



Partner Portal

Cancel Service

EntrustICT Partner Portal Instruction Guide



Contents

| | |
|------------------------------|----------|
| Introduction | 2 |
| Cancel Service | 3 |
| Useful Links | 8 |
| Related Documentation | 8 |

Introduction

This document provides a step by step guide to cancel services through the EntrustICT Partner Portal.



PARTNER PORTAL

Cancel Service

1. Login to the Partner Portal using your credentials.
2. From the top menu, click on the ORDERING menu option and select Cancel Service (*figure 1*).

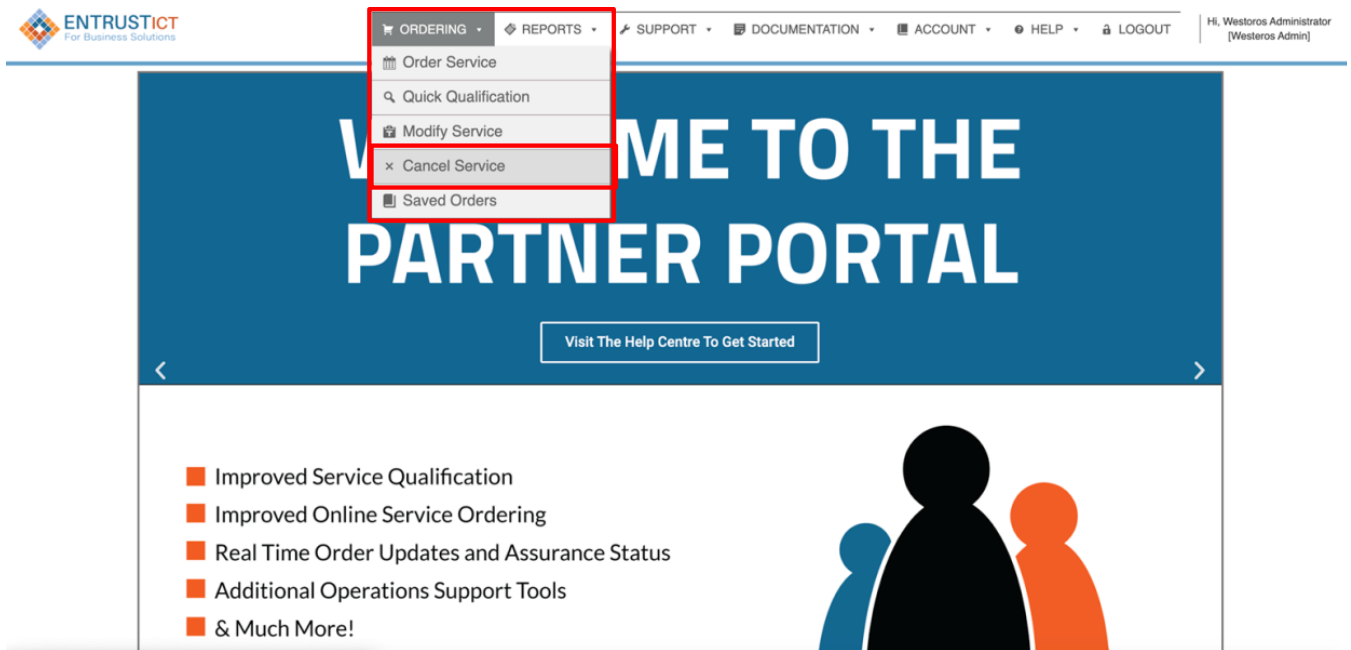


Figure 1: EICT Portal Home Page

This will take you to the Service Cancellation - Select a Customer and Site page (*figure 2*).

| | | | | | | | |
|-----------|--------------|-------|-----------------|---|----------------------|---|---------------------|
| CUSTOMER: | Not Selected | SITE: | Not Selected | | | | |
| 1 | Select Site | 2 | Select Services | 3 | Confirm Cancellation | 4 | Review Cancellation |

Service Cancellation - Select a Customer and Site

To begin, please choose your Customer and their Site.

- If you already know the Name or Address of your Site then select Option 2: Select A Site

| | | | |
|---|-------------------|---|---------------|
| 1 | Select A Customer | 2 | Select A Site |
|---|-------------------|---|---------------|

CUSTOMER DETAILS

Select/Search Customer:

-- Select Customer --

Next Clear

Figure 2: Select Customer

3. To select a customer, click the 'Select/Search Customer' dropdown.

This will reveal a list of existing customers based on the Channel Partner (*figure 3*). You can either start typing the customer name / id or scroll down to see available customers.

CUSTOMER DETAILS

Select/Search Customer:

| - Select Customer --

-- Select Customer --

ECC01234 Test Customer

Figure 3: Customer search Dropdown

Once a customer is selected, the page will reveal the Site section (*figure 4*).

4. To select a site, click the 'Select/Search Site' dropdown

Service Cancellation - Select a Customer and Site

To begin, please choose your Customer and their Site.

- If you already know the Name or Address of your Site then select Option 2: Select A Site

Select A Customer
ECC01234
Test Customer
50 Lynch STREET Hawthorn nsw 3122

2 Select A Site

SITE DETAILS

Select/Search Site:
-- Select Site --

Back to Customer Proceed Clear

Figure 4: Select a Site

This will reveal a list of sites based on the selected customer (figure 5). You can either start typing the site name / id or scroll down to see available customers.

SITE DETAILS

Select/Search Site:

-- Select Site --

-- Select Site --

ES04740 Test Site | 50 Lynch Street, Hawthorn VIC 3122

ES05059 Test Site (Aman) | UNIT 21 100 COLLINS STREET MELBOURNE VIC 3000

Figure 5: Site search Dropdown

5. Once the site is selected, click on the 'Proceed' button in the bottom right corner of the page (figure 6).

Select A Customer
ECC01234
Test Customer
50 Lynch STREET Hawthorn nsw 3122

Select A Site
ES04740
Test Site
50 Lynch Street, Hawthorn VIC 3122

SITE DETAILS

Select/Search Site:
ES04740 Test Site | 50 Lynch Street, Hawthorn VIC 3122

Back to Customer Proceed Clear

Figure 6: Site and Customer provided-proceed

6. The Service Cancellation - Select Services page displays a list of Active services that are currently available at the selected site (figure 7).

Select the services that you wish to cancel by ticking its corresponding check box.

Service Cancellation - Select Services

Notices: ✕

- Please note that charges displayed in the Cancellation Fee section may subject to change based on the service selection. Find the updated cancellation fees on the Checkout page.

Available Services

| | Service ID | Service Name | Service Category | Additional Service Details | Contract Term | Contract Remaining | Qty | Unit Price | Price | Cancellation Fee |
|--------------------------|--|--|--|--|---------------|----------------------|-----|------------|--------|------------------|
| | <input type="text" value="Search..."/> | <input type="text" value="Search..."/> | <input type="text" value="Search..."/> | <input type="text" value="Search..."/> | | | | | | [per service] |
| <input type="checkbox"/> | ES00019A-0 | BusinessLine 50Mbps | BusinessLine | - | 36 Months | 3 Months and 24 days | 1 | 535.00 | 535.00 | 2033.00 |
| <input type="checkbox"/> | ES00019A-1 | BusinessLine Internet Access | iAS | - | 36 Months | 3 Months and 24 days | 1 | N/A | N/A | 0.00 |

Figure 7: Select Cancellation Details

Note: If you wish to cancel a main service, all of its active addon services will be auto selected to be cancelled.

Note: The cancellation fees displayed Service Cancellation - Select Services are subject to change based on the service selection.

7. Once you have selected the required services, click the 'Proceed to Cancel' button. (figure 7).

This will take you to the Confirm Cancellation page (figure 8).

Confirm Cancellation

Notice ×

- Please note that a 30 day notice period may apply.

Cancellation Summary

| Service ID | Service Name | Service Category | Additional Service Details | Contract Term | Contract Remaining | Qty | Unit Price | Price | Cancellation Request Date | Cancellation Fee |
|---|------------------------------|------------------|----------------------------|---------------|----------------------|-----|------------|-------|---------------------------|------------------|
| ES00019A-1 | BusinessLine Internet Access | iAS | - | 36 Months | 3 Months and 24 days | 1 | N/A | N/A | <input type="text"/> | 0.00 |
| Total Cancellation Fee (ex. GST) | | | | | | | | | | N/A |

I have read and agree to the website [terms and conditions](#) *

Customer Reference

Eg: Your order reference code, shop ID etc

Order Notes

Additional notes on your cancellation order.

[Back to Services](#)

[Confirm Cancellation](#)

Figure 8: Confirm Cancellation

- Carefully review the cancellation summary (figure 8).
- Read the Terms and Conditions and confirm by ticking the I've read and accept the Terms & Conditions field (figure 8).

The Customer Reference and Order Notes sections allow you to add your order reference details and further notes.

- Click on the 'Confirm Cancellation' button to confirm this cancellation.

This will redirect you to the Cancel Service - Confirmation page (figure 9). The cancellation process is complete. The cancellation order has been placed with EntrustICT. You may now close the page.

Your Cancellation Order has been placed!

| Order Summary | | | | | | | | | | |
|----------------------------------|------------------------------|------------------|----------------------------|---------------|----------------------|-----|------------|-------|---------------------------|------------------|
| Service ID | Service Name | Service Category | Additional Service Details | Contract Term | Contract Remaining | Qty | Unit Price | Price | Cancellation Request Date | Cancellation Fee |
| ES00019A-1 | BusinessLine Internet Access | iAS | - | 36 Months | 3 Months and 24 days | 1 | N/A | N/A | - | 0.00 |
| Total Cancellation Fee (ex. GST) | | | | | | | | | | N/A |

[Back to Dashboard](#)

Figure 9: Confirmation (order summary)

Useful Links

Portal login

https://eict-portal.entrustict.com.au/eict_portal/eict-login/

Related Documentation

- Detailed guide on ordering an NBN service
- Select Customer and Site Guide