Sample New Temp Discon Process Flow

Step1: InfoSys will inform Collections Dept of list of clients who are subjected**(8 days from due date)** for Temp Discon

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Step 2: Collections Dept will verify said list

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Step 3: Once verified, Collections Dept will process a Job Order form for Temp Discon for client via InfoSys

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Step 4: Tech/CHD will be notified of updated Job Order form processed by Collections Dept of Temp Discon of clients via Infosys

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Step 5: Technical/CHD will then Temp Discon client in Bucket Server and update Job Order of Temp Discon **(No Job Order No Activity for Tech)**

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Step 6: Technical/CHD will then update the Job Order to “Status Closed” or “Done”. And will change status of Client from “Active” to “Temp Discon”

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Step 7: Collections Dept will then be notified by InfoSys

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At this point the Job Order for Temp Discon will be closed

Reconnection Status Flow

Step 1: Collections will review the payment made by client and status of client in Infosys

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Step 2: Collections Dept will process a Reconnection Job Order for the reconnection of fully paid client

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Step 3: Tech/CHD and Account Mgt will be notified of the Job Order for reconnection of client

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Step 4: Tech/CHD will execute the Reconnection of Client's account in the network

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Step 5: Tech/CHD will then change status of client from "Temp Discon/ Discon" to "Active". Tech/CHD will then update Job Order form to "Done/Closed"

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Step 6: Collections Dept will be notified by InfoSys of reconnected client

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At this point the Job Order for the Recon will be closed

Upgrade Job Order Flow

Step1: Account Management creates Job Order form via Infosys for Client Upgrade

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Step 2: InfoSys prepares contract addendum form and stamps it with corresponding Job Order number

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Step 3: InfoSys waits for signed Addendum before proceeding with the Job Order

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Step 4: Account Management provides signed addendum to Infosys to proceed Job Order process

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Step 5: InfoSys then notifies CHD and Accounting Dept of request of client upgrade and their corresponding package

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Step 6: CHD then upgrades client on the network and updates Job Order in InfoSys to "Done/Closed"

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Step 7: InfoSys will then notify Account Management that ticket is "Done" and client has been upgraded

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At this point InfoSys closes the Upgrade Job Order

Downgrade Job Order Flow

Step 1: Account Management creates Job Order form via Infosys for Client Downgrade

Step 2: InfoSys prepares contract addendum form and stamps it with corresponding Job Order number

Step 3: InfoSys waits for signed Addendum before proceeding with the Job Order

Step 4: Account Management provides signed addendum to Infosys to proceed Job Order process

Step 5: InfoSys then notifies CHD and Accounting Dept of request of client downgrade and their corresponding package

Step 6: CHD then downgrades client on the network and updates Job Order in InfoSys to “Done/Closed”

Step 7: InfoSys will then notify Account Management that ticket is “Done” and client has been downgraded

At this point InfoSys closes the Downgrade Job Order

Renewal of Contract Process Flow

Step 1: Account Management creates Job Order form via Infosys for Client Renewal

Step 2: InfoSys creates a standard contract template and stamps it with Job Order. Account Management can bypass this step if contract is hard printed instead. In this case Account Management must manual stamp the Job Order to the contract hard copy

Step 3: InfoSys then notifies CHD and Accounting Dept of Client renewing his/her contract

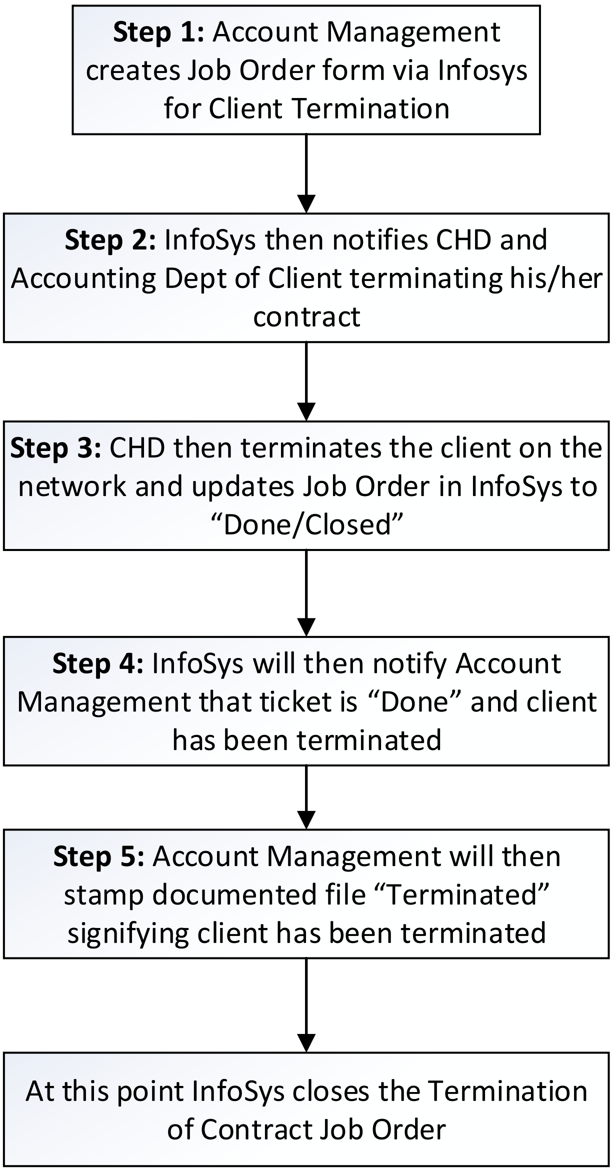
Step 4: CHD executes the new package code of the client on the network and updates Job Order in InfoSys to "Done/Closed"

Step 5: InfoSys will then notify Account Management that ticket is "Done" and client has been renewed

Step 6: Account Management will then stamp documented file "Renewed" signifying client has been renewed

At this point InfoSys closes the Renewal Job Order

Termination of Contract Process Flow



Cancellation Process Flow

Step1: Sales will provide a written explanation or present Client's reason for cancellation. Sales will also e-mail Account Mgt, Acctg, Network and Technical of client cancellation

Step 2: Sales will then edit client account in InfoSys placing client under "Cancelled" status

Step 3: Account Mgt, once e-mail has been received, will inspect if client account has been changed to "Cancelled" in InfoSys. Will then mark client's contract as "Cancelled"

Step 4: Acctg, once e-mail has been received, will check balance status and payment status of client

Step 5: Network Dept, once e-mail has been received will check Bucket Status and delete bucket account of cancelled client

Step 6: Technical, once e-mail has been received, will remove client from their queuing to give way for more clients to be installed

At this point the process of Client Cancellation will be closed

New Accounts Process Flow

Step1: Sales will provide a physical contract and/or e-mail addressed to Account Management of a new client. Sales must also state in physical contract and/or e-mail if client is an xdeal or if client is under regular terms and conditions. And if client was approved for Discount, Sales must state the discount amount attached with proof of approval

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Step 2: Account Management will create a Job Order for Client Activation

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Step 3: InfoSys creates a standard contract template and stamps it with Job Order. Account Management can bypass this step if contract is hard printed instead. In this case Account Management must manual stamp the Job Order to the contract hard copy

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Step 4: InfoSys then waits for updated DOP and Contract update before notifying CHD and Acctg Dept

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Step 5: InfoSys then notifies CHD and Acctg Dept of Client Activation

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Step 6: CHD executes new client's personal bucket account on the network according to his/ her package. Then CHD update Job Order in InfoSys to "Done/Clsoed"

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Step 7: Acctg Dept will check DOP of new client if it corresponds to their records and was processed. Acctg Dept will then update Job Order in InfoSys to "Done/Closed"

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Step 8: InfoSys will then notify Account Management that ticket is "Done" and client is up for Activation

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Step 9: InfoSys will then notify Technical Dept that ticket is "Ready for Activation" and client is up for Activation

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Step 10: Technical will then Activate client in real time and afterwards update Job Order in InfoSys that client has been "Activated" specifies date of Activation. Infosys will then notify involved Depts that ticket is "Done"

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At this point the Job Order for Activation will be closed

Discounts Process Flow

Step1: Sales will request for discount for customer via e-mail sending it to corresponding Head of Sales and Finance Dept

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Step 2: Head of Sales will respond to request via e-mail whether the request is approve. Then will wait for Finance Dept for final approval

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Step 3: Finance Dept will then make final decision of approval of Discount request. Will then give their response via e-mail

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Step 4: Sales agent will then use the discount memo with their proposal to the customer

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At this point the Process flow of Discount Request will be closed

Line Transfer Process Flow