

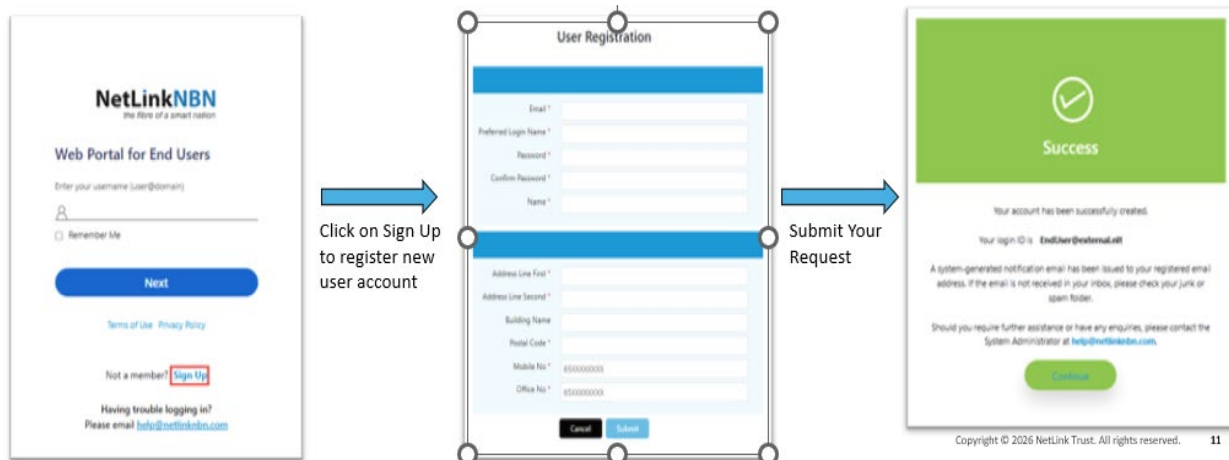
# QUICK START GUIDE FOR SELF-SERVICE PORTAL

Follow these steps to get started in just a few minutes.

## Before You Start

1. Create an account (or log in if you already have one).
2. Check your email and click the verification link to activate your account.
3. From the main menu, select the service you require (**TPRRR, Dark Fibre, or Test Appointment**), or go to **My Orders** to track your requests.

For rescheduling, payment issues, or any assistance, please contact Customer Care - <https://www.netlinktrust.com/support/contact-us>.



## TPRRR (RELOCATION / REPAIR / REPLACEMENT / REMOVAL)

Select **TPRRR** when you want to relocate, repair, replace (reinstall), or remove an existing Fibre Termination Point (TP) within the same premises.

### Step 1: Run a Feasibility Check

Enter the **Postal Code**, **Unit Number**, and required details to check if your request is feasible. If eligible, please proceed to booking.

The screenshot displays the NetLinkTrust web interface for a TP RRR service. The page title is "TPRRR / Create Order". The user is logged in as "End User". The navigation menu on the left includes "Dark Fibre", "My Orders", "TPRRR", "Test Appointment", "Home", and "Support". The "TPRRR" option is highlighted with a red box and a green circle containing the number "1". The main content area is titled "Feasibility Check" and contains a form with the following fields:

- Schedule Type\*: Non Residential (dropdown menu)
- Postal Code\*: 238140 (text input)
- Unit No\*: #01-05 (text input)
- Action Type\*: TP Relocation (dropdown menu)

A red box highlights the form fields, and a green circle containing the number "2" is positioned at the top right of the form. Below the form is a blue button labeled "Check Feasibility", which is also highlighted with a red box and a green circle containing the number "3".

### Step 2: TP RRR Service and TP Selection

Select the appropriate **TPRRR** option from the drop-down list, then choose the correct **TP Name** from the list and click continue.

Feasibility Check

TP Request Details

Operation to be Performed \* TP Relocation

Select

TP Relocation

TP Replacement

Removal

Installation Address

Block/House Number \*

Street Name \* SAINT THOMAS WALK

Unit No \* #01-07

Building Name THE BAYRON

Building Type \* Apartment

Postal Code \* 238140

Network Status \* Pass

TP Name \* Select

### Step 3: Schedule and Submit

Choose your preferred **Date** and **Time**, review the indicative **Charge**, enter invoice details, accept the **Privacy & Payment Policy**, and submit your request. You will receive a confirmation email with your appointment details.

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amir\_eu

Dark Fibre

My Orders

TPRRR

Test Appointment

Home

Support

Appointment Details

Preferred Date of Appointment \* 18/09/2024

Preferred Timeslot option \* 10:45-12:30

Reserve Appointment

Price Details

Installation Charge \$162

*Note: Pricing shown is indicative and actual price will be shown in the invoice.*

### Step 4: Track Your Order

Track your request under **My Orders**, where you can view status updates, invoices, payment details, and the Order Reference Identifier (ORI).

## **DARK FIBRE APPLICATION**

Select **Dark Fibre** if there is no existing Fibre Termination Point (TP) at your premises. This service covers the installation of fibre infrastructure and a TP, enabling an Internet Service Provider (ISP) to activate fibre broadband at a later stage.

The process is the same as TPRRR, except:

- **Step 2 (TP Selection) is not required**, as there is no existing TP at the premises

## **TEST APPOINTMENT (INDIVIDUAL OR BULK)**

TP testing uses a light source to verify that the fibre cable is physically intact up to the Termination Point (TP) at the premises. This is typically performed where there is no active fibre service.

- Individual: For a single unit
- Bulk: For multiple units (up to 20) under the same postal code

## TP TESTING (INDIVIDUAL)

**Step 1:** From the menu, go to **Test Appointment > Individual Testing**.

**Step 2:** Run a **Feasibility Check**

Enter the **Postal Code**, **Unit Number**, and required details to check if testing is available. If the location is eligible, you may proceed to booking.

The screenshot shows the NetLinkTrust website interface. The header includes the logo "NetLinkTrust" with the tagline "the fibre of a smart nation" and a user profile "amir\_eu". The left sidebar menu is expanded to "Test Appointment", with "Individual Testing" selected. The main content area is titled "Test Appointment / Individual Testing" and contains a "Feasibility Check" form. The form fields are: "Schedule Type\*" (dropdown menu set to "Non Residential"), "Postal Code\*" (text input with "238140"), "Block/House Number\*" (text input with "49"), and "Unit No\*" (text input with "#01-05"). A "Check Feasibility" button is located at the bottom right of the form. Three green circles with numbers 1, 2, and 3 are overlaid on the image: circle 1 points to the "Individual Testing" menu item, circle 2 points to the "Feasibility Check" form header, and circle 3 points to the "Check Feasibility" button.

**Step 3: Schedule and Submit**

Pick your preferred **Date** and **Time**, review the indicative **Charge**, fill in the invoice details, accept the **Privacy & Payment Policy**, then submit. A confirmation email with your appointment details will be sent to you.

Dark Fibre

My Orders

TPRRR

Test Appointment

Bulk Testing

Individual Testing

Home

Support

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Application and Personal Details

Application Reference No \* IT0202486

Name \* Adam A Smith

Contact Number \* +6591234567

Email \* adamsmith@gmail.com

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Test Appointment Details

Preferred Date of Testing \* 30/07/2024

Preferred Time Slot \* AM

Price Details

Testing Charge \$59.40

Note: Pricing shown is indicative and actual price will be shown in the invoice.

## Step 4: Track Your Order

You can track everything under **My Orders** (status, invoices, payment details, and the Order Reference Identifier/ORI).

## TP TESTING (BULK)

**Step 1:** From the menu, go to **Test Appointment > Bulk Testing**.

**Step 2:** Run a **Feasibility Check**

Enter the required details for the **Postal Code**. For **Unit Numbers**, download **Sample-Template.xls**, fill in up to 20 units, then upload the completed file and click **Check Feasibility**.

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Test Appointment / Bulk Testing / Create Order

Dark Fibre  
My Orders  
TPRRR  
Test Appointment  
Bulk Testing  
Individual Testing  
Home  
Support

Feasibility Check

Schedule Type\* Non Residential  
Postal Code\* 758412  
Unit No(s)\* [Choose File\(s\)](#)  
BulkTestAppointment (2).xls

Note: For unit numbers format, Please download the template from here and upload the template [Sample-Template.xls](#)

Check Feasibility

**Step 3: Schedule & Submit**

Pick your preferred **Date** and **Time**, review the indicative **Charge**, fill in the invoice details, accept the **Privacy & Payment Policy**, then submit.

Application and Personal Details

Name\* Adam  
Contact Number\* 91234567  
Email adamsmith@gmail.com

Test Appointment Details

Preferred Date of Testing\* 25/11/2024  
Preferred Installation Time Slot\* AM

Price Details

No of unit	Price Per Unit	Total
2	\$59.40	\$118.80

#### **Step 4: Track Your Order**

You can track everything under **My Orders** (status, invoices, payment details, and the Order Reference Identifier/ORI).