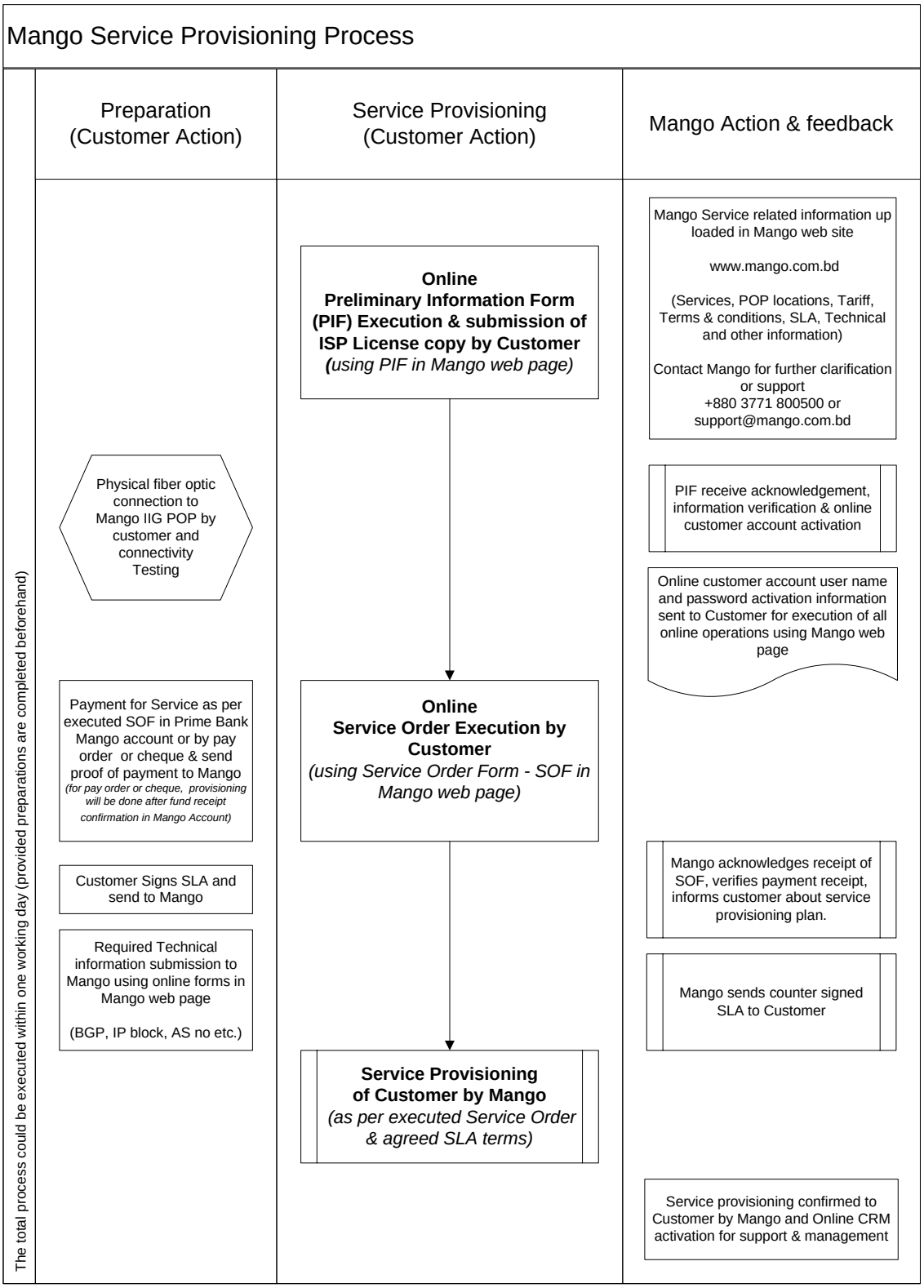
Mango Service Provisioning Process
The total process could be executed within one working day (provided preparations are completed beforehand)
Preparation (Customer Action)
Service Provisioning (Customer Action)
Mango Action & feedback
Mango Service related information up loaded in Mango web site
www.mango.com.bd
(Services, POP locations, Tariff, Terms & conditions, SLA, Technical and other information)
Contact Mango for further clarification or support
+880 3771 800500 or support@mango.com.bd
Online Preliminary Information Form (PIF) Execution & submission of ISP License copy by Customer (using PIF in Mango web page)
Physical fiber optic connection to Mango IIG POP by customer and connectivity Testing
PIF receive acknowledgement, information verification & online customer account activation
Online customer account user name and password activation information sent to Customer for execution of all online operations using Mango web page
Payment for Service as per executed SOF in Prime Bank Mango account or by pay order or cheque & send proof of payment to Mango (for pay order or cheque, provisioning will be done after fund receipt confirmation in Mango Account)
Online Service Order Execution by Customer (using Service Order Form - SOF in Mango web page)
Customer Signs SLA and send to Mango
Mango acknowledges receipt of SOF, verifies payment receipt, informs customer about service provisioning plan.
Required Technical information submission to Mango using online forms in Mango web page
(BGP, IP block, AS no etc.)
Mango sends counter signed SLA to Customer
Service Provisioning of Customer by Mango (as per executed Service Order & agreed SLA terms)
Service provisioning confirmed to Customer by Mango and Online CRM activation for support & management