

Command Central User Guide

Welcome to the enhanced Command Central. In an effort to better support our customers, CIMCO has made some changes to our customer web portal. Included are instructions to assist you in navigating the new layout. If you have any questions, please contact Customer Care at 800.92.CIMCO (800.922.4626).

Logging into Command Central

To log onto Command Central, go to www.cimco.net and click on Manage My Account. Type your user name and password and click “submit”.



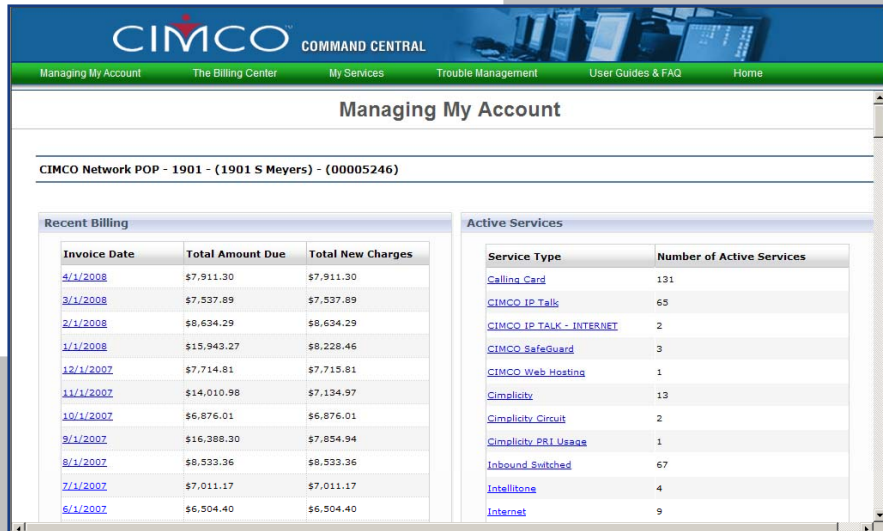
Command Central Homepage

Once logged in, you will come to the Command Central Homepage. Here you will find an overview of each section included in the portal as well as important customer notifications. The new sections are:

- Managing My Account
- The Billing Center
- My Services
- Trouble Management
- User Guides & FAQ

Managing My Account

This section allows you to view, change and edit your account information.



Invoice Date	Total Amount Due	Total New Charges
4/1/2008	\$7,911.30	\$7,911.30
3/1/2008	\$7,537.89	\$7,537.89
2/1/2008	\$8,634.29	\$8,634.29
1/1/2008	\$15,943.27	\$8,228.46
12/1/2007	\$7,714.81	\$7,715.81
11/1/2007	\$14,010.98	\$7,134.97
10/1/2007	\$6,876.01	\$6,876.01
9/1/2007	\$16,388.30	\$7,854.94
8/1/2007	\$8,533.36	\$8,533.36
7/1/2007	\$7,011.17	\$7,011.17
6/1/2007	\$6,504.40	\$6,504.40

Service Type	Number of Active Services
Calling Card	131
CIMCO IP Talk	65
CIMCO IP TALK - INTERNET	2
CIMCO SafeGuard	3
CIMCO Web Hosting	1
Cimlicity	13
Cimlicity Circuit	2
Cimlicity P81 Usage	1
Inbound Switched	67
Intellitone	4
Internet	9

In Managing My Account, you will find the following:

- Recent Billing
- Active Services
- Account Management
 - Change Your Password
 - User Preferences
 - Account Manager Contact Information
- Billing Address
 - Change Billing Address
- Physical Address
- Contact Information
 - Add New Contact
 - Update Contact Information
- Corporate Billing Structure

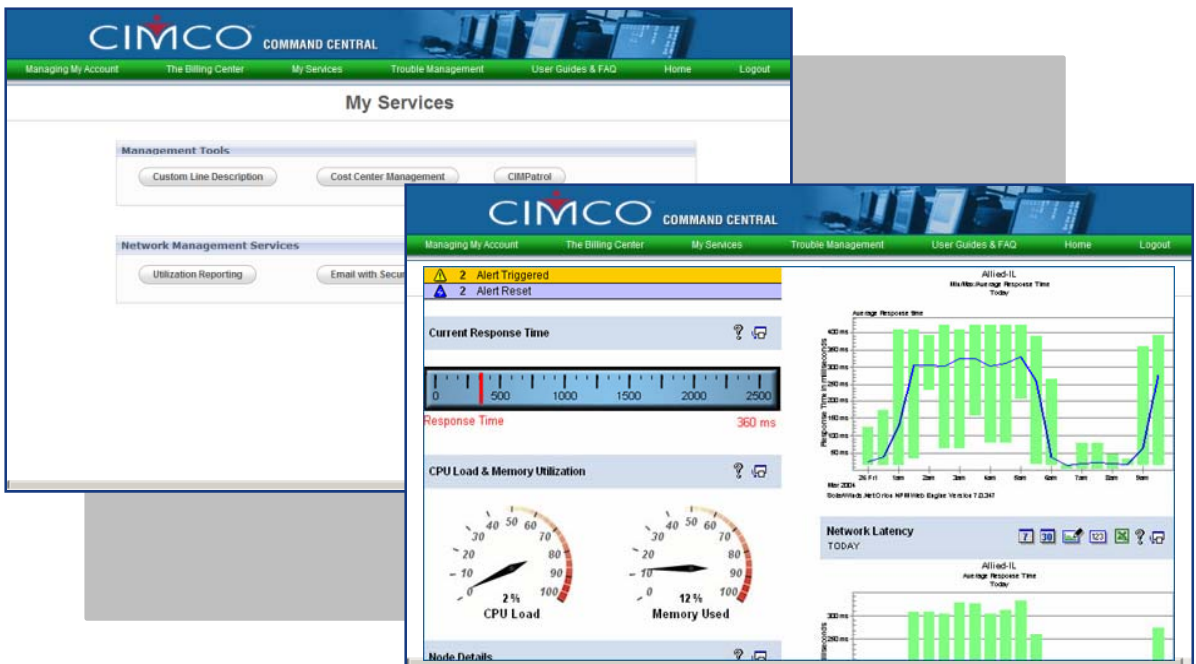
Billing Center

Command Central's Billing Center allows you to view current and past invoices, and organize the information according to your needs. Plus, the Billing Center gives you numerous options to create custom reports to accommodate your company's accounting structures and information needs.



My Services

With My Services you are in control of all your account details. Plus, proactively monitor and manage your network 24x7; and obtain information that helps optimize your network and plan for upgrades and growth.



In My Services, you will find the following:

- Custom Line Description Allows you to monitor each line by assigning it to a specific employee.
- Cost Center Management This will allow you to track and allocate costs back to individual departments within you organization.
- CIMPatrol Allows you to manage telephone usage by setting rules that flag unusual or undesirable activity.
- Utilization Reporting Permits you to keep a proactive and watchful eye on your network 24/7/365.
- Email Security This helps you identify and protect your company from the threat of computer viruses, spam and unwanted content and hackers.

Trouble Management:

Tackle any issue instantly by clicking on the Trouble Management tab. Here you can open and view tickets, view comments from a CIMCO technician, add your own comments, and verify the status of the ticket.

The screenshot displays two overlapping windows from the CIMCO Command Central web application. The top window is the 'New Trouble Ticket' form, which includes a navigation bar with links like 'Managing My Account', 'The Billing Center', 'My Services', 'Trouble Management', 'User Guides & FAQ', 'Home', and 'Logout'. Below the navigation bar, there are buttons for 'Back', 'Submit', and 'Trouble Ticket FAQ'. The form contains several input fields under the heading 'Ticket Details': Location, Affected Phone Number, Affected Circuit Number, Contact First Name, Contact Last Name, Contact Phone Number, Alternate Contact Phone Number, and Contact Email Address.

The bottom window is the 'Trouble Management' page, which also features the same navigation bar. It displays a section for 'Open Trouble Tickets' with a 'New Trouble Ticket' button. Below this is a table listing open tickets with the following columns: Ticket ID, Address, Circuit ID / Affected Phone Number, and Ticket Summary.

Ticket ID	Address	Circuit ID / Affected Phone Number	Ticket Summary
231451		T1AT-WBSH-1266-0001	Clct Down T1AT-WBSH-1266-0001
231450		T1AT-WBSH-1266-0001	Clct Down T1AT-WBSH-1266-0001
231449		T1AT-WBSH-1266-0001	Clct Down T1AT-WBSH-1266-0001
231220	1901 S Meyers Rd Oakbrook Terrace, IL 60181	1111111111	dsf
231227	1901 S Meyers Rd Oakbrook Terrace, IL 60181	1111111111	rbenew
231224	1901 S Meyers Rd Oakbrook Terrace, IL 60181	1111111111	dsf
231140		T1AT-ARLH-2310-0002	Clct Down T1AT-ARLH-2310-0002
230988	12 Carlisle Drive Oak Brook, IL 60523	0040360011	CKT DOWN:19-a00-37-0001/0040360011
229753	717 S. Wells Chicago, IL 60607	D63A-717W-717W-0002	Clct Down / D63A-717W-717W-0002
216027	1901 S Meyers Rd Oakbrook Terrace, IL 60181	7734997713	SAG Validation
203813	1901 S Meyers Rd Oakbrook Terrace, IL 60181	7734997708	lab top won't shut down properly at night, losing info
201044	717 S. Wells Chicago, IL 60607	New Star - NPAC Connection Down	HOLD - NPAC Clct Fall Over Exercise - Charlotte
187202	1901 S Meyers Rd Oakbrook Terrace, IL 60181	6306919209	Miss folder from W: drive

User Guides & FAQ

Select User Guide and FAQs where you'll enjoy easy access to thorough, straightforward instructions on topics including your invoice, trouble tickets and finding answers to commonly asked questions.



Included in this section is the following:

- User Guides
 - Access Email from a Web Browser
 - Account Setup using Outlook Express
 - Account Setup for Microsoft Outlook
 - Trouble Ticket User Guide
 - How to create additional email accounts
 - Understanding your invoice
- FAQs
 - Billing
 - Trouble Tickets