

Service Contact

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Overview

Some service types require a service contact to be entered. This represents the user of the service when the user is not the account owner. A service contact may also be required for subscribers to the [IPND module](#). If a service contact is needed, it will be collected as part of the order process. After the service has been created, it can be modified on this tab.

The Service Contact Tab

To access this screen, navigate to the customer's account and open the **Service Subscriptions** tab. Select the Service Subscription ID and then select the **Service Contact** sub-tab.

This opens the *Contact Index*, which provides users with the ability to sort service contacts into a specific order. If multiple contacts are entered, users can change the number ordering and press **Update Contact Index**.

Configuration

Service Contact

Cost Centres

Service Configuration

Feature Management

Service Feature History

Manage Rate Overrides

Product Rate Override

Access Fee Override

Cancel Subscription

Service Identifiers

Subscription Notes

Provisioning Logs

Subscription Period History

Service Qualifications

Related Purchase

Service Contact List #1542400

Update Contact Index

1 Results Found

ID	Contact Type	Contact Name	Contact Number	Contact Email	Contact Index	Track Index	Unlink Contact	Action
418164	IPND Contact	regression test Carpenter			1	Yes		Delete

501001502005001000

Viewing and Editing a Service Contact

The example above contains a single service contact. To view the contact's details, click the ID.

Click the **Edit** button to put the page into EDIT mode should you want to update the information stored for the contact.

Press **Save** when you are done.

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Service Contact #418164

Contact Sub-Type: IPND Contact

Personal Information

Title: Not Stated

* First Name: regression test

Middle Name:

* Last Name: Carpenter

Preferred Name:

Suffix: Not Stated

Job Title:

Job Code: Not Stated

Address Information

Copy Address From: regression test Carpenter

Address Layout: Standard Address (inc LOT)

Address Type: Not stated/unknown

Nearest Cross Street:

Lot Number:

* Lot number or Street number are required

Street Number: 3

* Street Name: Robina Town

* Street Type: Street Street Suffix: Street Suffix

* Suburb: suburb

* Postcode: 4230

* State: Victoria

* Country: Australia

Date From:

Add previous address

Communication Information

Preferred Number: Select One

Mobile Number:

Type: Mobile - Personal

Landline Number:

Ext:

Type: Landline Other

Fax Number:

Ext:

Type: Fax

Email Address:

Type: Not stated

Internet Messaging:

Provider:

Website: http:// (e.g. www.website.com)

Language: English (Australia)

Timezone: (GMT+10:00) Canberra, Melbourne, Sydney

Marketing Source: Not Stated

Privacy & Verification Information

Marketing Notification: ☐ Do Not Call ☐ Do Not Email

Account Password: *****

Secret Question 1: Not Stated

Secret Answer 1:

Secret Question 2: Not Stated

Secret Answer 2:

Gender: Not stated / Inadequately described

Marital Status: Not stated/Inadequately described

Residential Status: Select One

Date Of Birth:

Birth Country: Australia

Driver's Licence:

State Licence: Not Stated

License Expiry Date:

Residency Status: Not stated

Passport No.:

Passport Expiry Date:

Passport Country of Issue: Not Stated

Medicare Number:

No. of Dependents:

Pension Card Type: Not Stated

* Directory Listing Type: Listed Entry

☐ Alternate Contact for Address

Edit

Related Pages

- [Account Fundamentals](#)

- [Show Trading Name Only](#)
- [Service List Views](#)
- [Service Usage](#)
- [Onboarding: IPND](#)
- [IPND Data and Business Rules](#)
- [Managing IPND Errors with Quarantine](#)
- [IPND Module](#)
- [Enter an IPND Contact in Cumulus](#)
- [IPND Fundamentals](#)
- [Service Identifier Import](#)
- [Service Identifier Vanity Names Import](#)
- [Service Feature Management](#)
- [Managing Provisioning Errors](#)
- [Bolt-on History](#)