

## Changing the package on a Customer Modem

Go to  
<https://am.america.net/>



### Affiliate Management

Welcome to Affiliate Management System

To access the Affiliate Management System, please [click here](#).

Login to your Affiliate management account



### Login to Affiliate Management

Enter Your Login and Password to Access Affiliate Management

Login

Password

Login

Select Change account type



### Affiliate Management

#### Main Menu

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Logout

The query feature is Case sensitive so you must enter the name as it was originally setup, (Cook,cook,COOK) will each return different results



## Change Account Type

**Account To Update** [Main Menu](#)

Customer Ass. Nbr.

Account Number

Customer Login

Last Name

First Name



## Change Account Type

**Account To Update** [Main Menu](#)

Customer Ass. Nbr.

Account Number

Customer Login

Last Name

First Name

**Account Information**

Full Name [John Doe]  
 Address [85 W Main]  
 [Mt Pleasant, UT [84647]]  
 [United States]  
 [Daytime: 435-555-5555]

Associated Number [ ]

Marketing Plan [Mt. Pleasant]  
 Account Type [20M/3M Data - 8 Devices]  
 Account Number [4161532]  
 Start Date [08/26/2015]

Change to Marketing plan

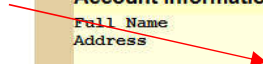
Package

**CMapp Broadband - 20M/3M**

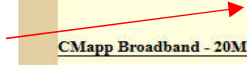
*Cable Modem Broadband with speed 20M/3Mbps*

MAC address [3060237062F4@cut.net]  
 Unique alphanumeric ID [Doe\_62F4]  
 Provision key = CM [\*\*\*\*\*]

Verify Customer Information



Change package to desired package





# Change Account Type

## Account To Update

[Main Menu](#)

Customer Ass. Nbr.

Account Number

Customer Login

Last Name

First Name

## Account Information

Full Name [John Doe]  
 Address [85 W Main]  
 [Mt Pleasant, UT [84647]]  
 [United States]  
 [Daytime: 435-555-5555]  
 Associated Number [ ]

Marketing Plan [Mt. Pleasant] →  
 Account Type [20M/3M Data - 8 Devices]  
 Account Number [4161532]  
 Start Date [08/26/2015]

Old package information will display here

Change to Marketing plan **Mt. Pleasant**  
**Package Advantage Max - 12M/1M - 8 Devices**

New package information will display here

The following modifications will be made to the account

	The services marked with this color that have entry fields will be created. Please enter the information necessary to create these services. Here is a summary of the services created. The number between brackets in the quantity of the service to create CMapp Broadband - 12M/1M (1)
	The services marked with this color will be permanently deleted. Here is a summary of the services deleted. The number between brackets is the quantity of services which will be deleted. CMapp Broadband - 20M/3M (1)

## CMapp Broadband - 20M/3M

*Cable Modem Broadband with speed 20M/3Mbps*

MAC address [3060237062F4@cut.net]  
 Unique alphanumeric ID [Doe\_62F4]  
 Provision key = CM [\*\*\*\*\*]

If you are changing Modems enter the new modem here

## CMapp Broadband - 12M/1M

*Cable Modem with speed 12M/1M*

MAC address @cut.net  
 Unique alphanumeric ID  ®  
 Provision key = CM

If you are using the same modem transfer the modem information from here to here

Click on update account to complete the change in package