Emerald

Customer Account Center
Version 5.0.29

Emerald Management Suite
IEA Software, Inc.

Software License Agreement

By purchasing or installing all or part of the Emerald Management Suite, you indicate your acceptance of the following License Agreement.

Ownership of Software You acknowledge and agree that the computer program(s) and associated documentation contained with the Emerald Management Suite (collectively, the "Software") are owned exclusively by IEA Software, Inc. and/or its licensors. The Software contained in the package is protected under copyright laws and all copyright and other intellectual property rights relating to the Software are and remain the exclusive property of IEA Software, Inc. and/or its licensors. You may not rent or lease the Software, but you may transfer the Software and accompanying materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement.

License IEA Software, Inc. grants to you, and you accept, a limited, non-exclusive and revocable license to use the Software. You agree to use the Software in machine-readable object code form only as authorized in this License Agreement. This License Agreement does not convey any title or interest in the Software to you. You may only use the licensed number of Master Billing Records (MBRs) with the Software as stated in your purchase agreement.

Scope of License You may not make any changes or modifications to the Software, and you may not decompile, disassemble, or otherwise reverse engineer the Software. You may not load, rent, lease or sublicense the Software or any copy to others for any purpose. You agree to use reasonable efforts to protect the Software from unauthorized use, modifications, reproduction, distribution and publication. You are not permitted to make any uses or copies of the Software that are not specifically authorized by the terms of this License Agreement. Your adherence to this License Agreement will allow IEA Software, Inc. to continue developing innovative and useful products and providing a high level of customer service and support. If you do not comply with the terms of this License Agreement, your license will be revoked.

Updates and Support All software updates are available via the IEA Software, Inc. web site. A maintenance contract is available for major version upgrades, which is not included or covered as part of the basic purchase agreement. Technical support is available via E-Mail, support mailing lists, or a purchased telephone support contract.

Trademarks IEA Software, Inc., Emerald, RadiusNT, and the associated logo(s) are registered trademarks. Unless otherwise noted by Trademark, IEA Software, Inc. owns all images, photographs, animations, audio, video and text incorporated into the Software.

Restricted Rights The Software is provided with U.S. Governmental Restricted Rights. Use, duplication, or disclosure by the Government is subject to restrictions set forth in subparagraph ©(1)(ii) of The Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs ©(1) and (2) of the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19 as applicable. The Software is also protected by International Treaty Provisions. Manufacturer is IEA Software, Inc. PO BOX 1170 Veradale WA, 99037

Miscellaneous This License Agreement shall be construed, interpreted and governed by the laws of the State of Washington. Should any term of this License Agreement be declared void or unenforceable by any court of competent jurisdiction, enforcement of the remaining terms shall not be affected. Failure of either party to enforce any rights or to take action against the other party in the event of any breach of this Licensing Agreement shall not be deemed a waiver of any subsequent enforcement of rights.

Limitations of Liability and Remedies In no event shall IEA Software, Inc. or its licensors be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental,

consequential or other damage, even if IEA Software, Inc. or its licensors are advised, in advance, or the possibility of such damages. IEA Software, Inc. and its licenser's entire liability and your exclusive remedy shall be, at IEA Software's option, either (a) return of the price paid, or (b) repair or replacement of the Software. To the maximum extent permitted by applicable law, IEA Software, Inc. and its licensors disclaim all other warranties, either express or implied, including but not limited to, implied warranties with regard to the Software and the accompanying material. This Limited Warranty is void if failure of the Software has resulted from accident, abuse or misapplication. You may have other specific legal rights that vary from state/jurisdiction.

 Should you have any questions concerning this license agreement, please contact IEA Software, Inc. PO BOX 1170 Veradale WA, 99037. U.S.A. (509) 444-2455.

Table of Contents

Introduction

The Emerald Management Suite provides direct on-line web access to information regarding your established Internet or Network Service Account(s). By logging into your account, you are able to:

- View up-to-date account balance and account billing history
- Print current and previous account invoices, statements and payment receipts
- View detailed account status, including the current record of service usage on-line activity
- Change your account passwords
- Change the way that your bills are generated and distributed
- Add additional services such as email accounts to your existing account
- Control your email notification options
- Submit an assistance request to resolve any problems you may have with your service
- Make an immediate credit card or prepaid card payment against your account balance
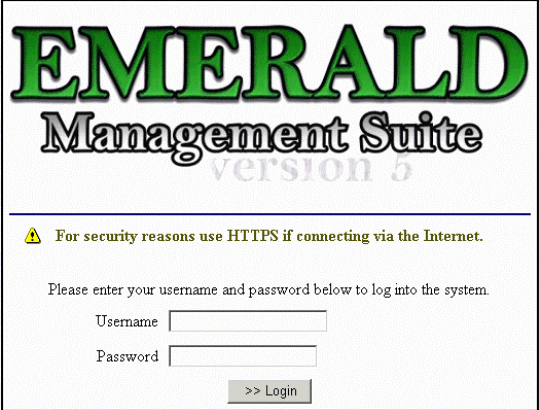
You can access the **Account Center** from any standard CSS2 compliant web browser connected to the Internet. Your Network/Internet Service Provider will supply the URL web address to access the Account Center from your browser window.   The Account Center specifically supports the Microsoft Internet Explorer 6.0+ and Mozilla Firefox web browsers.

This document explains the full range of features included with the Emerald management suite. The screen layout and options available to you may differ significantly from what is shown in this document.

Launching and Logging on to the Account Center

To launch the Account Center application, do the following:

1. Establish your network/Internet connection.

2. Start the chosen web browser.

3. Enter the Network/Internet Provider Account Center site location address within the browser entry window, such as "https://accounts.myisp.com".

4. Enter your Service Account **Username** and **Password** and click on the **Login** button or press the **Enter** key. Note: You may have several services with different Usernames and Passwords set up on your account with your Network/Internet Service Provider. The Service account Username and Password entered here determines which Service Account information will be presented during the current Account Center session.

5. If you have any problems logging into the system, please contact your Network/Internet Service Provider site for assistance.

Customer Account Center Overview

Once you have logged in, you will be presented with the Account Center Welcome Page.

The Account Center main menu options are displayed at the top of the page. Choose an option by clicking on the option link. Each menu option is described in detail within the sections below. The **Account Status** option is shown by default on the Account Center Welcome Page.

Customer Account Center				
Account Status	Usage History	Billing Info	Manage Accts	Make Payment
Purchase Time	Account Settings	Assistance	Log Off	

- **Account Status:** Provides a quick summary of the accounts status showing account balance, expiration and time remaining if applicable.

- **Usage History:** Displays a detailed history of the connections established from your accounts services to the network / Internet.

- **Billing Info:** Current account balance, outstanding invoices and chronological history of printable invoices, statements and payments are accessible from this menu.

- **Manage Accts:** Allows addition of new services and changes to existing services.

- **Recharge Acct:** Renews account expiration, time and or data limits on your account by transferring usage credits from a new prepaid card.

- **Make Payment:** Enables one time Credit Card or Prepaid Card payments to be made to your account in order to fund new or existing services.

- **Purchase Time:** Provides for the purchase of additional blocks of network access time.

- **Account Settings:** Account related options such as change password, recurring payment options, email notification settings and account cancellation.

- **Assistance:** Request help with technical or billing related questions using the assistance menu. You can also check up on the status and view a history of previous help requests.

Account Status

This screen displays your account identity and presents a brief overview of your current account status. The Quick Links section under the account status display, presents you with web links that your Network/Internet Service Provider has provided in order to provide you with further information regarding your

Welcome Alex Jones
Account status: Active
Current balance: 464.93
Expiration date: 12/31/06
Time remaining: 166.67 Hours
Quick Links
• IEA Software

account, or the Service Provider's site and services. Clicking on the provided link will route you to the provided file or site specified. In some cases the time and data remaining fields if shown will change if

your account is active while accessing the customer center. This usage information may not update in real-time or at all for the duration of your session. Only after your session(s) have ended are accurate time and data remaining summaries available.

Usage History

Displays all calls or network sessions initiated using your account as chosen from the "Account" selection list over the month starting on the "Period Starting" field. After making changes to either the account or period starting field click "View History" to show the new information. Depending on the services you are provided usage history may or may not show any information.

Time Online for 10/01/06 thru 10/31/06

Call Date	Minutes	Input MB	Output MB	Username	Caller-ID
10/16/06 19:07	48	0.83	4.89	ajones	5094442455
10/17/06 15:49	46	0.14	1.94	ajones	5094442455
10/17/06 22:06	10	0.00	0.15	ajones	5094442455
10/18/06 06:34	36	0.43	2.53	ajones	5094442455
10/18/06 16:03	49	0.58	2.94	ajones	5094442455
10/18/06 20:11	39	0.30	3.45	ajones	5094442455
10/19/06 06:50	9	0.01	0.32	ajones	5094442455
10/19/06 16:36	15	0.09	0.43	ajones	5094442455
10/19/06 21:46	26	0.22	1.22	ajones	5094442455
10/20/06 06:24	24	0.13	0.79	ajones	5094442455
10/21/06 12:55	66	0.15	1.78	ajones	5094442455
Total Calls	**Minutes**	**Input MB**	**Output MB**		
11	368	2.87	20.44		

The following explain each of the fields presented in the usage history display.

Call Date	Date and time of the start of the session
Minutes	The duration of the session in minutes
Input MB	Count of megabytes uploaded to the network
Output MB	Count of megabytes downloaded from the network
Username	Username provided to access the network
Caller-ID	Source telephone number or network address the session originated from
Totals	Provides a summary of all sessions shown above. Note the session information listed here is for informational purposes only and may vary slightly from actual usage base charges assessed.

Billing Info

Billing related account status and account history is viewable from this menu. The billing status window shows the current account balance. A positive number indicates the amount owed while a

Billing Status

Current Balance: 464.93

Available Credit: None

Unpaid Invoices

- Invoice #928 - 10/20/06 (1 days) - Amount Left: 36.04
- Invoice #931 - 10/20/06 (1 days) - Amount Left: 100.00

negative number indicates a credit balance. The available credit field displays the total amount of credit available to your account for accessing services where fees are assessed as they are used.

Billing status also shows any outstanding invoices having not yet been paid in full. To get additional information about each invoice shown click the Invoice number to display a printable version of the invoice.

Billing history provides a chronological accounting of billing related activities on your account such as new invoices, statements, payments and pending adjustments or usage charges. Clicking any of the underlined links displayed in the "Type" column of the billing history will display additional printable information about that item.

Date	Type	Credit	Debit	Description
10/20/06 17:25:58	Statement #344			
10/20/06 17:25:53	Invoice #931		100.00	Point of Sale
10/20/06 17:25:43	Statement #343			
10/20/06 16:45:45	Charge / Adjustment		21.00	PPP Setup
10/20/06 16:26	Invoice VOID		100.00	Point of Sale
10/20/06 16:25:12	Invoice VOID		31.62	Point of Sale
10/20/06 16:25:03	Invoice #928		160.85	Renewal
10/20/06 16:22:04	Invoice VOID		160.85	Renewal
10/20/06 14:42:51	Invoice #926		63.08	Renewal
10/16/06 17:13:34	Invoice #923		120.00	Point of Sale

Billing History

Manage Accounts

When entering "Manage Accounts" a list of all services attached to your account is displayed. You can make changes to existing services or add new services to your account from this menu.

There are two main divisions of services; Packaged services and Non-Packaged services. Packaged services are included in the terms and price of any of your accounts existing packages. There is no added cost when additional services are added to an existing package whereas terms for non-packaged services are displayed when adding new services from the "Non-Packaged Services" section.

Package #90 - Family Dialup
Status: Active
Expires: 10/20/06 (+ 15 days)
Cost: 14.95 billed Monthly

Included Services

Name	Account	Service Type	Time Left	Status
Alex Jones	alexj924	EMail	Infinite	Active

Available Services (Click a link below to add new services to this package)

- Add PPP (5 of 5 remaining)
- Add ISDN (5 of 5 remaining)
- Add EMail (4 of 5 remaining)

Non-Packaged Services

Name	Account	Service Type	Pricing	Expires	Time Left	Status
Alex Jones	ajones	PPP	19.95 billed Monthly	12/31/06 +35	166.67 hrs	Active
Alex Jones	ajones2	PPP	19.95 billed Monthly	12/31/06 +35	16.67 hrs	Active

Available Services (Click a link below to add new services)

- Add ISDN - (Cost: 24.95 billed Monthly)

To add a new service to your account click the "Add" link for the service type corresponding to the type of service you would like added to your account. You will then be presented with a dialogue to enter account information of the new service. This new service will also be able to login to the customer account center however will have limited access and only be able to effect preferences specific to this service such as changing this accounts password. To prevent access to the customer account center or to allow this account full access to all account management activities please contact your account representative.

The following explain each of the fields presented in the new service dialogue.

First & Last Name	Name of the person who will be using this new service
Evening Phone	Optional telephone contact number for this person outside of normal business hours
Day Phone	Optional telephone contact number for this person during normal business hours
Account Login	Represents the login or account name of the new service. When chosen the system will check to make sure this login is not already in use. If already being used you will be directed to choose a different login. Note the account name chosen should not contain any additional information such realm or domain name such as the '@myisp.com' portion of an email address.
Account Password	Password to access the new service. When entered the password typed is displayed on the screen. To help prevent unauthorized access passwords should be at least 8 characters in length contain letters, numbers and not based largely on a dictionary word.
Comments	Optional message describing the use of this account or any instructions for support staff.

To make changes to an existing service choose that service from the main "Manage Accounts" list. You will then be presented with a list of options similar to the ones shown here.

Change account login

If available the services account / login name can be changed from this menu. Please consider any applicable side effects of changing the services login field. For example if the service is an email account email messages will no longer be accepted from the previous accounts

address and additionally any messages or settings associated with the previous login name will in many cases not be available after the account login is changed.

Change account password

Changes the accounts access password. When entered the password typed is displayed on the screen. To help prevent unauthorized access passwords should be at least 8 characters in length contain letters, numbers and not based largely on a dictionary word. After the account password is changed there may be a small delay before the password change goes into effect.

Cancel Account

When a service is no longer needed you may have the option to cancel it from this menu option. If the cancel account option is not available please contact your account representative for assistance. When closing a service any applicable refunds will be credited to your account per the terms of service. To cancel service, take the following three steps:
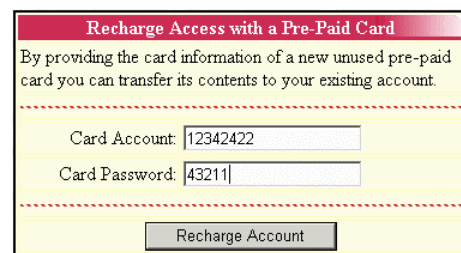
- From the Cancel Reason selection list choose the reason that best matches the reason for closing this service.
- Choose the current or future date after which the cancellation will be effective.
- Click "Continue" to proceed with cancelling this service.

In the future if you wish to reopen this account contact your account representative.

Note: If you wish to close your entire account including all services do not use this option on each account. Instead contact your account representative or use the "Cancel Account" menu option from the "Account Settings" main menu option if available to close your account and all related services.

Recharge Account

By obtaining a new prepaid card you can transfer any credits on the card in terms of expiration date, time left, data left and credit amount to your account by entering the card account and password/pin number displayed on the prepaid card. In order to successfully recharge your account the prepaid card must support recharging and must be for the same service offering as your existing account.

If the prepaid card does not support recharging but does offer a cash credit for services, please see the "Purchase Time" section below for information on purchasing additional access using your prepaid card.

Make Payment

This menu option allows you to make a payment towards your account balance. Payments can only be made from the customer account center using credit card or prepaid card payments. Please contact your account representative for additional payment options.

Credit Card Payments

Once a credit card payment has been entered the status of the payment can be tracked from the "Billing Info" main menu option. It may take some time before credit card payments are fully processed and payment is credited to your account. Please be patient and do not attempt to resend the same payment twice as this will cause you to be billed twice. If the payment status shown in the "Billing Info" main menu option indicates a credit card payment was declined you may then resend the transaction after resolving the reason for the declined payment or by using a different credit card.

To make a credit card entry, enter the amount of the payment in currency form (for example '30.00') in the Amount field. Do not include the currency symbol ('$'). Enter your credit card number in numerical form with no formatting, such as dashes ('-') in the CC Number field. In the Auth Name field, enter the credit card holder's name exactly as it appears on the credit card. Enter the credit card billing address in the bill address field and enter the credit card billing postal/zip code in the Postal Code field. Finally press the Make Payment button to apply the credit card payment to your account.

Prepaid Card Payments

If you wish to make payments using a prepaid card choose the "Pre-Paid Card" pay method and enter the amount of the payment you wish to make against the cards balance. Once this is complete enter the card account/login and card password values from the prepaid card itself and click "Make Payment". Payment is applied immediately to your account.

Purchase Time

If available the purchase time option allows the purchase of additional blocks of time for account access. To purchase additional items choose the account and purchase option by reviewing the description of each and setting the quantity you would like to purchase. Each services current expiration and time remaining is displayed for reference. After setting the quantities click "Continue" a confirmation

dialogue showing the type and cost of the options selected will appear. Please review this carefully as once created you will need to contact your account representative to correct any errors. If necessary you will be automatically taken to the make payment menu to complete the purchase. Once payment is approved and the invoice for this purchase paid in full the effected services time remaining and or expiration date is credited accordingly.
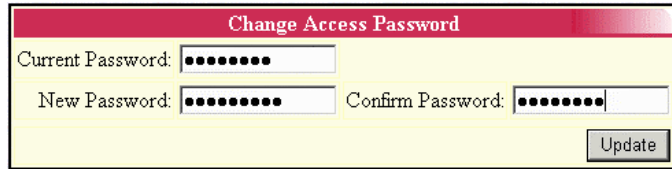
Account Settings

Account settings allow changes to be made to your account. Available settings are presented with a list of options similar to the ones shown here.

To customize your account choose from one of the options below

- Change this accounts access password

- Select manual or automatic payment options

- Email notification options

- Cancel account (Includes all services)

Change account access password

Select the **Change password** option in order to change your service account password. The service for which you are changing the password is the same service you used to access the customer account center.

When you select this option, you are presented with the **Password Change** screen in which you are prompted to verify your existing password in the **Current Password** field, enter a new password value in the **New Password** Field and confirm the new password value in the **Confirm** field. The **New Password** and **Confirm** field values must match in order for the password to be accepted. Press the **Update** button to save your new password entry. This password will be effective the next time you login to either your service account or the Account Center. There may be a slight delay before the new password takes effect.

Note: Your Service Provider may have certain restrictions regarding the minimum length required of password entries. If you enter a value under this password length, you will be prompted to enter a new password value of greater length. Additionally, it is generally recommended that you create password values that are unique containing letters and numbers (such as "azr24cVx") to prevent your access password from being guessed.

Manual or automatic payment options

Select this option in order to change the way that you are billed for your services. The selection you make here will become effective from the next billing period on. Make a selection from the provided option list for the **Select a Payment Method** field. The options are:
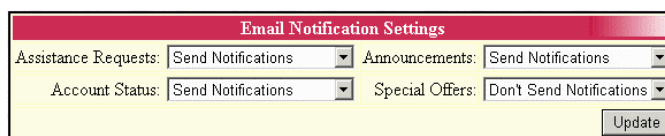

- **Invoice:** Indicates the preference for your Service Provider to generate and distribute an invoice each billing cycle to be paid upon receipt, using cash, check, prepaid card or credit card.

- **Automatic Credit Card Billing:** This option authorizes your service provider to do an automatic payment transaction from a specified credit card account for each billing cycle. Once this option is selected and the credit card information has been entered and verified the card will automatically be used to pay for services charged to your account. You can review all billing and payment activity from the "Billing Info" main menu option and discontinue or change automatic billing at any time using this menu item.

Email notification options

If you have provided an email address when singing up for service you may be contacted about the status of your account as well as special announcements or product offers. Using the email notification options you can choose which if any events you would like to be notified of via email.
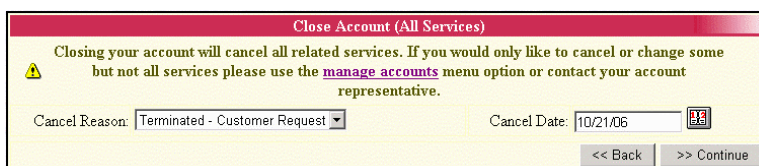
Assistance Requests	When enabled you will be notified via email of any changes to the status of assistance requests.
Announcements	When enabled you may receive general announcements about service changes or upcoming events, scheduled maintenance, etc.
Account Status	When enabled you will be notified via email of changes to the status of your account and important warnings such as pending account or credit card expiration.
Special Offers	When enabled you will receive messages related promotional offers.

Cancel account

When your account and **ALL** included services are no longer needed you may have the option to cancel it from this menu option. If the cancel account option is not available please contact your account representative for assistance. When closing your account any applicable refunds will be credited to your account per the terms of service. When canceling your account please do the following:

- From the Cancel Reason selection list choose the reason that best matches the reason for closing your account.
- Choose the current or future date after which the cancellation will be effective.
- Click "Continue" to proceed with cancelling your account.

In the future if you wish to reopen this account contact your account representative.

Note: If you wish to close a service within your account rather than the entire account please use the "Manage Accts" main menu option or contact your account representative for assistance.

Assistance

When you have questions about your account or need technical assistance the "Assistance" main menu option is used to send electronic requests for help to a customer service representative. Once an assistance request is submitted you may track the progress of your request by returning to the "Assistance" menu. In some cases you may also receive an email notification when a customer service representative answers your assistance request. As long as the request remains open you can continue to add additional notes to an existing request by selecting the request from the "Assistance Requests" listing as shown below. These additional notes are useful to provide requested information to help resolve any outstanding questions.

The actual fields shown depend on the type of assistance request you will be submitting. The following describe those fields shown in the image above.

Request Type	Indicates "what" you need help with. Please choose the request type that most closely matches your needs to assure your request is routed to those best able to assist you.
Priority	Indicates how important this request is to you.
Summary	An optional brief one-sentance description of the request. The summary field should be treated similar to the "Subject" line of an email message.
Message	A detailed description of the question. If you are asking for technical assistance please provide as much detail about the problem as possible describing the nature of the problem including any error messages received, your actual results and what the expected result was. If you are submitting a question about an invoice or statement you received please include the invoices "Invoice ID" or statement "Statement ID" you are referencing.

Directly below the "New Assistance Request" form is a listing of all available

assistance requests and their current status. For a detailed view of an assistance request or to add notes to an existing open request select the request. A popup window will then appear containing the full history for that request.

If the request has not been closed you will be prompted to add any additional comments about the request. If you would like to provide additional information for a request that has been closed please contact your customer service representative or submit a new assistance request.

Log Off

The "Log Off" main menu option logs you out of the customer account center. After you have logged off you will need to re-enter your account login and password to again access to the customer account center.