

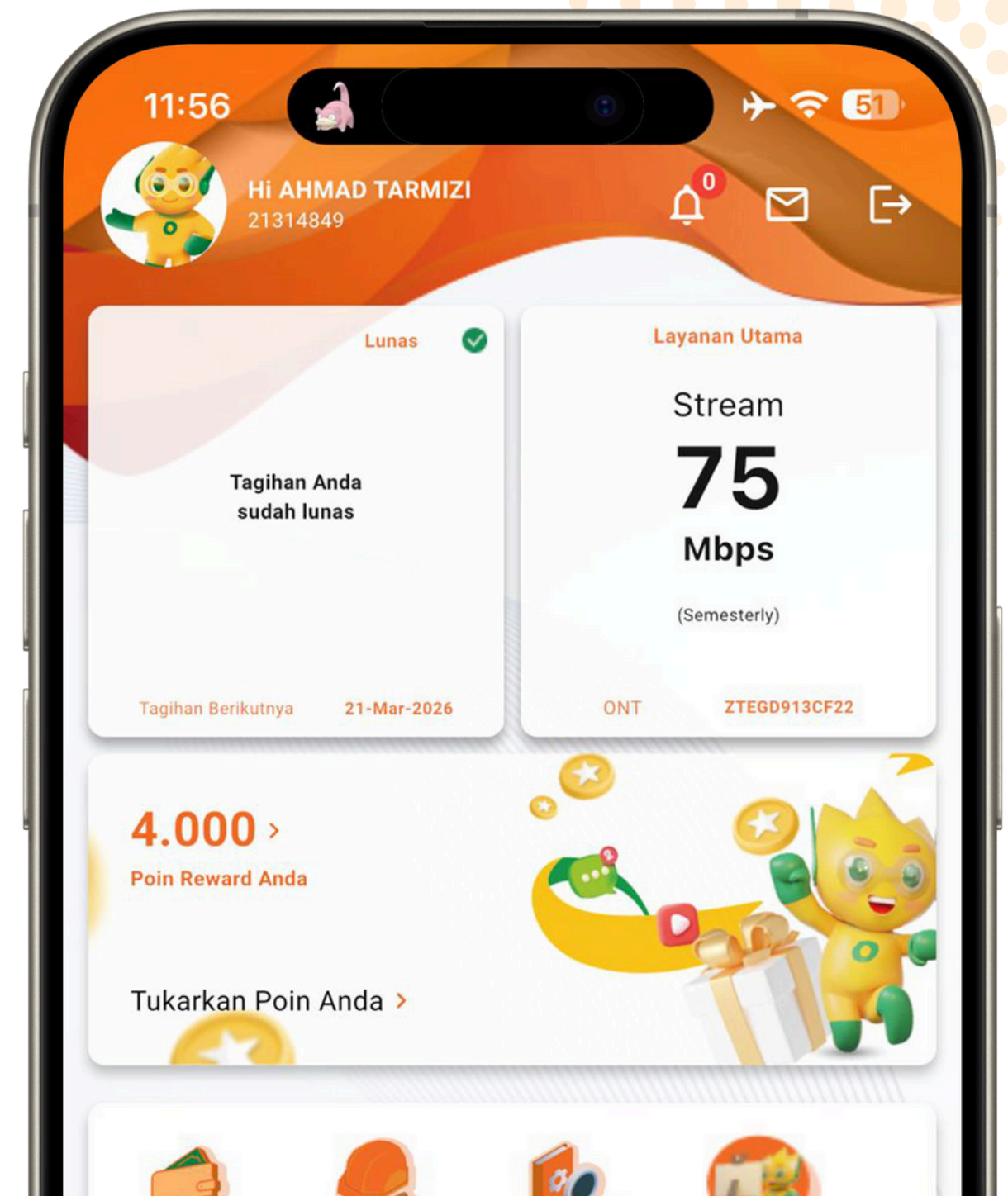
# SELF- UPGRADE

Oxygen.id Selfcare



## Stream Stream+

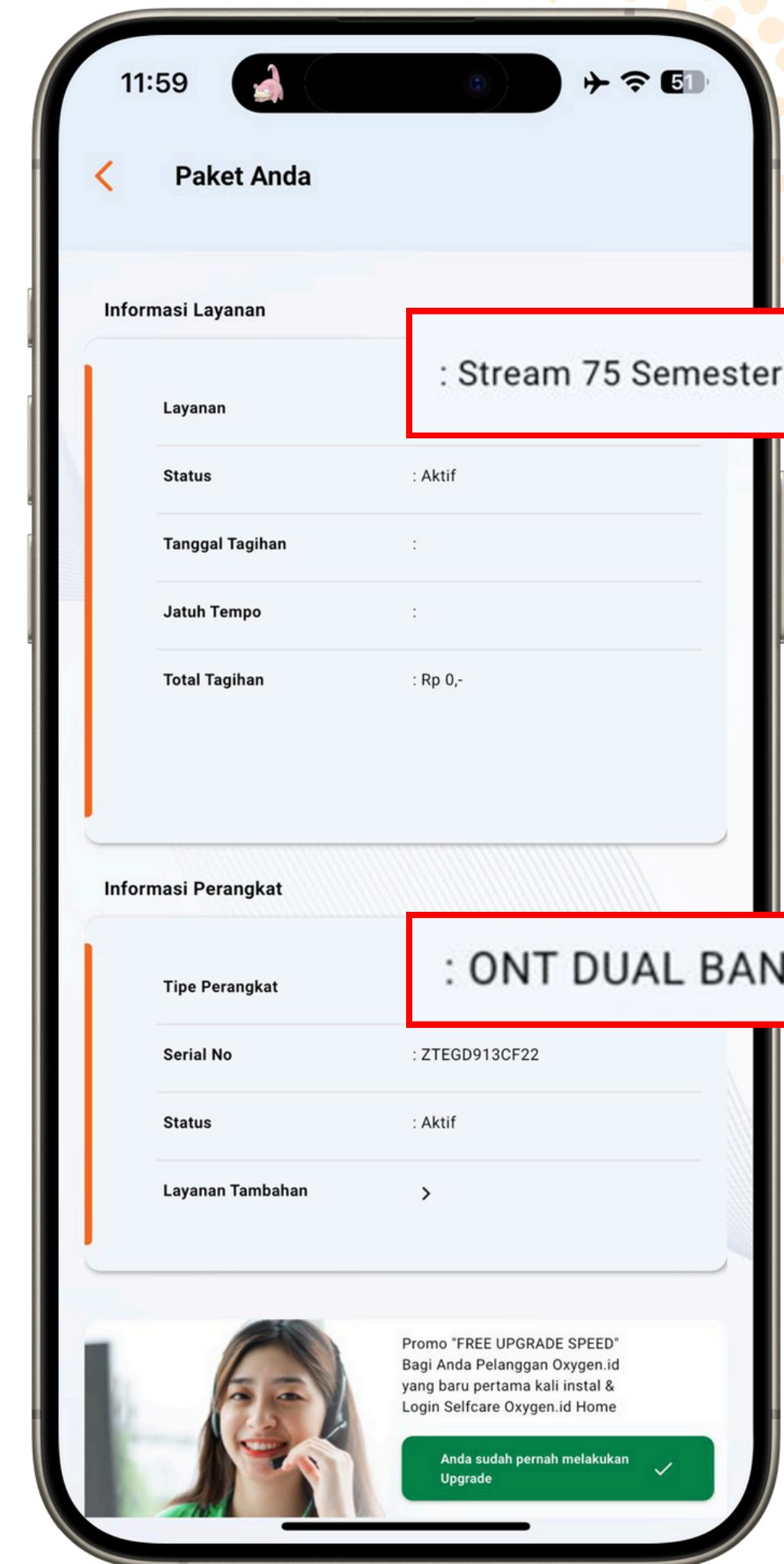
- View Detail Paket Aktif
- View List Package
- View Detail + S&K
- View Riwayat Pembayaran
- Upgrade Package
- Change ONT

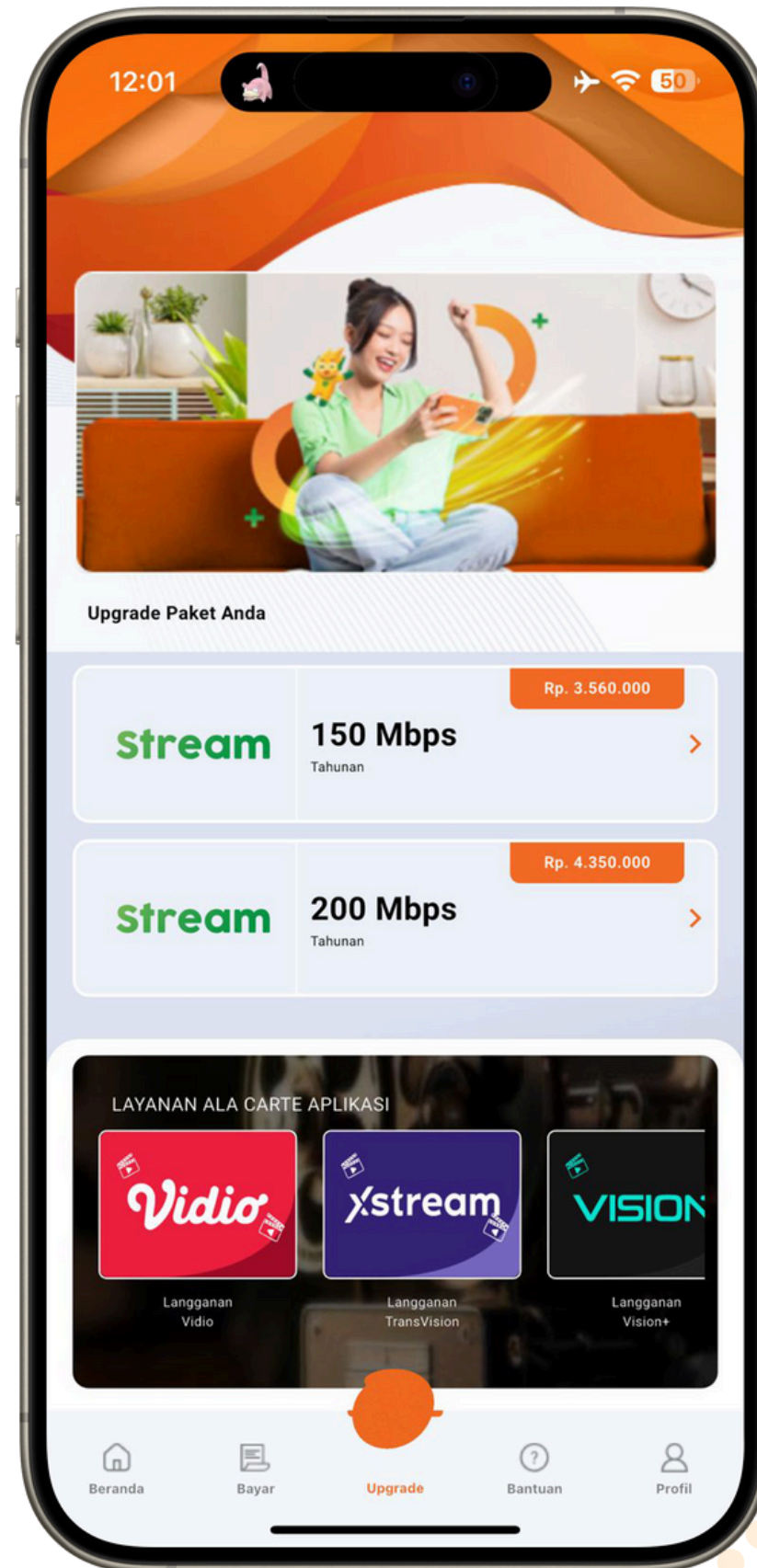
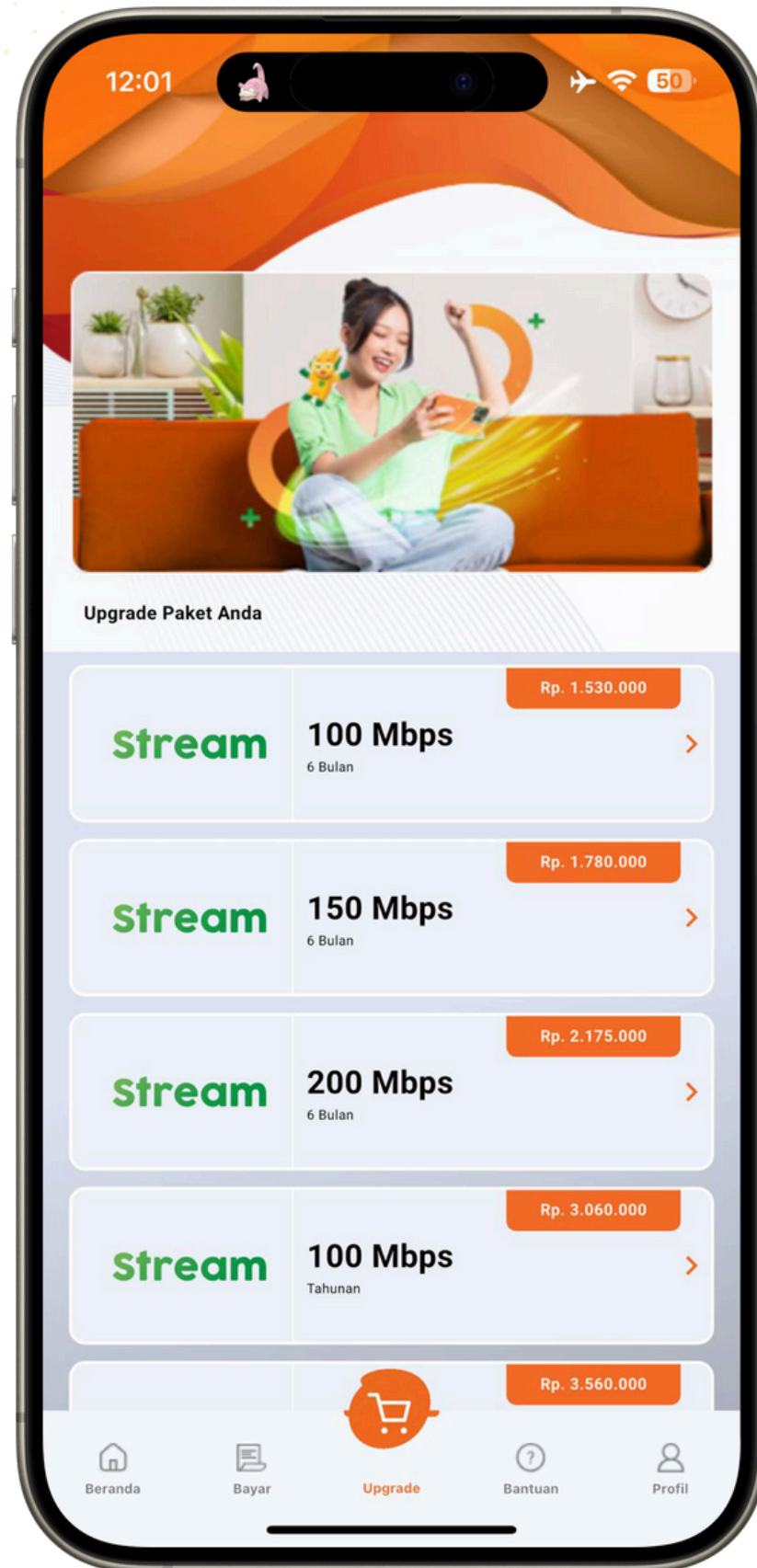


# View Detail Paket Aktif

Menampilkan:

- Informasi Layanan
- Informasi Perangkat (Single/Dual Band)





# View List Package

Sorted by:

- **Speed** (Mbps)
- **Masa Langganan** (1/6/12 bln)

Paket yang ditampilkan hanya yang tier-nya di atas paket saat ini.

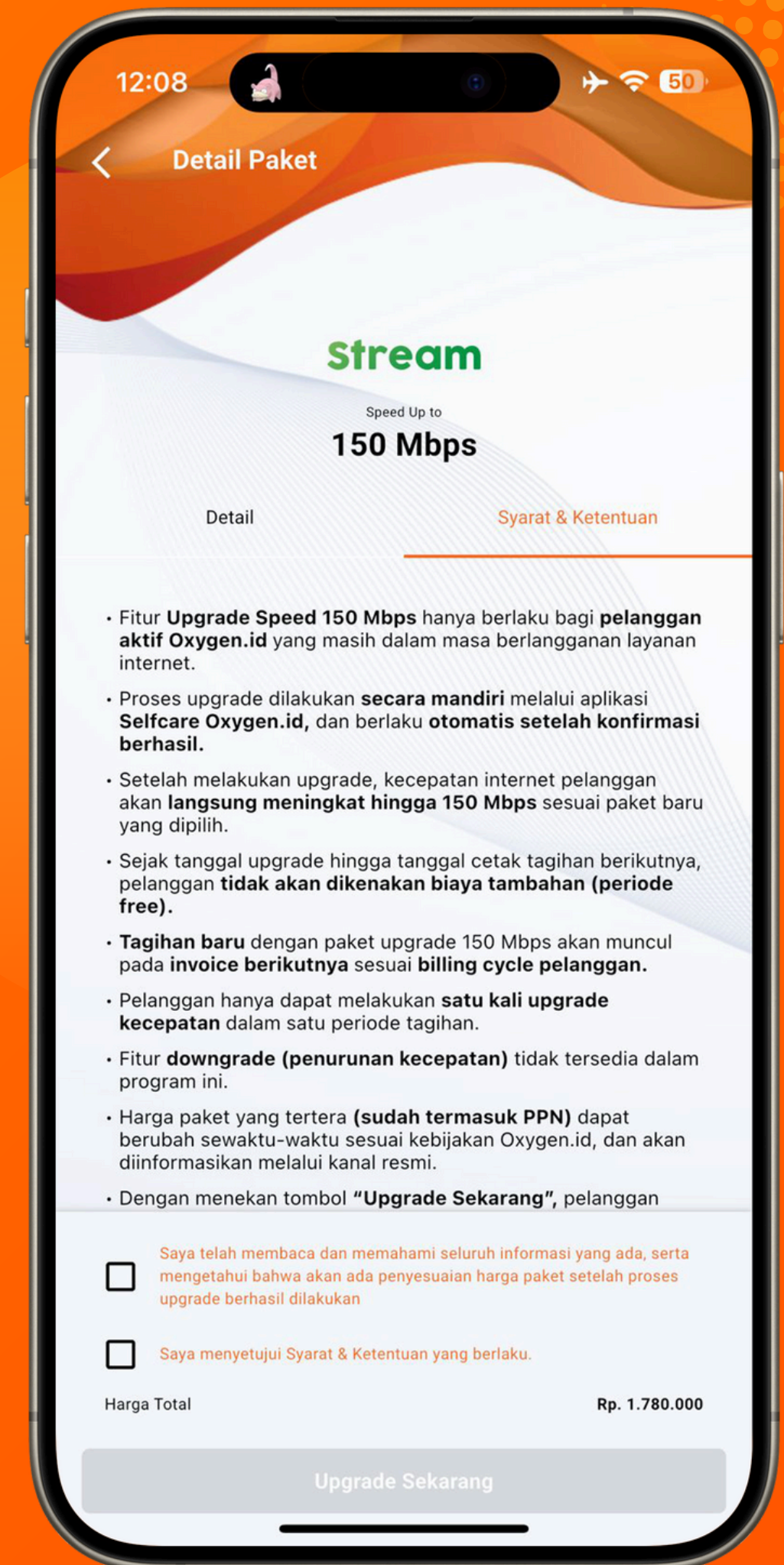
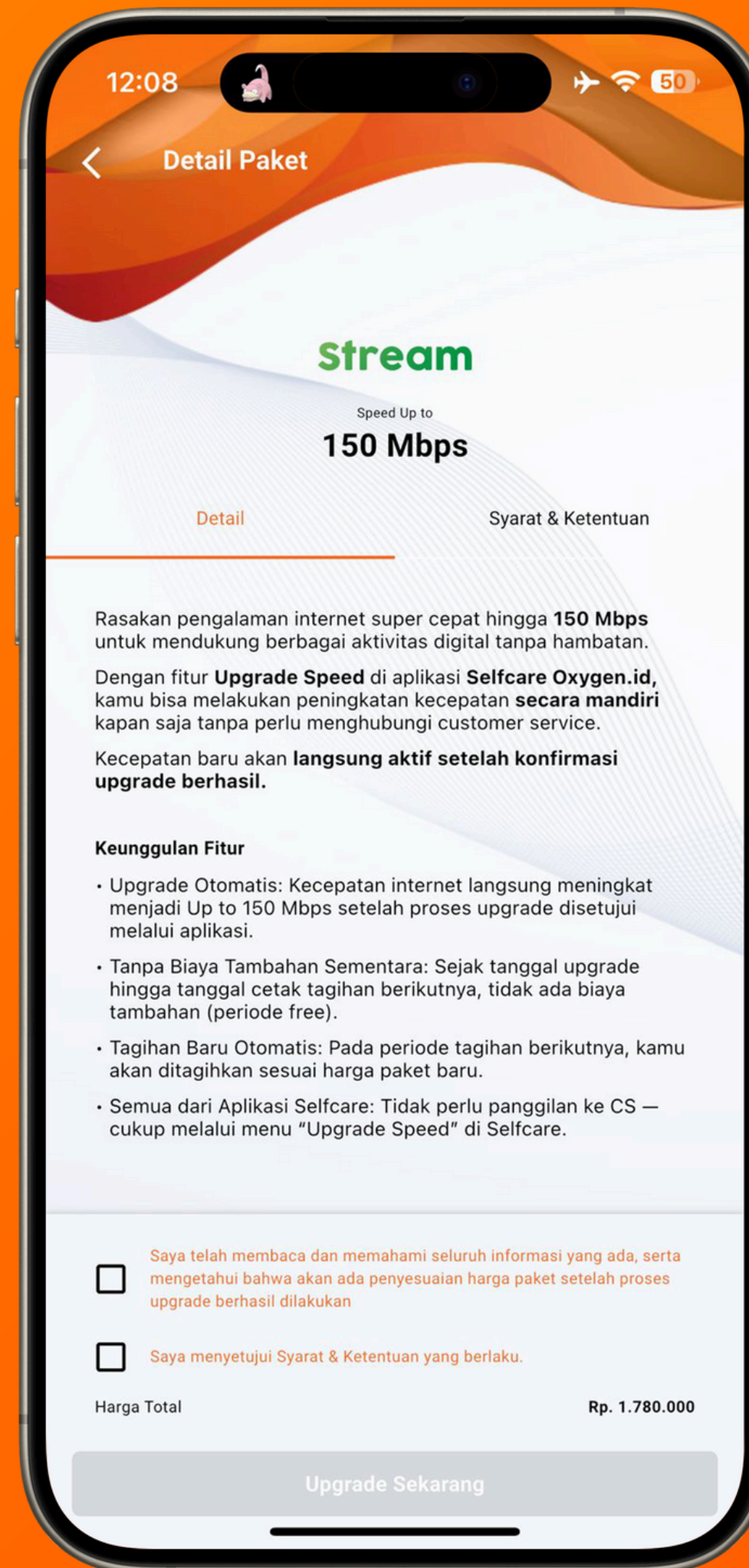
Mon 100 → Sem 150 ✓

Sem 75 → Year 150 ✓

Sem 100 → Mon 150 ✗

Mon 150 → Sem 150 ✗

# View Detail + S&K Package



# View Riwayat Pembayaran

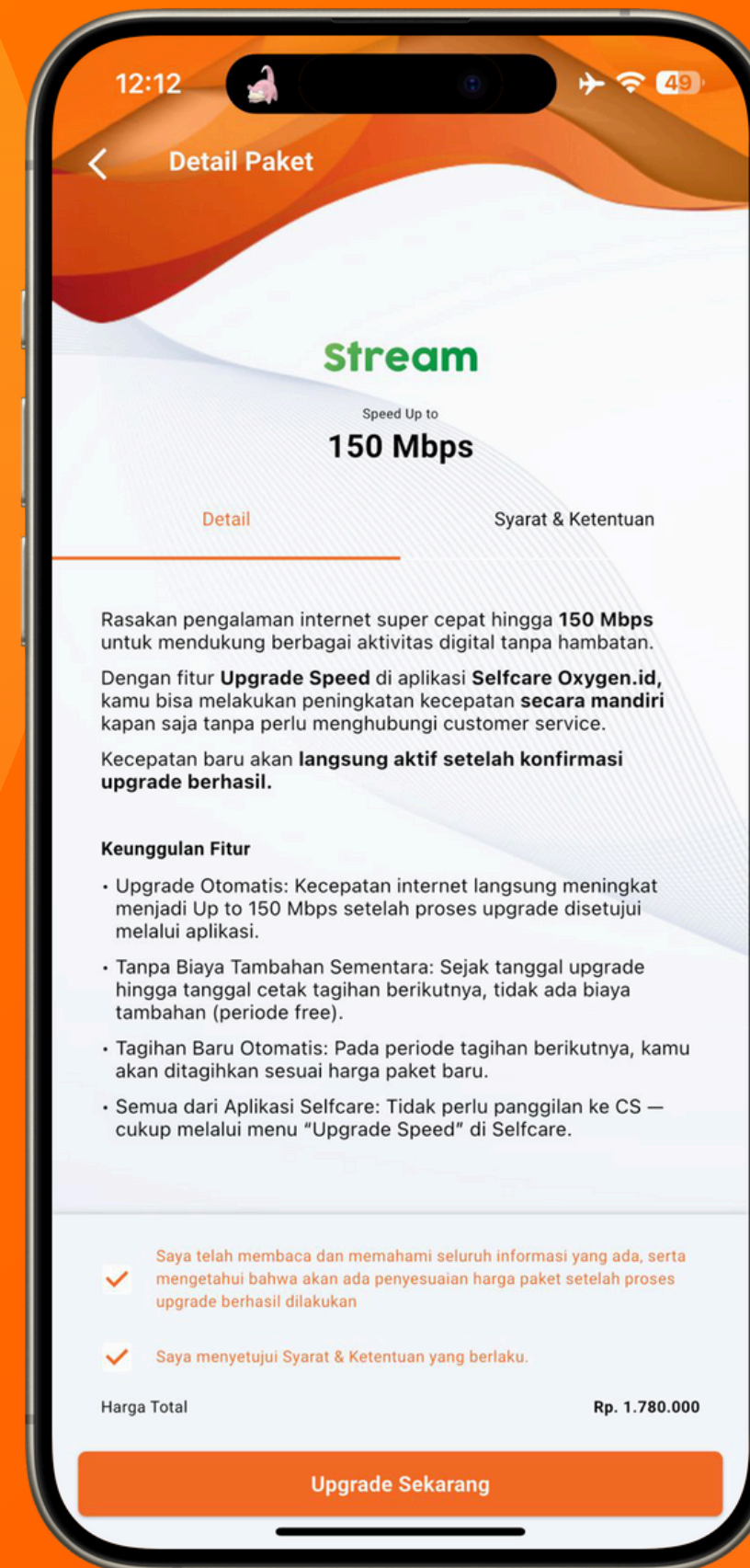


# Upgrade Package



## Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**



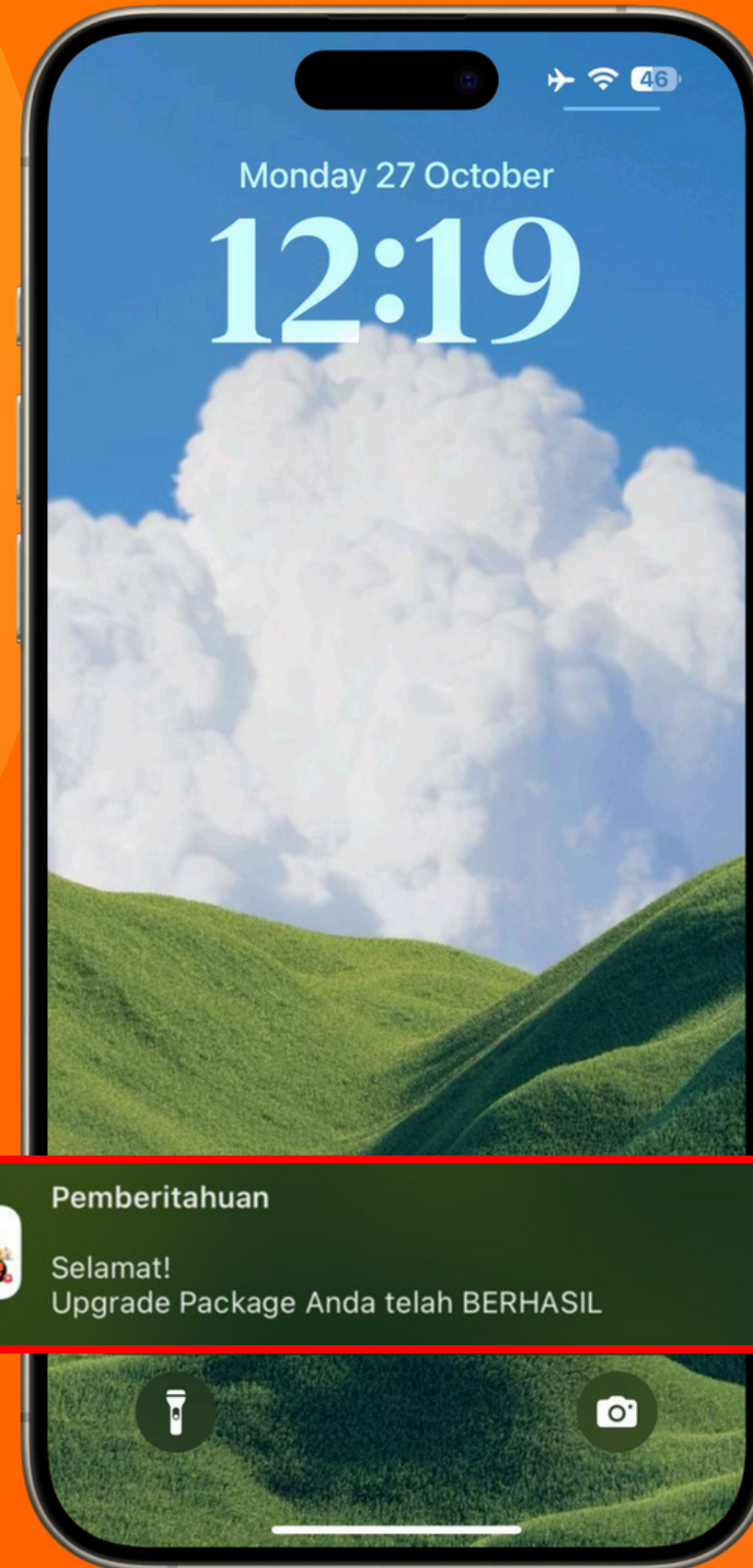
# Upgrade Package



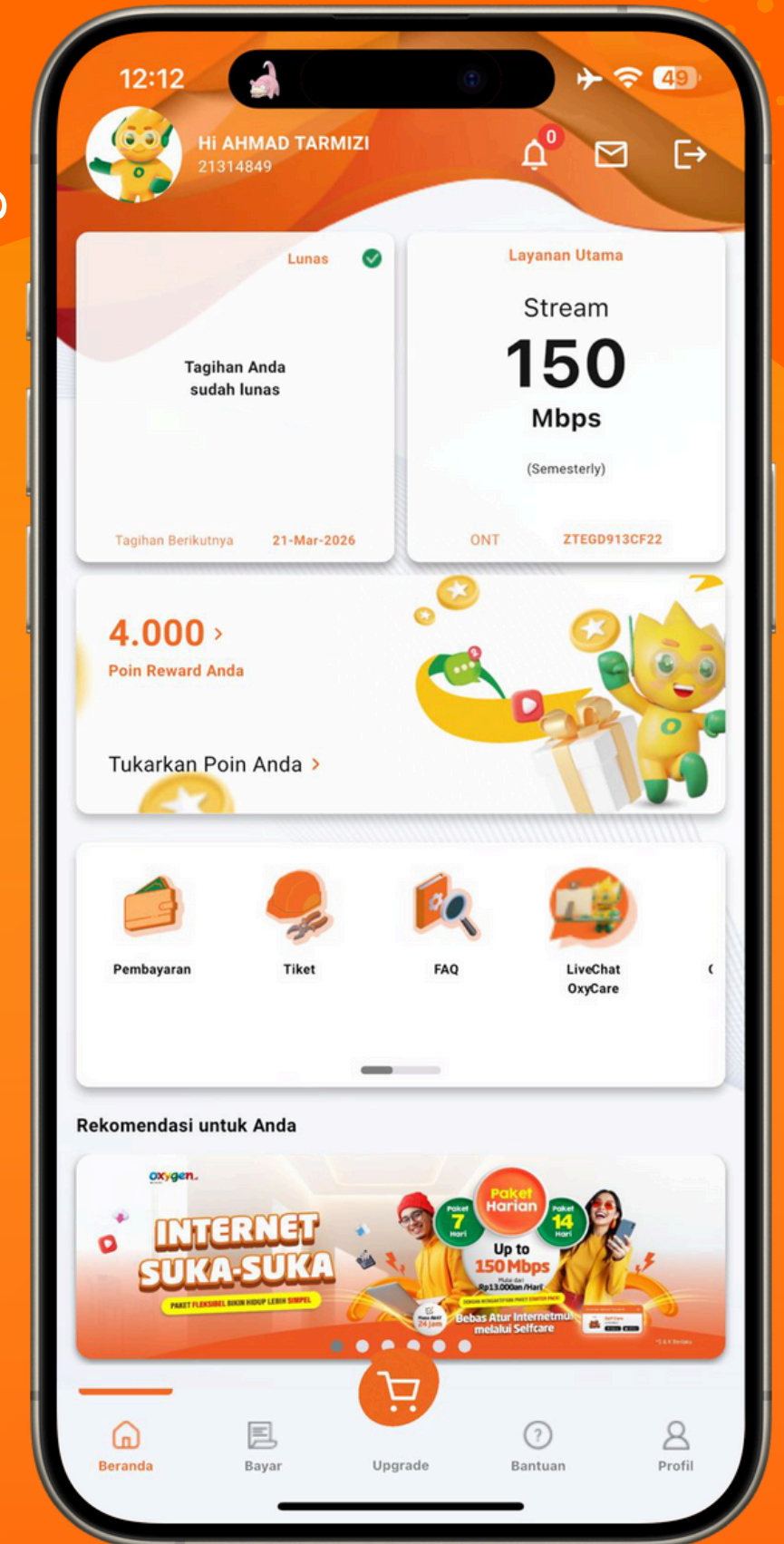
## Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**

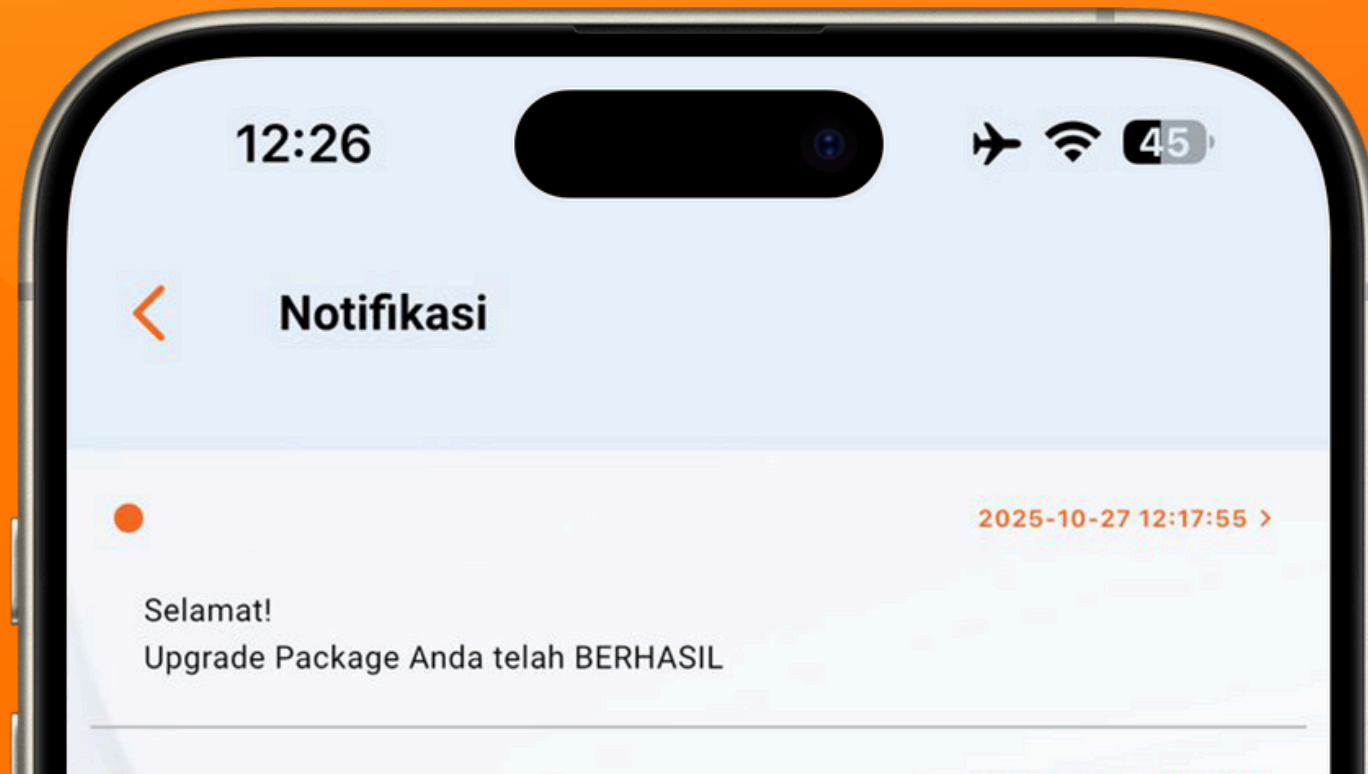
Notifikasi Device



Home Page



Notifikasi Inbox



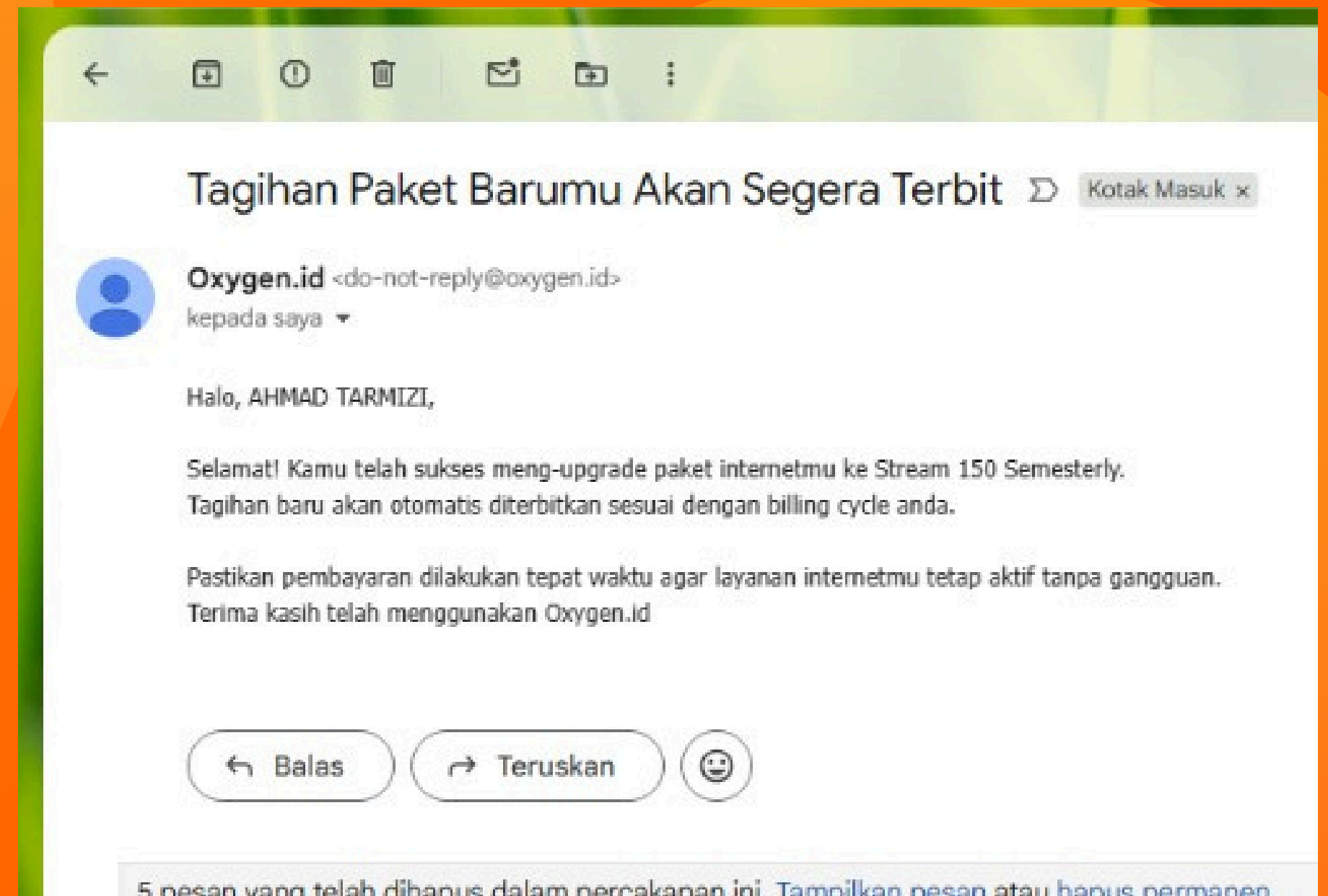
# Upgrade Package



*Email Customer – Informasi Penerbitan Tagihan*

## Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**



# Upgrade Package



## Billing App – TT Upgrade (Auto Close)

### Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**

Package Device Billing Payment Additional Info Telephony Document Noted Billing Log

History WO Promo Billing Prospect Flexible Billing Add ON Point Suka - Suka Sales Dedicated MT

Filter:

Ticket No	Title	Description
3759821	(SR) - UPGRADE - Stream 150 Semesterly Total 1.780.000	Request change package from Stream 75 Semesterly to Stream 150 Semesterly Total 1.780.000 using selfcare apps

Customer Rentention Customer Ticket Additional Phone Customer Refund

Show: 10

Status	Created	Closed
close	2025-10-27 13:34:28	2025-10-27 13:34:28

## Billing App – WO Upgrade

DETAIL

Package Device Rentention Customer Ticket Additional Phone Add ON

Package	Type Package	Workorder No	WO Type	Total
Stream 150 Semesterly ( END PROMO : 21-MAR-2026 BACK TO STREAM 150 SEMESTERLY )	INTERNET		UPGRADE	0

# Upgrade Package



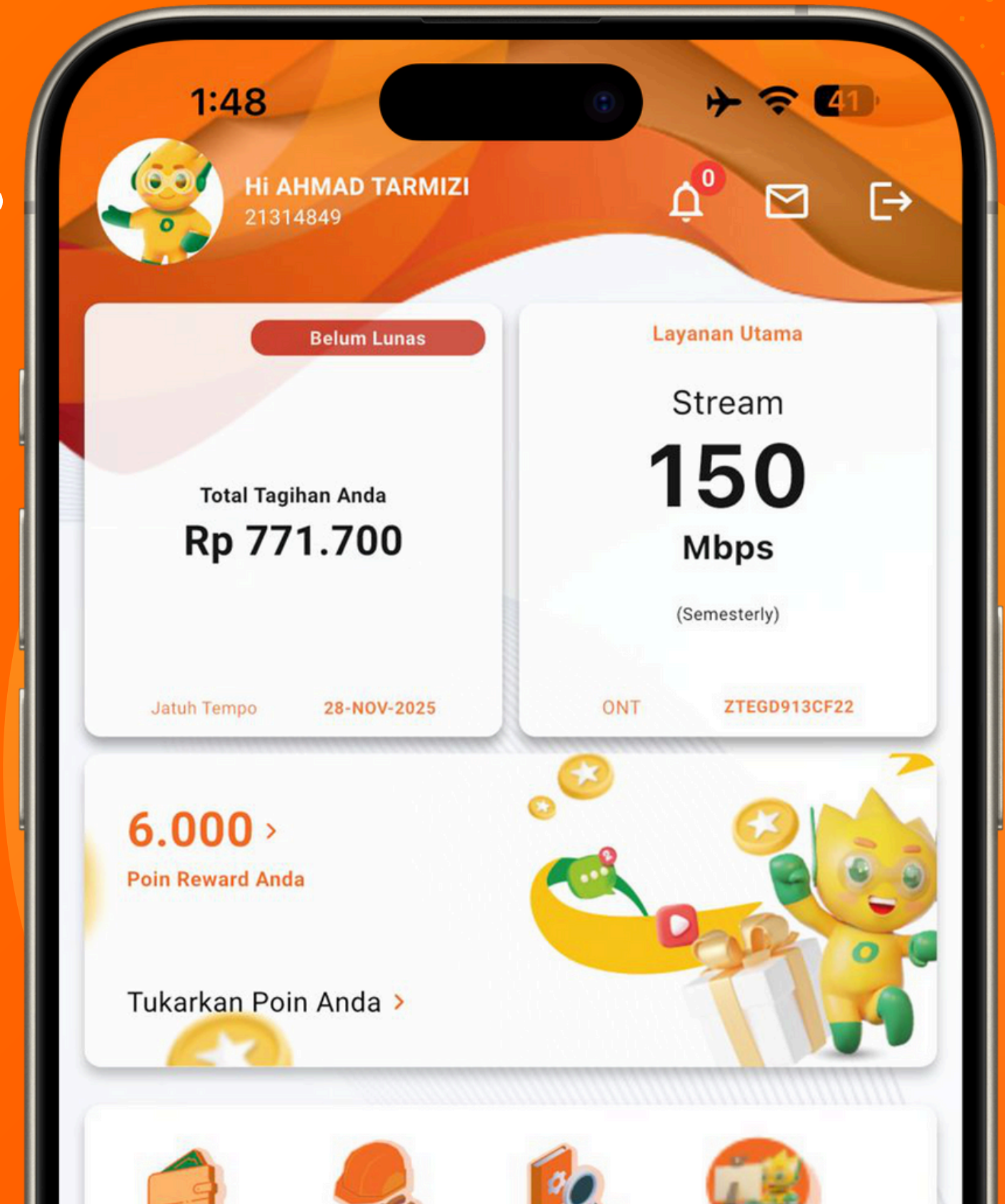
## Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**

Tagihan Customer



Home Page



# Upgrade Package

## Skenario:

- Upgrade Sem 75 → 150
- ONT sudah **dual band**

## Billing App — Tagihan Customer

Filter:

Bill Code	Period	Billing Date	Package	Bill Cycle	Due Date	Total Billing	Payment Status	Payment Amount
202511712857	202511	21-NOV-25	Stream 150 Semesterly	4	28-NOV-25	771.700	UNPAID	0

## Billing Statement



### BILLING STATEMENT

PT. Mora Telematika Indonesia Tbk.  
Cervino Village Apartment  
Jl. KH Abdullah Syafei No.27, Tebet,  
Jakarta Selatan - Indonesia 12810

Phone: 1500 882  
Fax: +6221 314 2882  
Email: ccare@oxygen.id

Nomor Tagihan/Billing Number	202511712857
Nomor Pelanggan/Customer ID	21314849
Bulan Tagihan/Billing Month	21.11.2025-22.05.2026
Tanggal Tagihan/Billing Date	21 November 2025
Tanggal Jatuh Tempo/Due Date	28 November 2025
Tagihan Bulan ini/Current Charges (Rp)	771.700

Kepada :  
AHMAD TARMIZI  
JL. BUNYI BANGSAN RT 002 RW 002 NO 07 KEL  
TANGKERANG TIMUR KEC. TENAYAN RAYA  
PEKANBARU RIAU

### TAGIHAN/INVOICE

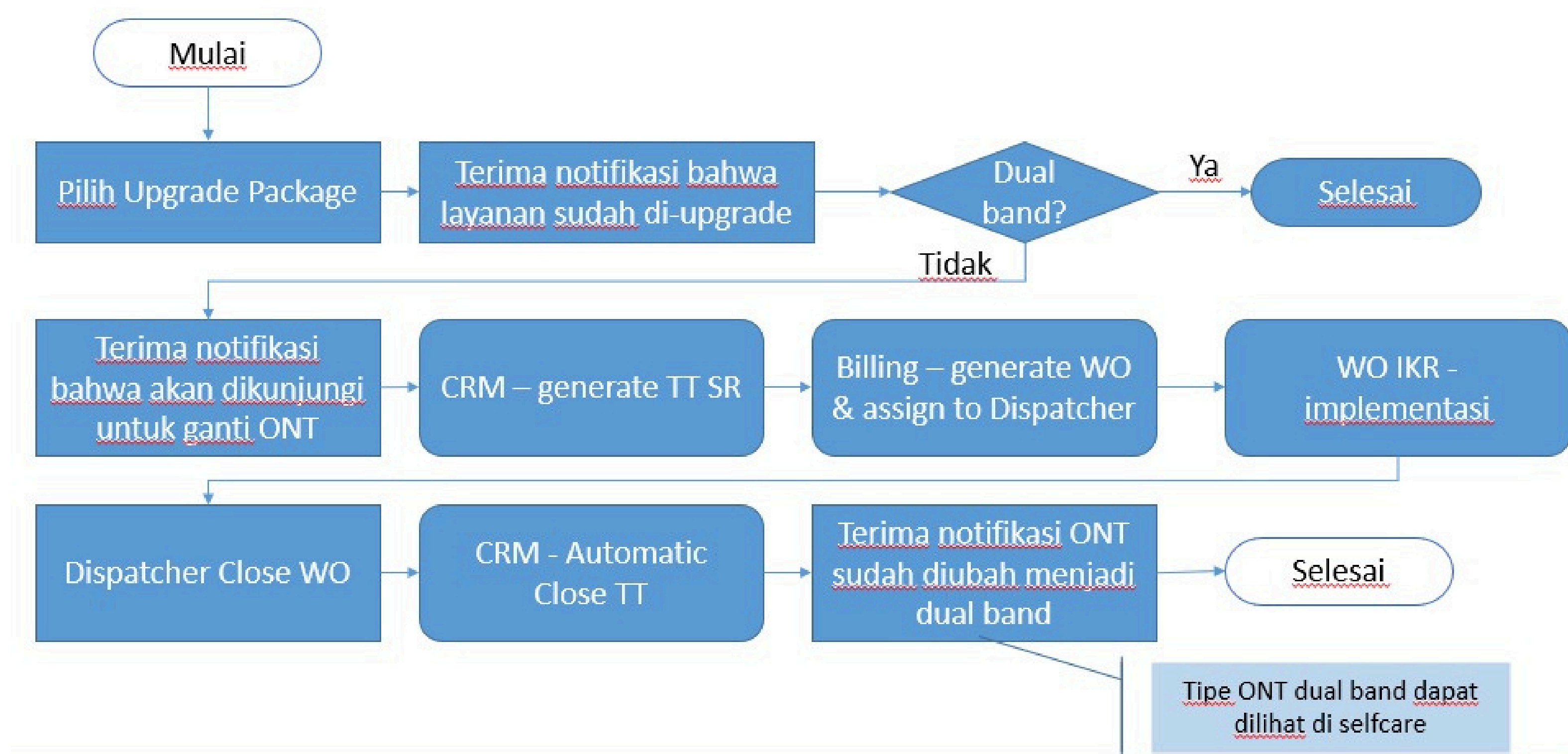
Stream 150 Semesterly	695.225
PPN 11 % / VAT 11 %	76.475
Biaya Material	0
Total Bill	771.700
Adjustment	0

Actual Tagihan  
Penyesuaian Tagihan  
TOTAL TAGIHAN

Terbilang:  
Tujuh Ratus Tujuh Puluh Satu Ribu Tujuh Ratus Rupiah

1.780.000  
1.008.333  
771.700

# Upgrade Package

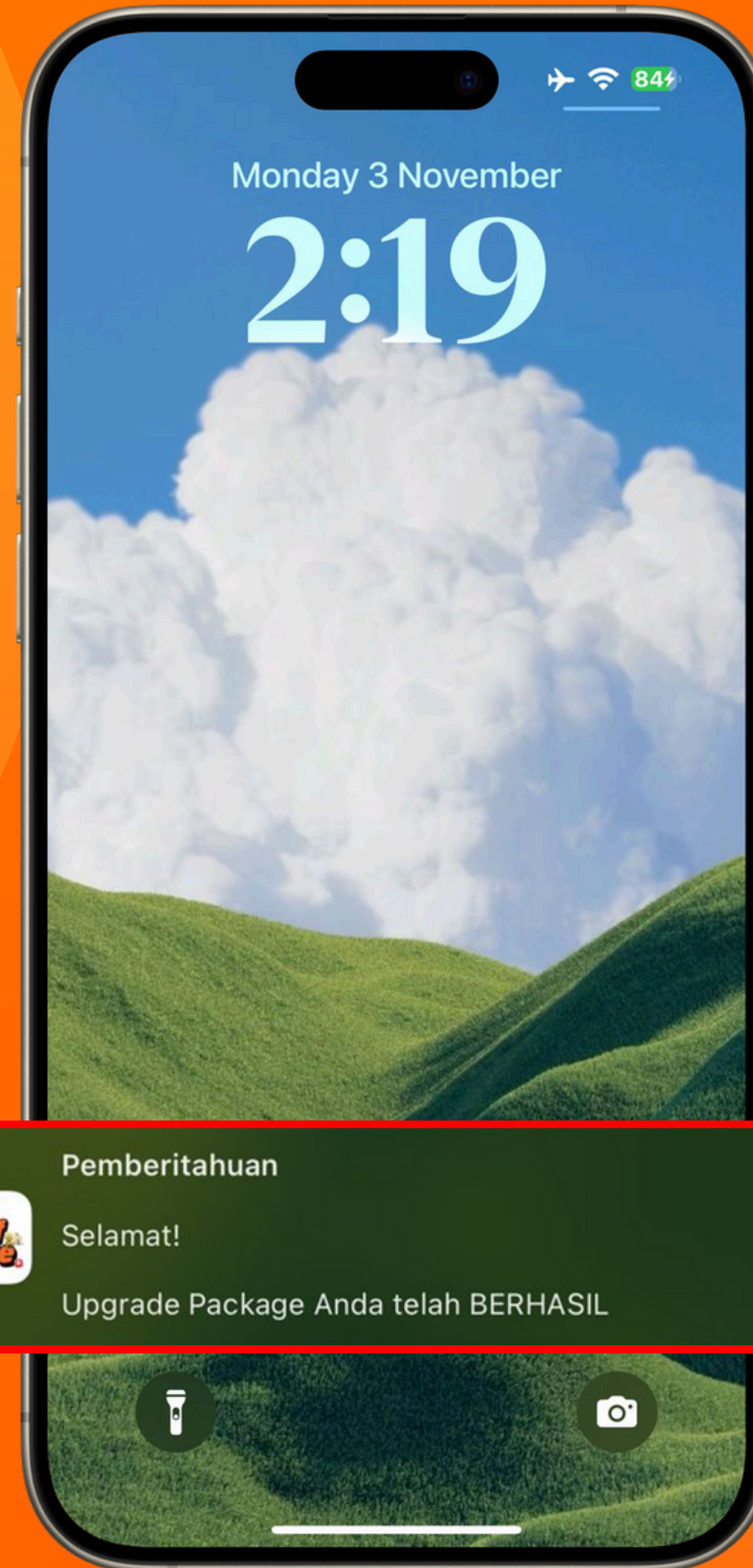


# Upgrade Package + Change ONT

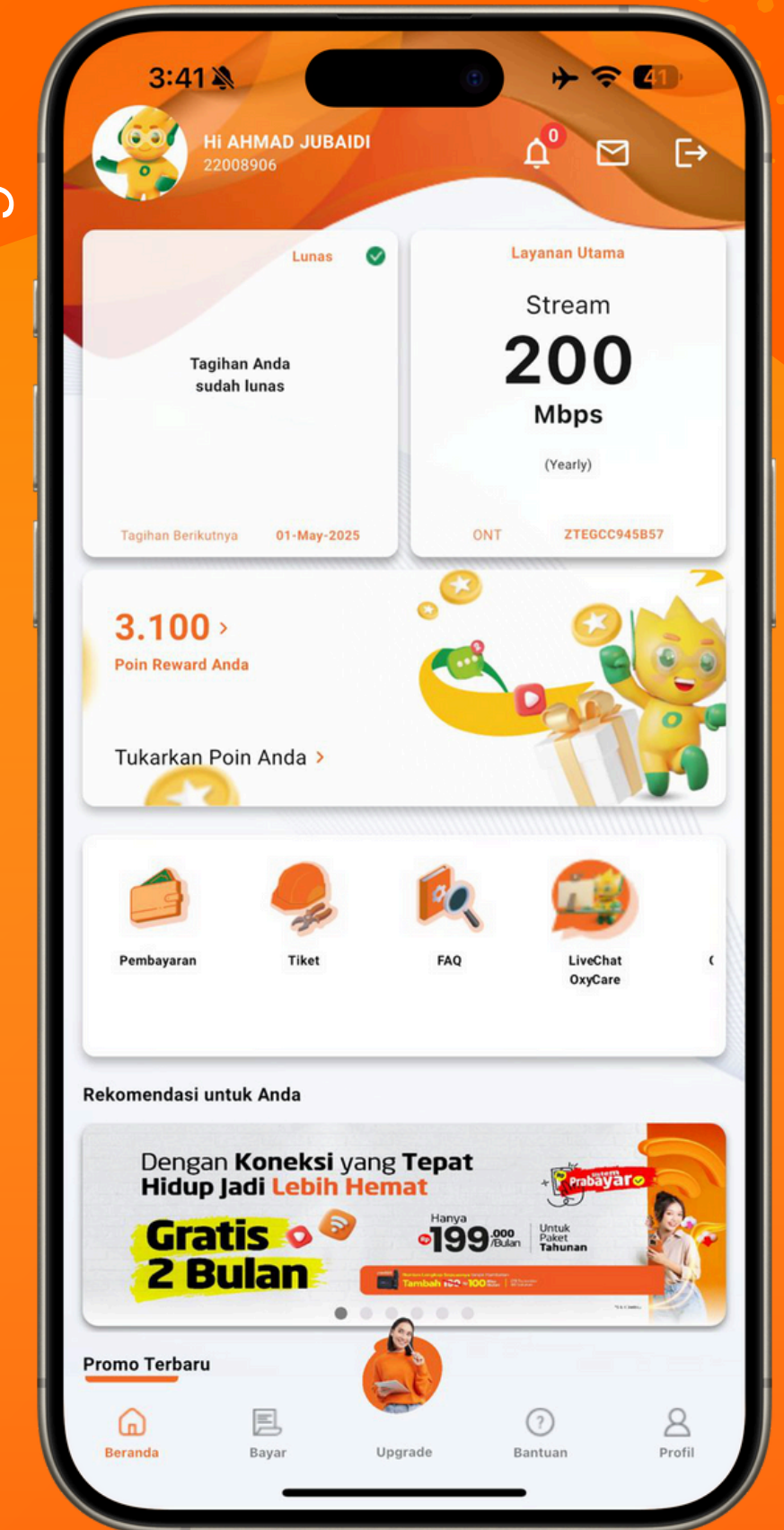
## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

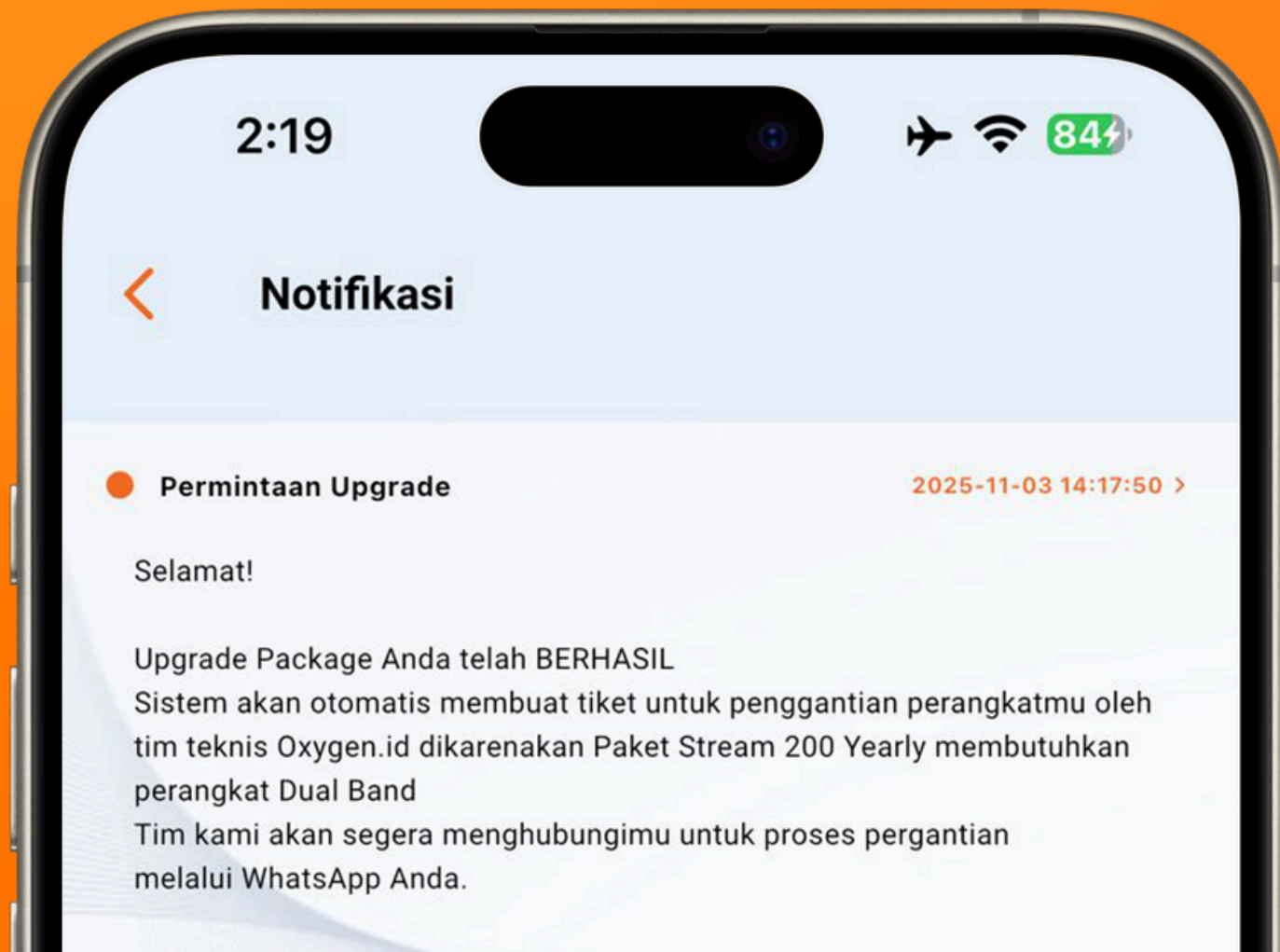
Notifikasi Device



Home Page



Notifikasi Inbox



# Upgrade Package + Change ONT








## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

*Email Customer — Upgrade & Change ONT*

Pergantian ONT

 Oxygen.id <do-not-reply@oxygen.id>  
To

Mon 15:01

Halo Stream 200 Yearly,

Selamat! Permintaan Upgrade Package kamu ke Stream 200 Yearly telah berhasil kami proses

Namun, sistem mendeteksi bahwa perangkat ONT kamu saat ini masih Single Band, sementara paket barumu memerlukan perangkat Dual Band agar performa internet maksimal dapat kamu nikmati.

Jangan khawatir â€” tim teknis kami akan segera menjadwalkan penggantian perangkat ONT di lokasi kamu tanpa biaya tambahan apapun.

Kamu akan menerima notifikasi tambahan saat proses penggantian berhasil dilakukan.

Terima kasih atas kepercayaannya menggunakan Oxygen.id ðŸ™™

Salam hangat,

Tim Oxygen.id

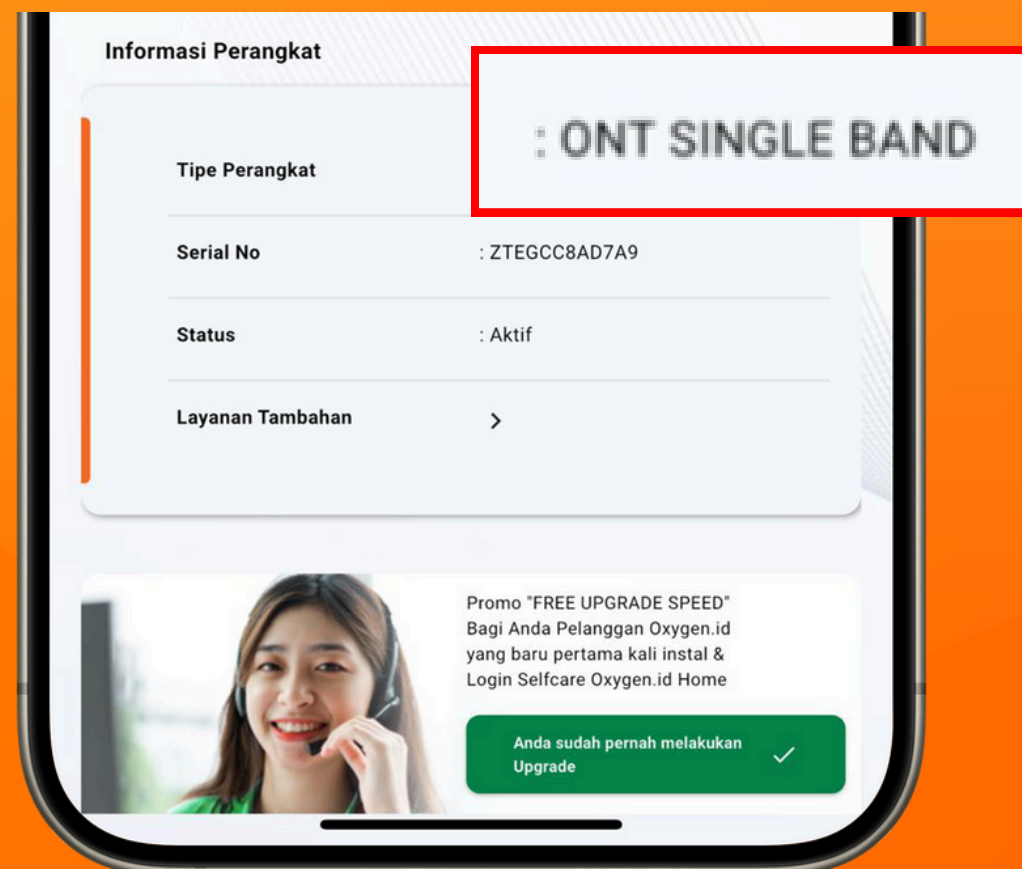
# Upgrade Package + Change ONT

TT Upgrade (Auto Close)

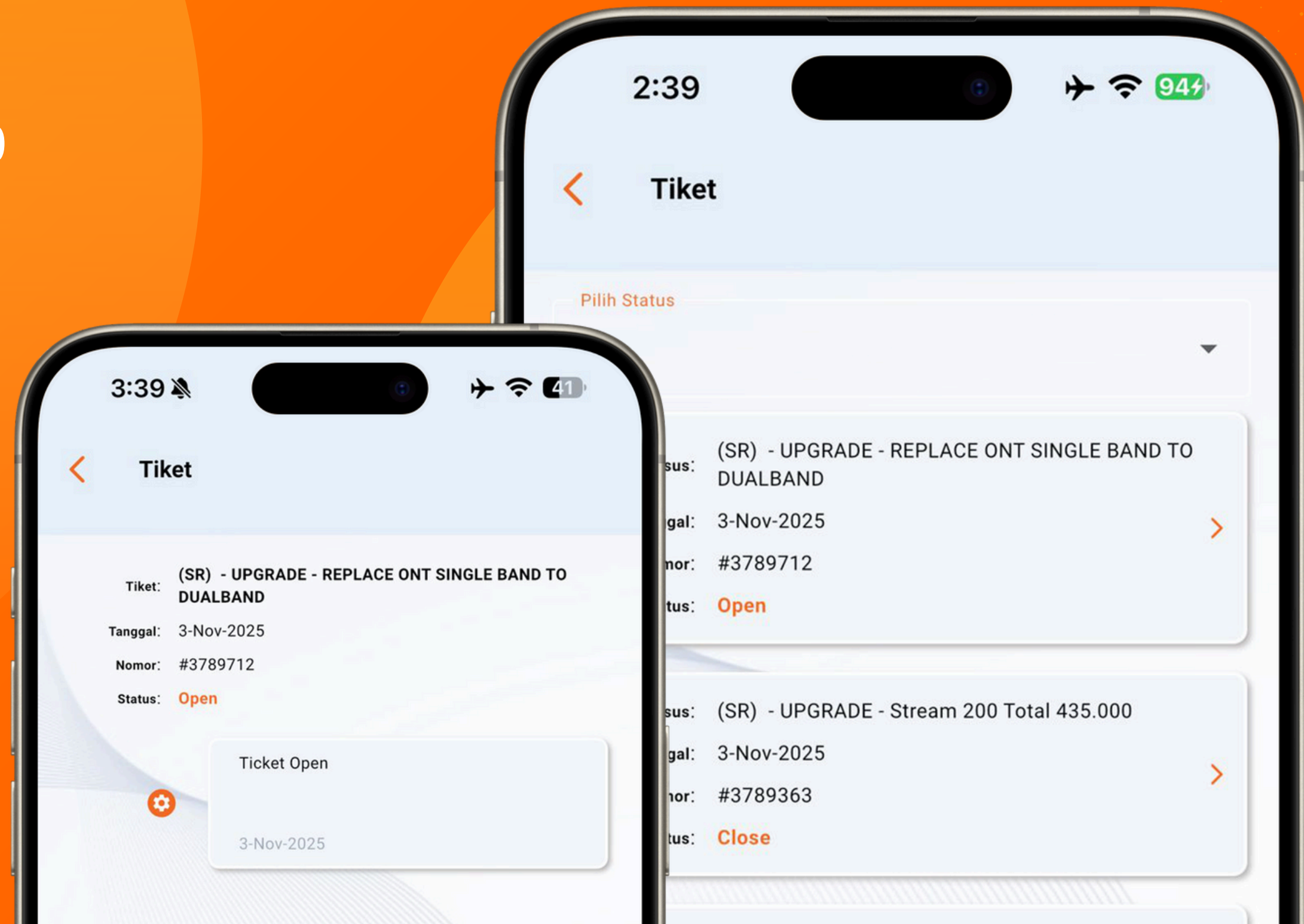
## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

Informasi ONT  
(sebelum pergantian)



TT SR - Change ONT

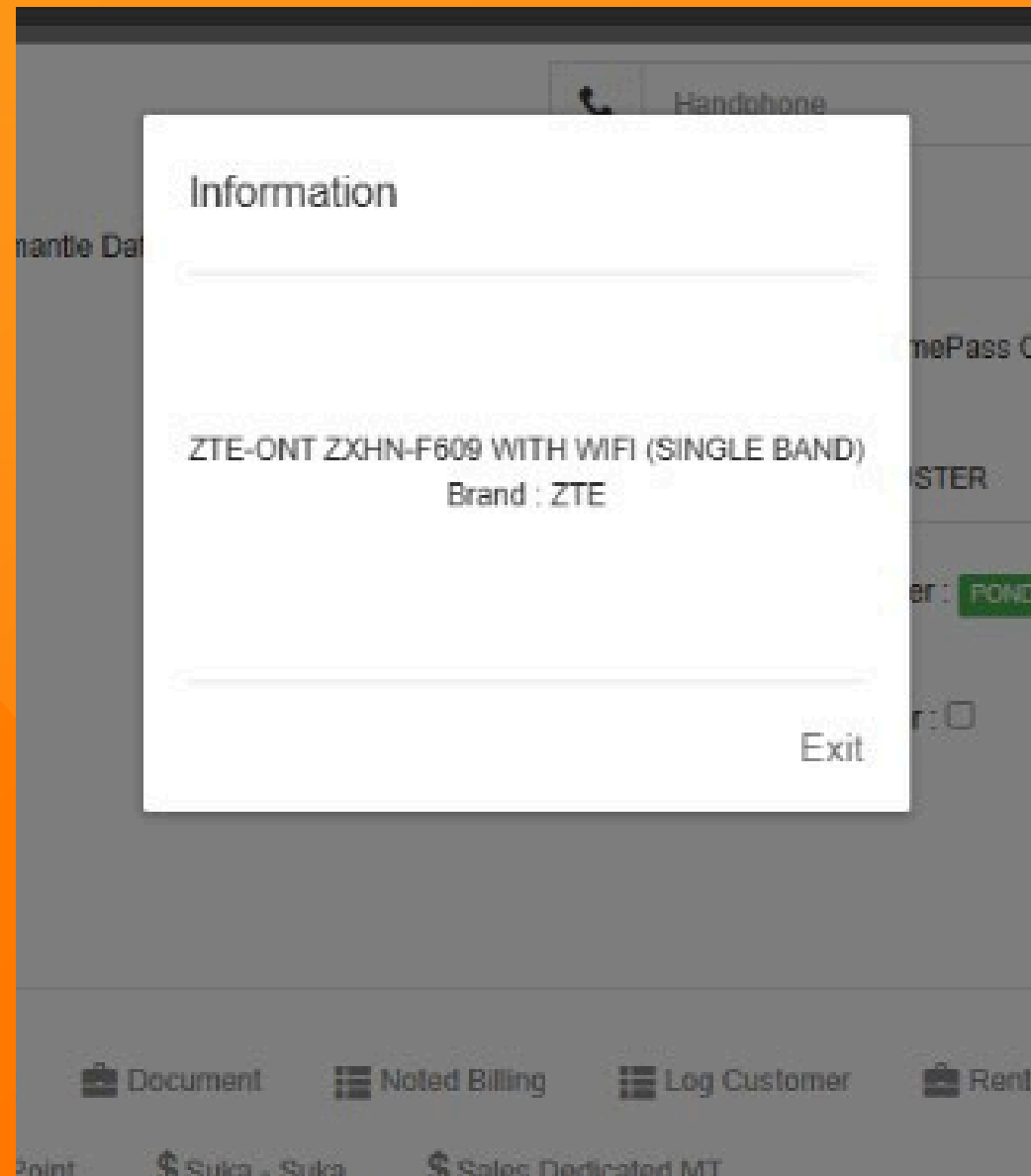


# Upgrade Package + Change ONT

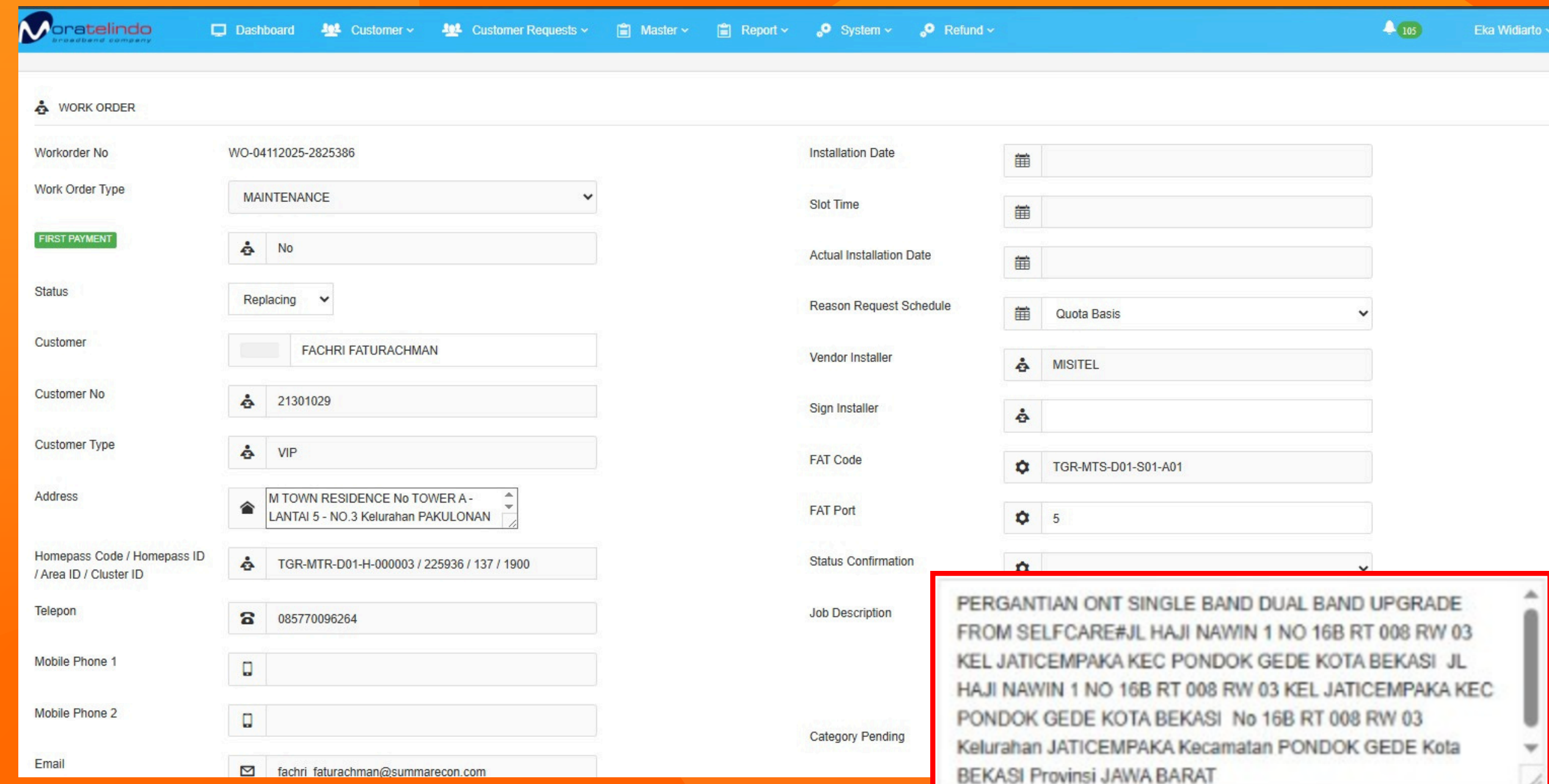
## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

### Billing — Informasi ONT



### Billing — WO Maintenance



A screenshot of a web application interface for a Work Order (WO) maintenance form. The form is titled "WORK ORDER" and contains various fields for customer and installation details. The fields are organized into two columns. The left column includes: Workorder No (WO-04112025-2825386), Work Order Type (MAINTENANCE), FIRST PAYMENT (No), Status (Replacing), Customer (FACHRI FATURACHMAN), Customer No (21301029), Customer Type (VIP), Address (M TOWN RESIDENCE No TOWER A - LANTAI 5 - NO.3 Kelurahan PAKULONAN), Homepass Code / Homepass ID / Area ID / Cluster ID (TGR-MTR-D01-H-000003 / 225936 / 137 / 1900), Telepon (085770096264), Mobile Phone 1, Mobile Phone 2, and Email (fachri.faturachman@summarecon.com). The right column includes: Installation Date, Slot Time, Actual Installation Date, Reason Request Schedule (Quota Basis), Vendor Installer (MISITEL), Sign Installer, FAT Code (TGR-MTS-D01-S01-A01), FAT Port (5), Status Confirmation, Job Description, and Category Pending. The Job Description field is highlighted with a red border and contains the text: "PERGANTIAN ONT SINGLE BAND DUAL BAND UPGRADE FROM SELFCARE#JL HAJI NAWIN 1 NO 16B RT 008 RW 03 KEL JATICEMPAKA KEC PONDOK GEDE KOTA BEKASI JL HAJI NAWIN 1 NO 16B RT 008 RW 03 KEL JATICEMPAKA KEC PONDOK GEDE KOTA BEKASI No 16B RT 008 RW 03 Kelurahan JATICEMPAKA Kecamatan PONDOK GEDE Kota BEKASI Provinsi JAWA BARAT".

# Upgrade Package + Change ONT



## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

CRM – TT SR (Change ONT)

Current customer status: ACTIVE

Request History SL Division MTTR Prev 3 Days Ticket Prev 7 Days Ticket

WO Customer belum Close :


Workorder NO: WO-04112025-2825386 Ticket NO: 3791794 Workorder TYPE: MAINTENANCE [View Report IKR](#)

Requester : Fachri Faturachman [#21301029] [VIP] [Create WO](#) [HOLD](#) [Ticket List](#) [View IKR Report](#) [Check Workorder](#) [Edit](#)

Ref Ticket No	
Subject	(SR) - UPGRADE - REPLACE ONT SINGLE BAND TO DUALBAND
Description	REPLACE ONT SINGLE BAND TO DUALBAND
Remarks for Moving	none

Detail Ticket NO#3791794

Created By	System (SUBSCRIBER VERIFICATION MANAGEMENT)	Created At	04-Nov-2025 15:24:33 [ 2 minutes ago ]
Closed By		Closed At	
Status	<a href="#">Open</a>		
Mode	SELECARF		



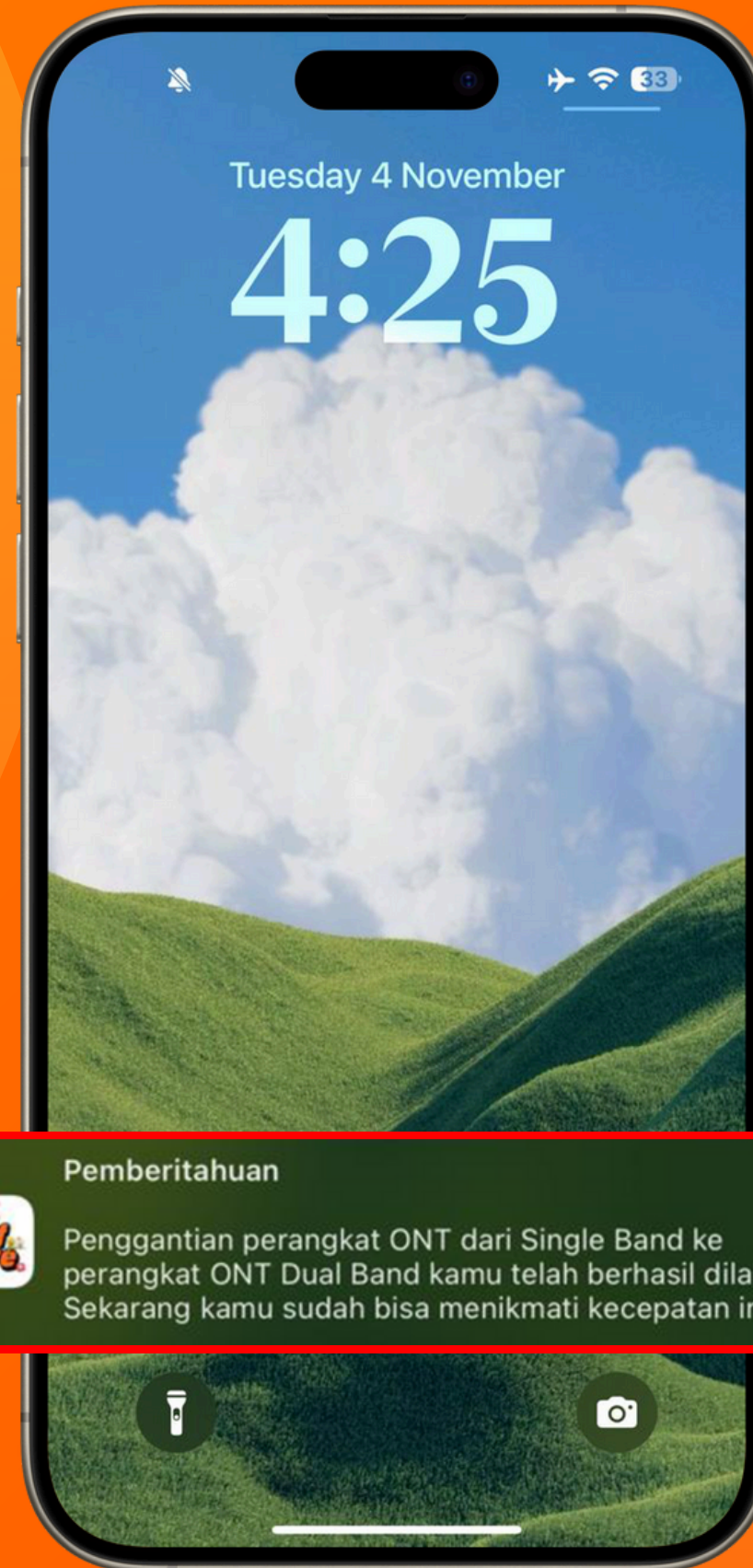
# Upgrade Package + Change ONT



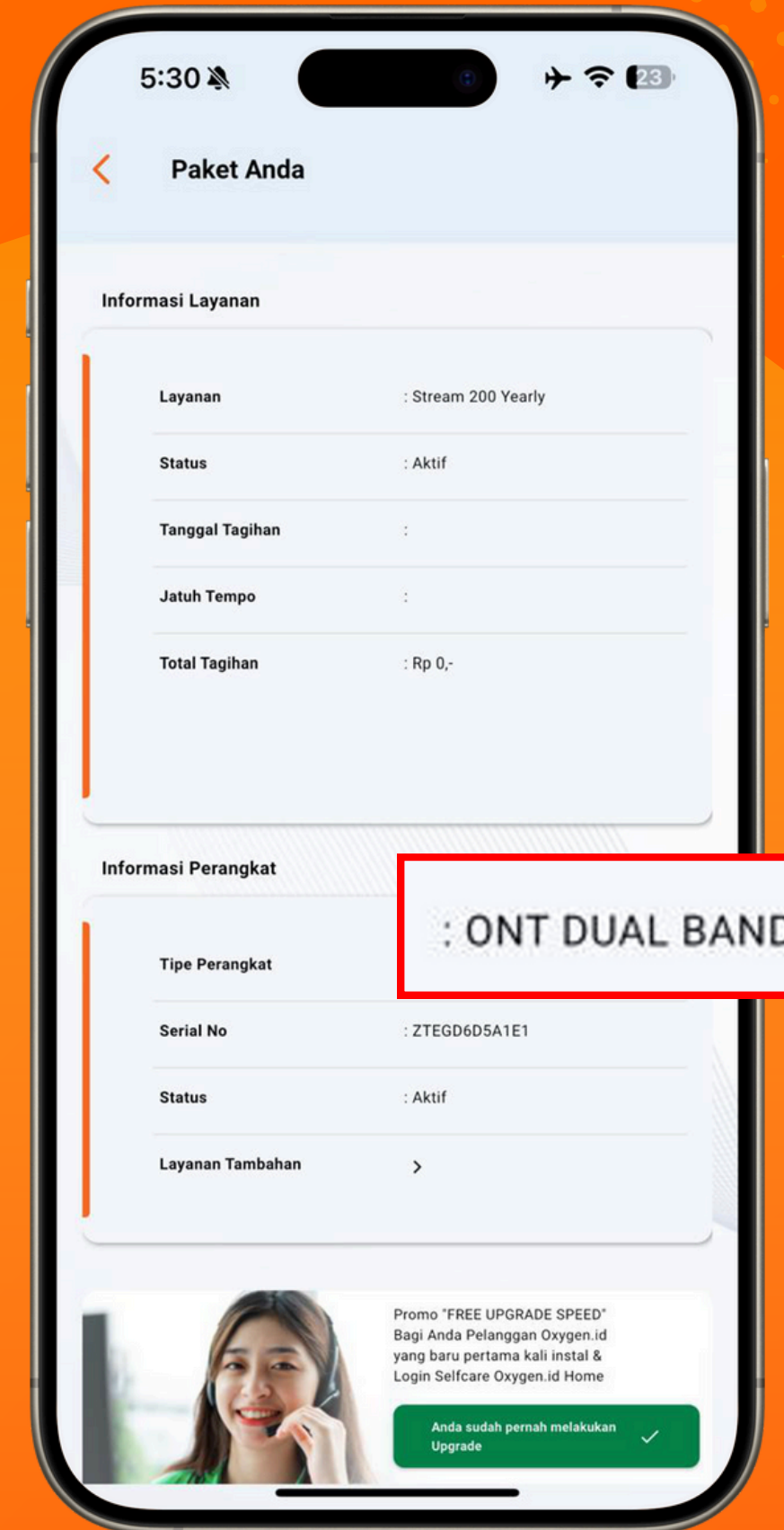
## Skenario:

- Upgrade Yearly 50 → 200
- ONT masih **single band**

Notifikasi Device



Informasi ONT



Notifikasi Inbox



# Upgrade Package + Change ONT



## Skenario:

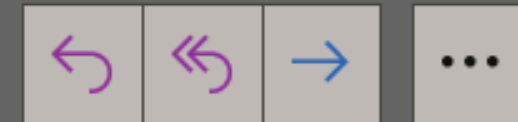
- Upgrade Yearly 50 → 200
- ONT masih **single band**

*Email Customer — Pasca Penggantian ONT*

[Oxygen.id] Penggantian Perangkat (ONT) Kamu Telah Berhasil



Oxygen.id <do-not-reply@oxygen.id>  
To



16:26

Halo AHMAD JUBAIDI,

Kami informasikan bahwa proses penggantian perangkat ONT kamu telah berhasil dilakukan. Sekarang kamu sudah menggunakan perangkat Dual Band yang mendukung kecepatan internet paket barumu Stream 200 Yearly.

Silakan nikmati koneksi internet yang lebih cepat dan stabil.

Jika kamu mengalami kendala, hubungi tim Customer Care kami di 1500780 atau melalui aplikasi Selfcare Oxygen.id.

Terima kasih telah menjadi pelanggan setia Oxygen.id

Salam hangat,  
Tim Oxygen.id



**THANK YOU!**