

# Suspend and Resume Broadband

This functionality allows you to stop a subscribers' service from working without having to cease the line. Suspending a user removes them from our RADIUS disabling their service. The service can be resumed (using the same credentials and IP addresses) by simply reinstating them on the RADIUS.

## How to Suspend or Resuming a Service

### Step 1

To suspend / Resume services you can do this from the [Service Management](#) screen, identifying the circuit you want to suspend and then using the Actions menu select "Suspend Service".

The screenshot displays the 'Broadband Service Management' interface. At the top, there are search filters for Account (Gamma Telecom - 44000002), CLI, Service Status (Any), Broadband Category (Any), Records Per Page (10), and Max results returned (100). Below the filters are 'Reset' and 'Search' buttons. A 'Download' button is located on the left, and 'Showing 1 to 10 of 33' is on the right. The main table lists service details including Service Id, Account Name, Broadband Product, Service Status, CLI, Customer Name, Street, Town, Postcode, CPE Username, and CPE IP Address. An 'Actions' menu is open for the first row, showing options like 'Disconnect Service', 'Fault Diagnostics', 'Line Profile Summary', 'Ping IP Address', 'Regrade Service', 'Request Cease', 'Request MAC', 'Suspend Service', 'Usage Report', and 'View'. The 'Suspend Service' option is highlighted.

Service Id	Account Name	Broadband Product	Service Status	CLI	Customer Name	Street	Town	Postcode	CPE Username	CPE IP Address	Actions
83642	Gamma Telecom	Gamma Converged 2+	Active	01954252580	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
82814	Gamma Telecom	Gamma Fibre Home Worker	Active	01514201306	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
82751	Gamma Telecom	Gamma Fibre Home Worker	Active	0142082100	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
67641	Gamma Telecom	Gamma Home Worker WBC	Active	01883624487	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
60330	Gamma Telecom	Gamma Home Worker WBC	Active	01617077407	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
60153	Gamma Telecom	Gamma Home Worker WBC	Active	01614428401	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
60067	Gamma Telecom	Gamma Fibre Home Worker	Active	01612320212	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions
FR4FR	Gamma	Gamma Home	Active	01253780066	Gamma Telecom	Gamma Street	Gamma Town	Gamma Postcode	Gamma Username	Gamma IP Address	Actions



# Broadband Service Management

Account:

CLI:

Service Id:

Service Status:

Broadband Category:

Records Per Page:

Max results returned:

Showing 1 to 10 of 33

Service Id	Account Name	Broadband Product	Service Status	CLI	Customer Name	Street	Town	Postcode	CPE Username	CPE IP Address	Actions
<a href="#">83642</a>	Gamma Telecom	Gamma Converged 2+	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">82814</a>	Gamma Telecom	Gamma Fibre Home Worker	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">82751</a>	Gamma Telecom	Gamma Fibre Home Worker	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">67641</a>	Gamma Telecom	Gamma Home Worker WBC	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">60330</a>	Gamma Telecom	Gamma Home Worker WBC	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">60153</a>	Gamma Telecom	Gamma Home Worker WBC	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">60067</a>	Gamma Telecom	Gamma Fibre Home Worker	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>
<a href="#">58456</a>	Gamma Telecom	Gamma Home Worker WBC	Active	0182222222	John Doe	High Street	London	EC1A 1BB	john.doe@gamma.com	192.168.1.1	<input type="button" value="⋮ Actions"/>