

ACCOUNT SUMMARY

Tenure - # of months the customer has had service

Usage - GBs used and the plan's total data allowance

Online/Offline - # of hours the current state of the terminal (online or offline) has persisted

Account - Service Agreement and Account Reference #s

Plan - Current plan and bill cycle date

MAC - MAC address of the modem

Core Node - Current core node servicing the gateway

SANs - Current gateway servicing the customer

Beam - Satellite, service area, and beam for the account

Usage 23.49 / 100.0 GB (23.49%)
Online 20.0 Hours
PI Kind FIXED_SATELLITE_INTERNET

Acct A52
Plan Unlimited Gold 50 | 06-20
MAC 00:A0:BC:A3:88:90 | exederes | WiFi
PI PID ed-39c6f7dedffc

CN chi.cn
SANs 6, 8, 11, 14, 18, 26, 30, 43
Beam ab | 775 | 10375
CustReInId 9d9e3d80-fc64-46de-a49b-653274076c41



Setup & Account

Provisioning

- ✓ Account Status
- ✓ Data Policy

Installation

- ✓ Antenna Pointing
- ✓ Equipment (Cable & Tria)
- ✓ Software Version
- ✓ Home Network

This Subscriber

Availability

- ✓ Gateway (Physical)
- ✓ Core Node (IP)

Performance

- ✓ Signal Quality
- ✓ Throughput
- ✓ Packet Loss

Peer Subscribers

Availability

- ✓ Gateway (Physical)
- ✓ Core Node (IP)

Performance

- ✓ Signal Quality

MAIN INDICATORS

*These icons will become colored to identify actions required to resolve a customer's issue

- ✓ eSVT Doesn't Detect Any Problems
- ⏻ Reboot Modem
- 🚚 Truck Roll
- 🔑 Account Status
- 💻 Home Setup
- ⚠️ Outage
- ⬆️ Escalation
- ⚡ Weather Outage
- 💬 Customer Education

LOAD BAR

You must wait until the bar fully loads before using eSVT. Not all account information and tray icons will be visible until the load is complete. The load bar will disappear when the account has been fully loaded.



SETUP & ACCOUNT

Provisioning

- **Account** - The current account status
- **Data Policy** - Data Allowance Policy status
- **Service Plan Settings** - The status of speed settings throughout back office systems
- **Billing** - Shows whether or not the balance is past due, payment method is valid and current

Installation

- **Antenna Pointing** - How the ODU is pointed and peaked
- **Equipment (Cable & ODU)** - Cabling status from the indoor unit to the outdoor unit
- **Software Version** - The modem's current software version
- **Home Network** - Router or home device connected

THIS SUBSCRIBER

Availability

- **Gateway (Physical)** - Modem is online/offline at the SMTS and passing data on the network
- **Core Node (IP)** - Modem is online/offline at the ASN, validating IP connectivity
- **Web Acceleration** - Indicates whether the modem's acceleration client is enabled and connected to the network
- **Historical Availability** - Percentage of time the modem is online when powered on

Performance

- **Signal Quality** - The quality of the signal the modem is receiving
- **Packet Loss** - Indicates whether packet loss has occurred, which may cause slow speeds and page load times
- **Throughput** - A measurement of connectivity and latency in our network
- **IP Connectivity** - Shows customer's end-to-end connectivity status (VS2 only)

PEER SUBSCRIBERS

Availability

- **Gateway (Physical)** - Other modems within the gateway are online/offline at the SMTS and passing data on the network
- **Core Node (IP)** - Other modems within the core node are online/offline at the ASN
- **Web Acceleration** - Other modems within the core node have the acceleration client enabled and connected

Performance

- **Signal Quality** - The signal quality other modems within that beam are receiving
- **Network Traffic** - Traffic level within that beam

NAVIGATION BAR ICON DESCRIPTIONS

*These icons provide more detail about a customer account

- 🏠 Home
- 🔄 Refresh Screen
- 📊 Historical Data
- 📈 Usage Data
- 📅 Calendar
- 💻 Home Network View
- ☰ Advanced Diagnostics
- 🔌 Modem LEDs
- ⏻ Reboot Modem
- 🕒 Speed Test



PRO TIP!

Rollover any term within eSVT for detailed information about the customer's account.

For example, rolling over **Home Network** within the Setup

& Account section will reveal the customer's **IP Address!**

```

Device List:
["00:a0:bc:91:66:f9";
{"cpe_mac": "00:a0:bc:91:66:f9", "cpe_ip": "162.72.7.10",
"INCORPORATED", "legacy_cpe_key": "VIASAT",
"INCORPORATED (00:a0:bc:91:66:f9)"}]
    
```

HOME NETWORK VIEW

**Use when determining if a customer's home devices are set up properly. Hover over each device for details on that device's browser, OS and compatibility with the network. You must gain the customer's permission before accessing their usage data. No longer supported for SB2.*

Example of a customer with an WiFi modem:

SPEED TEST

**The customer can also run a speed test using speedtest.net*

Status Description:

- Green** - Customer is receiving expected results in both directions
- Yellow** - Either upload or download is not receiving the expected speeds
- Red** - The customer is not receiving the expected results in both the upload and download results

Speed Test Result Interpretation and Actions

AGENT VIA	CUSTOMER USING	INTERPRETATION	REQUIRED AGENT ACTION
ESVT	SPEEDTEST.NET		
PASS	PASS	The service is working as expected	Slow Speed Scripting
PASS	FAIL	Possible home (customer) network/home (customer) device issue, especially if this result is repeatable	Escalate through normal process
FAIL	PASS	The service is working as expected but a possible eSVT speed test anomaly may exist	Slow Speed Scripting and send to GCAP for investigation
Likely an Exede Issue			
FAIL	FAIL	Network	Complete Tier 1 troubleshooting and if still unresolved escalate through normal process
FAIL	FAIL	Account Setup	Complete Tier 1 troubleshooting and if still unresolved escalate through normal process
FAIL	FAIL	Congestion	Use Congestion Scripting from the eSVT section of the process
FAIL	FAIL	DAP	DAP education & scripting

REBOOT

By clicking the icon, this will reboot the modem.

USAGE DATA

**Data usage occurs every time a customer performs activity (upload/download, send/receive information, stream video) over the internet. This counts toward a customer's data allowance. You must gain the customer's permission before accessing their usage data.*

Usage Meter - Displays the usage and number of days left in the customer's billing cycle, and displays the plan's data allowance, including Buy More data. For example, if a customer is on a 10 GB plan and purchases 2 GB of data, the meter will show the total amount, 12 GB.

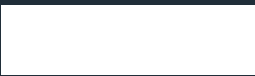
Traffic Type Graph - Displays usage by type. Drill down on the usage by clicking any portion of the donut. Data allocated includes LNFZ. Note that categories may change based on customer use.

Daily Snapshot - Displays usage by day. Late-Night Free Zone is shown in orange. Colored Dates indicate:

- Blue** - Selected Date
- Red** - Date subscriber went into DAP
- Green** - Date subscriber bought more data

Click on an hour to update the Hourly Usage graph.

Hourly Usage - Graphs are based on the data selected (visible in blue) in the Daily Snapshot section. Displays the usage type and the hourly usage for that day.



HISTORICAL DATA



*Historical Data provides a deeper dive into a customer's usage patterns, which can be helpful when troubleshooting.

Subscriber History

The area at the top of the page allows you to customize the information that appears in the graphs below. Use the drop-down menu to select the current or previous billing cycle, or use the range selectors to hone in on a specific duration. Click the Load Date Range icon to update the information on the page.

Historical Data Graphs

When using any of the graphs, try these navigation and customization tips:

- Use the navigation bar to jump to a specific graph, or reorder the graphs by clicking and dragging. Graphs will return to their default settings upon refresh or another account search
- To zoom in to a specific region, click a section and drag
- Use the "Toggle All Series" link to show or hide all data in a graph, then selectively turn data sets on or off by clicking on the name in the legend
- Hover over any indicator or over a data line itself to see additional information on the customer's service at a specific date or time

Account History

This graph provides details on the customer's service history.

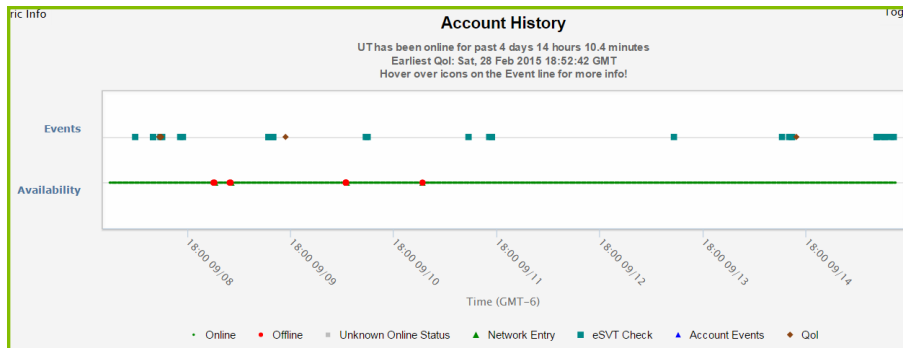
Use Account History to determine intermittent/ no connectivity, Online, Offline and previous eSVT checks, and Buy more. Hover over an event to see a snapshot of details, which may help determine why the event occurred.

Note: If eSVT events is excessive, more than likely the customer has called in multiple times and requires special attention to their issue. If multiple offline and excessive eSVT look-ups, then the customer may need a truck roll and eSVT Truck Roll icon is not pink.

- **Online** - the subscriber's modem was online
- **Offline** - the subscriber's modem was offline. If excessive, schedule a truck roll even if the eSVT Truck Roll indicator is not pink
- **Unknown Online Status** - no data available at that time
- **Network Entry** - identifies when the network saw the subscriber's modem come back online
- **eSVT Check** - indicates when someone looked up the subscriber in eSVT
- **Account Events** - Only displays if an event occurred, i.e. service plan changed, DAP, Buy More, or Voice Activation. Hover over the Account Event indicator to determine which event occurred.
- **QOI (quality of install)** - If a QOI check was performed it displays the most recent test results.

Events: Click the event to display the eSVT dashboard snapshot for that date and time. Each time a search has been performed for the subscriber and all account events display here by date and time.

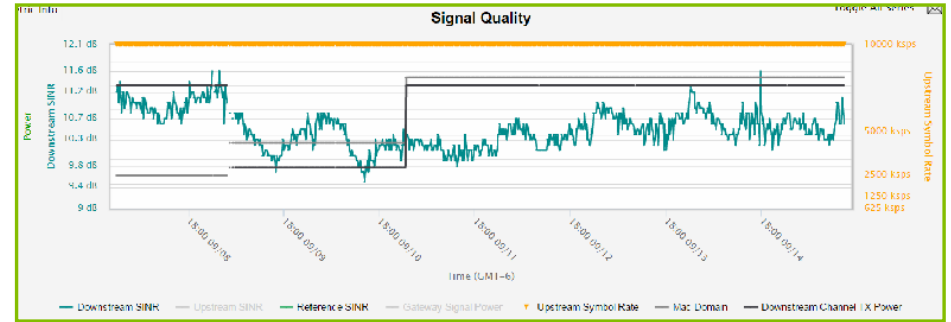
Available: Displays when the modem was online, offline, re-entered the network and the reason it fell off line. The green line itself is online.



Signal Quality

This graph shows the customer's signal strength, which is helpful in determining antenna pointing issues.

The Signal Quality graph displays the information for how the antenna is pointed over time, as well as any other issues with the ODU. If any issues are present, the Antenna Pointing and the Signal Quality indicators on the dashboard would be highlighted red. Also, the Truck Roll icon in the Main Indicators area will be highlighted.

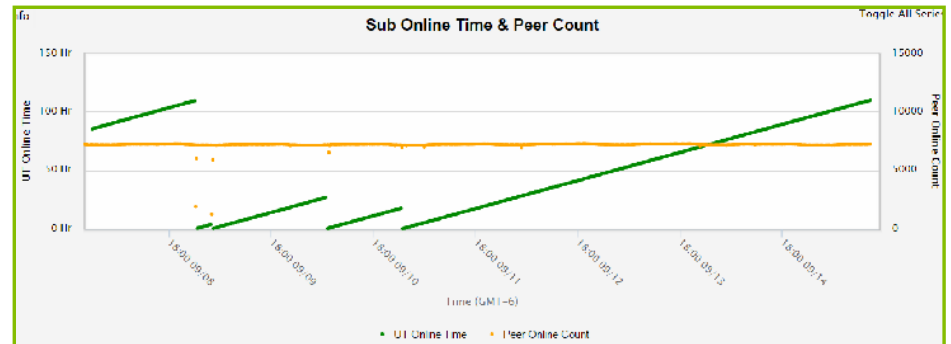


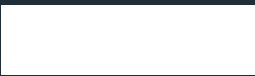
Sub Online Time & Peer Count

This graph compares the details of the customer's service to other customers in their area

Peer UT (modem) Count & Sub (customers in same beam) Online Time is a very useful graph for determining how long the customer's modem has been online in comparison to other customers in the same beam for specific dates and times. Hover over any line to obtain the specific time online, date and time. This graph can be used in conjunction with the Account History graph.

This graph always displays in date and time. You can determine if an issue is only affecting the subscriber or if it is affecting their peers by comparing the peer online time (Yellow) to the users online time (Green).





HISTORICAL DATA



*Historical Data provides a deeper dive into a customer's usage patterns, which can be helpful when troubleshooting. (For VS2 customers, only 2 days of Historical Data are displayed.)

Data Consumption

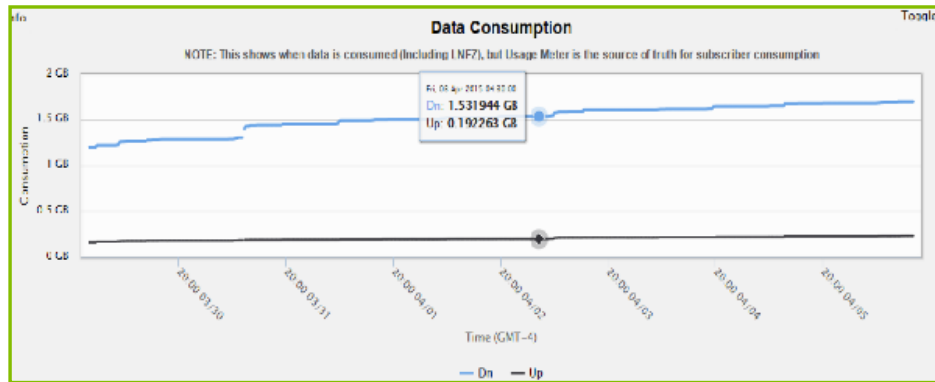
This graph shows how much data a customer used on a specific date/time.

Data Consumption is used to determine how much data in Giga-Bytes (GB) has been consumed by the customer at a specific date and time. It also displays upload and download separately to help the customer understand if they are consuming more data in a specific direction. Another useful aspect of this graph is determining if the customer's data reset on the bill cycle date.

Important: This data will always include the Late Night Free Zone (LNFZ), Web and Email usage.

To determine if the usage reset on the bill cycle date, follow these steps:

- Locate the customer's bill cycle date below the graph
- Hover over the upstream or downstream graph line. The customer's usage should be near zero. If there was a usage record waiting to be sent and the usage reset, the new record will display usage.

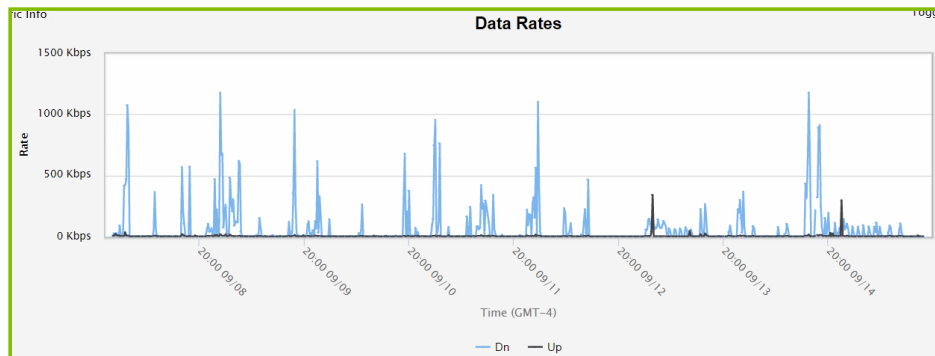


Data Rates

This graph displays the rate at which the customer is consuming their data.

Data Rates is useful in determining if there is an issue with the customer's equipment. Hover over the Downstream or Upstream graph line to see the rate in Kilo-Bits per second (Kbps) for a specific date and time.

If the data rate spikes from 0 and changes the left metric to Mbps, it indicates a possible viruses and/or malware on the customer CPE. The customer should be referred to the Exede Experts team.



CNE Message Categories

This graph displays every interaction for the user's Facebook Bot instance, such as registration, current usage, Buy More, and DAP notifications.

If the customer has registered their account with the Facebook bot, each day will display as a bar and a count of each type of interaction will be visible on that day. Use the legend below to turn each interaction type on and off.

