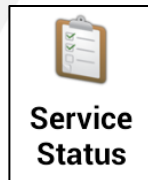


Overview

Nobody likes it when the cable goes out. Or the internet is down. Or there is a lot of static on a long distance call. And you like it even less when you have to wait on hold to report the problem. SmartHub makes it easy to report service issues so everything is back up and running as quickly as possible. This document tells you how to do it from your Android smartphone.

Report an Issue

1. From the home screen, tap the **Service Status** icon.
2. Tap **Report a problem**.
3. Tap the **Select a Type** menu and select the affected service.



Service Type:

Internet - 700-801-0808

Select A Type -

Internet - 700-801-0808

Telephone - (701) 974-3953

Tv - 700-701-3129

4. Tap the **Select a Problem** menu and select your specific problem.

Service Type:

Internet - 700-801-0808

Problem:

Can't connect to the internet

Reported By:

CRAIG DAHLE

Contact Number:

(555) 555-5555

Comments Describing Problem:

Have restarted both computer and modem but no luck. All cables are connected. I have begged and pleaded, but to no avail.

Request call back when service is restored

Submit

5. Enter your Name & a Contact Phone Number.
6. Tap the **Comments Describing Problem** field and enter any helpful information about your problem, such as when the problem began or a description of your attempts to solve the problem.
7. Tap the **Request call back when service is restored** checkbox if you want to be notified by phone when the problem is resolved.
8. Tap the **Submit** button to send the form to your provider.

A success alert appears indicating your problem was successfully reported.

Info

Your problem has been successfully reported.

ok

9. Tap **OK** to return to the Service Status screen.

Check Your Status

1. From the home screen, tap the **Service Status** icon.

Any open trouble tickets for your account display.

Problem:	No Dial Tone
Reported:	Jul 30, 10:56AM
Agreement:	(701) 483-5888
Problem:	No picture on TV
Reported:	Aug 2, 9:04AM
Service Type:	TV
Last updated: 11:26 AM	

2. Tap a specific ticket to view its details.

Ticket details display. Most often you will see updates in the Company Comments section at the bottom of the form. Depending on the issue, you may also see an appointment time listed.

Reported:	Jul 10, 3:47PM
Reported By:	Leo Grey
<input checked="" type="checkbox"/> Requested call back upon service restoration	
Contact Number:	(555) 555-5555
Account:	736500
Service Type:	INTERNET
Agreement:	700-802-6395
Service Address:	433 7TH ST E
Problem:	Can't connect to the internet
Customer Comments:	I have restarted computer and reset the modem but it still does not work.
Appointment:	Jul 11, 4:00AM
Company Comments:	Technician will replace modem and check internal wiring.