

SUBSCRIBER TECHNOLOGIES, INC.

SubscriberNet Setup Form

Contact Name _____

Company Name _____

Address _____

City, State, Zip _____

Phone Number _____

E-Mail Address _____

System Number _____

New Installation

Revise Installation

Please send completed forms to one of the following:

Subscriber Technologies, Inc.
106 W Commercial St.
Harrison, AR 72601

mail@subscribertechnologies.com

FAX: 870-743-5581

Invoice Printing Criteria

- Only Print Invoices for Active Subscribers Yes No
- Only Print Invoice for Debit Balances Yes No

System Variables

- Require Disconnect Reasons Yes No
- Add Work Order Comment to Account History Yes No
- Allow Duplicate Social Security Number Yes No
- Allow Duplicate Drivers License Number Yes No
- Allow Duplicate Home Phone Number Yes No
- Soft Disconnect on Non-Payment Yes No

End-Of-Period Reports

Report	Day	Week	Month	Year
Account Detail	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Account Service	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Activity by Account	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Disconnect Reasons	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Accounts Receivable	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Financial Report	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
Multi-Rate Report	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

E-Mail Setup for Technicians

- E-Mail Service Address _____
- E-Mail Server Port _____
- E-Mail Work Order Sender Name _____
- E-Mail Work Order Sender Address _____

Late Fee Description _____

Tax 1 Description _____

Tax 2 Description _____

Tax 3 Description _____

Tax 4 Description _____

Tax 5 Description _____

Begin Franchise Setup – Repeat this page for each franchise.

Franchise Number _____

Franchise Name _____

City _____ State _____ Zip Code _____

Franchise Phone _____

Franchise Return Address: (4 lines of 25 characters)

Bulk Permit: (4 lines of 25 characters)

General Invoice Message: (4 lines of 60 characters)

FCC Information: (5 lines of 30 characters)

Past Due Notice Message: (6 lines of 60 characters)

Franchise Setup Cont. – Repeat this page for each franchise.

Franchise Number _____

Disconnect Notice Message: (5 lines of 60 characters)

Final Notice Message: (8 lines of 60 characters)

Collection Notice Message: (5 lines of 60 characters)

Invoice Message – Active/Current: (6 lines of 60 characters)

Invoice Message – Active/30 Days: (6 lines of 60 characters)

Franchise Setup Cont. – Repeat this page for each franchise.

Franchise Number _____

Invoice Message – Active/60 Days: (6 lines of 60 characters)

Invoice Message – Active/90 Days: (6 lines of 60 characters)

Invoice Message – Inactive/Current: (6 lines of 60 characters)

Invoice Message – Inactive/30 Days: (6 lines of 60 characters)

Invoice Message – Inactive/60 Days: (6 lines of 60 characters)

Franchise Setup Cont. – Repeat this page for each franchise.

Franchise Number _____

Invoice Message – Inactive/90 Days: (6 lines of 60 characters)

Late Fee Criteria

- Aging Category Use Entire Balance
- Use Current Balance
- Use 30-60 Day Balance
- Use 60-90 Day Balance
- Use 90-Up Day Balance

Minimum Balance in Selected Category _____

- Subtract Mid-Month Charges From Amount Yes No
- Use This Aging Category Only Yes No

Past Due Notice Criteria

- Aging Category Use Entire Balance
- Use Current Balance
- Use 30-60 Day Balance
- Use 60-90 Day Balance
- Use 90-Up Day Balance

Minimum Balance in Selected Category _____

- Subtract Mid-Month Charges From Amount Yes No
- Use This Aging Category Only Yes No

Non-Pay-Disconnect Criteria

- Aging Category Use Entire Balance
- Use Current Balance
- Use 30-60 Day Balance
- Use 60-90 Day Balance
- Use 90-Up Day Balance

Minimum Balance in Selected Category _____

- Subtract Mid-Month Charges From Amount Yes No
- Use This Aging Category Only Yes No

Franchise Setup Cont. – Repeat this page for each franchise.

Franchise Number _____

Disconnect Notice Criteria

- Aging Category
- Use Entire Balance
 - Use Current Balance
 - Use 30-60 Day Balance
 - Use 60-90 Day Balance
 - Use 90-Up Day Balance

Minimum Balance in Selected Category _____

- Subtract Mid-Month Charges From Amount Yes No
 Use This Aging Category Only Yes No

Billing Cycle Setup

<i>Code</i>	<i>Name</i>	<i>Day of Month</i>
<i>CYCLE1</i>	<i>FIRST</i>	<i>1</i>
<i>CYCLE15</i>	<i>FIFTEENTH</i>	<i>15</i>

Franchise Setup Cont. – Repeat this page for each franchise.

Franchise Number _____

Service Package Codes

<i>Service Code</i>	<i>Discount</i>	<i>Additional Discount Rate</i>	<i>Member Services</i>
<i>PK1</i>	<i>-10.00</i>		<i>HBO, MAX</i>

1. Service Code – From Master Service Code Table
2. Discount – Monthly Discount for the first unit.
3. Additional Discount Rate – Monthly Discount for any additional units.
4. Member Services – Service Codes that make up the package.

Service Rollover Setup

Example shows HBO free for two billing cycles.

<i>Rollover Code</i>	<i>Rolls to</i>	<i>Months</i>
<i>FREEHBO</i>	<i>HBO</i>	<i>2</i>

1. Rollover Code – From Master Service Code Table.
2. Rolls to – From Master Service Code Table.
3. Months – Number of billing cycles before the rolling over.

ISP Service Setup

<i>ISP Service</i>	<i>Description</i>
<i>I1</i>	<i>Internet</i>

1. ISP Service – From Master Service Code Table
2. Description

Tax Rate Table

<i>Franchise</i>	<i>Tax 1</i>	<i>Tax 2</i>	<i>Tax3</i>	<i>Tax 4</i>	<i>Tax 5</i>
1	0.05				

Late Fee Rates

<i>Franchise</i>	<i>Late Fee</i>	<i>Late Fee Percent</i>	<i>Tax 1</i>	<i>Tax 2</i>	<i>Tax3</i>	<i>Tax 4</i>	<i>Tax 5</i>
1	3.00		Yes				

Default Tax Exempt Applicable to New Subscribers

<i>Franchise</i>	<i>Tax 1</i>	<i>Tax 2</i>	<i>Tax3</i>	<i>Tax 4</i>	<i>Tax 5</i>
1	Yes				

No – indicates that the subscriber will default to non-taxable.

Taxes Exempt from PPV

<i>Franchise</i>	<i>Tax 1</i>	<i>Tax 2</i>	<i>Tax3</i>	<i>Tax 4</i>	<i>Tax 5</i>
1	Yes				

Yes – indicates what taxes are charged on PPV events.

Begin User Setup – Repeat this page for each user.

User _____

Name _____

Address Line 1 _____

Address Line 2 _____

Address Line 3 _____

Home Phone _____

Cell Phone _____

E-Mail _____

Indicate below what access is granted to this user:

- Accounts
 - New Account
 - Existing Account

- Administration
 - Payment Processing
 - Adjustment Processing
 - Refund Processing
 - Create Refund Batch
 - View Current Refund Batch
 - Bad Debt Processing
 - Create Bad Debt Batch
 - View Current Bad Debt Batch
 - ACH Processing
 - Create ACH Batch
 - View Current ACH Batch
 - Create Pre-Notification Batch
 - View Pre-Notification Batch
 - ACH System Setup
 - Collections Processing
 - Create Collection Batch
 - View Current Collection Batch
 - Late Fee Processing
 - Non-Pay Disconnect Processing
 - Outage Adjustment Processing
 - Import Adjustment Batch
 - Import Payment Batch
 - Import Payment File
 - View Imported Batch
 - Print Statements
 - Generate External Billing File
 - Print Coupons
 - Print Past Due Notices
 - Print Disconnect Notices
 - Print Final Bill Notices

User Setup Cont. – Repeat this page for each user.

User _____

Indicate below what access is granted to this user:

- Workorders
 - Pending Workorder List
 - Print Work Orders
 - Pending Service Call List
 - Print Service Calls
 - Technician Setup
 - Technician Holiday Setup
 - Technician Working Area Setup

- Equipment / PPV
 - Existing Equipment
 - New Equipment
 - List Equipment
 - Non-Responding Equip list
 - Global Converter Refresh
 - Addressable Command History
 - Existing Event
 - New Event
 - Import New Events (HITS)
 - View Purchase Batch
 - Retrieve Buys (HITS)
 - Upload Events New Events
 - Import New Events (System Manager)
 - Retrieve Buys (System Manager)

- Summary Reports
 - Financial Report
 - Accounts Receivable Summary
 - Service Activity List
 - Service Activity Projection
 - Account Activity List
 - Aging Summary
 - Service Combo List
 - Month-to-Date Receipts List
 - Package Count List
 - Premium Service Count List
 - Multi-Rate Service Report
 - Transaction Summary By Day
 - HITS PPV Financial Summary
 - Unearned Income Report
 - Disconnect Reason Report
 - Sales Summary
 - Market Summary
 - Service Call Summary
 - Report Builder

User Setup Cont. – Repeat this page for each user.

User _____

Indicate below what access is granted to this user:

- Detail Reports
 - Subscriber List by Service
 - Aging List
 - Past Due List
 - Non-Pay Disconnects List
 - Deposit List
 - Passing Audit Listing
 - Subscriber Audit Listing
 - Subscriber Compact Audit
 - Daily Activity Detail
 - PPV By Channel/Title
 - Service Call History
 - Work Orders by User
 - Labels
 - Past Reports and Lists

- Period Closing
 - Daily
 - Weekly
 - Monthly
 - Yearly
 - Bill Accounts

- Setup
 - System Setup
 - Add New Franchise
 - Franchise Setup
 - Notice & Fee Criteria
 - Report Groups Setup
 - EOP Report Setup
 - Rate Maintenance
 - Service Rate Maintenance
 - Installation Rate Maintenance
 - Misc. Rate Maintenance
 - Package Rate Maintenance
 - Rollover Maintenance
 - PPV Package Maintenance
 - Recalculate Rates
 - Global Service Change
 - ISP Service Setup
 - Code Maintenance
 - Service Code Setup
 - Installation Code Setup
 - Adjustment Code Setup
 - Service Call Problem Setup
 - Service Call Resolution Setup
 - Service Type Setup
 - Salesperson Setup
 - Marketing Setup
 - Disconnect Reasons Setup

End User Setup – Repeat this page for each user.

User _____

Indicate below what access is granted to this user:

- Setup
 - Account Maintenance
 - Delete Account
 - Delete Location
 - Office Groups Setup
 - Billing Cycle Setup
 - Make Temporary Backup
 - Pack and Re-Index Tables
 - System Alerts
 - User Setup
 - Change Password