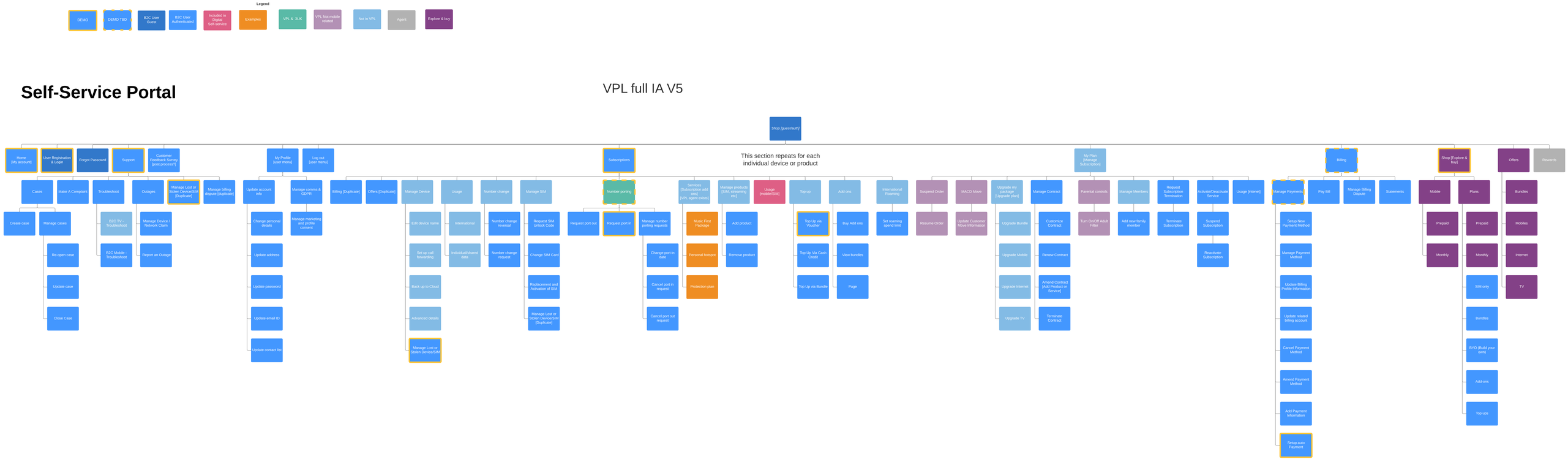
Legend
DEMO
DEMO TBD
B2C User Guest
B2C User Authenticated
Included in Digital Self-service
Examples
VPL & JUK
VPL Not mobile related
Not in VPL
Agent
Explore & buy
Self-Service Portal
VPL full IA V5
Shop [guest/auth]
Home [My account]
User Registration & Login
Forgot Password
Support
Customer Feedback Survey [post process?]
Cases
Create case
Manage cases
Re-open case
Update case
Close Case
Make A Complaint
Troubleshoot
B2C TV - Troubleshoot
B2C Mobile - Troubleshoot
Outages
Manage Device / Network Claim
Report an Outage
Manage Lost or Stolen Device/SIM [Duplicate]
Manage billing dispute [duplicate]
My Profile [user menu]
Update account info
Change personal details
Update address
Update password
Update email ID
Update contact list
Log out [user menu]
Manage comms & GDPR
Manage marketing and profile consent
Billing [Duplicate]
Offers [Duplicate]
Manage Device
Edit device name
Set up call forwarding
Back up to Cloud
Advanced details
Manage Lost or Stolen Device/SIM
Usage
International
Individual/shared data
Number change
Number change reversal
Number change request
Manage SIM
Request SIM Unlock Code
Change SIM Card
Replacement and Activation of SIM
Manage Lost or Stolen Device/SIM [Duplicate]
Subscriptions
This section repeats for each individual device or product
Number porting
Request port out
Request port in
Manage number porting requests
Change port-in date
Cancel port in request
Cancel port out request
Services [Subscription add ons] [VPL agent exists]
Music First Package
Personal hotspot
Protection plan
Manage products [SIM, streaming etc]
Add product
Remove product
Usage [mobile/SIM]
Top up
Top Up via Voucher
Top Up Via Cash Credit
Top Up via Bundle
Add ons
Buy Add ons
View bundles
Page
International Roaming
Set roaming spend limit
Suspend Order
Resume Order
MACD Move
Update Customer Move Information
Upgrade my package [Upgrade plan]
Upgrade Bundle
Upgrade Mobile
Upgrade Internet
Upgrade TV
Manage Contract
Customize Contract
Renew Contract
Amend Contract [Add Product or Service]
Terminate Contract
My Plan [Manage Subscription]
Parental controls
Turn On/Off Adult Filter
Manage Members
Add new family member
Request Subscription Termination
Terminate Subscription
Activate/Deactivate Service
Suspend Subscription
Reactivate Subscription
Usage [Internet]
Billing
Manage Payments
Setup New Payment Method
Manage Payment Method
Update Billing Profile Information
Update related billing account
Cancel Payment Method
Amend Payment Method
Add Payment Information
Setup auto Payment
Pay Bill
Manage Billing Dispute
Statements
Shop [Explore & buy]
Mobile
Prepaid
Monthly
Plans
Prepaid
Monthly
SIM only
Bundles
BYO (Build your own)
Add-ons
Top ups
Bundles
Mobiles
Internet
TV
Offers
Rewards