eligible customer

5.5.3.3 Procedures

Searching a user

- To access the **List Users / User Listing** page, Click List Users from the menu. To locate a specific user, you need to input specific search criteria like **User ID, User Name, Email Address, Status** and **Customer**, and then click the **Search** to display the results

Note

- Leave search fields blank if you intend to display all users Wild card search is supported
- To create a new user account, click **Create User**
- You may sort the results in the table, by clicking on **column header**

Editing a user

Generally the status of a user can be changed in the **User Listing** page.

- Click the toggle icon of any user in the table row to change the status from Active or Inactive, or vice versa
- A confirmation window will be displayed and the icon will be changed if "OK" is clicked

Or once you have located specific user in the List Users / User Enquiry page, you can access the user profile and make necessary changes.

- In the **User Listing** result page, locate and click on the User ID. The **View User** page will be ready for editing
- You can go back to the user enquiry page any time by clicking the "**Cancel**" button

5.5.4 User Access Log

The user access log function allows users with **Customer Administrator** or **PCCW Global Administrator** right to view user access details in the system.

5.5.4.1 Screen

User Access Log page

myPCCW Global

Launchpad / User access log

User ID: [] User Name: [] Customer Group Name: [Chxxx] Logging Date: AUG-27-2018 to SEP-26-2018 Log Type: Please Select

User ID	User Name	Customer Group Name	Origination IP	Log Type	Attempt URL	Log Time
SP1	SP1 Testing	SP1	192.168.81.218	Successful Login	http://pccw.com/portal/login.action	AUG-27-2018 12:08:25
SP4000	Chanel address 1	Chanel	192.168.81.218	Successful Login	http://pccw.com/portal/login.action	AUG-28-2018 16:11:38
SP4000	Chanel address 1	Chanel	192.168.81.218	Function Access	http://pccw.com/portal/search.action	AUG-28-2018 16:11:46
SP4000	Chanel address 1	Chanel	192.168.81.218	Function Access	http://pccw.com/portal/search.action	AUG-28-2018 16:12:12
SP4000	Chanel address 1	Chanel	192.168.81.218	Function Access	http://pccw.com/portal/search.action	AUG-28-2018 16:12:43
SP4000	Chanel address 1	Chanel	192.168.81.218	Function Access	http://pccw.com/portal/search.action	AUG-28-2018 16:14:07
SP4000	Chanel address 1	Chanel	192.168.81.218	Function Access	http://pccw.com/portal/search.action	AUG-28-2018 16:14:28

User Access Log – result display screen

myPCCW Global

Launchpad / User access log

User ID: [] User Name: [] Customer Group Name: Chaxxx Logging Date: Sep-20-2018 to SEP-26-2018 Log Type: Successful Login


User ID	User Name	Customer Group Name	Origination IP	Log Type	Attempt URL	Log Time
SP4000	Chanel address 11788	Chanel	192.168.135.168	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:45:35
SP4000	Chanel address 11788	Chanel	192.168.135.168	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:41:49
SP4000	Chanel address 11788	Chanel	192.168.134.49	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:38:20
SP4000	Chanel address 11788	Chanel	192.168.134.49	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:23:13
SP4000	Chanel address 11788	Chanel	192.168.134.169	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:06:38
SP4000	Chanel address 11788	Chanel	192.168.135.168	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 10:04:30
SP4000	Chanel address 11788	Chanel	192.168.135.168	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 08:19:54
SP4000	Chanel address 11788	Chanel	192.168.134.49	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 08:08:43
SP4000	Chanel address 11788	Chanel	192.168.135.168	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 07:44:42
SP4000	Chanel address 11788	Chanel	192.168.134.201	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 07:39:55
SP4000	Chanel address 11788	Chanel	192.168.134.201	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 02:38:48
SP4000	Chanel address 11788	Chanel	192.168.134.201	Successful Login	http://pccw.com/portal/login.action	SEP-26-2018 02:13:06

5.5.4.2 *Fields*

- **User ID:** User's login ID, partial search allowed
- **User Name:** User's full name, partial search allowed
- **Customer Group Name:** User's customer group name, which is the same as the current user. Read only
- **Logging Date:** Start date of the searching date range for user's access to Service Portal system
- **To:** End date of the search date range
- **Log Type:** Access log type

5.5.4.3 *Procedures*

You can access the **User Access Log** screen by clicking **Access Log**. Specify any searching criteria

- Click  **Search** button to list out the relevant user logs that match the search criteria
- You may sort the results in the table, by clicking on the **column header**

5.6 Fault Ticketing

5.6.1 Ticket Creation

Instead of calling our help desk for fault reporting, you may submit a fault ticket using the Create Fault Ticket function in the Service Portal.

5.6.1.1 Screen

Ticket Creation Page – Voice Product

myPCCWGlobal

First, choose your service

Filter by...
 Keyword Service Type ID Type

Circuit / Service ID Listing

Circuit ID	Service ID	GSMP ID	Customer Name	Service Type
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice
044718-00000-000	044718-00000-000		Demo Customer	Voice

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PCCW Global

Launchpad /

New helpdesk tickets

Choose service | Describe problem | Ticket created

SR107970 < Change

Circuit ID

Service ID

GSMP ID

What can we help with?

Which of the following best describes your issue?

- Busy Tone
- Cross Talk
- False Answer Supervision
- No Tone
- One Way Speech
- Voice Choppy
- COWS
- Cut Off/Dropped Calls
- Long Post Dial Delay
- Noisy
- RVA
- Voice Delay
- Congestion Tone
- Echo
- Low ASR
- Number Unobtainable Tone
- Ring Trip

Voice Service

IDD ▾

Destination

Algeria ▾

Traffic Type

Both ▾

Calling Number A

123123123

Calling Number B

12312123

Breakout

Protocol

TDM ▾

OPC

DPC

Details

Testing

Attachment

Drag and drop your documents here or browse to upload
Supported Document Formats: jpg, jpeg, txt, doc, pdf, csv, xls, zip. Maximum Size: 3MB

Contact Details

Contact Person

XXXXXXXXXX

Email Address

p@email.com

Phone Number

12345678

Mobile Number

22222222

Submit

Cancel

Launchpad /

New helpdesk tickets

Choose service Describe problem Ticket created

Ticket created

Thank you! You have successfully submitted a fault ticket. If you require any further assistance, please contact our global helpdesk at 852-2829-1567 or email us at hksmc@pccwglobal.com

Fault Ticket Confirmation

Back

Fault Ticket Details

Ticket Number INC000001546836	Submission Date SEP-26-2018	Service Type Voice	Status Assigned
Customer Name Demo Customer	Circuit ID XXXXXXXXXX	Service ID XXXXXXXXXX	GSMP ID
			Destination ALGERIA
Traffic Type Both	Calling Number A 123123123	Calling Number B 12312123	Breakout
			MSRN Number
Protocol TDM	OPC	DPC	Fault Nature Congestion Tone
Details Testing			Attached Document
Contact Details			
Contact Person XXXXXXXXXX	Email Address p@email.com	Phone Number 12345678	Mobile Number 22222222

myPCCWGlobal

Launchpad / Choose service | Describe problem | Ticket created

New helpdesk tickets

First, choose your service

Filter by...

Keyword

Service Type

Data ▼

ID Type

Any IDs ▼

+
x
Back

Circuit / Service ID Listing Export

Circuit ID	Service ID	GSMP ID	Customer Name	Service Type
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	IPVPN
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber

Prev | 1 | 2 | 3 | 4 | Next

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Launchpad /

New helpdesk tickets

Choose service Describe problem Ticket created

SR112077 <Change

Circuit ID
[input type="text"]

Service ID
[input type="text"]

GSMIP ID
[input type="text"]

What can we help with?

Which of the following best describes your issue?

- Circuit Down
- Circuit Flapping/Bouncing
- Circuit Unstable
- Circuit Taking Errors
- Package Drop
- Slow Response
- High Latency
- Voice Down
- Application Problem
- Telex Problem
- Request Reason of Outage
- Operation Request
- Others

Details

test

Attachment

Drag and drop your documents here or browse to upload
Supported Document Formats: jpg, jpeg, txt, doc, pdf, csv, xls, zip. Maximum Size: 3MB

Contact Details

Contact Person	Email Address	Phone Number	Mobile Number
<input type="text" value="XXXXXXXXXX"/>	<input type="text" value="p@email.com"/>	<input type="text" value="12345678"/>	<input type="text" value="22222222"/>



Ticket Creation Page – Successful message

Launchpad / **New helpdesk tickets**




Choose service | Describe problem | **Ticket created**

Ticket created

Thank you! You have successfully submitted a fault ticket. If you require any further assistance, please contact our global helpdesk at 852-2829-1567 or email us at hksmc@pccwglobal.com

Fault Ticket Confirmation Back

Fault Ticket Details			
Ticket Number INC000001546837	Submission Date SEP-26-2018	Service Type Data	Status Assigned
Customer Name Demo Customer	Circuit ID [REDACTED]	Service ID [REDACTED]	GSMP ID [REDACTED]
Fault Nature Package Drop	Details test		Attached Document [REDACTED]
Contact Details			
Contact Person XXXXXXXXXX	Email Address p@email.com	Phone Number 12345678	Mobile Number 22222222

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5.6.1.2 *Fields*

- **Service Type:** Service type of the circuit on which fault ticket create
- **ID Type:** The circuit ID of the circuit
- **Fault Nature:** Nature of the fault case
- **Details:** Detail description of the fault case
- **Attachment:** File attachment for the fault case
- **Contact Person:** Name of this case’s contact person
- **Email Address:** Email address of this case’s contact person
- **Phone Number:** Phone number of this case’s contact person
- **Mobile Number:** Mobile number of this case’s contact person

The following fields are only visible when the **Service Type** is “Voice”

- **Voice Service:** Type of voice service related to this fault case
- **Destination:** Destination of the voice service
- **Traffic Type:** Traffic type of the voice service
- **Calling Number A:** Calling number A of the voice service
- **Calling Number B:** Calling number B of the voice service

- **Breakout:** Breakout point
- **MSRN Number:** MSRN Number
- **Protocol:** The protocol of the voice service
- **OPC:** Originating Point Code. Only visible when **Protocol** selected is **TDM**
- **DPC:** Destination Point Code. Only visible when **Protocol** selected is **TDM**
- **Originating IP:** Originating IP. Only visible when **Protocol** selected is **VoIP**
- **Terminating IP:** Terminating IP. Only visible when **Protocol** selected is **VoIP**

5.6.1.3 Procedures

- You can access your **New helpdesk tickets** by selecting **Report a problem** in menu
- Next choose the circuit to report the problem on
- Then enter all mandatory fields, namely, **Service Type, ID Type, Fault Nature, Details, Contact Person** and **Phone Number** and click on “**Search ID Type**” link to perform **ID Search**
- Clicking on **Submit** to create a new fault ticket.

Note

- Additional mandatory fields for a Voice service ticket are **Destination, Traffic Type, Calling Number A, Calling Number B, Protocol, Originating IP, Terminating IP, OPC** and **DPC**

5.6.2 Ticket Enquiry

You may trace the status of your ticket anytime by using the **Ticket Enquiry** function.

5.6.2.1 Screen

Fault Ticket Enquiry Result

Launchpad /

My helpdesk tickets

[+ Create Ticket](#)

[Export Result](#)

Reset
Search

Ticket No.	Circuit ID	GSMP ID	Service Type	Destination	Status	Fault Nature	Submit Date
INC000001547001			Data		ASSIGNED	Circuit Down	OCT-26-2018
INC000001546890			Data		ASSIGNED	Others	OCT-22-2018
INC000001546852			Voice		ASSIGNED	Echo	SEP-28-2018
INC000001546851			Voice		ASSIGNED	Echo	SEP-28-2018
INC000001546837			Data		ASSIGNED	Package Drop	SEP-26-2018
INC000001546836			Voice	ALGERIA	ASSIGNED	Congestion Tone	SEP-26-2018
INC000001546827			Data		ASSIGNED	Circuit Down	SEP-24-2018
INC000001546826			Data		WORK IN PROGRESS	Circuit Down	SEP-21-2018
INC000001546825			Data		WORK IN PROGRESS	Circuit Down	SEP-21-2018
INC000001546824			Data		CLOSED	High Latency	SEP-21-2018
INC000001546823			Data		ASSIGNED	Slow Response	SEP-20-2018
INC000001546822			Data		ASSIGNED	Circuit Down	SEP-20-2018
INC000001546820			Data		ASSIGNED	Application Problem	SEP-20-2018
INC000001546819			Data		ASSIGNED	Package Drop	SEP-20-2018
INC000001546818			Data		ASSIGNED	Application Problem	SEP-20-2018
INC000001546817			Data		ASSIGNED	Circuit Flapping/Bouncing	SEP-20-2018
INC000001546816			Data		ASSIGNED	High Latency	SEP-20-2018
null			Data		NEW	Circuit Down	SEP-20-2018
null			Data		NEW	Circuit Taking Errors	SEP-20-2018
null			Data		NEW	Circuit Down	SEP-20-2018

Prev | 1 | 2 | 3 | 4 | 5 | Next

myPCCWGlobal

Launchpad / My helpdesk tickets / Tickets INC000001546836

SR107970

Circuit ID
Service ID
GSMP ID

XXXXXXXXXXXX
p@email.com
12345678
22222222

INC000001546836 ASSIGNED SEP-26-2018

Congestion Tone

Testing

Destination ALGERIA	Traffic Type Both	Calling Number A 123123123	Calling Number B 12312123
Breakout	MSRN Number	Protocol TDM	OPC DPC

Attached Document

Work Progress Update

26-SEP-2018 11:01 GMT
Ticket created by customer through online ticketing service

[Request an update](#) Need an update on the status of this ticket? Email us and we'll get back to you asap

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5.6.2.2 *Fields*

- **Ticket No:** Fault ticket number, partial search allowed
- **Service Type:** Service type of the tickets
- **ID Type:** Different types of IDs for identifying the service
- **Status:** Status of the fault ticket
- **Destination:** Destination of the service, only applicable for Voice service
- **Submission Date From:** Start date of the search date range for ticket submission date
- **Submission Date To:** End date of the search date range for ticket submission date

5.6.2.3 Procedures

- You can access your **Ticket Enquiry** by selecting **My Helpdesk Tickets** in menu
- Click **Search** to list out the relevant fault tickets that match the search criteria
- Click **Reset** to clear all search criteria you have entered
- You may sort the results in the table, by clicking on the **column header**
- You can click on the ticket number on the result list to view the details of the ticket.

5.6.3 ID Search

This function is designed to help users find specific circuits to create a Fault Ticket against.

5.6.3.1 Screen

ID Search Page

myPCCWGlobal

Launchpad /

New helpdesk tickets

Choose service Describe problem Ticket created

First, choose your service

Filter by...
Keyword

Service Type
Please Select

ID Type
Any IDs

Back

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ID Search Page Result

Launchpad /

New helpdesk tickets

Choose service

Describe problem

Ticket created

First, choose your service

Filter by...

Keyword

Service Type

ID Type



Back

Circuit / Service ID Listing

Export

Circuit ID	Service ID	GSMP ID	Customer Name	Service Type
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	Wholesale Data
...	Demo Customer	Fiber
...	Demo Customer	Fiber
...	Demo Customer	Fiber

Prev 1 | 2 | 3 Next

myPCCWGlobal

Launchpad / My helpdesk tickets

Ticket No.

Ticket Issue From Please Select

Destination Please Select

Submission Date From

Submission Date To

Reset Search

ID Type Please Select

Status Please Select

[Search ID Type](#)

+ Create Ticket

Export Result

Ticket No.	Circuit ID	GSMP ID	Service Type	Destination	Status	Fault Nature	Submit Date
INC000001546837			Data		ASSIGNED	Package Drop	SEP-26-2018
INC000001541935			Data		ASSIGNED	Circuit Down	NOV-21-2017
null			Data		NEW	Others	JUL-20-2017

1

5.6.3.2 Fields

- **Keyword:** Any ID used for searching the circuit, allow partial search
- **Service Type:** Service type of the tickets
- **ID Type:** The type of ID for a ticket, can be SR, Circuit ID, Service ID or GSMP ID.

5.6.3.3 Procedures

- To access the **ID Search** screen, click the **Search ID Type** link on Ticket Enquiry or Ticket Creation page. Then, input your search criteria for the circuit you are looking for.
- Input information in the search criteria and click **Search** to display the results.
- Click on the Circuit ID to select circuit for **Ticket Enquiry** or **Ticket Creation**.

Note

- You can only enquire for circuit you have been granted to.
- You can click **Reset** to reset the search criteria
- You may sort the results in the table, by click on the **column header**
- You can click “**Export Result**” button to download the list of circuits in PDF.

5.6.4 Request for Update

This function allows the user to request for an update to the current ticket which is being viewed. An email will be sent out to our Customer Support team which will then provide an update to the customer accordingly.

5.6.4.1 Screen

Ticket detail page:

myPCCWGlobal

Launchpad / My helpdesk tickets / Tickets INC000001546836

SR107970

Circuit ID
Service ID
GSMP ID

XXXXXXXXXXXX
p@email.com
12345678
22222222

INC000001546836 ASSIGNED

Congestion Tone SEP-26-2018

Testing

Destination	Traffic Type	Calling Number A	Calling Number B
ALGERIA	Both	123123123	12312123
Breakout	MSRN Number	Protocol	OPC
		TDM	DPC

Attached Document

Work Progress Update ↻

26-SEP-2018 11:01 GMT
Ticket created by customer through online ticketing service

[Request an update](#) Need an update on the status of this ticket? Email us and we'll get back to you asap

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Confirmation displayed after the request is triggered.

myPCCWGlobal

Launchpad / My helpdesk tickets / Tickets INC000001546836

beta.pccwg-osp.com says
Your request for an update to this ticket has been submitted, an update will be provided shortly

[OK](#)

SR107970

Circuit ID
Service ID
GSMP ID

INC000001546836 ASSIGNED

Congestion Tone SEP-26-2018

Testing

Destination	Traffic Type	Calling Number A	Calling Number B
ALGERIA	Both	123123123	12312123
Breakout	MSRN Number	Protocol	OPC
		TDM	DPC

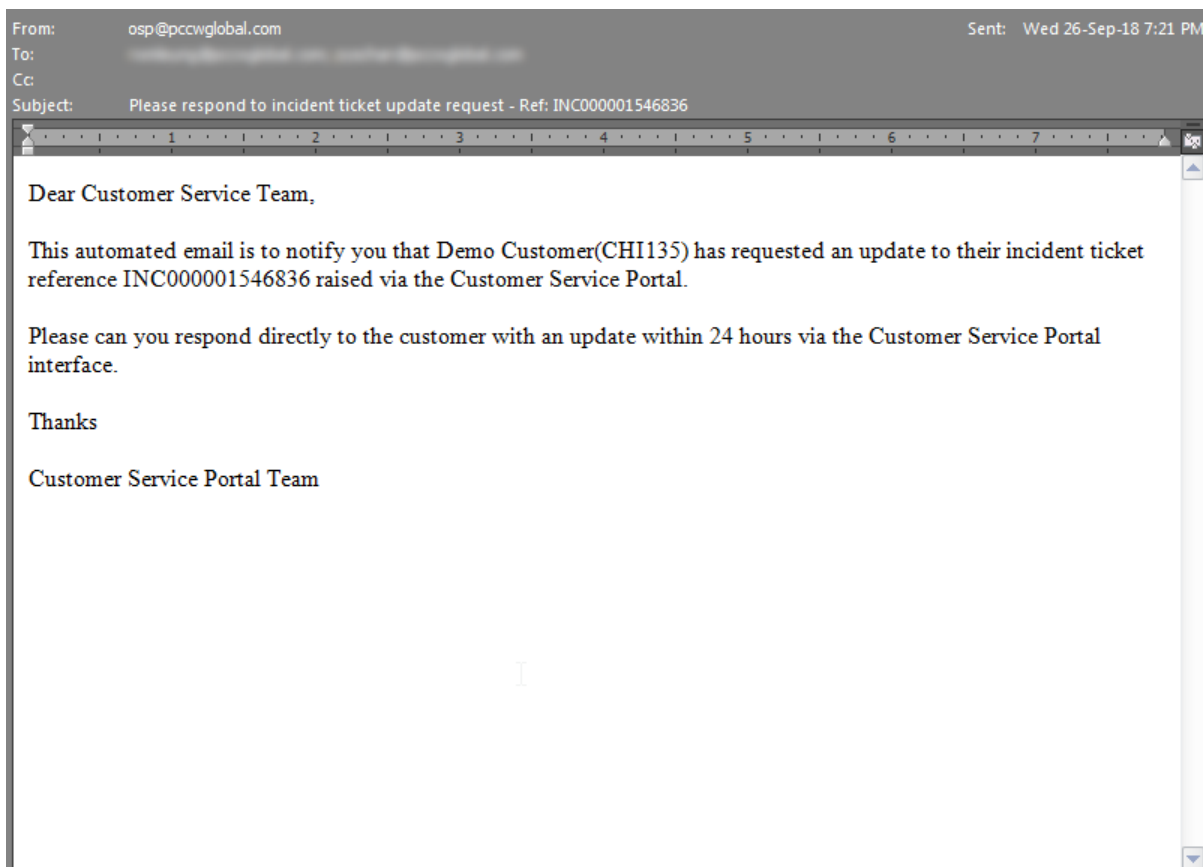
Attached Document

Work Progress Update ↻

26-SEP-2018 11:01 GMT
Ticket created by customer through online ticketing service

[Request an update](#) Need an update on the status of this ticket? Email us and we'll get back to you asap

Email sent to CS Team



5.7 Alarm

5.7.1 View Current Alarms

5.7.1.1 *Screen*

Current Alarm Page

myPCCWGlobal

Launchpad / **Alarm History**

Product: Fiber | Circuit ID: | Alarm Type: | Severity: Please Select

Alarm Date: JUN-26-2018 | to: SEP-24-2018

Reset Search Export

Time Severity Circuit ID Alarm Type

No matched results. If you require any further assistance, please contact our global helpdesk at +852-2829-1567 or email us at hksmc@pccwglobal.com

Current Alarm Table

myPCCWGlobal

Launchpad / **Current Alarms**

Product: Fiber | Circuit ID: | Alarm Type: | Severity: ALL

Alarm Date: JUN-26-2018 | to: SEP-24-2018

Reset Search

Time Severity Circuit ID Alarm Type

5.7.1.2 Fields

- **Product:** Product type name

- **Circuit:** Circuit ID, partial search allowed
- **Alarm Time:** For specifying the start date of alarm search date range
- **To:** For specifying the end date of alarm search date range
- **Alarm Type:** Alarm type name, partial search allow
- **Severity:** Severity of the alarm

5.7.1.3 Procedures

- You can access **Current Alarms** by selecting **Current Alarms** in the menu
- Select search criteria like **Product** from the dropdown list, **Circuit ID**, **Alarm Type**, **Severity**, **Alarm Date From**, **Alarm Date To** ; or
- Click **Search** to view the current alarms
- Click **Reset** button to clear all searching criteria you have entered

Note

- Following are major types of products that you can view the current alarms
 - Fiber
- You may sort the results in the table, by clicking on the **column header**
- Click on the “**Severity of any record**”. It will on the **Alarms Details** page

5.7.2 View Alarm Details

5.7.2.1 Screen

Alarm Details Page

myPCCWGlobal

Launchpad / For Testing, Alarm Details for [Circuit ID]

Product: Fiber | Circuit ID: [Circuit ID] | Alarm Type: [Alarm Type] | Severity: ALL

Alarm Date: [Alarm Date] to: SEP-26-2018

Buttons: Reset, Search, Export

Last update: 26-SEP-2018 03:14 GMT

Time	Severity	Circuit ID	Alarm Type
09-JUN-2018 08:20 GMT	Critical	[Circuit ID]	IN_PWR_HIGH

Back to Current Alarms

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5.7.2.2 Fields

- **Product:** Product type name
- **Circuit:** Circuit ID, partial search allowed
- **Alarm Time:** Start date of the search date range for alarm time
- **To:** End date of the search date range for alarm time
- **Alarm Type:** Alarm type name, partial search allowed
- **Severity:** Severity of the alarm

5.7.2.3 Procedures

- Select search criteria like **Product** from the dropdown list, **Circuit ID**, **Alarm Time**, **Alarm Type**, **Severity**; or
- Click **Search** to view the current alarms
- Click **Reset** button to clear all search criteria you have entered
- You can access the **Alarm Details** page by clicking on the severity of any record

Note

- You may sort the results in the table, by clicking on the **column header**
- Clicking on **Back to Current Alarms** button will take you back to **Current Alarm** page.

5.7.3 View Alarm History

5.7.3.1 Screen

Alarm History Page

The screenshot shows the 'myPCCWGlobal' interface for the 'Alarm History' page. The search filters are: Product: Fiber, Circuit ID: (empty), Alarm Type: (empty), Severity: Please Select. Alarm Date: JUN-26-2018 to SEP-24-2018. Buttons for Reset, Search, and Export are visible. Below the filters, a message states: 'No matched results. If you require any further assistance, please contact our global helpdesk at +852-2829-1567 or email us at hksmc@pccwglobal.com'.

Alarm History Table

The screenshot shows the 'myPCCWGlobal' interface for the 'Alarm History' page. The search filters are: Product: Fiber, Circuit ID: (empty), Alarm Type: (empty), Severity: ALL. Alarm Date: (empty) to SEP-24-2018. Buttons for Reset, Search, and Export are visible. Below the filters, a table displays alarm records. The table has columns: Time, Severity, Circuit ID, and Alarm Type. The last update is 24-SEP-2018 04:45 GMT.

Time	Severity	Circuit ID	Alarm Type
03-JUN-2018 08:20 GMT	Critical	[REDACTED]	IN_PWR_HIGH
03-JUN-2018 06:15 GMT	Critical	[REDACTED]	IN_PWR_HIGH

myPCCWGlobal

Launchpad / For Testing, Alarm Details for [redacted]

Product: Fiber | Circuit ID: [redacted] | Alarm Type: | Severity: ALL

Alarm Date: | to: SEP-26-2018

Buttons: Reset, Search, Export

Last update: 26-SEP-2018 03:20 GMT

Time	Severity	Circuit ID	Alarm Type
09-JUN-2018 08:20 GMT	Critical	[redacted]	IN_PWR_HIGH

Back to Current Alarms

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5.7.3.2 Fields

- **Product:** Product type name
- **Circuit ID:** Circuit ID, partial search allowed
- **Alarm Date :** For specifying the start date of alarm search date range
- **To:** For specifying the end date of alarm search date range
- **Alarm Type:** Alarm type name, partial search allowed
- **Severity:** Severity of the alarm

5.7.3.3 Procedures

- Select search criteria like **Product** from the dropdown list, **Circuit ID**, **Alarm Date**, **Alarm Type**, **Severity**; or
- Click **Search** to view the alarm history
- Click **Reset** to clear all searching criteria you have entered
- You can access the **Alarm History Table** page by clicking on the severity of any record of the **Alarm History** page

Note

- Following are major types of products for which you can view the alarm history
 - Fiber
- You may sort the results in the table, by clicking on the **column header**
- Clicking on **Back to Current Alarms** button will take you back to **Current Alarm page**

5.8 Service Listing

5.8.1 Service Listing / Subscription Enquiry

In this Service Listing / Subscription Enquiry page, you can search for subscription records.

5.8.1.1 Screen

Service Listing Page

The screenshot shows the 'myPCCWGlobal' interface for 'Services List'. It features a search form with the following fields: Circuit ID (text input), Product Type (dropdown menu with 'Please Select'), A End Address (text input), B End Address (text input), PCCW Global Signed Entity (dropdown menu with 'Please Select'), and Operation Date (text input with a calendar icon). Below the search form are 'Reset' and 'Search' buttons. The search results are displayed in a table with the following columns: Service/Circuit ID, Product Family/Type, A End Address, B End Address, PCCW Global Signed Entity, Operation Date, and Terminated/Upgrade/Downgrade/Cancellation Date. One result is visible, showing 'Voice / Bilateral Traffic' as the product type, 'PCCW Global Limited' as the entity, and 'Mar-03-2012' as the operation date.

Service/Circuit ID	Product Family/Type	A End Address	B End Address	PCCW Global Signed Entity	Operation Date	Terminated/Upgrade/Downgrade/Cancellation Date
	Voice / Bilateral Traffic			PCCW Global Limited	Mar-03-2012	

Service Listing – Search Result

Launchpad /

Services List

Service/Circuit ID	Product Family/Type	A End Address	B End Address	PCCW Global Signed Entity	Operation Date	Terminated/ Upgrade/ Downgrade/ Cancellation Date
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
32/F Megal PCCW rack (G.703 interface), Hong Kong, Hong Kong	Fiber / IPLC - Wholesale			PCCW Global Limited	Jun-20-2013	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	
	Fiber / IPLC - Wholesale			PCCW Global Limited	Dec-21-2015	



a PCCW Group member

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5.8.1.2 *Fields*

- **Circuit ID:** Circuit ID number, partial search allowed
- **Product Type:** Product type of the service
- **A End Address:** A end address of the service, partial search allowed
- **B End Address:** B end address of the service, partial search allowed
- **PCCW Global Signed Entity:** PCCW Global signed entity name
- **Operation Date:** Operation date of the service

5.8.1.3 *Procedures*

- You can access your **Services List** by selecting '**Services List**' in menu
- Select search criteria like **Circuit ID**, **Product Type** from the dropdown list, **A End Address**, **B End Address**, **PCCW Global Signed Entity**, **Operation Date**; or
- Clicking **Search** to view the subscription records

Note

- You can only enquire for subscription information that you have been granted access to.
- You can clicking **Reset** to reset the search criteria
- You may sort the results in the table, by clicking on the **column header**

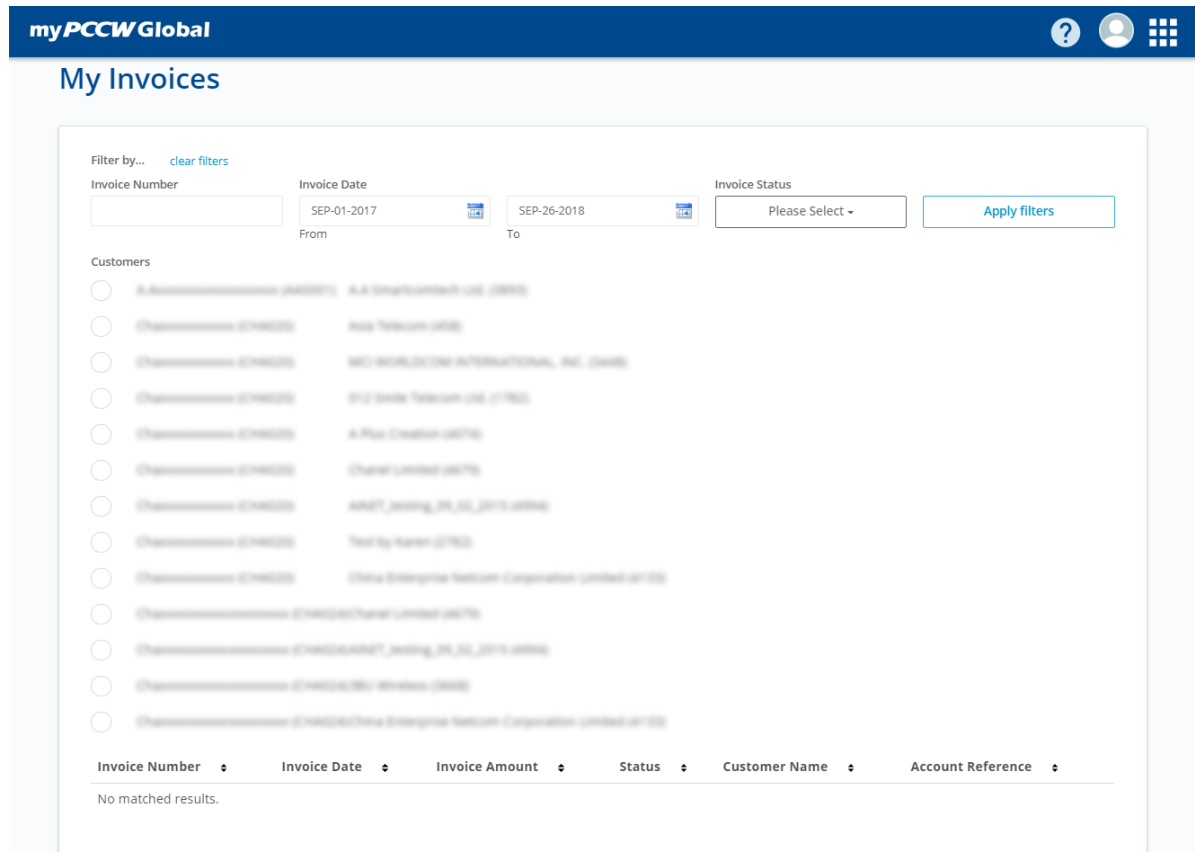
5.9 Invoice Listing

5.9.1 Invoice Listing / Invoice Enquiry

In this Invoice Listing / Invoice Enquiry page, you can search for invoice records.

5.9.1.1 Screen

Invoice Listing Page



myPCCWGlobal

My Invoices

Filter by... [clear filters](#)

Invoice Number:

Invoice Date: From: To:

Invoice Status:

Customers

- A.A. SmartConnect Ltd. (2015)
- Asia Telecom (2015)
- MCI WORLDWIDE INTERNATIONAL, INC. (2015)
- 912 Smile Telecom Ltd. (2015)
- A Plus Credit (2015)
- Chant Limited (2015)
- HKT_Jacking_CN_01_2015 (2015)
- Taidy Korea (2015)
- China Enterprise Network Corporation Limited (2015)
- Chant Limited (2015)
- HKT_Jacking_CN_01_2015 (2015)
- Wireless (2015)
- China Enterprise Network Corporation Limited (2015)

Invoice Number	Invoice Date	Invoice Amount	Status	Customer Name	Account Reference
No matched results.					

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Invoice Details - PAID

Invoice

Bill To : [Redacted]	Invoice No. : [Redacted]
Address : [Redacted]	Invoice Date : [Redacted]
Attn : [Redacted]	Due Date : [Redacted]
Email Address : [Redacted]	Bill Period : [Redacted]
Tel. : [Redacted]	Sales ID : [Redacted]
Customer Ref. : [Redacted]	Circuit ID : [Redacted]
	Commencement Date : [Redacted]

Ref	Charge Type	Description	From	To	Speed (K)	Invoice Currency Amount(USD)
1	Recurring Service Charge	2 x Fiber Cross Connections (PID014274-1)	Hong Kong, Hong Kong	Hong Kong, Hong Kong		[Redacted]
Total Amount :						[Redacted]

Enquiry
Sales Contact / Email : [Redacted]
Bill Enquiry : [Redacted]

Payment Methods
By TELEGRAPHIC TRANSFER

Please quote your COMPANY NAME and INVOICE NO. to your Renting bank.

Beneficiary Name : [Redacted]
Bank Name : [Redacted]
Bank Address : [Redacted]
Bank Swift Code : [Redacted]
Bank Account No. : [Redacted]

By CHEQUE

1) [Redacted]
2) [Redacted]

Notes
1) This is a computer generated invoice and requires no signature.
2) Late payment will be subject to interest charge of 1.5% per month.
3) Payment terms (including, but not limited to, interest rate and due date) are governed by the relevant agreement(s) entered into between the Beneficiary and the Customer ("Agreement"). In the event of any conflict between the Agreement and this invoice, the terms and conditions set out in the Agreement prevail.

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5.9.1.2 *Fields*

- **Invoice Number:** Invoice number
- **Invoice Date From:** For specifying the start date of invoice search date range
- **Invoice Date To:** For specifying the end date of invoice search date range
- **Invoice Status:** Status of the invoice

5.9.1.3 *Procedures*

- You can access the **My Invoice** by selecting **My Invoice** in the menu, then clicking on “**Launch**”.
- Select search criteria like **Invoice Number**, **Invoice Date From**, **Invoice Date To** and **Invoice Status**; or
- Click ‘**Apply Filter**’ to view the invoice records

Note

- You can only enquire for invoices if have been granted to You can click **clear filters** to reset the search criteria
- You may sort the results in the table, by click on the **column header**
- You can click “**Download PDF**” button to download invoice PDF

- End -