My Phone Portals Decommission
Modification of Service FAQ

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WHAT DOES THIS MODIFICATION OF SERVICE MEAN?

- The Cisco BroadCloud for Carriers My Account/My Site and legacy My Phone/MyPhoneNext portals will be decommissioned and unavailable for commercial environments when the Cisco BroadCloud Calling Administrator Portal, CAP, (formerly REP) has full feature parity with My Account/My Site.

- Additionally, the Calling User Portal, CUP (formerly MyPhoneNext), now has parity with My Phone. The end of life for these legacy customer portals is 30th June 2020.

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WHY ARE THESE PORTALS BEING DECOMMISSIONED?

- The new Enterprise Management/Administrator Portal (CAP) and User Portal (CUP) include an improved and refreshed user interface with a framework to build new features providing a better and more intuitive management experience.

- Additional functionality (use links below to applicable documentation):
  - Admin Portal (CAP)
  - User Portal (CUP)

- Removal of the legacy portals frees technical resources to focus on enhancement and usability of the service.

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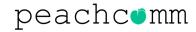## WHICH CISCO OFFERS ARE IMPACTED BY THIS CHANGE?

- This change only impacts Cisco BroadCloud for Carriers partners and customers.

- Webex Calling SP and VAR partners and customers are already utilizing the new portals exclusively.

- The U.S. Government offer will not be impacted until CAP and CUP are available on that environment.

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WHAT IS THE TIMING OF THIS CHANGE?

Key milestones and specified dates or time ranges are in the table below:

Milestone	Timing
Legacy Portals supported for Emergency Maintenance only - no new feature development	Effective immediately
External Announcement	28th June 2019 Revised 8th November 2019
Additional Detail Prior to decommission	21 May 2020 FAQ Version 3
Legacy BroadCloud Customer Portals inaccessible for Commercial environments	7th December 2019 30th June 2020

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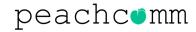## WHAT CHANGES WITH BRANDED URLS FOR BROADCLOUD PORTALS?

- As part of the retirement of legacy portals and to minimize impact to end customers, the existing banded URLs will be redirected to the new portals.

Portal Destination	Current URL	URL at Service Modification
Calling Admin Portal (formerly REP)	voip.peachcomm.com/rep	voip.peachcomm.com/cap* voip.peachcomm.com/rep* voip.peachcomm.com☦
Calling User Portal (formerly MyPhoneNext)	voip.peachcomm.com/myphonenext	voip.peachcomm.com/myphonenext voip.peachcomm.com/users*◊ voip.peachcomm.com/myphone◊
Service Provider Portal	voip.peachcomm.com login with partner account	voip.peachcomm.com login only supported with partner account
Legacy My Account	voip.peachcomm.com login with admin account	Not accessible☦
Legacy My Phone	voip.peachcomm.com/myphone	Not accessible☦

* Change from previous announcement.
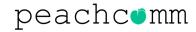◊ A future change post Service Modification.
☦ See next questions/answers for details on the login experience for admins and end users.

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WHAT ARE THE SIMILARITIES AND DIFFERENCES BETWEEN CALLING ADMINISTRATOR PORTAL AND MY ACCOUNT?

- To assist admins migrating from the legacy My Account to CAP (Rep), a detailed feature/functional mapping is outlined on the PeachComm website, linked here.

- This document also includes a list of the key enhancements of the new portal.

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WHAT ARE THE SIMILARITIES DIFFERENCES AND FUNCTIONAL MAPPINGS BETWEEN CALLING USER PORTAL AND MY PHONE?

- CUP (MyPhoneNext) is at feature parity with MyPhone, though with a much-improved interface and user experience.

- A detailed feature/functional mapping is outlined on the PeachComm website, link here.

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ARE THERE ANY CHANGES WITH PRICING AGREEMENTS?

- No, use of the Admin and End User portals are included with the service.

For Additional Support Email
support@peachcomm.com **OR**
Call us at 877-953-8741