Activenet NBN
Internet Disconnection

Work Instructions

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Issue Date: TBA
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1. Introduction

ActiveNet as a service provider provides multiple products, services to residential and business customers. One of the services we do provide is to facilitate the movement of customers by finalizing their account when requested.

1.1 Purpose

The purpose of this work instruction is to give you the tools to process NBN Internet Disconnection requests for ActiveNet.

1.2 Systems Used


2. Optus NBN Internet Disconnection

2.1 How to initiate NBN Internet Disconnection

Step 1: Open the “Service Disconnection Request” or “Disconnection Request” SDP (Service Desk Plus) ticket. Verify that the request came from the registered email on the customer’s account by clicking on the customer’s name.

Step 2: Login to “ECconnect Portal”. Find the account using the “ECconnect Portal” number which is found in the SDP (Service Desk Plus) ticket notes section. Click on “Manage”.

[Email image and login interface screenshots]
Step 3: Click on “Click Here to Disconnect”.

Step 4: Select “Disconnection Date” as per customer requested date. Click on box for “Confirm Operation” then Click on “Continue”.

- A popup will appear confirming “ECconnect Portal” account for the customer has successfully been disconnected. Click on “Close Window”.
Step 5: Go to the “Optus Wholesale Portal” then Click on “Ordering” select from the dropdown list “Create Manual Order”.

Step 6: Select “NBN Ordering Fixed”. Click on “Create”.
Step 7: Populate the “NBN Create Order – Customer Information” form as shown below then Click on “Submit”.

- Customer Reference – Is the “ECconnect Portal” number.
- Organisation – Will always be “ActiveNet Pty Ltd”.
- Originator – Will be prepopulated with your “Full Name”.
- Originator Contact Number – Will always be “1300587623”.
- Originator Email – Will always be “service@activeutilities.com.au”.
- Account Number – Select from dropdown list (There will be only 1 selection).
- Select Type of Order to Create – Select from dropdown list “NBN Termination (TER) Order”.

To submit this NBN Create Order - Customer Information request, click on Submit.
Step 8: Once you have completed the previous step. You will see the below form. Click on “Next”.

![NBN Order Complete Form]

Step 9: Once you have clicked on “Next” as direct in the previous step. You will need to populate the following required fields as listed below then Click on “Next” and Click on “Submit”.

- Unit Number
- Street/Lot Number
- Street Name
- Suburb/Locality
- State
- Postcode
• Primary Site Contact First Name – Will be “Active”.
• Primary Site Contact Family Name – Will be “Net”.
• Primary Site Contact Number – Will be “1300228638”.

Step 10: Open Orion and search for the customer account number which is provided in the SDP (Service Desk Plus) ticket. Enter account number and Click on “Search”.

Step 11: Click on the account line item as shown below.
Step 12: Click on “Account”. Select Account Status as “Closed” from the dropdown list and select “Disconnection Date” as per customer’s requested date then Click on “Save” ICON.

![Image of account status and disconnection date]

Step 13: Apply the “Disconnection Fee”. Click on “Charges” tab and Click on the + sign to add a new charge then Click on “Save” ICON.

![Image of charges tab]

- To view disconnection charges. Copy link below and paste on browser.


**Note:** Disconnection fees are only applied if service is cancelled within the first 6 months of installation. The disconnection fee is in place to assist us in covering our installation fees and is charged as a direct pass through to you.

**Connection/Disconnection Fees:**

<table>
<thead>
<tr>
<th>No Contract Term</th>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Connection Fee</td>
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</tr>
<tr>
<td></td>
<td>Disconnection Fee</td>
<td>$80.00</td>
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</table>
Step 14: Go back to the customer’s “ECconnect Portal” account. Click on “VoIP” then opens the connection page.

Step 15: Click on “Click Here to Disconnect”.

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<table>
<thead>
<tr>
<th>Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Connection Fee</td>
<td>$69.95</td>
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<tr>
<td>Disconnection Fee</td>
<td>(No. of months remaining in contract X Monthly Service Fee) – 25% = Payable Fee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection Fee</td>
<td>$39.95</td>
</tr>
<tr>
<td>Disconnection Fee</td>
<td>(No. of months remaining in contract X Monthly Service Fee) – 25% = Payable Fee</td>
</tr>
</tbody>
</table>
Step 16: Click on box to “Confirm Operation” and Click on “Continue”.

Step 17: Click on “Continue”. Do not make any changes.

- Confirmation popup will appear. Just Click on “Close Window”.
Once you have closed the window, you will see the page refresh with “Service Status” stating “Pending Disconnection”.

Step 18: Add notes in the SDP (Service Desk Plus) ticket with the “Optus Termination” number and as per details below.

Step 19: Add same note added on the SDP ticket to customer “Orion” account with the addition of the below details highlighted in the screenshot. Which “Date” action completed, your “Full Name”, Internet Order Placed, SDP (Service Desk Plus) ticket and Modem Ordered.


- When adding a “Call Note” in Orion, you need to Click on “Call Note” then Click on the + sign. Once you have completed populating the required fields and writing your note, Click on “Apply” then “OK”.
  - **Category** – Select “Account Maintenance Call”.
  - **Type** – Will be prepopulated once Category is selected.
  - **Source** – Select “Email In”.
  - **Account** – Select customer’s internet account from list as per below example.
End of work Instructions