

**Service Portal
Service Orchestration User Guide
(Restoration on Demand)**

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Service Orchestration User Guide (Restoration on Demand)

No. : UG-OSCAR-ROD**Issue** : 3**Page** : 2 of 12**Issue Date** : 31 Oct 2017

Amendments

| Indicates Sections that have been changed since last revision

Date	Issue	Details of Amendments	By
30 Sep 2016	0	Draft version	Raymond Leung
24 Nov 2016	1	Add Normalization (by manual provisioning)	Raymond Leung
25 Mar 2017	2	Update on description and screens	Ryan Pak
31 Oct 2017	3	Update on description and screens	Raymond Leung

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1. Document Purpose

This document explains the configuration process when ordering a Restoration on Demand (RoD) service in PCCW Global Service Portal. For general instructions and ordering processes of the Service Portal, please refer to the document "Service Portal Service Orchestration User Guide (General Ordering Flow & IaaS Product)".

2. Intended Audience

This document is accessible to and intended for users of the Online Service Portal that includes PCCW Global administrator, Customer administrator, and Customer user.

3. Background

Working through PCCW Global's Service Portal is our Service Portal Service Orchestration, a web-based application that serves as a platform for providing customers, resellers, and partner's self-service product management and network provisioning.

Upon a cable fault of IPLC/DES circuit, the customer can order a Restoration on Demand service via the Service Portal to unlock SNCP (Protection Path) for service resumption. Afterwards, the customer can switch the service back to the normal Working Path via the "Normalize" process.

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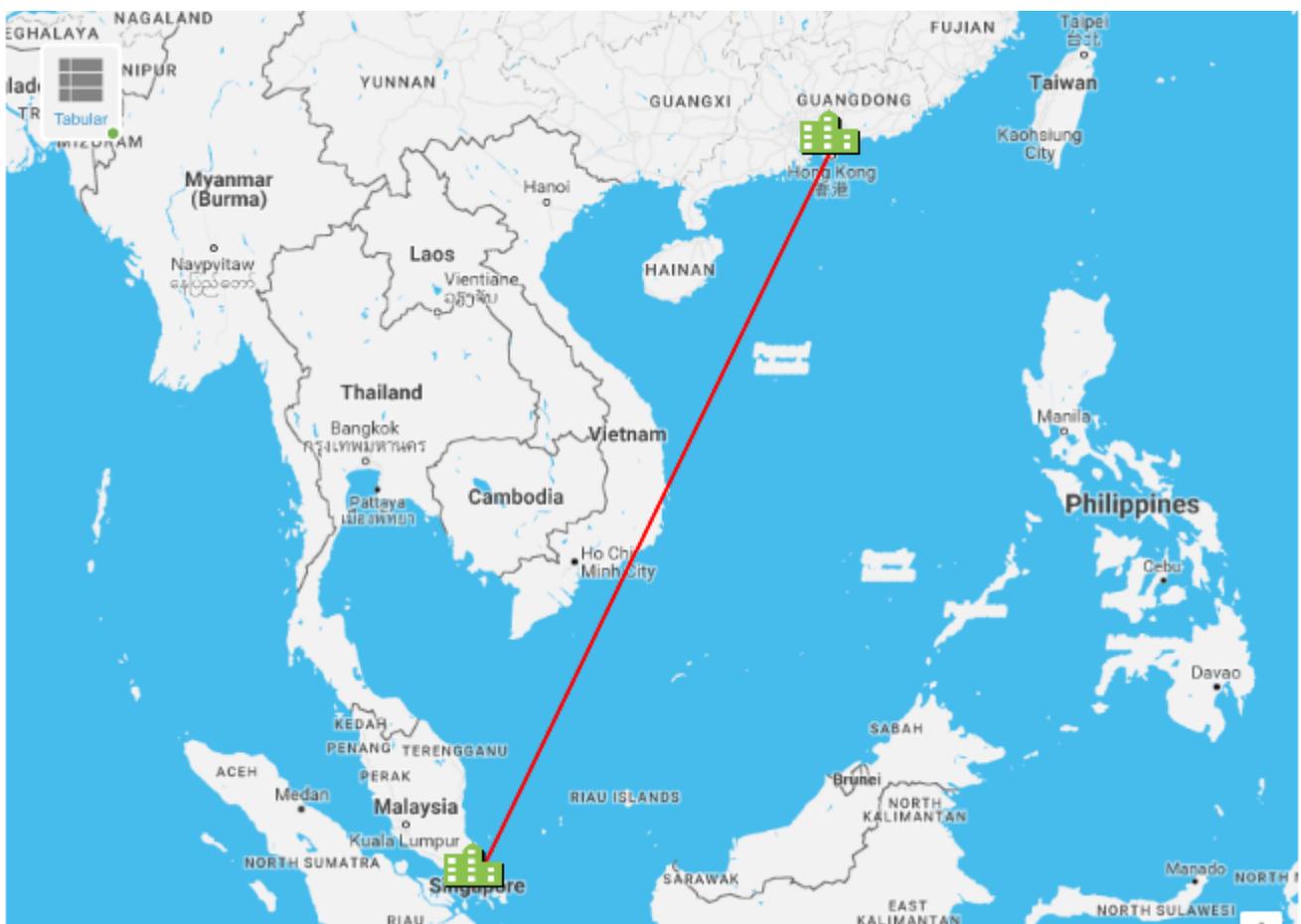
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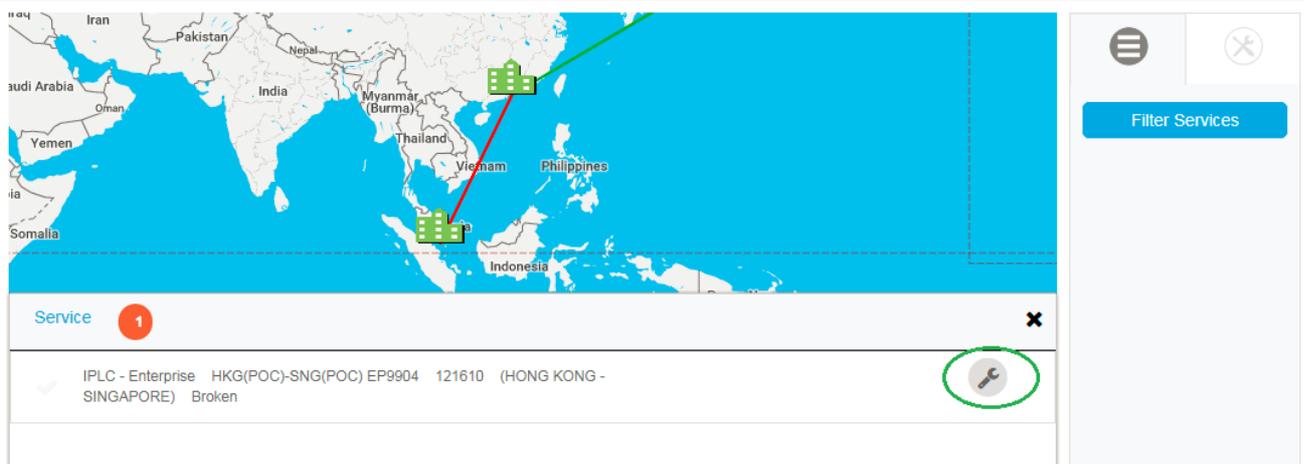
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4. Select Stage

- The Global View is the global map displayed with colored markers which represent the locations of the subscribed services
- For IPLC/DES, Global View only shows the logical (schematic) linkage between the Customer's End Sites
- If any circuit in a link develops a fault, the link will be high-lighted in Red



- By clicking one of the End Sites (the "Building" icon), system will list all the circuits in the link. Faulty circuits will be highlighted in red. There will be a "Spanner" icon for the customer to request for a Restoration service.



- By clicking the "Spanner" icon the following screen will be shown. By further clicking the "Toolbox" icon the customer will be able to proceed with the next step (Configure Stage).



5. Configure & Quote Stage

- In Configuration Page, the customer can expand the item to be configured, system will firstly display the description about Restoration on Demand service

Configure Service

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID	
1	Restore	IPE	Hong Kong	HKG(POC)- SNG(POC) EP9904	

Restoration Service

Restoration Service provides a short term Service to switch the existing unprotected Service to another cable path provided that there is available capacity. When the primary path resumes to normal, scheduled service normalization (i.e. where the traffic will be switched back to the original unprotected Service) will be carried out.

The Minimum Contract Period for the Restoration Service ordered through this service portal is **seven (7) days** from the Restoration Service Commencement Date. When the Minimum Contract Period expires, the Service term will automatically renew on a daily basis in GMT unless and until the service is terminated by the Customer giving **twenty-four (24) hours'** notice to PCCW Global.

Get Quote

- The customer can click the "Get Quote" button to get the Charge Rate and Terms & Conditions of the Quotation, then he can click the "Save Quote" button to save the quotation for ordering afterwards.

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Quotation on Restoration On Demand Service

Company Name:
ZZZ602
Customer Name:
ZZZ602
Email:
pyschan@pccwglobal.com.e

Quotation Date:
30-Oct-2017
Quotation Expiry Date:
30-Nov-2017

Recurring Charges

Item	Description	Daily Rate
1	Restoration On Demand Service for HKG(POC)-SNG(POC) EP9904	US\$15

Minimum Contract Period
Seven (7) Days

Minimum Contract Price: US\$105

Terms & Conditions

Prices quoted are valid until the Quotation Expiry Date stated above, but are subject to change if the Customer alters or supplements information supplied in formulating the quote or if an initial feasibility study or other circumstances would require PCCW Global to incur additional costs to install or otherwise provide the Service. Customer understands that this Quotation is not an offer to provide Services and does not create a binding contract until the Order is accepted by PCCW Global. Customer may rescind or cancel this Order at any time prior to acceptance by PCCW Global. Orders cancelled after acceptance by PCCW Global may be subject to Cancellation Charges.

Back

Save Quote

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID
1	Restore	IPE	Hong Kong	HKG(POC)-SNG(POC) EP9904

Your quote has been saved

Thank you for using our service. Please use the following reference number for your quotation request:

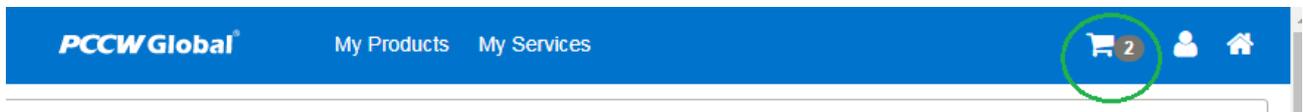
Quote ID: 0111800

Close

- After saving the quote, the customer can click the "Close" button to move forward to Ordering Stage

6. Order Stage

- Clicking the Shopping Cart icon in the top menu will show all the saved quotes
- Clicking one of the quotation item will display its details for Ordering
- Finally, before submitting the order, customer must accept the Specific Terms



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Saved Quotes

No. of Items per page: 10 ▼

Please select Quote to proceed ordering.

Expiry	Quote ID	Action	Product	Location	Quote Date	Price
Expires In 30 days	0111800	Change	Restoration On Demand Service	Hong Kong	30-Oct-2017	US\$105



Quotation on Restoration On Demand Service

Company Name: ZZZ602	Quotation Date: 30-Oct-2017
Customer Name: ZZZ602	Quotation Expiry Date: 29-Nov-2017
Email: pyachen@pccwglobal.com.hk	

Recurring Charges

Item	Description	Daily Rate
1	Restoration on Demand Service for HKG(POC)-SNG(POC) 6P2204	US\$15

Minimum Contract Period
Seven (7) Days

Minimum Contract Price: U \$\$105

Terms & Conditions

Prices quoted are valid until the Quotation Expiry Date stated above, but are subject to change if the Customer alters or supplements information supplied in formulating the quote or if an initial feasibility study or other circumstances would require PCCW Global to incur additional costs to install or otherwise provide the Service. Customer understands that this Quotation is not an offer to provide Services and does not create a binding contract until the Order is accepted by PCCW Global. Customer may rescind or cancel this Order at any time prior to acceptance by PCCW Global. Orders cancelled after acceptance by PCCW Global may be subject to Cancellation Charges.

Please fill in the following information to complete your order.

Customer Entity

ZZZ Customer 602: ZZZ602

Activation Date

Provision Now

I have read, understood and accepted the Specific Terms for International Managed Bandwidth Service

Confirm & Submit

Your Order has been Submitted

We have received your order request, thank you for using our service.:

Order ID: 1602

7. Normalization

- After service restoration is completed, the circuit will be shown as "Restored". Customers can click the "Normalize(tick)" icon then "Toolbox" icon to go to Configuration Page, and request for Normalization of the circuit (back to Working Path) by specifying a target date & time for circuit switch-over. Requested Normalization time must be 24 hours after the submission time.



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1

Normalize

IPE

Hong Kong

HKG(POC)-
SNG(POC) EP9904



Requested Date & Time for Normalisation

30-Oct-2017 12:04:00 GMT



Date

		October 2017								
		Sun	Mon	Tue	Wed	Thu	Fri	Sat		
40		01	02	03	04	05	06	07		
41		08	09	10	11	12	13	14		
42		15	16	17	18	19	20	21		
43		22	23	24	25	26	27	28		
44		29	30	31	01	02	03	04		
45		05	06	07	08	09	10	11		

Time

		12		:	04			
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The order would be scheduled, in case you need further assistance, please contact our Global Customer Service Center.

Submit

--- E N D ---