



SpecBm

Your Powerful Online Billing & Management Portal

Online Help Guide

Welcome to SpecBill quick start guide to online billing

Online billing provides the facility to fully manage your Spectrum Landline bill securely online.

All you need to access your SpecBill is:-

- Access to the Internet, using a standard web browser
- A User ID and Password.

It's convenient, time saving and gives your business more control over costs. You'll also be helping to reduce paper waste.

The benefits of online billing include:

- 24/7 secure online access to your account.
- Detailed bill analysis where you can view itemised calls by type, destination, cost and frequency.
- View your bills and call costs at your fingertips when you need them, with less paperwork.
- Download and print your bill and VAT invoice (HM Revenue and Customs accepted).
- See all calls 48 hours of the calls made.

Online billing isn't just about easy access to your latest bill. It is a powerful tool enabling you to analyse all aspects of your Spectrum Landline for Business account. You can view your bills, past and present, and access up-to-date information on your call made within 48 hours of the call being made. We want to make it easy for you to keep an eye on your account and analyse your calling habits.

With online billing you can create summary reports in minutes showing anything from call destination to length of calls. The site is easy to access and easy to use and this guide will make you an expert within five minutes. At last you'll know exactly how your business communicates, and you'll wonder how you ever lived without online billing.

Access is available at the following levels:

- Site
- Sub-site
- Site User

Getting up and running

There's no need to do anything, the SpecBill team will set up your online account and arrange with your chosen bill recipient their administrator access.

To access SpecBill

- Step 1** Click onto the link embedded onto the email sent each month with your invoice. This will take you through to your login page.
- Step 2** Follow the on-screen instructions to start using SpecBill

If you cannot login to the system or these options do not appear, contact Spectrum's Billing Support Team who will be able to check the set up for you.

Email: billing@spectrum-coms.co.uk
Tel: 0844 856 3301

SpecBill Overview

You can have online access to your phone bill 24 hours a day with SpecBill. The phone bill summary presents a number of options available to analyse the data. All itemised calls can be viewed online (up to a previous day's unbilled usage) so you can constantly monitor usage levels.

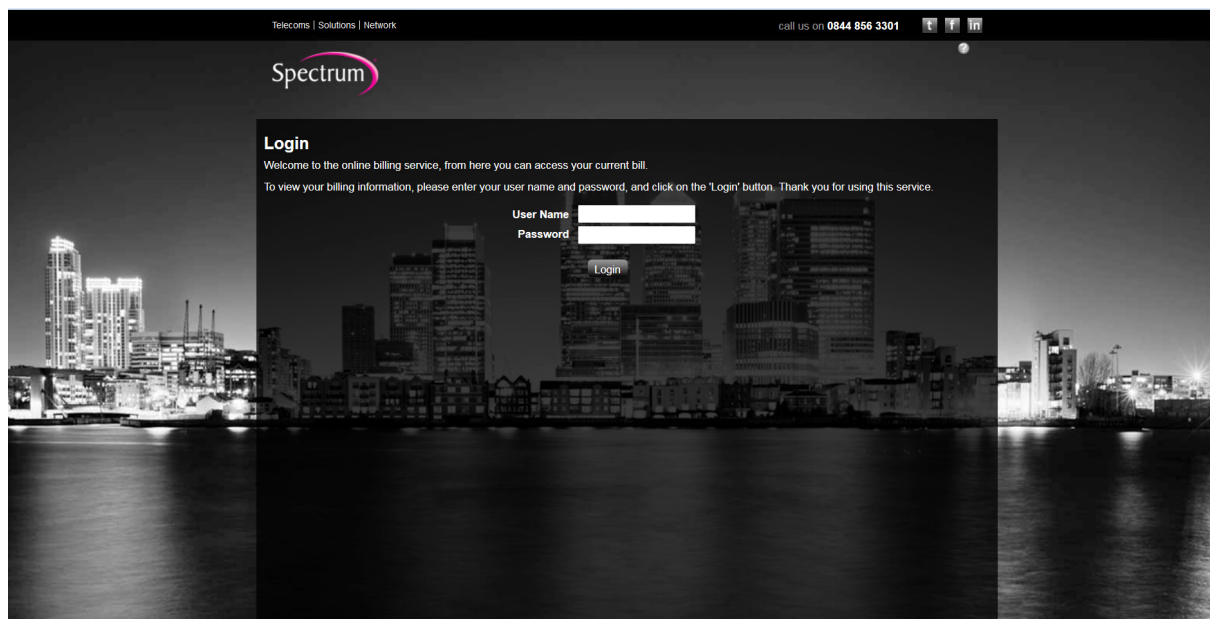
There is an array of reports that can create from their billing usage details. There is also the option to print off a PDF copy of the invoice should you wish. An online bill archive is available for viewing previous bills.

Improved corporate responsibility and reputation is another advantage of paperless billing. As climate change generates greater concern and awareness, companies are finding their efforts to reduce carbon emissions can bring them positive public and market attention.

What You Will See

The following pages will explain the main views available to you.

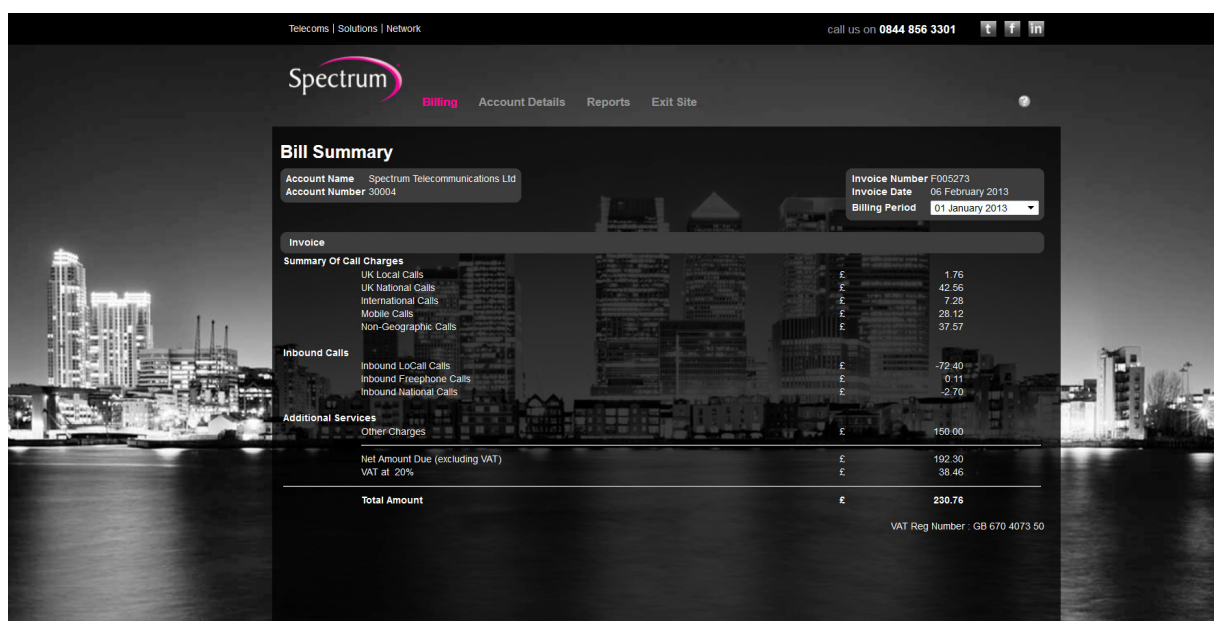
Example Login Screen



Bill Summary Page

After logging in, you will see displayed the main Bill Summary page. This summary provides a clear breakdown of headline invoice elements similar to the invoice sent on paper.

It will contain the standard information such as Account Name, Account Number, Invoice Number, Invoice Date and Billing Period (which can be set via a drop down option located in the top right-hand corner). A main navigational menu will be displayed on the page to easily switch between views and elements of the online bill, you will see the navigational menu along the top with 'Bill Details', 'Customer Details', 'Reports' and a 'Logout' option.



Itemised Billing

Under the option for 'Billing' along the top navigational menu, you can view your billed calls through the menu option 'Itemised Calls'. These pages provide complete lists of specific itemisation call details. This displays the following items:

- Day
- Date
- Time
- Other Party (number dialled)
- Description
- Type of call (mobile, national, NGN, etc)
- Duration
- Cost

The calls can be filtered by any of the above by simply clicking on the item heading. The page will refresh automatically.

Itemised Calls

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Spectrum

Billing Account Details Reports Logout

Itemised Calls

Account Name Spectrum Telecommunications Ltd
Account Number 30004

Invoice Number F005273
Invoice Date 05 February 2013
Billing Period 01 January 2013

Call Type	Destination Type	Destination	Date	Time	CLI	Other Party	Duration (Secs)	Call Info	Mb Used	Cost
Outbound	UK Mobile	O2 Mobile	01/01/2013	00:17:52	01283575625	07753566601	326		0.00	0.11
Outbound	International	USA	01/01/2013	00:23:44	01283575625	0019044911239	29		0.00	0.01
Outbound	International	USA	01/01/2013	00:24:52	01283575625	0019044911239	2305		0.00	0.38
Outbound	International	USA	01/01/2013	01:48:24	01283575625	0019722794242	168		0.00	0.03
Outbound	UK Mobile	Orange Mobile	01/01/2013	09:39:08	01283575625	07976972154	49		0.00	0.02
Outbound	International	USA	01/01/2013	11:58:50	01283575625	0019722794242	30		0.00	0.01
Outbound	UK Mobile	Orange Mobile	01/01/2013	21:31:27	01283575625	07791300447	68		0.00	0.03
LoCall	LoCall	THREE MOBILE	02/01/2013	08:04:39	08448449949	0772361	37		0.00	-0.02
LoCall	LoCall	O2 MOBILE	02/01/2013	08:35:45	08448449949	0774275	579		0.00	-0.23
LoCall	LoCall	THAME	02/01/2013	08:44:39	08448449949	0184434	64		0.00	-0.03
Outbound	National	Cherry Hinton	02/01/2013	08:52:03	01283711376	01223217872	1350		0.00	0.16
Outbound	Non-Geographic	Multimedia (G6)	02/01/2013	09:11:18	01283711376	08448479700	551		0.00	0.54
LoCall	LoCall	BOURNEMOUTH	02/01/2013	09:13:15	08448449949	0120263	146		0.00	-0.06
Outbound	National	Leeds	02/01/2013	09:14:55	01283716710	0133928093	2782		0.00	0.32
Outbound	National	Basildon	02/01/2013	09:17:46	01283711376	01283294441	256		0.00	0.03
LoCall	LoCall	HINCKLEY	02/01/2013	09:20:25	08448449949	0145584	46		0.00	-0.02
Outbound	National	Llangefni	02/01/2013	09:22:23	01283711376	01248752959	91		0.00	0.01
Outbound	Non-Geographic	Multimedia (G6)	02/01/2013	09:22:40	01283711376	08448479700	702		0.00	0.69
Outbound	National	Workop	02/01/2013	09:24:14	01283711376	01909535594	1		0.00	0.00
Outbound	National	Elmdon	02/01/2013	09:26:06	01283711376	01217678078	226		0.00	0.03

Page 1 of 178 (3544 items) [1] 2 3 4 ... 178

Export Show Column Selector Reset Column Defaults

Destination

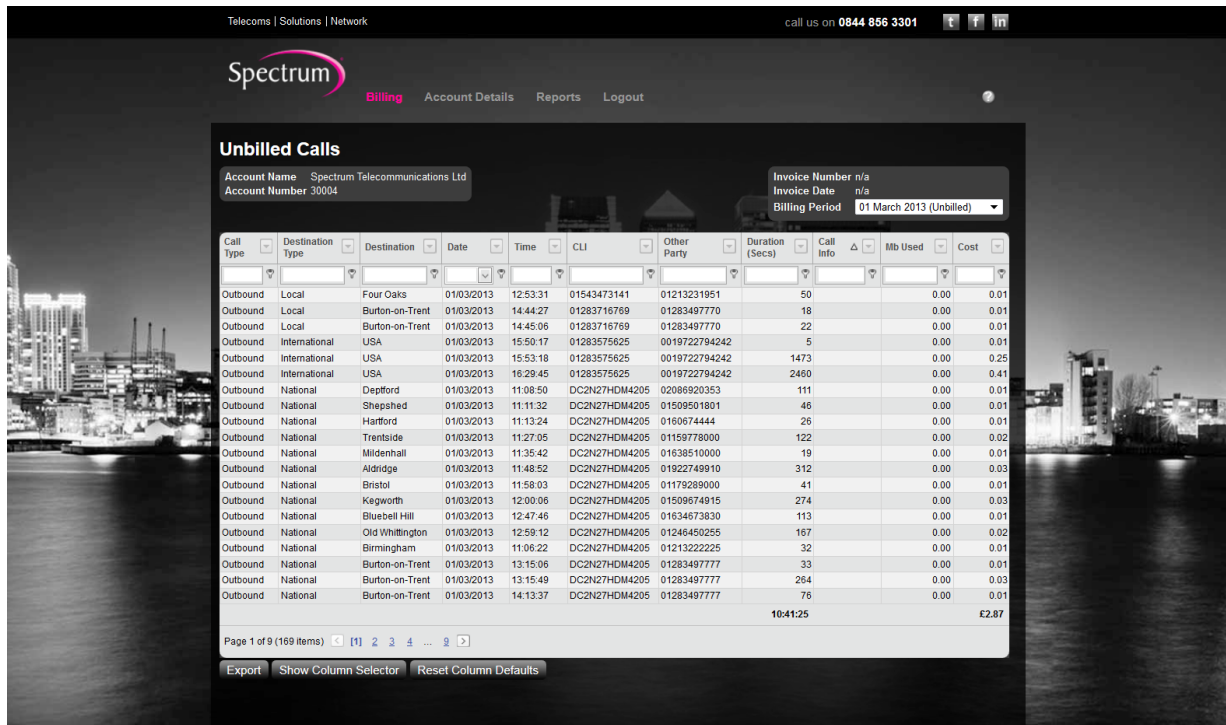
Each page can be exported as an excel spreadsheet

The column selector gives you the option to add additional columns to the table or remove them. Allowing you to personalise your view of the table, seeing only the information you chose.

Filter boxes allow you to segment data

Unbilled Calls Listings

Under the same 'Billing' option, the 'Unbilled Calls' page displays any calls loaded since the last invoice in a very similar format to the above screen shot. The calls can be filtered by the same options as above.

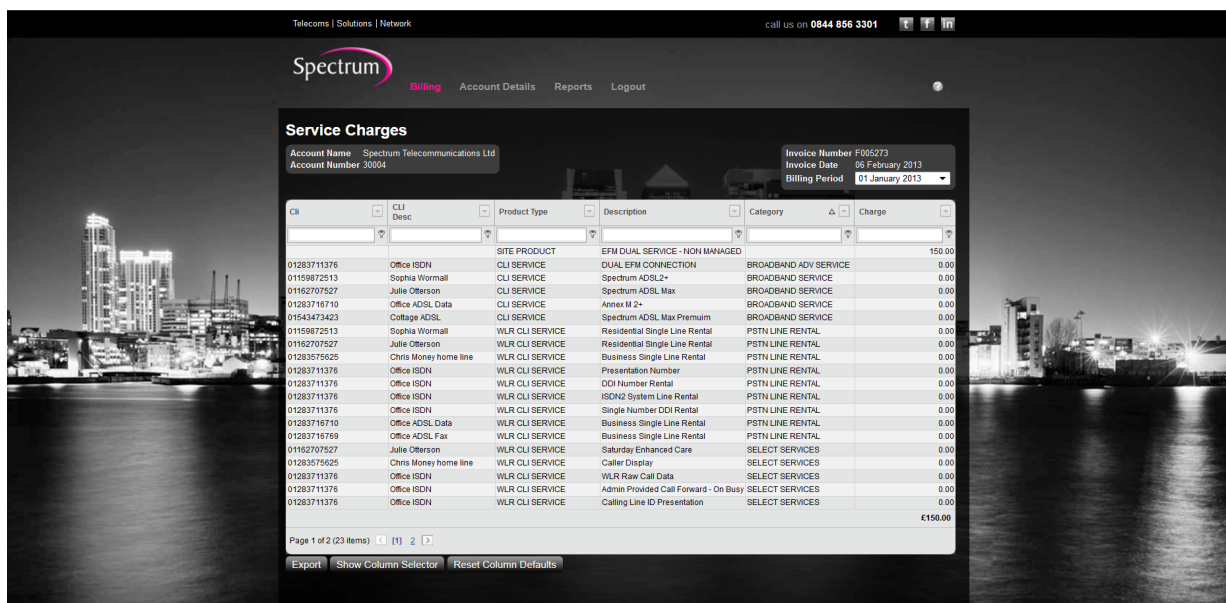


Call Type	Destination	Destination	Date	Time	CLI	Other Party	Duration (Secs)	Call Info	Mb Used	Cost
Outbound	Local	Four Oaks	01/03/2013	12:53:31	01543473141	01213231951	50		0.00	0.01
Outbound	Local	Burton-on-Trent	01/03/2013	14:44:27	01283716769	01283497770	18		0.00	0.01
Outbound	Local	Burton-on-Trent	01/03/2013	14:45:06	01283716769	01283497770	22		0.00	0.01
Outbound	International	USA	01/03/2013	15:50:17	01283575625	0019722794242	5		0.00	0.01
Outbound	International	USA	01/03/2013	15:53:18	01283575625	0019722794242	1473		0.00	0.25
Outbound	International	USA	01/03/2013	16:29:45	01283575625	0019722794242	2460		0.00	0.41
Outbound	National	Depford	01/03/2013	11:08:50	DC2N27HDM4205	02086920353	111		0.00	0.01
Outbound	National	Shepshed	01/03/2013	11:11:32	DC2N27HDM4205	01509501801	46		0.00	0.01
Outbound	National	Hartford	01/03/2013	11:13:24	DC2N27HDM4205	0160674444	26		0.00	0.01
Outbound	National	Trentside	01/03/2013	11:27:05	DC2N27HDM4205	01159778000	122		0.00	0.02
Outbound	National	Mildenhall	01/03/2013	11:35:42	DC2N27HDM4205	01638510000	19		0.00	0.01
Outbound	National	Aldridge	01/03/2013	11:48:52	DC2N27HDM4205	01922749910	312		0.00	0.03
Outbound	National	Bristol	01/03/2013	11:58:03	DC2N27HDM4205	01179289000	41		0.00	0.01
Outbound	National	Kegworth	01/03/2013	12:00:06	DC2N27HDM4205	01509674915	274		0.00	0.03
Outbound	National	Bluebell Hill	01/03/2013	12:47:46	DC2N27HDM4205	01634673830	113		0.00	0.01
Outbound	National	Old Whittington	01/03/2013	12:59:12	DC2N27HDM4205	01246450255	167		0.00	0.02
Outbound	National	Birmingham	01/03/2013	11:06:22	DC2N27HDM4205	01213222225	32		0.00	0.01
Outbound	National	Burton-on-Trent	01/03/2013	13:15:06	DC2N27HDM4205	01283497777	33		0.00	0.01
Outbound	National	Burton-on-Trent	01/03/2013	13:15:49	DC2N27HDM4205	01283497777	264		0.00	0.03
Outbound	National	Burton-on-Trent	01/03/2013	14:13:37	DC2N27HDM4205	01283497777	76		0.00	0.01
							10:41:25			£2.87

Service Charges

This page displays a list of your service charges with a breakdown of each Service, Telephone No. (assigned to the service), Date (billing period) and Charge (total cost). These service charges can be filtered by 'Telephone No.' with the use of the drop down menu option on the left-hand top of the page.

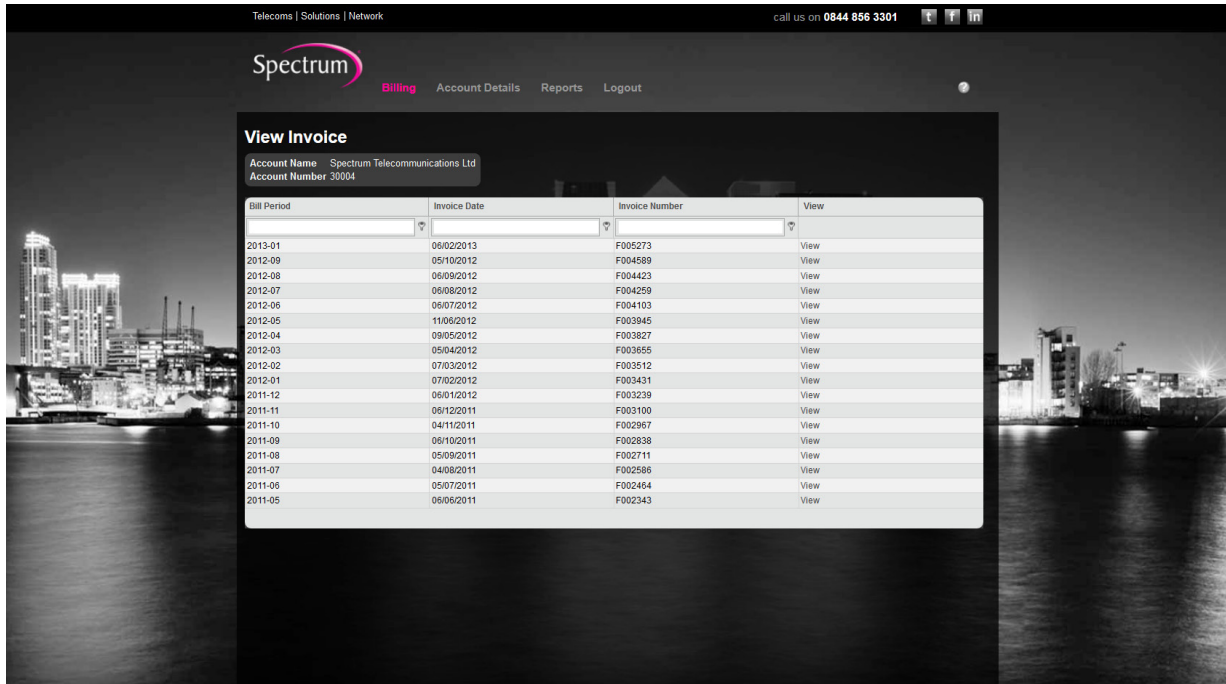
With easy navigation and clearly defined lists, it is easy for you to see exactly what you are paying and what for, helping to answer any queries you may have on your bill.



CLI	CLI Desc	Product Type	Description	Category	Charge
01283711376	Office ISDN	SITE PRODUCT	EFM DUAL SERVICE - NON MANAGED		150.00
01159872513	Sophia Wormald	CU SERVICE	DUAL ERM CONNECTION	BROADBAND ADV SERVICE	0.00
01162707527	Julie Otterson	CU SERVICE	Spectrum ADSL+	BROADBAND SERVICE	0.00
01283716710	Office ADSL Data	CU SERVICE	Spectrum ADSL Max	BROADBAND SERVICE	0.00
01543473423	Cottage ADSL	CU SERVICE	Annex M 2+	BROADBAND SERVICE	0.00
01159872513	Sophia Wormald	WLR CU SERVICE	Spectrum ADSL Max Premium	BROADBAND SERVICE	0.00
01162707527	Julie Otterson	WLR CU SERVICE	Residential Single Line Rental	PSTN LINE RENTAL	0.00
01283575625	Chris Money home line	WLR CU SERVICE	Business Single Line Rental	PSTN LINE RENTAL	0.00
01283711376	Office ISDN	WLR CU SERVICE	Presentation Number	PSTN LINE RENTAL	0.00
01283711376	Office ISDN	WLR CU SERVICE	DDI Number Rental	PSTN LINE RENTAL	0.00
01283711376	Office ISDN	WLR CU SERVICE	ISDN2 System Line Rental	PSTN LINE RENTAL	0.00
01283716710	Office ADSL Data	WLR CU SERVICE	Single Number DDI Rental	PSTN LINE RENTAL	0.00
01283716710	Office ADSL Data	WLR CU SERVICE	Business Single Line Rental	PSTN LINE RENTAL	0.00
01283716710	Office ADSL Fax	WLR CU SERVICE	Business Single Line Rental	PSTN LINE RENTAL	0.00
01162707527	Julie Otterson	WLR CU SERVICE	Saturday Enhanced Care	SELECT SERVICES	0.00
01283575625	Chris Money home line	WLR CU SERVICE	Caller Display	SELECT SERVICES	0.00
01283711376	Office ISDN	WLR CU SERVICE	WLR Raw Call Data	SELECT SERVICES	0.00
01283711376	Office ISDN	WLR CU SERVICE	Admin Provided Call Forward - On Busy	SELECT SERVICES	0.00
01283711376	Office ISDN	WLR CU SERVICE	Calling Line ID Presentation	SELECT SERVICES	0.00
					£156.00

View Invoice

On this page you are given the option to view current or previous invoices by simply clicking on the appropriate bill. You can either Open or Save the PDF version of the bill.



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Spectrum Billing Account Details Reports Logout

View Invoice

Account Name Spectrum Telecommunications Ltd
Account Number 30004

Bill Period	Invoice Date	Invoice Number	View
2013-01	06/02/2013	F005273	View
2012-09	05/10/2012	F004589	View
2012-08	06/09/2012	F004423	View
2012-07	06/08/2012	F004259	View
2012-06	06/07/2012	F004103	View
2012-05	11/06/2012	F003945	View
2012-04	09/05/2012	F003827	View
2012-03	05/04/2012	F003655	View
2012-02	07/03/2012	F003512	View
2012-01	07/02/2012	F003431	View
2011-12	06/01/2012	F003239	View
2011-11	06/12/2011	F003100	View
2011-10	04/11/2011	F002967	View
2011-09	06/10/2011	F002838	View
2011-08	05/09/2011	F002711	View
2011-07	04/08/2011	F002586	View
2011-06	05/07/2011	F002464	View
2011-05	06/06/2011	F002343	View

Bill Details - Download Call Data

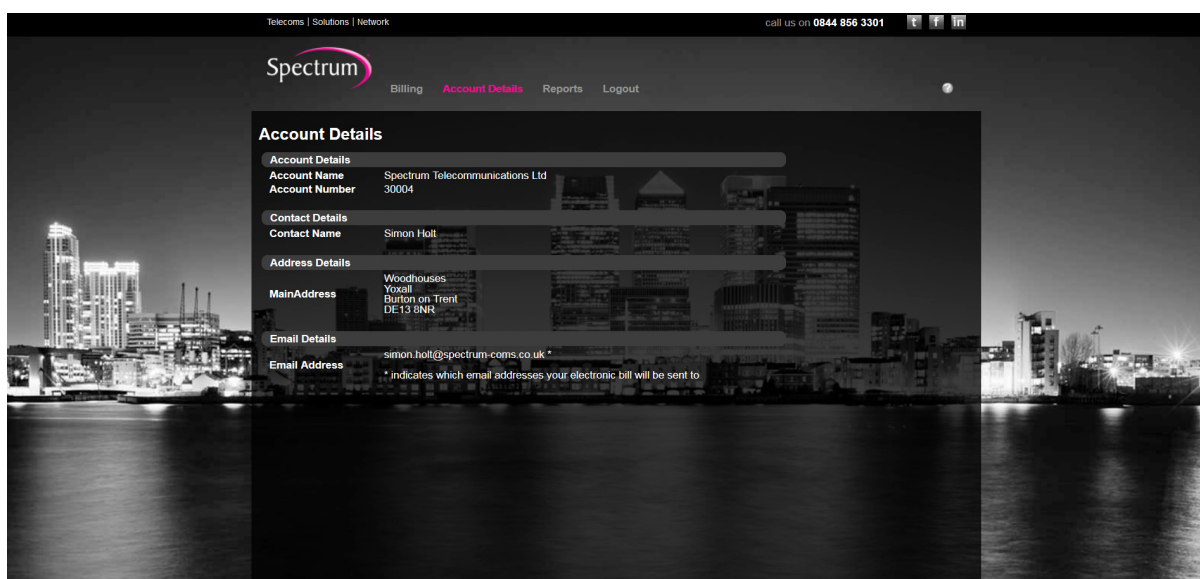
This page allows you to download their calls over different billing periods into a CSV file format that can be loaded into a database package or opened in Excel for editing.

Account Details

Under the Account Details option in the navigational menu, you have the ability to view the Payment Details (this is only available to Spectrum customers using Sales Ledger) including:

- Account Name
- Account Number
- Contact Name
- Main Address
- Email Address

You also have the option to change your password on this page by clicking the link at the base of the screen. This can be disabled by the Spectrum Support team if required.



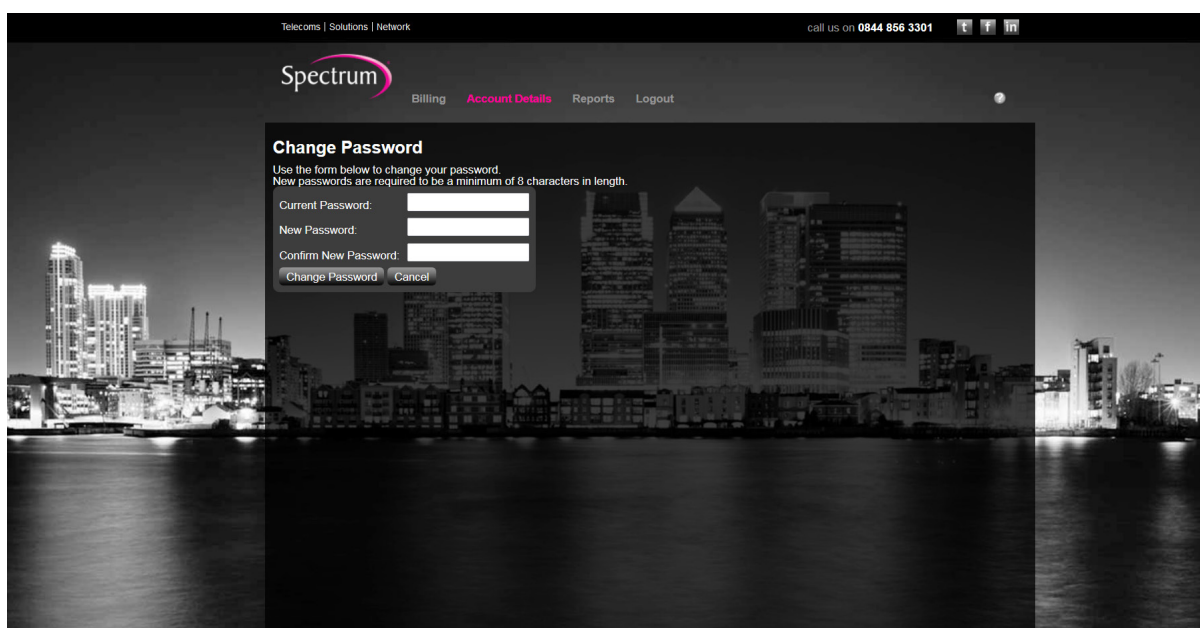
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Spectrum Billing **Account Details** Reports Logout

Account Details

Account Details	
Account Name	Spectrum Telecommunications Ltd
Account Number	30004
Contact Details	
Contact Name	Simon Holt
Address Details	
Main Address	Woodhouses Yoxall Burton on Trent DE13 8NR
Email Details	
Email Address	simon.holt@spectrum-cons.co.uk *

* indicates which email addresses your electronic bill will be sent to



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Spectrum Billing **Account Details** Reports Logout

Change Password

Use the form below to change your password.
New passwords are required to be a minimum of 8 characters in length.

Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

Network Management Reports*

A downloadable PDF report displaying the following information:

- Call summary
- Outbound call distribution
- Call direction distribution
- 12 month call history
- 12 month call spend history
- Top talk times by class
- Daily call pattern
- Monthly call pattern
- Top international calls
- Top mobile calls
- Top calls by cost
- Answer Performance
- Answer Profile
- Average calls answer times
- Daily answer performance
- Answer performance
- Unanswered call profile
- Half hourly stats

*Chargeable extra

Reports – Top 10 analysis

You have the ability to report upon their bills which is a very useful function within the SpecBill system. This allows the you to view your activities and to see how the cost is allocated to the usage on their lines. This area of SpecBill is also particularly effective for identifying potential fraud situations within the business.

The first option is 'Top 10 Analysis' which gives a brief overview of usage. These Reports allow you to report on 'Destination Types' including 'All' destination types, International, Local, National, Non-Geographic and UK Mobile.

You also have the option to choose which billing period the reports will cover, so not only can you report on current bills, but archived bills as well, which allows you to build up an idea of usage patterns.

Once these parameters have been decided they can then choose from the 'Select Report' drop down menu shown overleaf including 'Most Expensive Calls' and 'Most Frequently Dialed Numbers'. By selecting an option, this will automatically display the report in a list format underneath showing the top ten results.

The screenshot displays the 'Top 10 Analysis' report in the SpecBill system. The header includes the Spectrum logo and navigation links: Billing, Account Details, Reports (highlighted), and Logout. The report is for Account Name 'Spectrum Telecommunications Ltd' and Account Number '30004'. It shows Invoice Number 'F005273', Invoice Date '06 February 2013', and Billing Period '01 January 2013'. The report is filtered by 'CLI Description: ALL', 'Telephone No.: ALL', 'Destination Type: ALL', and 'Call Type: ALL'. The 'Select Report Quantity' is set to '10' and the 'Select Report' is 'Most Frequently Dialed Numbers'. The table below lists the top 10 results:

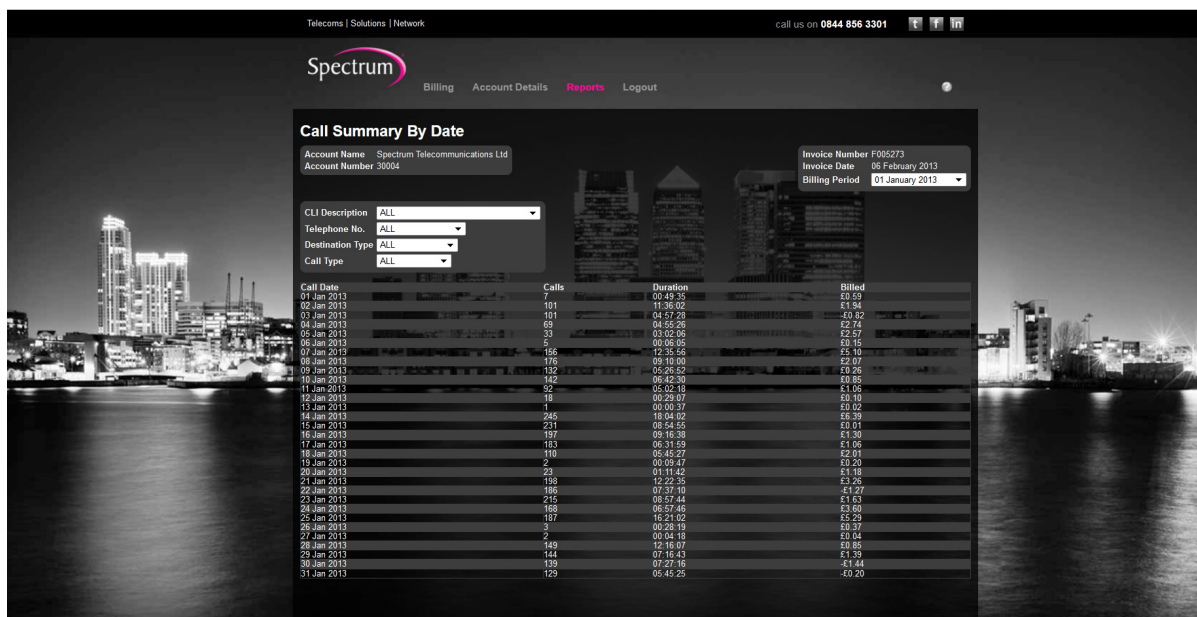
Destination	Other Party	Call Count	Total Duration	Total Charge
UK Wide 03	0333044533	139	09:49:33	£9.02
MOBILE	0800000	114	03:27:54	£5.41
Orange Mobile	07791300447	48	06:44:44	£8.46
NOTTINGHAM	0115586	41	01:27:32	£2.18
USA	011922791242	39	07:50:11	£4.51
Bourne End	01628538621	32	01:09:36	£0.52
Orange Mobile	07973631689	32	00:58:23	£0.96
Blackburn	01634675839	31	01:43:13	£0.55
Orange Mobile	07976972154	26	03:17:20	£4.07
T-Mobile, Virgin Mobile	07964651024	26	02:55:25	£2.61

Reports – Call Summary by Date

This section lists how many outbound calls were made on a particular date. It also displays the total duration and cost billed at the end of each day. This is useful for comparing productivity and identifying potential weekend abuse.

You also have the option to choose which billing period the reports will cover, so not only can they report on current bills, but archived bills as well, which allows them to build up an idea of usage patterns.

The results are displayed monthly depending on which Billing Period you choose from the drop down menu located top right of the Reports section.

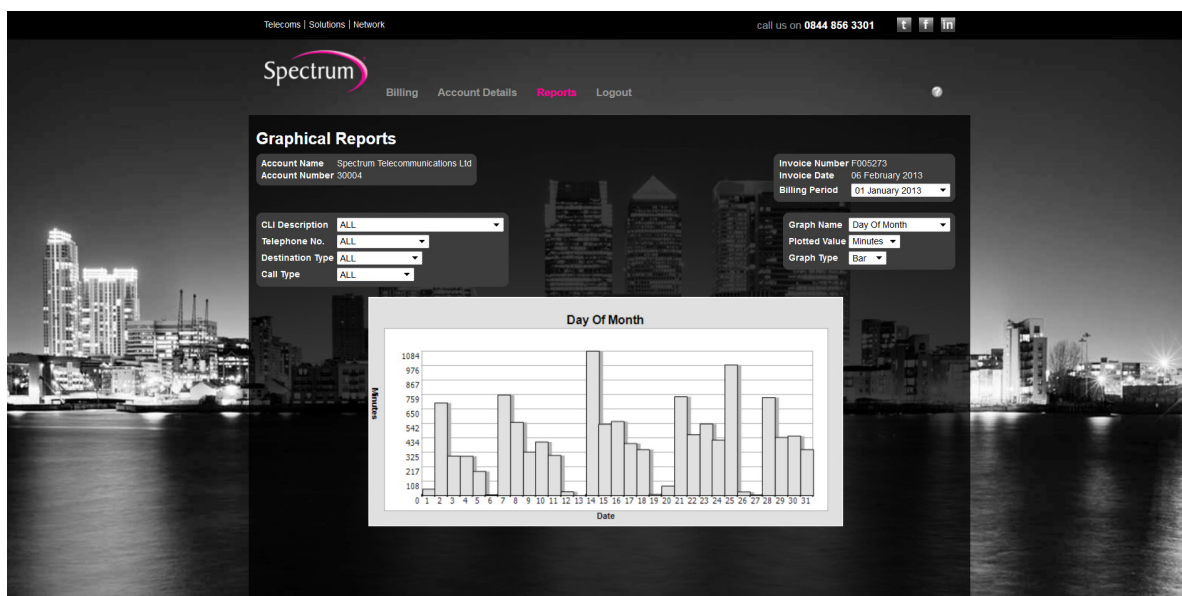


Reports – Graphical Reports

The Graphical Reports page shows a graphical representation of the selected month's call data. A number of different data graphs can be selected and will show data by hour of day, day of week, day of month or by duration distribution.

Each of these graphs except the Duration Distribution graph can plot either number of calls, the duration in minutes or the cost value of each call. Each graph can be represented by either a bar or a line graph.

This dashboard style reporting is particularly useful for at-a-glance information on calling - a simple, yet effective method of helping you to understand their bills.



The Help Button

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Spectrum

Billing Account Details Reports Logout

Call Summary By Date

Account Name Spectrum Telecommunications Ltd
Account Number 30004

Invoice Number F005273
Invoice Date 05 February 2013
Billing Period 01 January 2013

CUI Description ALL
Telephone No. ALL
Destination Type ALL
Call Type ALL

Call Date	Calls	Duration	Billed
01 Jan 2013	7	00:49:35	£0.59
02 Jan 2013	101	11:36:02	£1.94
03 Jan 2013	101	04:57:28	£0.82
04 Jan 2013	69	04:55:28	£2.74
05 Jan 2013	33	03:02:06	£2.57
06 Jan 2013	5	00:06:06	£0.16
07 Jan 2013	156	12:36:56	£5.10
08 Jan 2013	176	09:10:00	£2.07
09 Jan 2013	152	05:26:52	£0.96
10 Jan 2013	142	06:42:30	£0.85
11 Jan 2013	52	05:02:10	£1.06
12 Jan 2013	18	00:29:07	£0.10
13 Jan 2013	1	00:00:37	£0.02
14 Jan 2013	246	18:04:02	£6.39
15 Jan 2013	231	08:54:55	£0.01
16 Jan 2013	197	09:16:38	£1.30
17 Jan 2013	183	06:31:59	£1.06
18 Jan 2013	110	05:45:27	£2.01
19 Jan 2013	2	00:09:47	£0.20
20 Jan 2013	23	01:11:42	£1.18
21 Jan 2013	198	12:22:35	£3.26
22 Jan 2013	186	07:37:10	£1.27
23 Jan 2013	215	08:57:46	£1.63
24 Jan 2013	188	06:57:46	£3.60
25 Jan 2013	187	16:21:02	£5.29
26 Jan 2013	3	00:28:19	£0.37
27 Jan 2013	2	00:04:18	£0.04
28 Jan 2013	149	12:16:07	£0.85
29 Jan 2013	144	07:16:43	£1.39
30 Jan 2013	159	07:27:18	£1.44
31 Jan 2013	129	06:45:25	£0.20

The help button can be found at the top right corner of every screen. Clicking this will open a separate window with instructions relating to your current screen.

Contact us

For further information about Spectrum's products and services please visit our website at the address below.

The information contained in this user guide is correct at the time of going to press.

Spectrum reserve the right to make subsequent changes to the content and information may be modified, supplemented or withdrawn. October, 2010

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SpecBill

