

**webSAMS Information
for
Retail Consumer
with
Credit Card Payment**

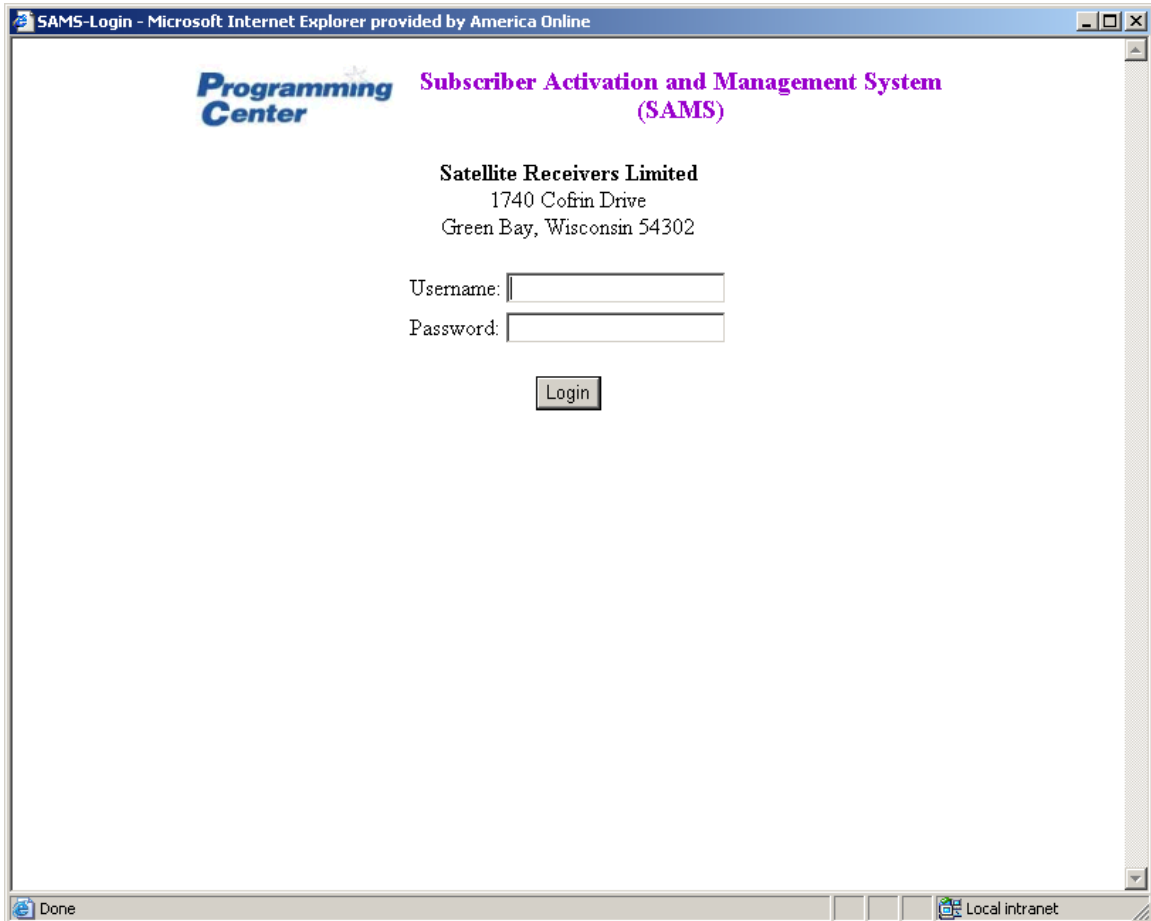
December 2004
V1.0

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WebSAMS

WebSAMS is a web-based implementation of the SAMS application that Satellite Receivers uses for subscriber management and activation. WebSAMS was designed in a fashion that allows it to work from the same database as SAMS. Consequently services added through SAMS by our CSRs can be updated and managed through webSAMS

webSAMS Logon

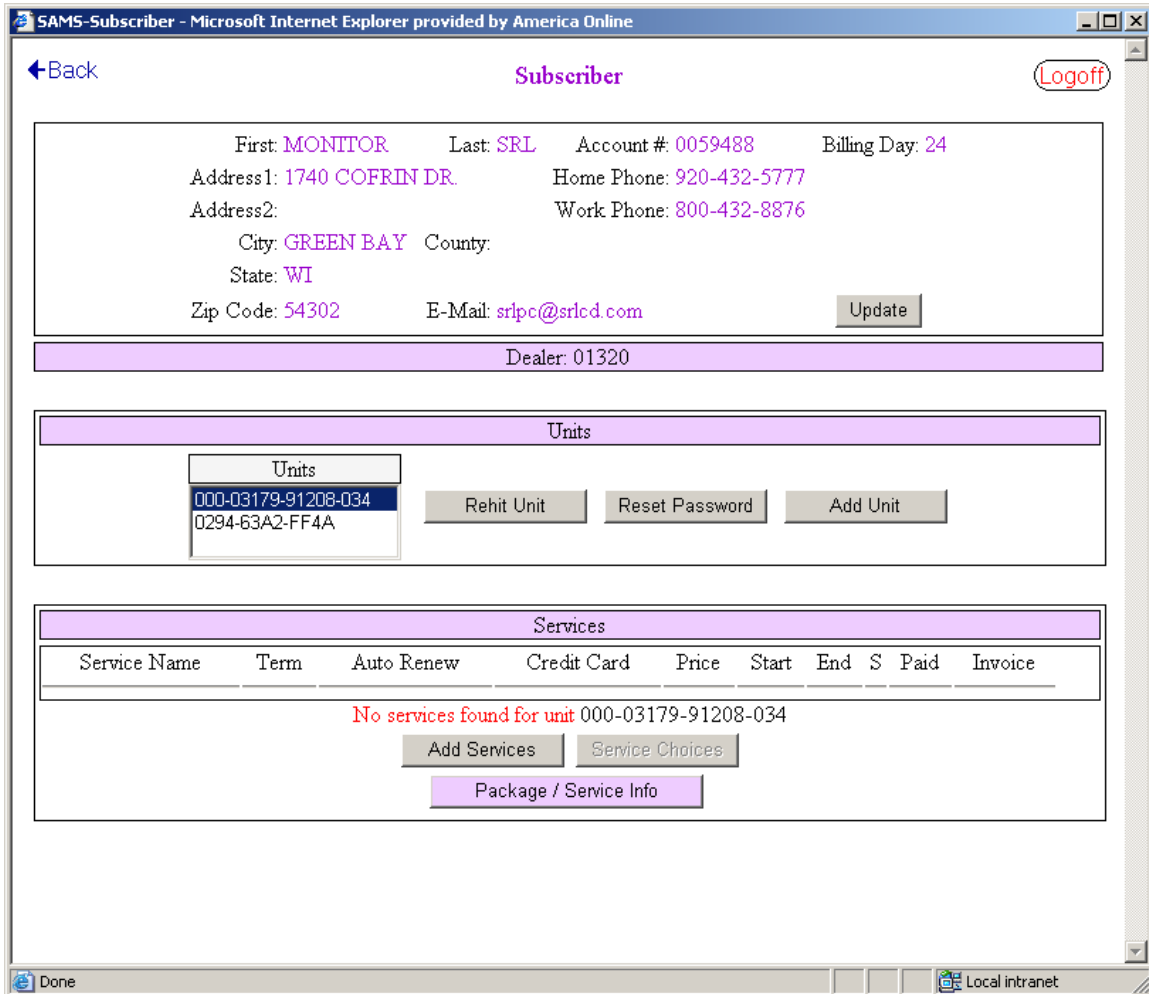


As a webSAMS user, you will have a username and password combination.

This login information is sent via email.

Multiple login failures will result in the username being disabled. You must contact the Programming Center (800-432-8876) to have the account re-enabled.

Subscriber Screen



Once you have logged into webSAMS, the main subscriber screen is displayed. It consists of 3 areas:

- Subscriber Information
- Unit List
- Services associated with selected Unit and service management

Updating Subscriber Info

SubscriberUpdate - Microsoft Internet Explorer provided by America Online

← Back Logoff

Account #: 0059488

First Name: Home Phone: xxx-xxx-xxxx

Last Name: Work Phone: xxx-xxx-xxxx

Address1: 1740 COFRIN DR.

Address2:

City: GREEN BAY County:

State: WI

Zip Code: 54302 E-Mail:

Done Local intranet

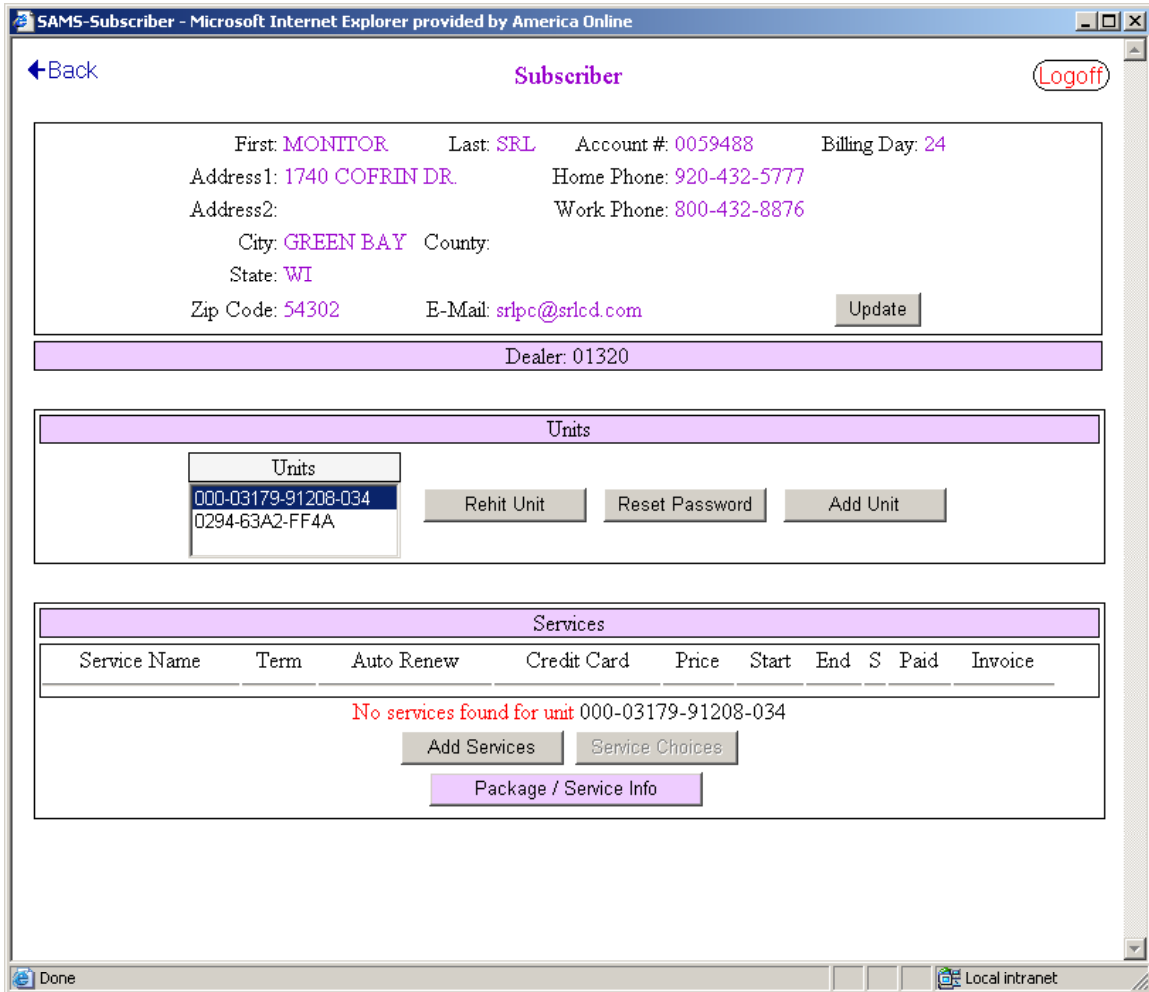
A limited number of the fields of subscriber information are updateable. If any other field needs to be updated, please contact the Programming Center (800-432-8876).

Once the fields have been changed, click the Update button.

For credit card transactions the following fields are required:

- First Name
- Last Name
- Address
- Zip Code
- Email Address (a receipt for purchases is sent to this address)

Unit Management



The middle section provides management of the subscribers equipment. When different units are selected the service information below it is correspondingly updated.

Rehit Unit – reauthorizes all services on the unit

Reset Password – resets the password on the unit

Add Unit – adds a new unit (analog or digital)

Adding a new Unit

UnitAdd - Microsoft Internet Explorer provided by America Online

← Back Logoff

Add Unit to Subscriber

First: MONITOR Last: SRL Account #: 0059488

Existing Units Add New Unit

000-03179-91208-034 Unit ID:

0294-63A2-FF4A

Unit ID Formats

Analog: Enter the Analog Unit ID in the format **xxxx-xxxx-FFxx** where *x* is a number from 0 to 9 or a letter from A to F.

Digital: Enter the Digital Receiver ID in the format **000-nnnnnn-nnnnnn-nnn** where *n* is a number from 0 to 9.

The format of each unit id entered is validated.

A subscriber can have multiple analog and digital units.

Receiver Type	Information
Analog	<ol style="list-style-type: none"> 1. Point antenna to any analog satellite. 2. Select a subscription channel (except FoxNews). 3. On your remote, select Setup 1, and press 1 again. This will display your analog unit Id in the format xxxx-xxxx-FFxx. Record this number and enter it into the Unit Id field in webSAMS.
4DTV	<ol style="list-style-type: none"> 1. Point antenna at the satellite G0-7 2. Select any analog subscriber channel (except FoxNews). 3. On your remote, select option 9, 1, 1. This will display the analog unit Id in the format xxxx-xxxx-FFxx. Record this number and enter it into the Unit Id field in webSAMS. 4. On your remote, select option 6, 5. This will display the digital receiver unit Id on line B, in the format 000-xxxxx-xxxxx-xxx. Record this number and enter it into the Unit Id field in webSAMS.
4DTV sidecar	<ol style="list-style-type: none"> 1. Point antenna at the satellite G0-7 2. Select any analog subscriber channel (except FoxNews). 3. On your remote, select option 6, 4. This will display the digital receiver unit Id on line B, in the format 000-xxxxx-xxxxx-xxx. Record this number and enter it into the Unit Id field in webSAMS.

Adding New Services

The screenshot shows a web browser window titled "SAMS-ServiceManagement - Microsoft Internet Explorer provided by America Online". The page is titled "Service Management" and includes a "Logoff" button. At the top, it displays subscriber information: "First: MONITOR", "Last: SRL", "Account #: 0059488", and "Unit ID: 0294-63A2-FF4A".

The main content area is divided into two sections:

- Add New Service:** This section contains a dropdown menu for selecting a service (options include A&E, AMC, BET, BigMAX 2001, and Bravo-IFC Pak), a "Service Start" date field set to "12/27/2004", and buttons for "Add >", "< Remove", and "Info". Below this is a "Term / Price" field and a "Package / Service Info" button.
- New Services Not Yet Applied:** This section contains a table with columns for "Service Name", "T", "Start", "End", and "Price".

Below the service selection area is a "Terms and Conditions" section with the following text: "Prices do not include taxes. Applicable taxes will be applied at the time of purchase. Prices, packages and feeds subject to change without notice. Services are non-refundable." There is a checkbox labeled "I agree to the terms and conditions." which is currently unchecked.

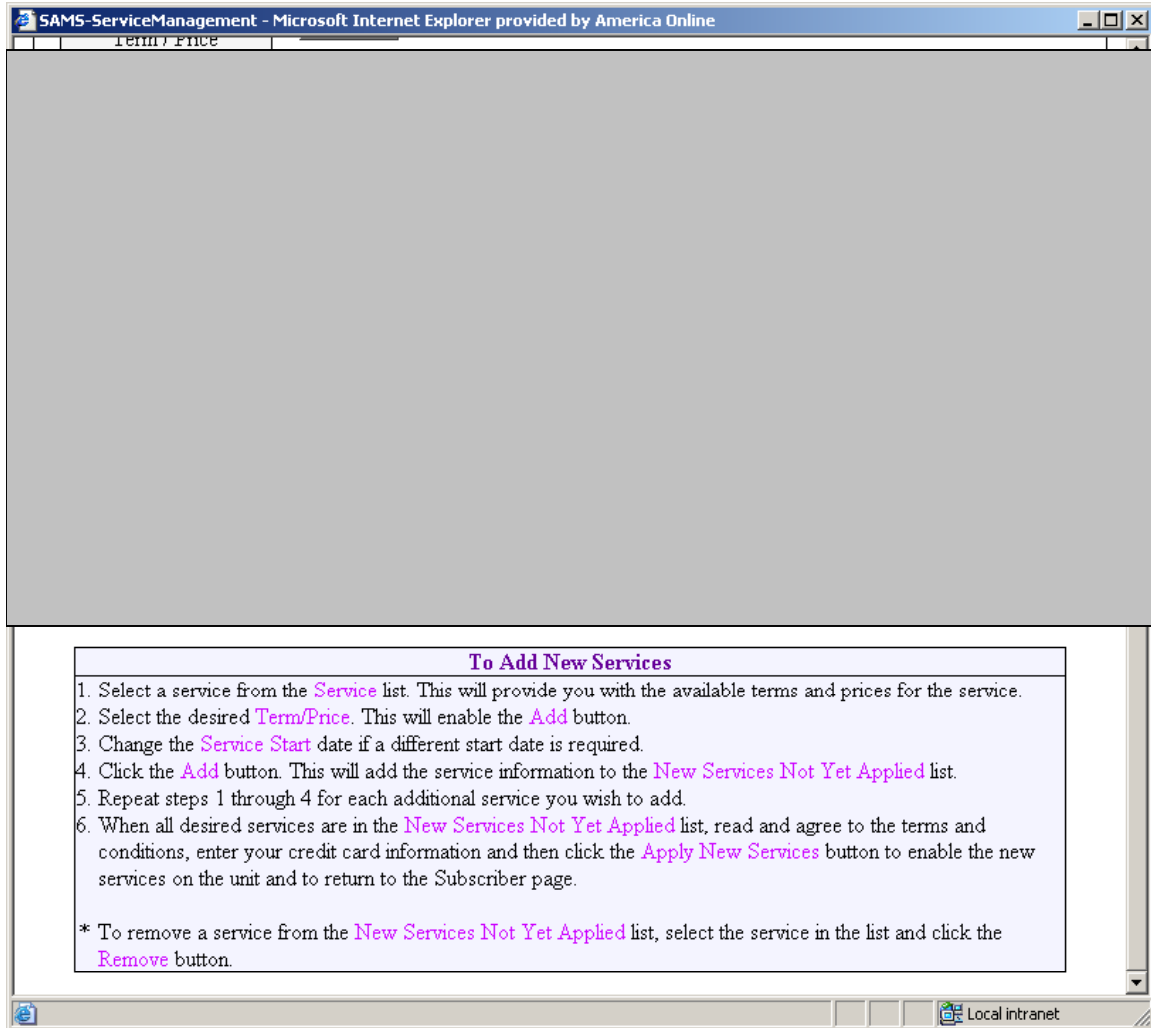
The bottom section is "Credit Card Payment Information", which includes fields for "Credit Card #:", "Expires:" (with "Month" and "Year" dropdowns), and "CVV:". A link "Where is my CVV?" is provided. There is a checkbox for "Automatically renew these services. When the above services come to the end of their term, they will automatically renew for another term and your credit card will be billed at the prices effective as of the time of the renewal." and an "Apply New Services" button.

This screen is used to add new services to a unit for a subscriber. **Ensure you have selected the correct unit before clicking the Add Services button.**

The steps to add a service are listed at the bottom of the page (shown on the next page). Multiple services can be selected and added in a single transaction.

The subscriber's credit card information **must be entered, and it is validated.** The services will only be added if the credit card is not declined. **The system will use the subscriber's name and address information in the credit card transaction.**

If you wish future auto renewals to be invoiced via mail, then contact the Programming Center for details.



Note:

Certain services or packages are available in both analog and digital formats, and in most cases require both analog and digital subscriptions. Contact the Programming Center for details and activations for the following:

- HBO**
- Cinemax**
- Showtime**
- Flix**
- The Movie Channel**
- Starz Multiplex**

Completed New Services screen

← Back Logoff

First: MONITOR Last: SRL Account #: 0059488 Unit ID: 0294-63A2-FF4A

Add New Service		New Services Not Yet Applied				
Service	Service Start	Service Name	T	Start	End	Price
HBO/Cinemax	12/27/2004	HBO/Cinemax	3	12/27/2004	3/26/2005	55.99
HBO/MAX Pack						
History						
Home and Garden						
KDVR						

Term / Price

- 1 - 18.99
- 3 - 55.99
- 6 - 99.99
- 12 - 189.99

Package / Service Info

Terms and Conditions

Prices do not include taxes. Applicable taxes will be applied at the time of purchase. Prices, packages and feeds subject to change without notice. Services are non-refundable.

I agree to the terms and conditions.

Credit Card Payment Information

Credit Card #: 4111111111111111 Expires: 04 - Apr 2006 CVV: 1234 [Where is my CVV?](#)

Automatically renew these services. When the above services come to the end of their term, they will automatically renew for another term and your credit card will be billed at the prices effective as of the time of the renewal.

Apply New Services

All information has been selected and entered, including credit card information.

The final step is to click on the **Apply New Services** button.

Subscriber Logoff

First: **MONITOR** Last: **SRL** Account #: **0059488** Billing Day: **24**
 Address1: **1740 COFRIN DR.** Home Phone: **920-432-5777**
 Address2: Work Phone: **800-432-8876**
 City: **GREEN BAY** County:
 State: **WI**
 Zip Code: **54302** E-Mail: **srpc@srloc.com**

Dealer: 01320

Units

Units	<input type="button" value="Rehit Unit"/>	<input type="button" value="Reset Password"/>	<input type="button" value="Add Unit"/>
000-03179-91208-034			
0294-63A2-FF4A			

Services

Service Name	Term	Auto Renew	Credit Card	Price	Start	End	S	Paid	Invoice
HBO/Cinemax	3	Y	Y	55.99	12/27/2004	3/26/2005	A	Y	1794694

Done Local intranet

When the service is successfully added, you are returned to the main subscriber screen. Note the new service appears.

Adding a Pick Package

The screenshot shows a web browser window titled "SAMS-ServiceManagement - Microsoft Internet Explorer provided by America Online". The page is titled "Service Management" and includes a "Logoff" button. At the top, user information is displayed: "First: MONITOR", "Last: SRL", "Account #: 0059488", and "Unit ID: 0294-63A2-FF4A".

The main content area is divided into two sections:

- Add New Service:** This section contains a dropdown menu for selecting a service. The selected service is "Pick-UR-Own 16". Below the dropdown are buttons for "Add >", "< Remove", and "Info". A "Term / Price" table is also visible:

Term / Price
1 - 26.99
3 - 64.99
6 - 121.99
12 - 214.99
- New Services Not Yet Applied:** This section contains a table with the following data:

Service Name	T	Start	End	Price
Pick-UR-Own 16	6	12/27/2004	6/26/2005	121.99

Below these sections is a "Terms and Conditions" section with the following text: "Prices do not include taxes. Applicable taxes will be applied at the time of purchase. Prices, packages and feeds subject to change without notice. Services are non-refundable." A checkbox is checked with the text "I agree to the terms and conditions." Below this is a "Credit Card Payment Information" section with the following details: "Credit Card #: 4111111111111111", "Expires: 03 - Mar 2005", and "CVV: 1234". A checkbox is checked with the text: "Automatically renew these services. When the above services come to the end of their term, they will automatically renew for another term and your credit card will be billed at the prices effective as of the time of the renewal." An "Apply New Services" button is located at the bottom of this section.

Two packages have a structure that allows you to select a number of services, each with a specific point value, up to a maximum point value for the package. These are the **Pick-UR-Own16** and **Pick-UR-Own 33**.

Once these services have been added, you must then select your choices (see next page).

Making Pick Package Choices

SAMS-Subscriber - Microsoft Internet Explorer provided by America Online

← Back Subscriber [Logoff](#)

First: [MONITOR](#) Last: [SRL](#) Account #: [0059488](#) Billing Day: [24](#)
 Address1: [1740 COFRIN DR.](#) Home Phone: [920-432-5777](#)
 Address2: Work Phone: [800-432-8876](#)
 City: [GREEN BAY](#) County:
 State: [WI](#)
 Zip Code: [54302](#) E-Mail: [srpc@srpc.com](#)

Dealer: 01320

Units

Units	<input type="button" value="Rehit Unit"/>	<input type="button" value="Reset Password"/>	<input type="button" value="Add Unit"/>
000-03179-91208-034			
0294-63A2-FF4A			

Services

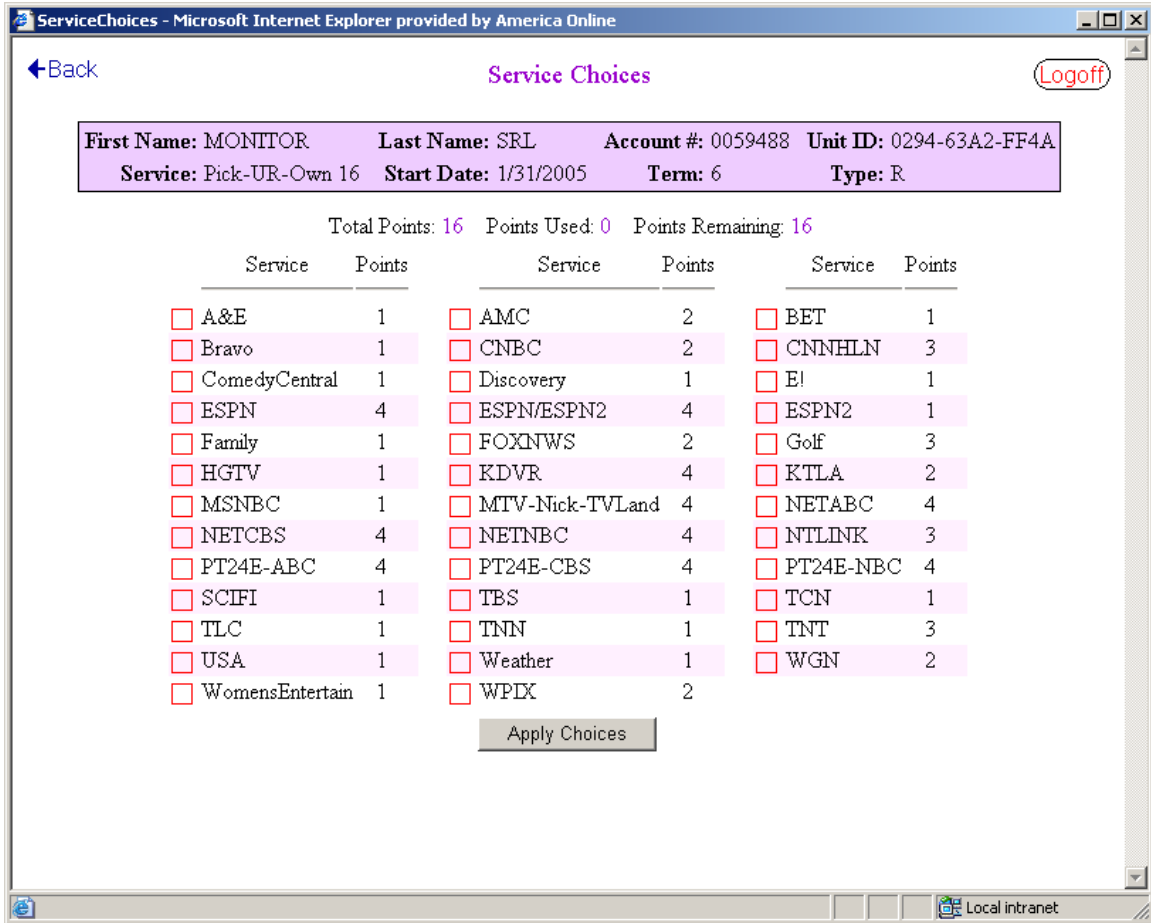
Service Name	Term	Auto Renew	Credit Card	Price	Start	End	S Paid	Invoice	
HBO/Cinemax	3	Y	Y	55.99	12/27/2004	3/26/2005	A Y	1794694	i
Pick-UR-Own 16	6	Y	Y	121.99	12/27/2004	6/26/2005	A Y	1794696	i c

[c](#) Service has choices. Select the service and click the [Service Choices](#) button.

Local intranet

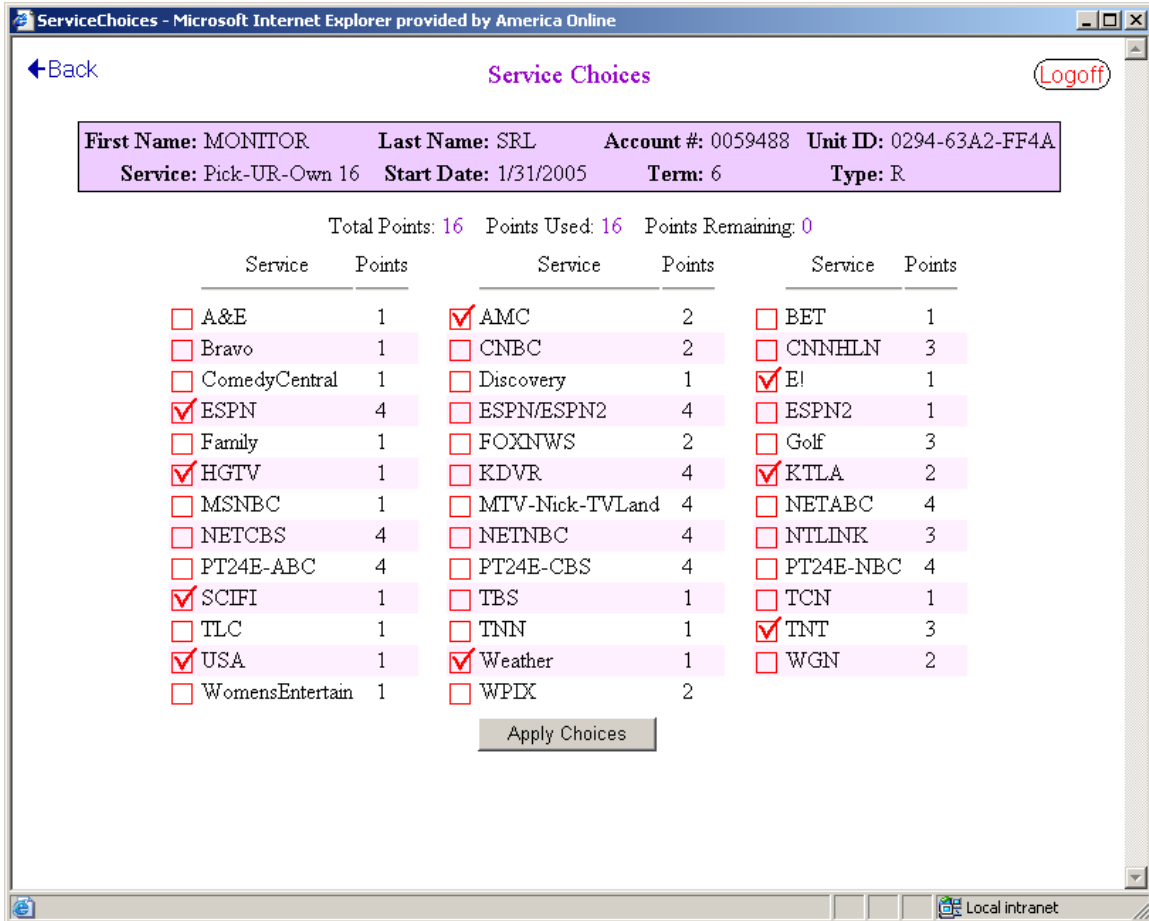
After you have added a Pick package, the individual choices must then be made. From the main subscriber screen:

1. Click on the Pick package to select it
2. Click the **Service Choices** button.



This screen allows you to select the individual services up to the maximum allowed for the package. Since this is a new service, there are no current choices.

(Note: Pick package contents and service weightings are subject to change)



When finished click the **Apply Choices** button. The selected services will then be authorized for your unit.

Please contact the Programming Center to change selections.

(Note: Pick package contents and service weightings are subject to change)