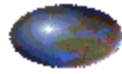1

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OmniNet:
The Internet Everywhere

Marketing Requirements Document

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Ver.	Date	Author	Description	Approved by	Approval date
0.1	June 13, 2003	Rex Black	First Draft		
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32**1. Scope**

33   This document specifies the requirements for a family of Internet
34   kiosks called Omninet. These kiosks shall provide cash, credit card, and
35   debit card customers with simple, fast, reliable Internet access in public
36   places for reasonable prices per minute of usage.

371.1 Terms Acronyms and Abbreviations

38For the purposes of this project, the following abbreviations apply:

AS	Application Server
Cable	Cable high-speed Internet connection at least 128 KBPS
CC	Credit card (for payment): American Express, Visa, or MasterCard
CS	Communication Server
DBMS	Database Management System (server)
DC	Debit card (for payment): PLUS or Cirrus networks.
DSL	Digital Subscriber Line high-speed Internet connection (either asymmetric or symmetric) at least 128 KBPS
IE	The Internet Explorer Internet browser
KBPS	Kilobits per second
Kiosk	The free-standing Omninet Internet access point
Linux	Red Hat Linux Release 8.0 operating system
Opera	The Opera freeware Internet browser
PIN	Personal Identification Number (for debit card)
PSTN	Public Switched Telephone Network Internet connection (ordinary dial-up connectivity) at least 50 KBPS
URL	Universal resource locator
WS	Web Server
WXP	Windows XP Professional operating system

391.2 Applicable Documents

40[1]   See the Omninet System Requirements Document for system design
41   requirements

42[2]   See the Omninet Screen Prototype Document for the kiosk and call
43   center screens (currently unavailable).

44

45**2. Required release date**

46The first set of 1,000 Omninet kiosks shall be live, accepting payment and 47accessing the Internet, as of the financial third quarter.

48**3. Description of requirements**

493.1 <u>General technical requirements</u>

50Omninet shall give customers in airports, malls, theaters, and other public 51places access to the Internet.

52Omninet shall provide call center agents with access to information about 53current and past kiosk sessions, as well as the ability to control current 54sessions.

553.1.1   Welcome

56Between sessions, each Omninet kiosk shall display an inviting welcome 57message (see screen prototype K.1).

583.1.2   Payment

59Once a user navigates past the Welcome screen, the kiosk shall give the user 60the option to purchase a block of browser time in the Payment screen (see 61screen prototype K.2). The kiosk shall sell blocks of time in five (5) minute 62increments, up to one (1) hour.

63The system accepts the following forms of payment:

64▪   Cash (bills only) (see screen prototype K.3)

65▪   Credit card (American Express, Visa, or Mastercard only) (see screen
66   prototype K.4 and K.7)

67▪   Debit card (PLUS or Cirrus networks only) (see screen prototype K.5
68   and K.7)

69Once the current block of time is within sixty (60) seconds of expiration, the 70kiosk shall pop up a message asking if the user wants to purchase more time 71(see screen prototype K.9).

723.1.3   Internet Browser

73At the Welcome screen, each Omninet kiosk shall provide the user with a 74choice of the latest version of Netscape, Opera, or Internet Explorer 75(available on Windows kiosks only).

763.1.4   Performance

77On kiosks operating with a PSTN connection, users shall have greater than 7850 KBPS connection speed.

79On kiosks operating with DSL or cable connections, users shall have greater 80than 128 KBPS connection speed.

81### 3.1.5   Localization

82Each Omninet kiosk shall be configured to operate in the primary local 83language for its installed locale.

84In locales where multiple languages are commonly used, the Welcome 85screen shall present the user with the option to select the language for the 86session.

87Each Omninet kiosk browser shall be configured to support all languages 88supported by the operating system and browser.

89### 3.1.6   Content Control

90Because Omninet users will access the Internet in public places, Omninet 91shall implement site blocking that prevents the display of pornographic, 92objectionable, lewd, obscene, or violent material.

93Omninet shall protect each kiosk against sending or receiving a virus, worm, 94or other malicious code.

95### 3.1.7   Session Termination

96Users may terminate sessions in one of two ways:

97▪   Logging out (no refund is given for unused time)

98▪   Allowing time to expire.

99### 3.1.8   Confidentiality

100To protect user confidentiality—e.g., URLs visited—once a session 101terminates, each kiosk shall clear all cookies and other downloaded files, 102clear the URL history, exit the browser, and restart the browser at the 103Welcome screen.

104## 3.2 <u>Administration</u>

105### 3.2.1   Software Updates

106Under ordinary circumstances, software updates will take place 107automatically. At 2:00 AM local time, each kiosk shall connect to the server 108farm and ask for updates. Those updates include:

109▪   Operating system or browser patches

110▪   New network, modem, or graphics drivers

111▪   New logos

112▪   Updated per-minute payment rate tables

113▪   Virus, worm, malicious code, or other firewall definitions

114▪   Blocked Web sites.

115If there are no updates available, the kiosk shall disconnect.

116If the update application on the application server tells the kiosk that it is
117overloaded, the kiosk shall disconnect, then retry at a later time. The delay
118for retry is a random period between ten (10) and sixty (60) minutes.

119Call center agents may also push software updates to kiosks.

1203.2.2   View Kiosks

121Call center agents shall be able to browse a list of kiosks. For each kiosk, call
122center agents shall be able to see:

123▪   Current operating system version

124▪   Current browser version

125▪   Total uptime since installation

126▪   Total update since last software update

127▪   Number of crashes, reboots, or other hard failures since last software
128   update.

129Kiosks shall connect to the server farm once per hour to report status.

130If a kiosk is not connected to the server farm, the call center agent may force
131a connection to check status.

132If a kiosk is down, that kiosk shall show up at the top of the list of kiosks,
133highlighted in red.

1343.2.3   View Users

135For those kiosks that have active users, call center agents shall have access
136to the following information:

137▪   Current and past URLs.

138▪   Credit or debit card number (if applicable)

139▪   Name (if available from credit card validation)

140▪   Amount paid for this session

141▪   Blocks of time purchased

142▪   Previous session (if available from credit card number and name)

143▪   Paid time remaining

3.2.4 Modify User

Call center agents shall be able to modify a user's session by adding blocks of time.

Supervisory override is required for an agent to add more than sixty (60) minutes of time per day.

3.2.5 Terminate User

If a call center agent believes that a user is engaged in illegal, inappropriate, or fraudulent use of a session, the agent may terminate that session.

The user shall receive a refund for any unused time at the point of termination.

The user shall receive a message that the session was terminated for inappropriate activity. The message shall specify the amount of the refund.