

# Enhanced Billing Information



## User Guide

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# CHAPTER 1 - General Information

## 1. Overview

Enhanced Billing Information System v1.0 (Enhanced Billinfo) provides web-based, real-time access to Southwestern Bell support systems, making it possible to view billing data and other information regarding services purchased from Southwestern Bell by:

- Telephone Number/BTN (Master, Bill-On, Working, or Consolidated)
- MCN (Master Customer Number)
- OCN (Operating Company Number)
- BAN (Billing Account Number)
- ACNA (Access Carrier Name Abbreviation)
- AECN (Alternate Exchange Carrier Number)
- Circuit ID

There are mainly 2 types of services available in Enhanced Billinfo, for which reports are available. These are Exchange Services and Access Services.

Exchange information is available for the most recent billing period and for each of the previous three months.

Information that can be viewed for Exchange Services includes:

- Sections of the Bill
- Payments and Adjustments
- Customer Service Record (CSR or 2733 report)
- Subscription reports

Access information is available for the most recent billing period and up to the last 23 months.

Information that can be viewed for Access Services includes:

- Sections of the Bill
- Account Status
- Customer Service Record (CSR or 2733 report)

To use this application, you must have a Southwestern Bell Toolbar user ID with authority to access Bill Information. If you already have a Southwestern Bell Toolbar user ID, access to Bill Information can be added to your list of authorized applications.

## 2. Southwestern Bell Logon User ID and Password

To ensure data security, user IDs and passwords are used to gain access to Bill Information. **Do not share your password with others.**

Security is enforced through use of ACNA, AECN and MCN/OCN lists. Upon logon, an operator's user ID is validated against a master list of IDs. Bill Information then uses this user ID to populate drop down lists that appear on the Exchange Services (MCN[s]/OCN[s] list) and Access Services (ACNA[s]/AECN[s] list) tabs of the Account Selection window. To access information for an account, it must be coded with an MCN/OCN or ACNA/AECN that appears in these lists.

Passwords expire every 30 days. When a password expires, a dialog box requesting entry of a new password is displayed. If you make a mistake when entering your user ID or password, a message prompting you to try again is displayed.

A password must:

- be six to eight characters in length
- contain at least one letter
- contain at least one number or special character from the set listed below:

` ~ ! @ # \$ % ^ & \* ( ) - \_ = + [ ] { } | ; : ' " < > , . / ?

- not contain a number or special character in the first or last position
- not be left blank
- not duplicate the user ID entered with it

Password rules are enforced by Toolbar security. If you try to use a password that does not meet these criteria an error message, "Invalid Request -- Password illegal" or "Response rejected Invalid User ID/Password" is displayed. A password cannot be re-used for six months.

Operators are allowed three logon attempts per session. A third unsuccessful logon attempt results in the display of a message that indicates you have exceeded the maximum number of allowable logon attempts. When this happens the password is revoked and the logon window is closed. To have your user ID and password reset after this occurs, contact Southwestern Bell On-line customer support.

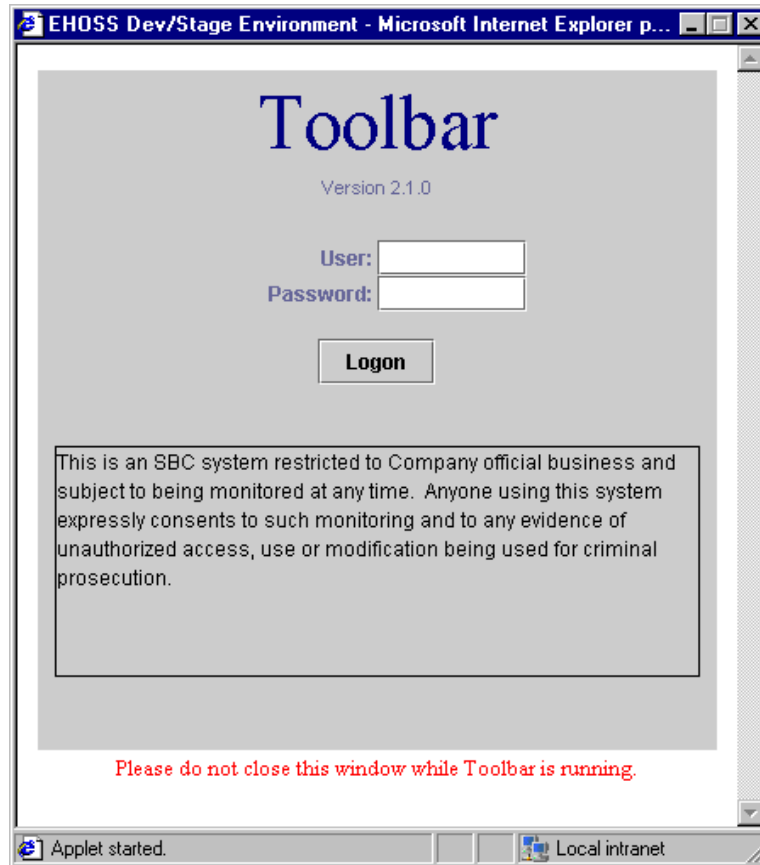
### **Changing Your Password**

The Password security is now maintained within the Toolbar application. Refer to the Toolbar documentation for information on changing passwords.

### 3. System Logon



After connecting to the SBC Web Toolbar page, click the icon . The System Logon window is displayed. It looks like this:



**System Logon Window**

To log-on to Bill Information:

1. Type your user ID in the User ID field.
2. Type your password in the Password field. (Passwords are not displayed.)
3. Click on “Logon” to begin the logon process that validates your access to the Web Toolbar. The following screen will appear:



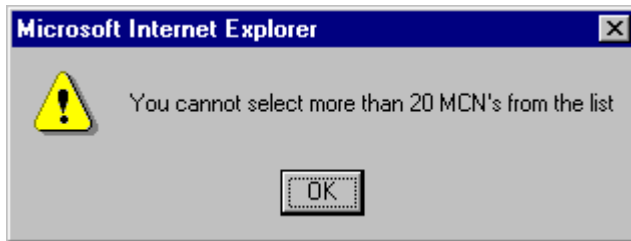
4. Click on “Bill Information” icon in Toolbar.

## 4. Error Messages

There are three types of Error messages that are used to inform the user about some error in the data entered, performed action or the response from the server for the data supplied.

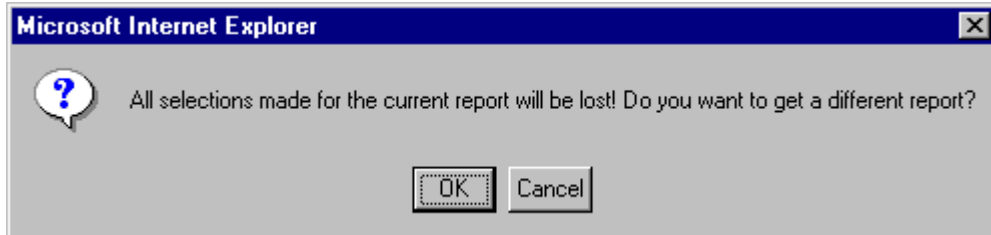
### Alert Message:

This type of message is used to perform screen validations that warn the user about the error in the data entered by the user. These errors can be if no data is provided, incorrect data supplied, etc. An example of the Alert message is shown.



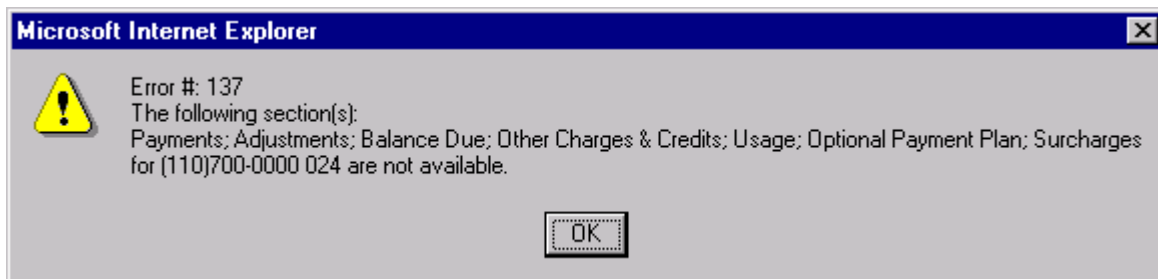
### Confirm Message:

Confirm messages are used to inform the user that the specific action performed will have certain implications and based on the response provided it either proceeds with the action or reverts back to the earlier screen. An example of Confirm message is shown.



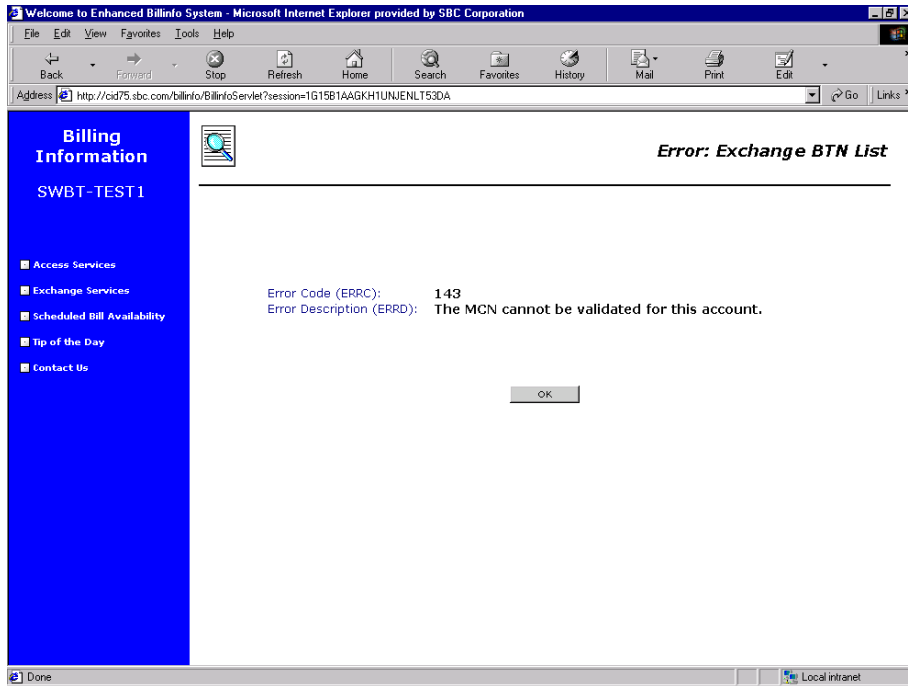
### Server Response Messages:

When partial information is returned from the server, an alert message will be displayed to explain which information is missing in the response. An example of response alert is shown.



Server response error screen is displayed if no data is returned. The screen will not be opened if at least one match is found for the search criteria. Server response message screens are used to display error messages returned from the

server based on the data supplied to the server. The error message will have an error id and a description of the error. The error id will also show up in the header of the error screen. Errors can happen when the supplied data does not return any data from the server or the server is down, etc. Clicking the OK button will take you to the previous screen. An example of the error screen is shown.



**BTN/BAN List Retrieval Errors:**

Depending on criteria defined in the Exchange or Access services tab of the Account Selection window, it may not be possible to retrieve a list of BTN(s)/BAN(s). The following error messages may be displayed:

ERROR MESSAGE	EXPLANATION/ACTION	RESULT
"No data is available."	1. An account matching the criteria defined in the Account Selection window could not be found in the Southwestern Bell database. <b>ACTION:</b> Try a valid account. <i>or</i> 2. One or more of the Southwestern Bell computer services required to retrieve the requested list is not available. <b>ACTION: Resubmit your list request again</b> a few minutes later, or when you know the Southwestern Bell computer service(s) required is/are again accessible.	A BTN/BAN List is not displayed.
"You are not authorized to view the requested data."	The Telephone Number or Circuit ID entered in the Account Selection window is assigned to an account whose	A BTN/BAN List is not displayed.



	Bill Information you are not allowed to access. <b>ACTION:</b> Enter only information for your accounts.	
"The following data center regions are unavailable: REGION" (where REGION can = Houston, Dallas, St. Louis, etc.)	One or more Southwestern Bell regional data centers is not accessible. <b>ACTION: Resubmit your list request again</b> a few minutes later, or when you know the data center for the displayed region(s) is/are again accessible.	1. A BTN/BAN List is not displayed. <i>or</i> 2. A partial BTN/BAN List is displayed. It consists only of accounts from data centers that were accessible when the request was submitted.

### Report Retrieval Error Messages:

Depending on information availability, it may not be possible to retrieve one or more reports selected in tabs of the Exchange or Access Account Report Selection window. The following error messages may be displayed:

ERROR MESSAGE	EXPLANATION/ACTION	RESULT
"The following sections/reports are unavailable: REPORT, REPORT, REPORT " (where REPORT can = Bill Summary, Payments & Adjustments, C01, S05, CSR, etc.)	1. Information necessary to create the report(s) identified in this message could not be found in the Southwestern Bell database. <b>ACTION:</b> The specific report requested has not been subscribed to. <i>or</i> 2. One or more of the Southwestern Bell computer services required to retrieve the requested report(s) is/are not available. <b>ACTION: Resubmit your report request again</b> a few minutes later, or when you know the Southwestern Bell computer service(s) required is/are again accessible.	Report(s) identified in this message are not displayed. Reports requested, but not identified in the error message are displayed.
"The following data center region is unavailable: REGION" (where REGION can = Houston, Dallas, St. Louis, etc.)	The Southwestern Bell regional data center where information for the account is stored is not accessible. <b>ACTION: Resubmit your report request again</b> a few minutes later, or when you know the data center for the displayed regions is again accessible.	No reports are displayed.

### 5. Sorting Lists

Access Account BAN lists can be sorted by BAN, AECN or ACNA. Exchange Account BTN lists can be sorted by BTN, MCN/OCN or status. Sorts can be performed in ascending (first record to last) or descending (last record to first) sequence. To sort a list in ascending sequence, position the mouse over the arrow symbol (▲) on the left side



of the header of the field that is to be sorted and click the left mouse button. To sort a list in descending sequence, click on the arrow symbol ( ) on the right side of the header.

## **6. Hours of Availability**

Bill Information can be accessed between:

- 6:00 a.m. - 11:30 p.m. (Central Time) Monday through Friday
- 7:00 a.m. - 6:00 p.m. (Central Time) Saturday

**Bill Information is not accessible on Sundays.**

## **7. Help Desk**

Help Desk personnel can:

- help you establish and maintain a user ID
- answer questions about Bill Information
- help you configure your computer and modem
- answer questions about private line and dial-up access to Bill Information

### **Competitive Local Exchange Carriers (CLEC[s])**

Help Available: 24 hours a day, 7 days a week  
Help Desk Number: 314-235-7225

### **All Other Customers**

Help Available: 7 a.m. to 5 p.m. (Central Time) Monday through Friday  
Help Desk Numbers: 800-262-6672 (toll free) or 314-235-9282 (St. Louis, MO)

## CHAPTER 2 - Bill Information Screens

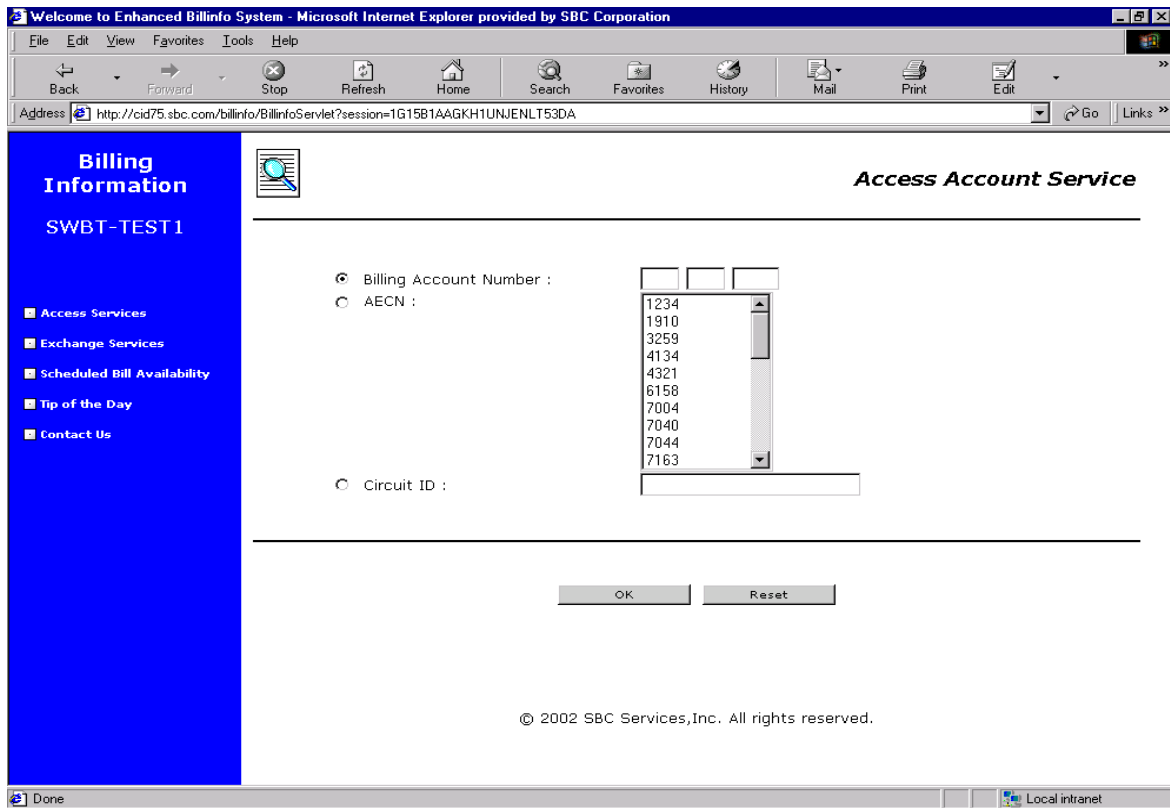
### 1. Access Services

The Access Service screen is used to define the type of search you would like to conduct and the specific data coded for accounts you want to include in a BAN list. Clicking the Access Services link from the Menu screen can open the Access Selection screen. Access Services link will be opened as a default screen if the users are 'IXC', 'TST' or 'INT'. The Access Services screen differs depending upon the type of the user. For CLEC users, a list of AECN's associated with the user is displayed, otherwise a list of ACNA's are displayed.

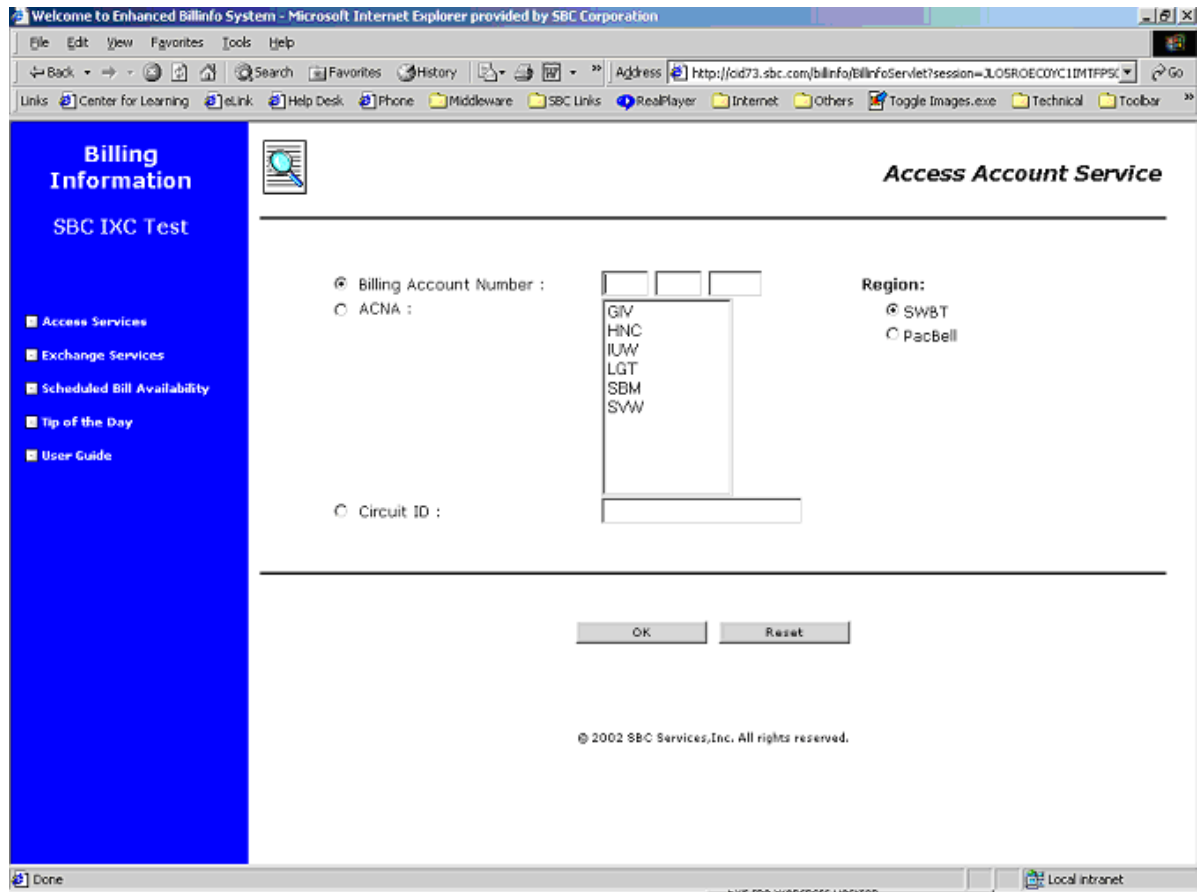
Search can be performed by (a list can be obtained by):

- AECN
- ACNA
- BAN
- Circuit ID

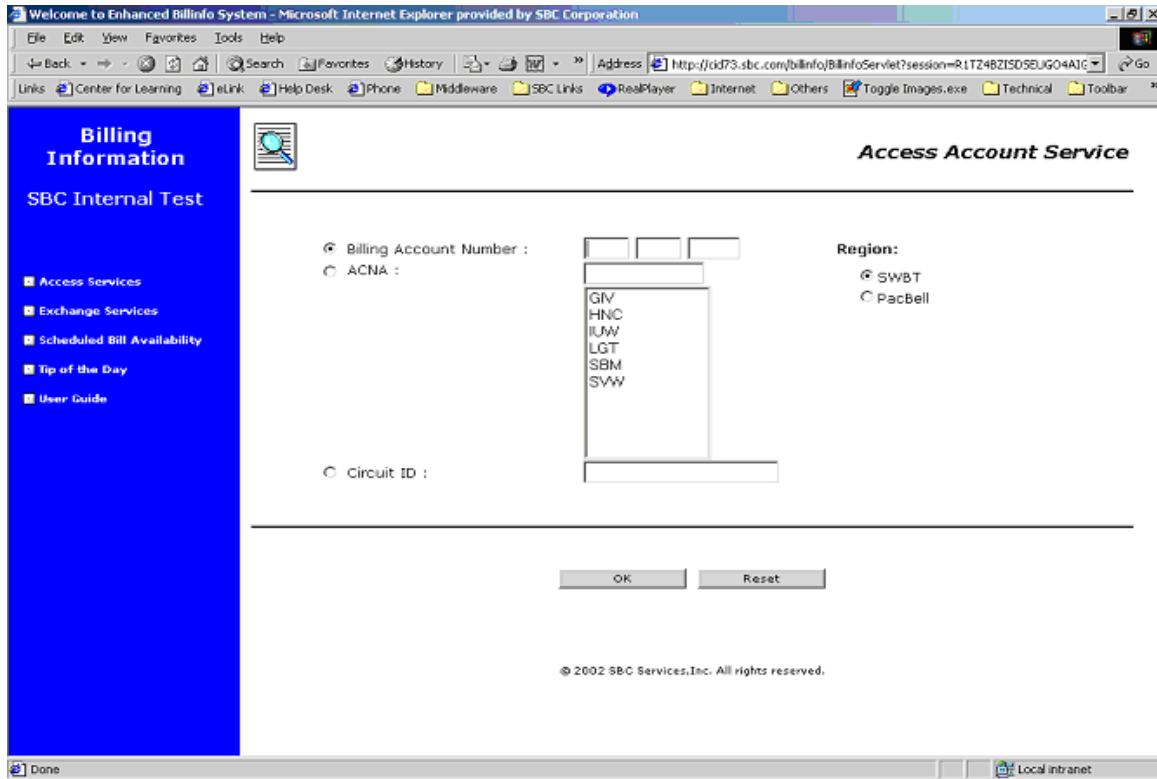
Access Account Service Screen looks like this (shown below) for CLEC users. A list of AECN is displayed and the search options available are Billing Account Number, AECN and Circuit ID.



Access Account Service Screen looks like this (shown below) for all users excluding CLEC and 'INT'. A list of ACNA is displayed and the search options available are Billing Account Number, ACNA and Circuit ID.



Access Account Service Screen looks like this (shown below) for 'INT' users. Apart from the list of ACNA's, BAN and Circuit ID fields, an input field is available to enter the ACNA.



### General Screen Capabilities:

Only one radio button among BAN, ACNA/ACEN or Circuit ID can be selected at a time.

You can enter data in the fields alongside the Billing Account Number and Circuit ID radio buttons. Partial searches by BAN or Circuit ID are not permitted. At least 10 characters are needed for BAN to do the search.

For 'INT' users the screen should have the capability to type in the ACNA apart from selecting from the list box. The data entered in the field should match a value in the list box associated for ACNA or AECN. You can select up to 20 ACNA(s)/AECN(s) from the drop down list located alongside the ACNA/AECN radio button.

Region along with the radio buttons will be displayed for 'IXC', 'TST' and 'INT' users. The default region is SWBT. If PacBell is selected the Circuit ID radio button and Exchange Service and Scheduled Bill Availability links on the Menu are disabled.

Data entered in a field, and drop down list selections, are only used to perform a search when the radio button associated with them is selected. A field may contain data, but if the radio button alongside it is not selected at the time you submit your list request, it is not used to find and include accounts in the BAN list.

**OK button:** After the screen validations, the appropriate BAN list page is opened.

**Reset button:** Clears screen and allows user to enter information on screen as if they had just entered the screen.

## 2. Exchange Services

The Exchange Services screen is used to define the type of search you would like to conduct and the specific data coded for accounts you want to include in a BTN list. Exchange Services screen is provided as the default screen for all users except for 'IXC', 'TST' or 'INT'. The Exchange Selection screen can also be opened when the Exchange Services link from the Menu screen is clicked. For 'INT' users the screen should have the capability to enter the MCN in the input field apart from selecting from the list box.

Search can be performed by (a list can be obtained by):

- Telephone Number
- MCN/OCN
- Circuit ID

Exchange Account screen looks like this (shown below) for all users except 'INT'. A list of MCN(s)/OCN(s) are displayed in the list box alongside the radio button for MCN/OCN and the search options available are Billing Account Number, MCN/OCN and Circuit ID.

The screenshot shows a web browser window titled "Welcome to Enhanced Billinfo System - Microsoft Internet Explorer provided by SBC Corporation". The address bar shows the URL: `http://cid73.sbc.com/billinfo/BillInfoServlet?session=ECA:PT1GF1KMORSKFJLTSWBQ`. The page content is divided into a blue sidebar on the left and a main content area on the right.

**Billing Information**  
SWBT-TEST1

- Access Services
- Exchange Services**
- Scheduled Bill Availability
- Tip of the Day
- Contact Us

**Exchange Account Service**

Telephone Number : [ ][ ][ ]

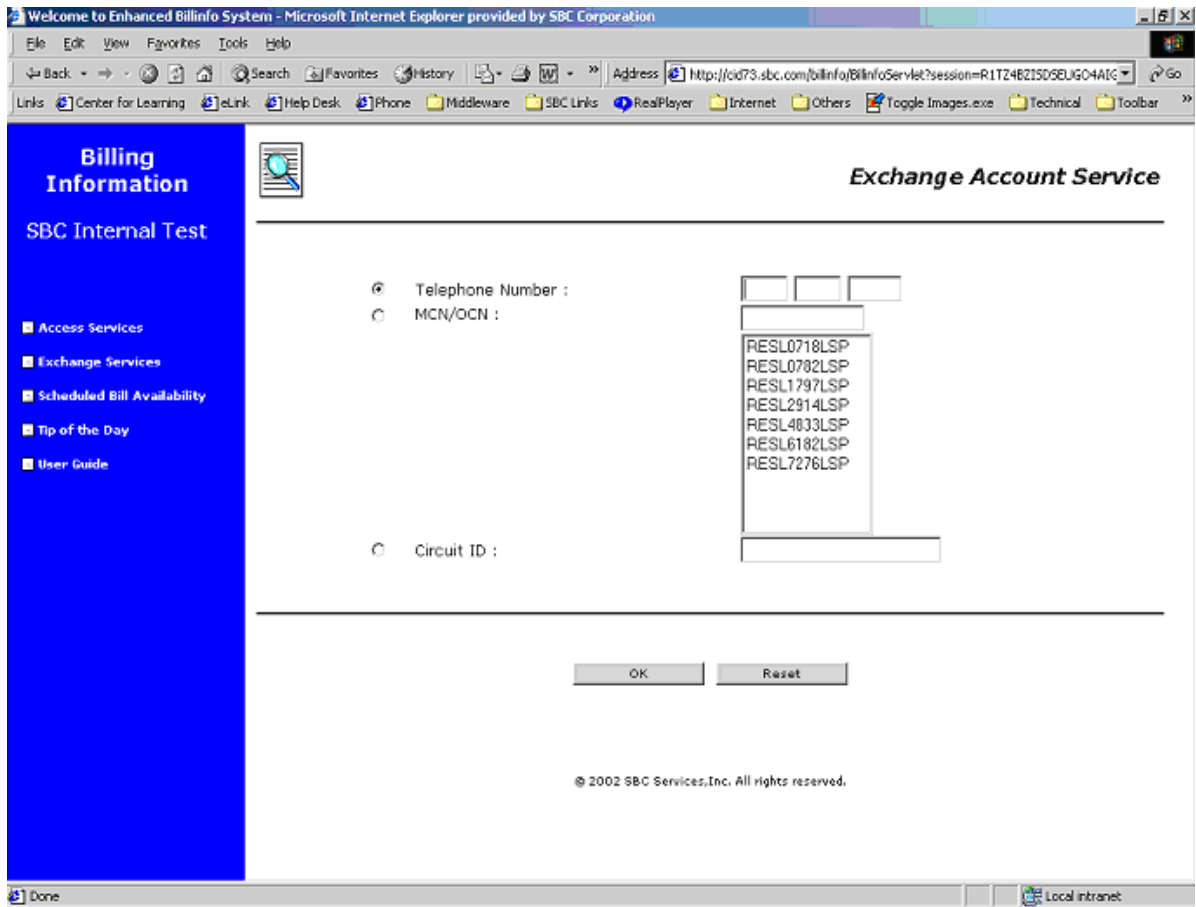
MCN/OCN : [RESL1234LSP  
RESL1910LSP  
RESL3259LSP  
RESL4134LSP  
RESL4321LSP  
RESL6158LSP  
RESL7004LSP  
RESL7040LSP  
RESL7044LSP  
RESL7163LSP]

Circuit ID : [ ]

[OK] [Reset]

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Exchange Account screen looks like this (shown below) for 'INT' users. Apart from the list of MCN(s)/OCN(s), Billing Account Number and Circuit ID, an input field is available to enter the MCN/OCN. The MCN/OCN entered in this field should match a MCN/OCN in the list provided.



**General Screen Capabilities:**

Only one radio button among Telephone Number (BTN), MCN/OCN or Circuit ID can be selected at a time.

You can enter data in the fields alongside the Telephone Number and Circuit ID radio buttons. Partial searches by Telephone Number or Circuit ID are not permitted. At least 10 characters are needed for Telephone Number to do the search.

For 'INT' users the screen should have the capability to type in the MCN/OCN apart from selecting from the list box. The data entered in the field should match a value in the list box associated for MCN/OCN. The matched value should appear on top of the list in the list box. You can select up to 20 MCN(s)/OCN(s) from the drop down list located alongside the MCN/OCN radio button.

Data entered in a field, and drop down list selections, are only used to perform a search when the radio button associated with them is selected. A field may contain data, but if the radio button alongside it is not selected at the time you submit your list request, it is not used to find and include accounts in the BTN list.

**OK button:** After the screen validations, the appropriate BTN list page is opened.

**Reset button:** Clears screen and allows user to enter information on screen as if they had just entered the screen.

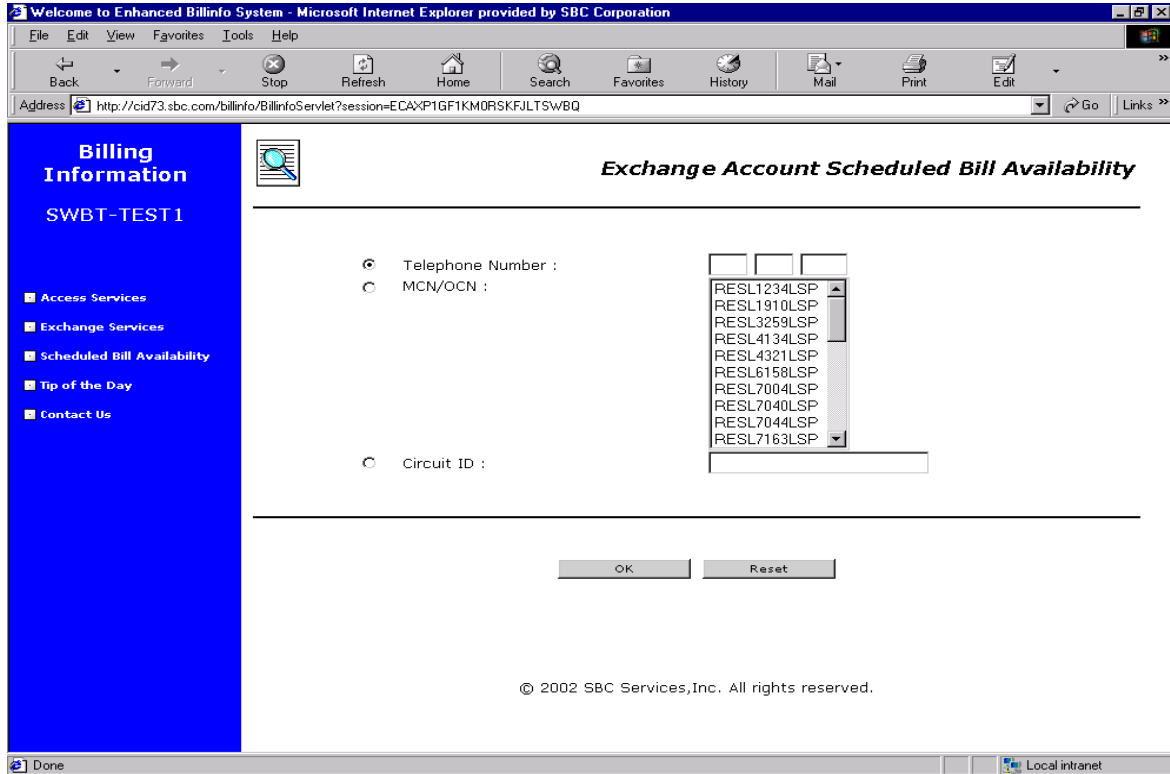
### 3. Scheduled Bill Availability

The Exchange Account Scheduled Bill Availability window is used to select an exchange account or a list of exchange accounts for which you wish to retrieve a list of when the next bill should be available for each billing telephone number. This should help reduce the need to access each billing telephone number to see if the new bill has been generated. For 'INT' users the screen should have the capability to enter the MCN apart from selecting from the list box.

Search can be performed by (a list can be obtained by):

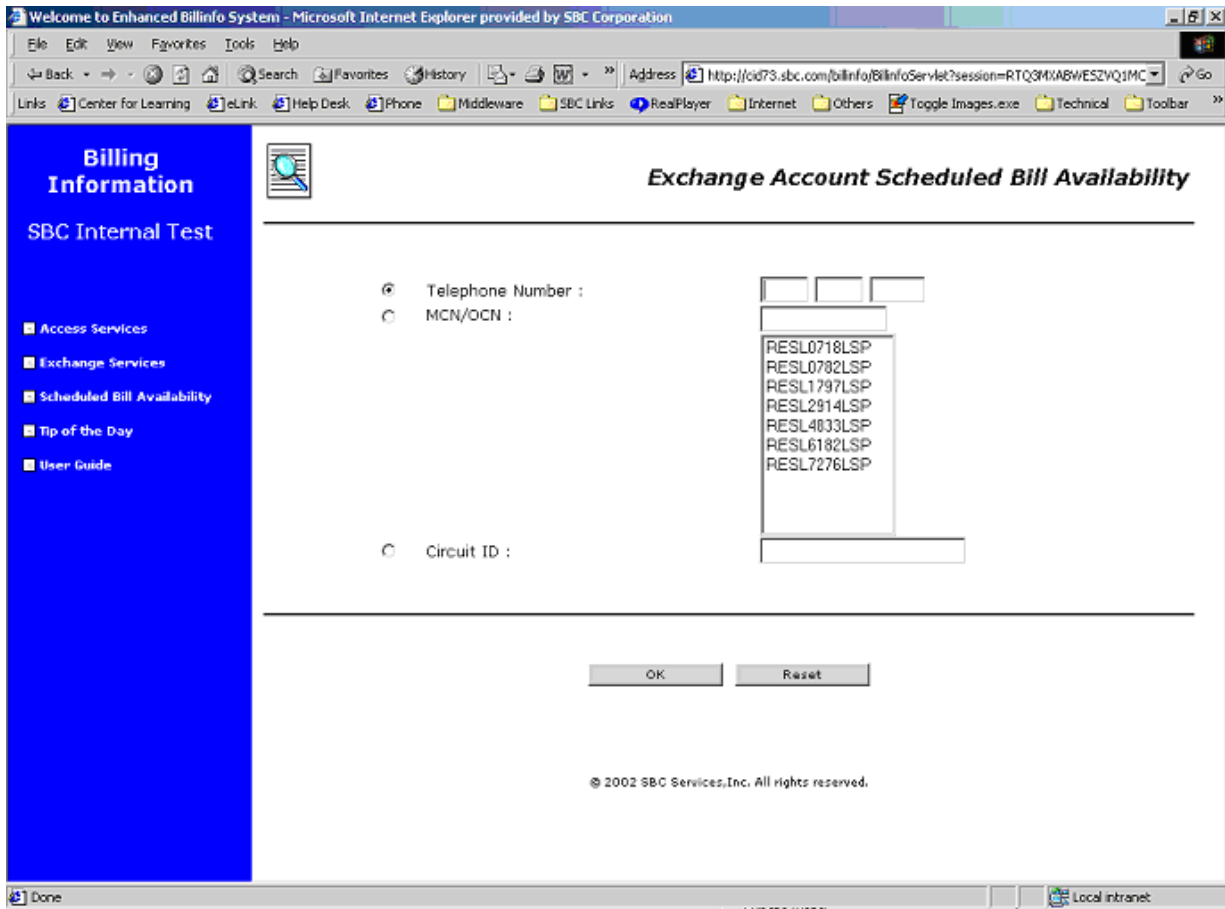
- Telephone Number
- MCN/OCN
- Circuit ID

Exchange Account Scheduled Bill Availability screen looks like this (shown below) for all users except 'INT'. A list of MCN(s)/OCN(s) are displayed in the list box alongside the radio button for MCN/OCN and the search options available are Billing Account Number, MCN/OCN and Circuit ID.



Exchange Account Scheduled Bill Availability screen looks like this (shown below) for 'INT' users. Apart from the list of MCN(s)/OCN(s), Billing Account Number and Circuit ID, an input field is available to enter the MCN/OCN.





### General Screen Capabilities:

Only one radio button among Telephone Number (BTN), MCN/OCN or Circuit ID can be selected at a time.

You can enter data in the fields alongside the Telephone Number and Circuit ID radio buttons. Partial searches by Telephone Number or Circuit ID are not permitted. At least 10 characters are needed for Telephone Number to do the search.

'INT' users can enter the MCN/OCN apart from selecting from the list box. The data entered in the field should match a value in the list box associated for MCN/OCN. The matched value should appear on top of the list in the list box. You can select up to 20 MCN(s)/OCN(s) from the drop down list located alongside the MCN/OCN radio button.

Data entered in a field, and drop down list selections, are only used to perform a search when the radio button associated with them is selected. A field may contain data, but if the radio button alongside it is not selected at the time you submit your list request, it is not used to find and include accounts in the BTN list.

**OK button:** After the screen validations, the appropriate BTN list page is opened.

**Reset button:** Clears screen and allows user to enter information on screen as if they had just entered the screen.

## 4. Tip of the Day

A Billing Information operator tip is displayed in a Tip of the day window.

**OK button:** After the screen appears, this button will close the screen.

## 5. Access Service BAN List

The Access Service BAN screen will be opened when the user clicks OK from the Access Services Selection screen. The Access Account BAN List screen displays a list of accounts that meet criteria defined by an operator in the Access Services selection screen. Use this screen to select an account for which you wish to retrieve Bill Information.

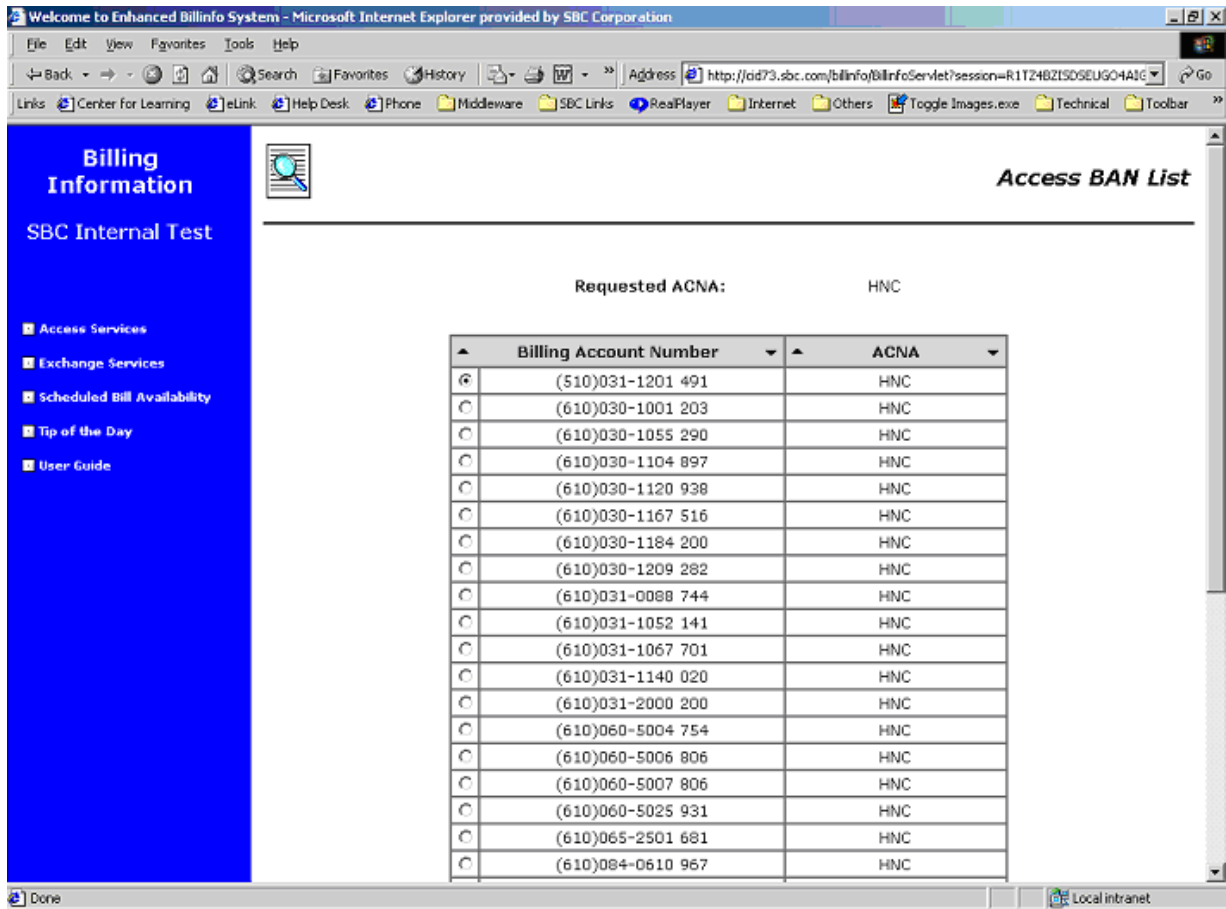
The Access Account BAN List screen looks like this (shown below).

Requested AECN: 1234

Billing Account Number	AECN
(110)700-0000 024	1234
(210)700-0000 014	1234
(310)702-4050 050	1234
(510)702-8889 090	1234
(610)702-9999 999	1234

OK Cancel

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### General Screen Capabilities:

This screen will be opened only if at least one match is found for the search criteria provided in the previous access account selection screen. Error screen is displayed if no data is returned instead of BAN list screen.

Only one item/number can be selected from the list box. The first item will be selected as default when the page opens.

If search criteria was by BAN, Circuit ID, ACNA or AECN the selected values will be displayed on the screen.

Sort functionality is provided to the list box to sort by Billing Account Number, ACNA or AECN by clicking the arrow symbol in the header associated with the column.

At least one item should be selected from the list box to proceed to the report selection screen.

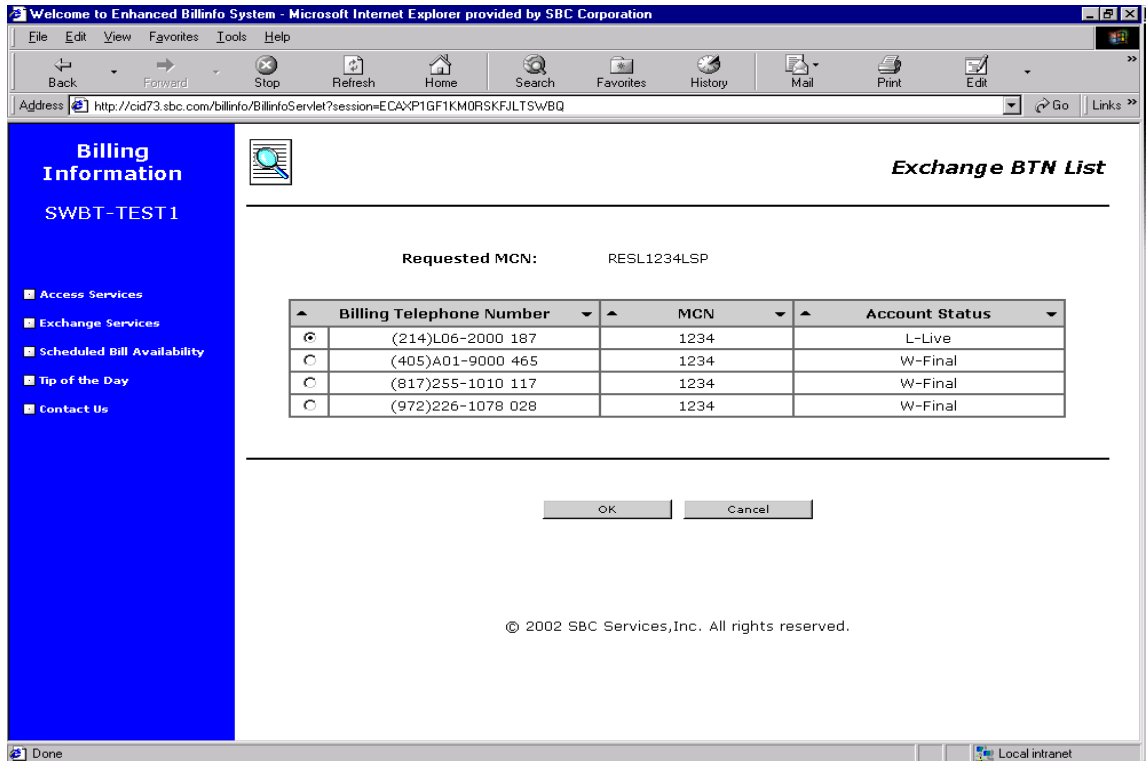
**OK button:** After the screen validations, the appropriate report selection page is opened.

**Cancel button:** Return to the previous screen.

## 6. Exchange Service BTN List

The Exchange Service BTN List screen will be opened when the user clicks OK from the Exchange Account Service screen. The Exchange Account BTN List screen displays a list of account(s) that meet criteria defined by an operator in the Exchange Services selection screen. This screen is used to select an account(s) to view detailed billing information.

The Exchange Account BTN List screen looks like this (shown below).



### General Screen Capabilities:

This screen will be opened only if at least one match is found for the search criteria provided in the previous exchange account selection screen. Error screen is displayed if no data is returned instead of BTN list screen.

Only one item/number can be selected from the list box. The first item will be selected as default when the page opens.

If the search criterion was by MCN, Telephone Number or Circuit ID, the selected values will be displayed on the screen.

There is sort functionality for the list box that is provided by default when more than one row appears in the list box. It is possible to sort the list box by MCN, Billing Telephone Number, and status. This is done by clicking the arrow symbol in the header of the field that is to be sorted at the top of the list box.

At least one item must be selected from the list box to proceed to the Exchange Account Report Selection screen.

**OK button:** After the screen validations, the appropriate report selection page is opened.

**Cancel button:** Return to the previous screen.

## 7. Scheduled Bill Availability BTN List

The Scheduled Bill Availability BTN List screen will be opened when the user clicks OK from the Exchange Account Scheduled Bill Availability screen. The Scheduled Bill Availability BTN List screen displays a list of account(s) that meet criteria defined by an operator in the Exchange Account Scheduled Bill Availability screen. This screen is used to select an account(s) to view detailed billing information.

The Scheduled Bill Availability BTN List screen looks like this (shown below).

**Billing Information**  
SWBT-TEST1

- Access Services
- Exchange Services
- Scheduled Bill Availability
- Tip of the Day
- Contact Us

**Exchange BTN List**

Requested MCN: RESL1234LSP

	Billing Telephone Number	MCN	Account Status	Scheduled Bill Availability
<input checked="" type="radio"/>	(214)L06-2000 187	1234	L-Live	20020209
<input type="radio"/>	(405)A01-9000 465	1234	W-Final	20020207
<input type="radio"/>	(817)255-1010 117	1234	W-Final	20020209
<input type="radio"/>	(972)226-1078 028	1234	W-Final	20020118

OK Cancel

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### General Screen Capabilities:

This screen will be opened only if at least one match is found for the search criteria provided in the previous exchange account selection screen. Error screen is displayed if no data is returned instead of BTN list screen.

Only one item/number can be selected from the list box. The first item will be selected as default when the page opens.

If the search criterion was by MCN, Telephone Number or Circuit ID, the selected values will be displayed on the screen.

There is sort functionality for the list box that is provided by default when more than one row appears in the list box. It is possible to sort the list box by MCN, Billing Telephone Number, Scheduled Bill Availability, and status. This is done by clicking the header of the field that is to be sorted at the top of the list box.

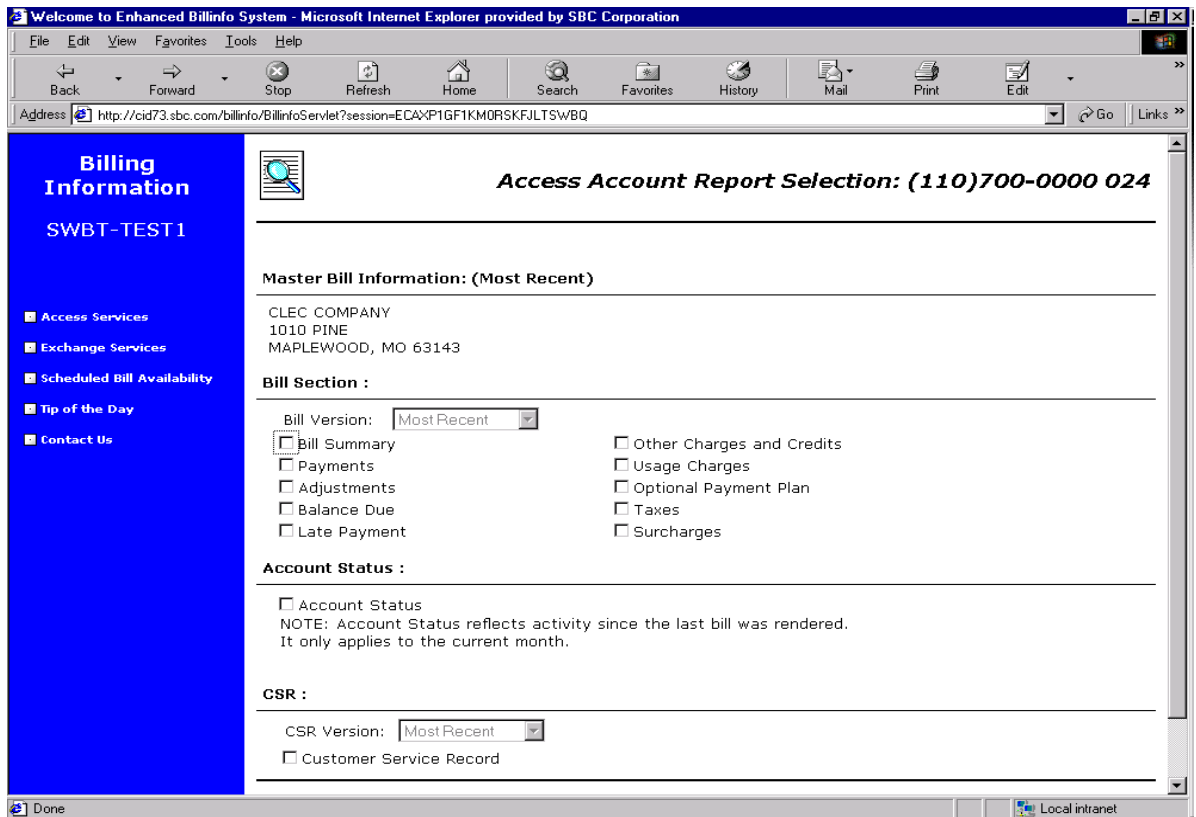
At least one item must be selected from the list box to proceed to the Exchange Account Report Selection screen.

**OK button:** After the screen validations, the appropriate report selection page is opened.

**Cancel button:** Return to the previous screen.

## 8. Access Service Report Selection

The Access Account Report Selection window is used to define and select the Billing Information reports you wish to retrieve for an account. This screen is displayed after a BAN is selected in the Access Account BAN List screen. The telephone number for the selected account is displayed in the title of this screen, after the colon (:).



### General Screen Capabilities:

At least one checkbox should be checked to obtain a report.

**OK button:** Opens the first requested report page.

**Reset button:** Clears the current selection in the page and the drop down fields are set to “most recent” and disabled.

## 9. Exchange Service Report Selection

The Exchange Account Report Selection screen is used to define and select the Billing Information reports you wish to retrieve for an account. This screen is displayed after a BTN is selected in the Exchange Account BTN screen. The telephone number for the selected account is displayed in the screen title, after the colon (:).

The Exchange Account Report features a Master Bill Information section and four kinds of reports for the users to select:

- Exchange Bill report
- Payments & Adjustments Report
- Subscription Report
- CSR Report

For CLEC users, the Subscription Report section will include 3 subsections, which are:

- Telecommunications Service reports
- Other Charges and Credits reports
- Tax Summary

For all other users except CLEC, the Subscription Report section will include 5 subsections, which are:

- Telecommunications Service reports
- Other Charges and Credits reports
- Tax Summary
- Long Distance Service reports
- Departmental Customer Billing reports

Welcome to Enhanced Billinfo System - Microsoft Internet Explorer provided by SBC Corporation

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://cd75.sbc.com/bilinfo/BilInfoServlet?session=L023FH5QZIHFFQM/DF Go

Links Center for Learning eLink Help Desk Phone Middleware SBC Links RealPlayer Internet Others Toggle Images.exe Technical Toolbar

---

**Billing Information**

SWBT-TEST 1

- Access Services
- Exchange Services
- Scheduled Bill Availability
- Tip of the Day
- User Guide

---

**Exchange Account Report Selection: (214)M01-0003 513**

---

**Master Bill Information: (Most Recent)**

MCI WORLDCOM  
6929 N LAKEWOOD AVE  
MD 3.1-103D  
TULSA OK 74117-1808

---

**Bill :**

Bill      Bill Version: (Most Recent) ▾

---

**Payments & Adjustments :**

Payments & Adjustments

---

**Subscription Reports :**

<input checked="" type="radio"/> Telecommunications Service	<input type="checkbox"/> Summary of Service by Service Type (S01)
<input type="radio"/> Other Charges and Credits	<input type="checkbox"/> Detail Service Analysis by Telephone Number (S02)
<input type="radio"/> Tax Summary	<input type="checkbox"/> Detail Service Analysis by Service Type (S03)
	<input type="checkbox"/> Detail Analysis of Data Service (S04)
	<input type="checkbox"/> Additional Service Information (S05)

---

**CSR :**

Customer Service Record

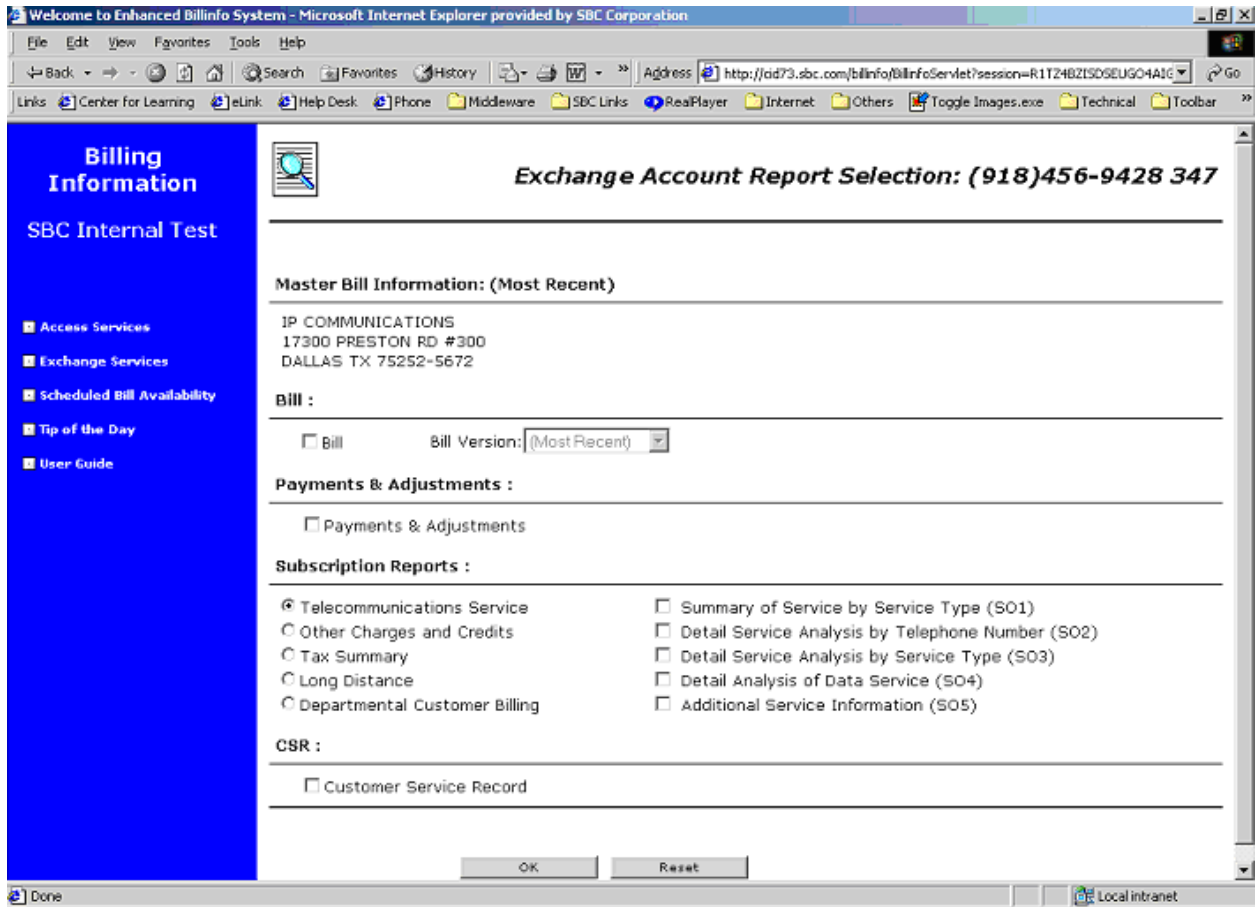
---

OK      Reset

---

Done      Local Intranet





For Subscription Report, the subsections are displayed along with a radio button. Only one subsection can be selected at a time. The following are some sample screens for the Exchange Report Selection.

### General Screen Capabilities:

**OK button:** After the screen validations, the appropriate report page is opened if you click OK. If you wanted to create more than one report, the first report will be shown.

**Reset button:** Clears the current selection in the page and the drop down fields are set to “most recent” and disabled.

## **CHAPTER 3 – Billing Information Reports**

### **1. Access Service Report**

After the desired reports are selected in the Access Account Report Selection window, the Access Report Screen is displayed. A report request has to be specified in the Report Selection screen for the Report screen to be displayed. Initially the Bill Summary report is displayed if it is selected in the previous screen. The menu screen on the left will have links to other reports specified in the previous screen. All the reports that are specified in the previous screen will have a link in the menu screen. If the Bill Summary report is not selected, then the next report selected in the Bill Section of the Report Selection screen are displayed. If no reports are selected in the Bill Section then the Account Status report is displayed. If Account status is not selected then CSR report is displayed.

Find feature is enabled for CSR reports to find Circuit ID and CLLI Code and also in Other Charges and Credits report to find Circuit ID, SO Number and PO Number.

#### **Bill Section**

- Bill Summary
- Payments report
- Adjustments report
- Balance Due report
- Late Payment report
- Other Charges and Credits report
- Usage Charges report
- Optional Payment Plan report
- Taxes report
- Surcharges report

# Sample Bill Summary Access Report.

Welcome to Enhanced Billinfo System - Microsoft Internet Explorer provided by SBC Corporation

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://cid73.sbc.com/billinfo/BillInfoServlet?session=ECAXP1GF1KM0RSKFJLTSWBQ

**Billing Information**

SWBT-TEST1

- Access Services
  - Bill Summary
  - CSR
- Exchange Services
- Scheduled Bill Availability
- Tip of the Day
- Contact Us

**Account Number**  
(110)700-0000 024  
Current Page 1 of 1

---

Customer Name/Address  
CLEC COMPANY  
1010 PINE  
MAPLEWOOD, MO 63143

Type:  
Feature Group:

	Balance Due	Page		Current Charges	Page
Last Balance:	1,335.18	N/A	Late Pay:	23.93	2
Payments:		N/A	Monthly:	14.60	N/A
Adjustments:		N/A	OCC:		N/A
Balance Due:	1,335.18	N/A	Usage:		N/A
			OPP:		N/A
			Taxes:	1.55	4
			Surcharge:		N/A
			Total:	40.08	N/A
			<b>Total Due:</b>	<b>1,375.26</b>	<b>N/A</b>

Page 1 of 1 [Go To](#) [Previous](#) [Next](#) [Find](#) [Printer Friendly Page](#)

Local intranet

## Sample CSR Report for Access Service:

**Billing Information**  
SBC Internal Test

- Access Services
  - CSR
- Exchange Services
- Scheduled Bill Availability
- Tip of the Day
- Contact Us

Service Code	Quantity	Description	Rate	Amount
072297	1	IU1		
072297		CKL		
072297	1	UCXC2	1.2	
072297		CKL		
072297	1	U21	1.2	
		LOCAL		19.25
		LOCAL		20.90
		CIRCUIT SUBTOTAL		20.90
		ACCOUNT LOCAL TOTAL		20.90

Page 1 of 3

Select a Search Option:

Circuit ID:

Clli Code:

OK Reset Cancel

### Access Account Bill Summary:

The Access Account Bill Summary presents account bill information "in a nutshell." It includes BAN, Billing Period, Name and Address, (Access) Type and Feature Group information as well as Balance Due and Current Charges figures.

### Access Account Payments Report

The Access Account Payments report provides detailed information about payments made to satisfy account balance(s).

### Access Account Adjustments Report

The Access Account Adjustments Report provides detailed information about adjustments made to an account.

### Access Account Balance Due Report

The Access Account Balance Due report identifies the amount of money owed on an account.

### Access Account Late Payment Report

The Access Account Late Payment Report provides detailed information about late payments charged to an account.

### Access Account Other Charges and Credits Report

The Access Account Other Charges and Credits report provides detailed information about other charges and credits billed to an account.

### **Access Account Usage Charges Report**

The Access Account Usage Charges report provides detailed information on usage charges billed to an account.

### **Access Account Optional Payment Plan Report**

The Access Account Optional Payment Plan report provides detailed information about optional payment plan charges billed to an account. It includes Detail of Payment Plan Charges, Abbreviated Bill Message and account information sections.

### **Access Account Taxes Report**

The Access Account Taxes report provides detailed information about taxes collected for an account.

### **Access Account Surcharges Report**

The Access Account Surcharges Report provides detailed information about surcharges billed to an account.

### **Access Account Account Status Report**

The Access Account Account Status report identifies the current status of an account. It includes current payments and adjustments information.

### **Access Account Customer Service Record Report**

The Access Account Customer Service Record report contains account service information. It features Account Identification, Service and Features, Amounts Subject to Taxes and Summary sections, Activity and Tax legends and a Glossary of abbreviations.

### ***Report Navigation***

Bill Information displays the first page of each report when it is first displayed. Thereafter report navigation is performed using the Go To, Previous and Next buttons.

The page information is provided in the section next to the Go To button. When a page is loaded the current page number will be displayed in the box (as shown below) and the following text will specify the total pages for the report. You can type in a number in the box to fetch the page you want.

Page  of 5

**Go To Button:** To display a specific page in the report, type the page number required in the page number box, and click the Go To button. If the report has only one page the Go To button will be disabled. If the same page number as the current page is entered and the Go To button is clicked, no action should take place.

**Previous Button:** Clicking the Previous button will fetch the previous page of the report. If the current page is the first page then the Previous button is disabled.

**Next Button:** Clicking the Next button will fetch the next page of the report. If the current page is the last page then the Next button is disabled.

### ***Report Searches***

**Find Button:** Clicking the Find button can do searching on a specific number or ID in all the pages of the report. The find button is enabled for Other Charges and Credits report and CSR report. Search can be done for Circuit ID and Clli Code.

**OK Button:** Type in the value to search in the box along side the radio button of the item to search and click the OK button. Search is performed against the item whose radio button is clicked. Only one item can be searched at a time. After the search screen validations, search is performed against the item specified and a page containing the specified item is displayed with the row containing the item highlighted.

**Reset Button:** Resets the search items and set the focus to the Circuit ID text box and the associated radio button will be checked.

**Cancel Button:** Clicking the Cancel button will display the report page without the search items as if the Find button was not clicked.

**Exception:** Report Unavailable: If any of the reports selected in the Access Report Selection screen is unavailable, message screen is displayed informing that the following reports are unavailable. The Report screen will be displayed with the first available report. If no report specified in the report selection screen is available for the specified account, Error screen is displayed with the message that "The specified reports are not available for this account."

### ***Printing Reports***

To print the report, select the report from the menu and click the Printer Friendly Page button. This will display a page without the images. Click the browser Print button to print the report. All the pages in the report will be printed.

## **2. Exchange Service Report**

After the desired reports are selected in the Exchange Account Report Selection window, the Exchange Report Screen is displayed. A report request has to be specified in the Report Selection screen for the Report screen to be displayed. Initially the Exchange Bill report is displayed if it is selected in the previous screen. The menu screen on the left will have links to other reports specified in the previous screen. All the reports that are only specified in the previous screen will have a link in the menu screen otherwise there will not be a link. If the Exchange Bill report is not selected, then the next report selected in the Report Selection screen are displayed.

Find feature is enabled for CSR report to find Circuit ID and Telephone number within the report.

### **Bill**

- Exchange Bill report

### **Payments & Adjustments**

- Payments and Adjustments report

### **Subscription Reports**

Customer Billing Reports are produced at the same time as the Southwestern Bell Telephone bill and can be used to verify monthly charges. Reports can be mailed monthly, quarterly, semiannually or annually, except for Departmental reports, which are only available monthly. Telecommunications Service and Other Charges and Credits reports can also be mailed only when change activity occurs on an account. All reports can be mailed to an address other than the billing address.

- Telecommunications Service reports
- Other Charges and Credits reports
- Tax Summary
- Long Distance Service reports
- Departmental Customer Billing reports

### **CSR**

- Customer Service Record report

### **Note**

- Reports contain Bill Information only for the specific month in which they are produced. They are not cumulative.

**Sample Exchange Bill Report:**

Welcome to Enhanced Billinfo System - Microsoft Internet Explorer provided by SBC Corporation

File Edit View Favorites Tools Help

Address: https://oss.sbc.com/billinfo/BillinfoServlet?session=AQUZ2WCYGWMXKNSV0

Center for Learning eLink Help Desk Phone Middleware SBC Links RealPlayer Internet Others Toggle Images.exe Technical Toolbar

**Billing Information**

SBC Internal Test

- Access Services
- Exchange Services
  - Exchange Bill
  - CSR
- Scheduled Bill Availability
- Tip of the Day
- User Guide

**Exchange Bill: (210)L01-2006 354 for Current Bill Period**

---

<b>Account Number</b> (210)L01-2006 354 Current	Page 1 of 6									
<b>Monthly Statement</b>	<ul style="list-style-type: none"> <li>▶ Previous Charges and Credits               <ul style="list-style-type: none"> <li>Amount of Last Consolidated Bill ..... 2741.55</li> <li>Payments Applied: 02-26-02 ..... 2741.55c</li> <li>Thank You ..... .00</li> </ul> </li> <li>▶ Summary of Current Charges               <ul style="list-style-type: none"> <li>Current Charges (before taxes) ..... 2597.45</li> <li>Taxes</li> <li>Total Federal Tax ..... .00</li> <li>Total State and Local Taxes ..... .00</li> <li>Current Charges Due by Mar 27 ..... 2597.45</li> </ul> </li> <li>▶ Total Amount Due ..... 2597.45</li> </ul>									
<b>Important Information</b>	<ul style="list-style-type: none"> <li>▶ ESSENTIAL CHARGES \$2536.20 (See Page 2 for explanation)</li> <li>On your main line your Long Distance provider is NONE.</li> <li>Your Local Toll provider is NONE.</li> <li>If your providers have changed since your last bill, check Other Charges Section for information.</li> </ul>									
<b>Whom to call</b>	SWBell Telephone To discuss your Southwestern Bell account ..... 1-800-241-0268 SWBell Website: www.swbell.com									
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Mail Payment To:</td> <td style="text-align: right;">Amount Due</td> <td style="text-align: right;">2597.45</td> </tr> <tr> <td>P.O. BOX 4706</td> <td style="text-align: right;">Due Date</td> <td style="text-align: right;">Mar 27</td> </tr> <tr> <td>HOUSTON, TX 77210-4706</td> <td></td> <td></td> </tr> </table> <p style="text-align: right;">Make Checks</p>	Mail Payment To:	Amount Due	2597.45	P.O. BOX 4706	Due Date	Mar 27	HOUSTON, TX 77210-4706		
Mail Payment To:	Amount Due	2597.45								
P.O. BOX 4706	Due Date	Mar 27								
HOUSTON, TX 77210-4706										

Done Local intranet



## Sample Exchange CSR Report:

**Billing Information**  
SBC Internal Test

CSR: (210)L01-2006 354

Page 1 of 4

CSR for (210)L01-2006 354

TRAK NOFOC  
AECN 2914

---LISTINGS---

SIC S4813  
---DIRECTORY DELIVERY---

DEL NONE

---BILL---

BN1 WES-TEX TELECOMM.  
BA2 P.O. BOX 1329  
PO STANTON TX 79782  
COS 915-756-3826  
MCN RESL2914LSP

TAR SAN  
LPC  
TAX UP STATEX GROS  
PCL A  
CBRO 5:  
L012102006354  
X--REFERENCE---

915 263 0091 494  
915 263 1882 930  
915 263 2407 636  
915 263 4271 848  
915 263 4405 131  
915 263 4432 930  
915 263 7021 649  
915 267 5811 441  
915 268 8762 074  
915 268 8800 842  
915 466 0451 570  
915 466 0638 660  
915 756 2231 736  
915 756 2261 803  
915 756 2303 162  
915 756 2340 519

### Exchange Account Exchange Bill Report

The Exchange Account Exchange Bill report mirrors a customer bill. It features an Account Summary and Payment, Helpful Numbers, Mail To, Terms and Conditions and Bill Detail (Current Charges/Other Charges/Itemized Calls) sections.

### Exchange Account Payments & Adjustments Report

The Exchange Account Payments & Adjustments report provides information about payments made to satisfy balance(s) on and adjustments made to an account.

### Exchange Account Telecommunications Service Reports

Telecommunications Service Reports provide business customers with easy-to-read formats of their Southwestern Bell Telephone services. Listed below are five different report styles:

**Summary of Services by Type of Service (SO1)** -- summarizes all services currently provided on the bill with the quantity, unit price and total monthly service charge.

**Detail Service Analysis by Telephone Number (SO2)** -- lists by telephone number the services currently provided on the bill with the installation date, quantity, unit price and total monthly service charge.

**Detail Service Analysis by Service Type (SO3)** -- lists each service provided on the bill and displays the telephone number(s) utilizing that service. This report includes the quantity, unit price and total monthly service charge.

**Detail Analysis of Data Service (SO4)** -- lists all circuit numbers currently provided on the bill with the originating and terminating addresses and total monthly service charge.

**Additional Service Information (SO5)** -- lists all Calling Card numbers, listing information, Hunt Groups and Call Pickup Groups associated with the bill.

#### **Exchange Account Other Charges and Credits Reports**

Other Charges and Credits Reports provide a quick and easy way for business customers to review their accounts' monthly service order activity. Listed below are three different report formats:

**Summary by Station/Line/Circuit Number (C01)** -- summarizes for the current billing month any service order activity by station/line/Circuit ID. For each station/line/circuit affected, the service order number, purchase order number, completion date, monthly charges, non-recurring charges, taxes and the total charges are listed.

**Summary by Purchase Order Number (C03)** -- summarizes the current billing month's service order activity by purchase order number. The purchase order number, affected station/line/circuit number, service order number, completion date, monthly charges, non-recurring charges, taxes and total charges are listed.

**Summary by Service Order Number (C04)** -- summarizes the current billing month's service order activity in service order number. The service order number, affected station/line/circuit number, purchase order number, completion date, monthly charges, non-recurring charges, taxes and the total charges are listed.

#### **Exchange Account Tax Summary**

**Tax Summary Report (X01)** -- provides business customers additional state and local tax information for all monthly charges reflected in the Southwestern Bell Telephone bill.

#### **Exchange Account Long Distance Service Reports (Not available for CLECs)**

Long Distance Service Reports provide business customers with an alternative way to view their monthly long distance charges that appear on a Southwestern Bell Telephone bill. Listed below are the different report styles:

**Usage Summaries (T01)** -- provides a domestic and international summary of all long distance calls billed to a specific master billing number on the Southwestern Bell Telephone bill. The report also contains a peak hour usage analysis.

**Billing Number Summary (T02)** -- provides a summarized listing of all long distance calls billed to a specific master billing number on the Southwestern Bell Telephone bill. The report is a summary of all credit card calls and telephone lines with long distance charges billed during the billing cycle. All long distance calls are summarized by billing number.

**Number Called Summary (T03)** -- provides a summarized listing of all long distance calls billed to a specific master billing number on the Southwestern Bell Telephone bill. The report is a summary of all credit card calls and telephone lines with long distance charges billed during the billing cycle. All long distance calls are summarized by number called.

**International Call Detail (T04)** -- provides a detailed listing of all long distance calls billed to a specific master billing number on the Southwestern Bell Telephone bill. The report is a detailed listing of all international calls billed during the billing cycle. The report includes place called, number called, from number, billing number, call date, time, call type, minutes and amount charged detail for each international call.

#### **Exchange Account Departmental Customer Billing Reports (Not Available for CLECs)**

Departmental Customer Billing Reports provide business customers the current charges on their Southwestern Bell Telephone bill sorted into customer provided departments. Departmental Reports are especially beneficial for Plexar and Centrex users.

**Department Detail (D01)** -- shows each individual department's summary of charges with detail of local services, other charges and credits and long distance charges for the current month's billing.

**Department Summary (D02)** -- summarizes all the departments of a specified billing account including each department's total for local service, other charges and credits and long distance charges. Shows each individual

department's summary of charges including the local service, other charges and credits and long distance charges by line or Circuit ID number for the current month's billing.

**Summary of Services by Department (D04)** -- lists the local services for an individual department including the product code (USOC) with its description and monthly charge and the department's total charges for the current month.

**Detail of Services by Department (D05)** -- lists the local services for each station/circuit in a given department including the product code (USOC) with its description and monthly charge. It also lists the department's total charges for the current month.

**Summary of Long Distance by Department (D06)** -- lists the long distance charges for each station/circuit in a department, showing the total number of calls, minutes and messages for each station/credit card.

**Summary of Other Charges & Credits by Department (D07)** -- lists the other charges and credits for each station or circuit in a department including the service order number, completion date, partial month and non-recurring charges.

### **Exchange Account Customer Service Record Report**

The Exchange Account Customer Service Record report contains account service information. It features Listings, Directory Delivery, Bill, Remarks, Circuits, Revenue Amounts and Last Service Order sections as well as an index.

### ***Report Navigation***

Bill Information displays the first page of each report when it is first displayed. Thereafter report navigation is performed using the Go To, Previous and Next buttons.

The page information is provided in the section next to the Go To button. When a page is loaded the current page number will be displayed in the box (as shown below) and the following text will specify the total pages for the report. You can type in a number in the box to fetch the page you want.

Page  of 5

**Go To Button:** To display a specific page in the report, type the page number required in the page number box, and click the Go To button. If the report has only one page the Go To button will be disabled. If the same page number as the current page is entered and the Go To button is clicked, no action should take place.

**Previous Button:** Clicking the Previous button will fetch the previous page of the report. If the current page is the first page then the Previous button is disabled.

**Next Button:** Clicking the Next button will fetch the next page of the report. If the current page is the last page then the Next button is disabled.

### ***Report Searches***

**Find Button:** Clicking the Find button can do searching on a specific number or ID in all the pages of the report. The find button is only enabled for CSR report. Search can be done for Circuit ID and Cli Code. It functions in the same way as the Find button for Access account CSR report.

**OK Button:** Type in the value to search in the box along side the radio button of the item to search and click the OK button. Search is performed against the item whose radio button is clicked. Only one item can be searched at a time. After the search screen validations, search is performed against the item specified and a page containing the specified item is displayed with the row containing the item highlighted.

**Reset Button:** Resets the search items and set the focus to the Circuit ID text box and the associated radio button will be checked.

**Cancel Button:** Clicking the Cancel button will display the report page without the search items as if the Find button was not clicked.

### ***Printing Reports***

To print the report, select the report from the menu and click the Printer Friendly Page button. This will display a page without the images. Click the browser Print button to print the report. All the pages in the report will be printed.

## **CHAPTER 4 - Abbreviations Glossary**

ACNA -- Access Carrier Name Abbreviation  
AECN -- Alternate Exchange Carrier Name  
BAN -- Billing Account Number  
BTN -- Billing Telephone Number  
Circuit ID -- Circuit Identifier  
CLLI -- Common Language Location Identifier  
MCN -- Master Customer Number  
OCN -- Operating Company Number