

User-Creation and Login



User-Creation

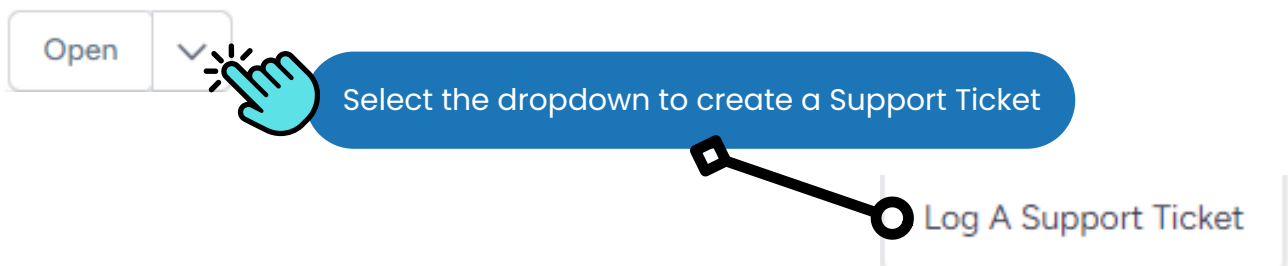
Gaining access to the portal will require username and password creation. You can make contact with the FCC Team to provide the login credentials and specified permissions to access the various features on the portal.

Support Logging System



Log A Support Ticket

To log a Support Ticket for the applicable Service Order, the “Log a Support Ticket” icon can be selected on the Service Order page on the FCC Portal by selecting the shortcut dropdown next to the “Open” icon **OR** by selecting the “Log a Support Ticket” icon on the “Request Action” TAB accessible when the “Open” icon has been selected.



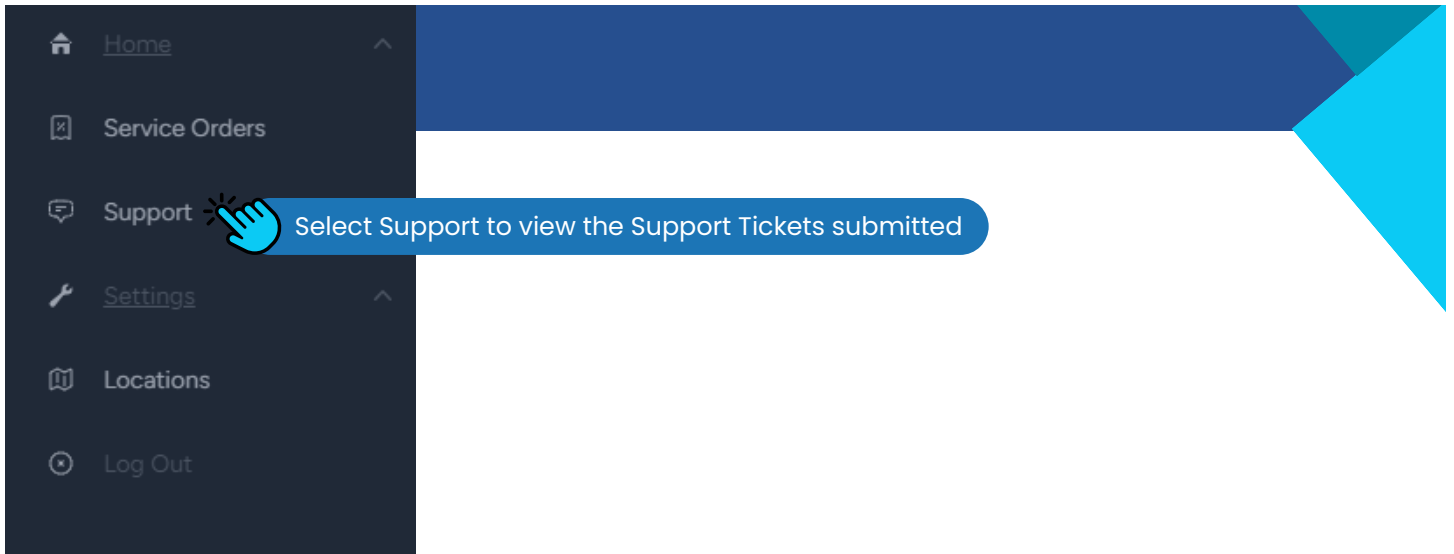
OR

Log a Support Ticket



Select the icon to create a Support Ticket

This will generate the Support Ticket which can be viewed on the [Support Dashboard](#). Selecting this icon will allow the user to complete the First Line Maintenance Application, which will be reviewed by FCC and actioned accordingly.



First Line Maintenance

Before logging a Fault or Support Ticket the Network Operator must ensure that the First Line Maintenance (FLM) has been followed as a minimum requirement to ensure that neither the Network Operator's nor the Tenant's equipment are at fault to prevent unnecessary Faults being logged and a False Call-Out fee being charged to the Network Operator.

How to Log a Support Ticket

A Support Ticket can be logged on the [Service Order dashboard](#) by selected the short-cut icon or accessing the [Request Action Tab](#) on the Service Order uploaded.

END-USER DETAILS

FCC ORDER NUMBER

FCC Circuit ID (as recorded)

END-USER TRADING NAME

End-User Name (as recorded)

End-User Registered Name

Insert the End-User Registered Name

UNIT/SHOP NUMBER

End-User Unit Number (as recorded)

BUILDING

Selected Building (as recorded)

ADDRESS

Selected Building (as recorded)

Contact Person On-Site

Insert the On-site contact Name

Designation

Select On-site contact designation

Contact Number

Select On-site contact Number

Complete the required fields



NETWORK DETAILS

NETWORK

Network Operator Name (as recorded)

ISP Reference

ISP Reference Number (as recorded)

Fault Logged By

Network Operator User Name

Additional E-mail Address For Update Notifications

Additional E-Mails for Updates

E-mail

Network Operator User E-Mail

Confirm E-mail

Network Operator User E-Mail

TICKET DETAILS

Date Link Went Down

yyyy/mm/dd

Current Status Of Link

Please Select

PLEASE SELECT YES/NO



Select the date that the Fault was Reported and Current status of the Link



Is power available and equipment powered up at the end user?

Is there a power failure or load shedding in the area or at the customer POP?

Is the CPE and end user equipment synchronized with each other?

Are the cable connections proper and checked between the CPE and fibre/patch cable and CPE/end user equipment?

Have you checked all necessary end user equipment? Including CPE configurations/software update.

Have the connectors been swapped at the end user?

Has the GBIC or SFP at the customer been checked?

Are there any cutovers, or network maintenance taking place on the network?

PLEASE UPLOAD IMAGES

PORT IN MMR

Drag & Drop your files or [Browse](#)

END-USER'S CPE DEVICE

Drag & Drop your files or [Browse](#)



Upload images or snips confirming the MMR port is active and the End-User equipment is inactive



FALSE CALL-OUT FEE CONSENT

I, hereby confirm that First Line Maintenance has been followed and I acknowledge that should there be no fault found on the dark fibre, a call out fee will apply.

Log Support Ticket



Select the Log Support Ticket icon to upload the Support Ticket