MYBILL USER GUIDE

February 2023

Contents

SUMMARY

This document is a guide for users of the Virgin Media Business MyBill application. It specifically relates to version 1101.2604.131.61749 (or later) of the application, released in August 2017.

The MyBill service allows you to view and analyse your billing information online.

Using this service, you can:

1. View the billing information (both billed and unbilled[1]) for your entire company.

2. Create and update a "Line/Dialling Number hierarchy" for your company.

3. Set up other users within your company to use the service.

4. Create reports based on the billing information.

A note on browsers:

Great care has been taken to optimise this service for use across all browsers.

This version of MyBill supports the following Browser and Operating System combinations:

Browser	Windows 7	Windows 8	Windows 8.1	Windows 10	Android	iOS9
IE9	✖	✖	✖	✖	✖	✖
IE10	✖	✖	✖	✖	✖	✖
IE11	✖	✖	✖	✖	✖	✖
Edge	✖	✖	✖	✔	✖	✖
Chrome 58 *	✔	✔	✔	✔	✔	✔
Firefox 50 *	✔	✔	✔	✔	✖	✖
Safari	✖	✖	✔	✖	✔	✔

* Only the latest major number releases are tested

**IE has now been discontinued and has not been tested in the latest release

MyBill supports a minimum screen resolution of 1024 x 768, but a screen resolution of 1280 x 1024 is recommended.

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[1] Unbilled data is only available for Fixed Line and Data Circuits. Unbilled data is not available for Mobile devices

MYBILL OVERVIEW

Company Structures and User Types/ Permissions

Throughout this document two key concepts are used:

- Company Structures
- User Types / Permissions

More detail is provided in the following sections, but initially here is an overview of these concepts.

COMPANY STRUCTURES

MyBill presents your Virgin Media Business data by using company structures, of which there are several different types. These structures represent your organisation and are made up of groups collected together into a hierarchy "tree". These trees contain both users and Virgin Media Business products (Dialling Numbers, Data Circuits or IPVPN 3G SIM's)

They can present your billing data in a number of different ways. Sections 6.2**Error! Reference source not found.** and 6.3 detail these structures and how to manage them but here is a simple description of the structure types:

- Billing Defined – the structure provided in the billing data; this structure is read-only.
- Default – the main structure within MyBill (and the initial one used when you first login). In the first month of data being loaded this structure is a copy of the Billing Defined structure, thereafter it is updated by either subsequent Billing Defined structures or edits by users.
- Historical – a copy of the Default structure made just before a new Billing Defined structure is loaded; this structure is read-only.
- User defined – structures created by end-users (initially based on one of the existing structures) which other end-users can be given permission to see and/or edit.
- My Dialling Numbers – a simple structure for Dialling Number users (see below) containing the dialling number(s) that are assigned to that user, in a one level structure.

USER TYPES / PERMISSIONS

Users can be given permissions to view and/or edit one or more of the structure types described above. The level of access to those structures depends on both the structure itself and the level of permissions assigned when a user is created.

There are three main user types:

- Top-level (or administrator) users – assigned to the very top group (the customer level) of one or more structures. Generally they are the user (or users) that "manage" that structure.
- Group-level users – assigned to a group lower than the highest (customer) level, i.e. they are assigned to an individual account or lower.
- Multi-group users – these are group-level users assigned to more than 1 position in a single structure. Please note these positions cannot conflict, for example a user cannot be assigned to account A, and then assigned to a group "lower down the tree" within account A. But they can be assigned to account B.
- Dialling Number users – assigned directly to one or more Dialling Numbers (i.e. products).

Users can be assigned to more than one structure and have different permissions. For example, a user may be a top-level user on the Default structure, a Group user on the Billing Defined structure and a Dialling Number user within a My Dialling Numbers structure.

As well as the type, a user also can have differing permissions including:

- Full Admin
- Structure Only
- Users Only
- Read Only

See section 0 for more on this and how to create and manage users.

Signing in for the first time

Administrators: before you can start to use the MyBill service you need to register for a user login using the link within the email sent to you,

This email links to the registration page within MyBill and you must follow the on-screen prompts to register. You will also need to provide details from an invoice you have received in the last three months in order for us to verify your identity.

Other users: your Company Administrator will set up your log in details, your username and a temporary password will be emailed to you, once you have logged on you can change your password via the MyBill drop-down located at the top right hand of your screen.

Passwords must be a minimum of 8 characters, a maximum of 32 characters, contain at least one numeric character (please note symbols are not allowed).

Select My Account via the drop-down menu; click on the password link under the user information and enter your new password twice.

Email address: The email address you enter will be used to advise you when a new bill is available to view and also to send you a new password if you have forgotten your old one.

Sign In

The service is located at https://mybill.virginmediabusiness.co.uk
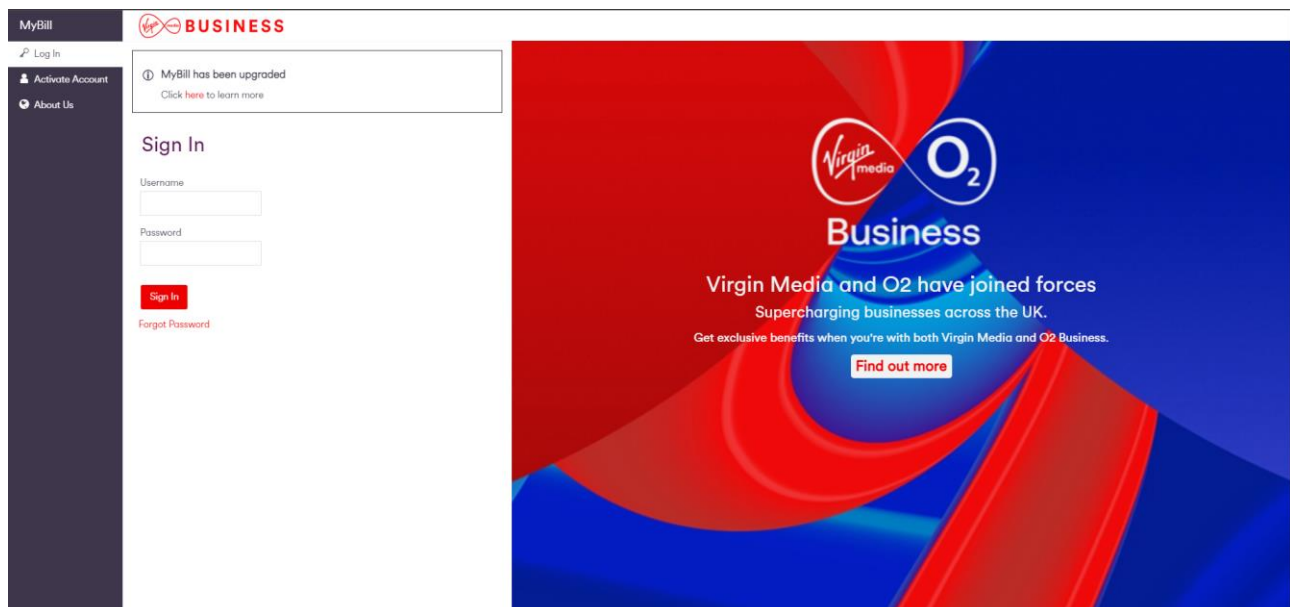
Each time you visit you will need to sign in using your username and password.

You have a maximum of five attempts to sign in. If the maximum attempts are exceeded, your account will be locked.

Forgotten your password

If you have forgotten your password, click on the Forgotten Password link on the home page, you will be presented with a screen where you must enter your username and a text verification code. Once the

appropriate details have been entered you will be sent an email containing a temporary link which you can use to rest your password, this link expires after 24 hours.

About us

This tab will take you to the main Virgin Media Business website.

My Account
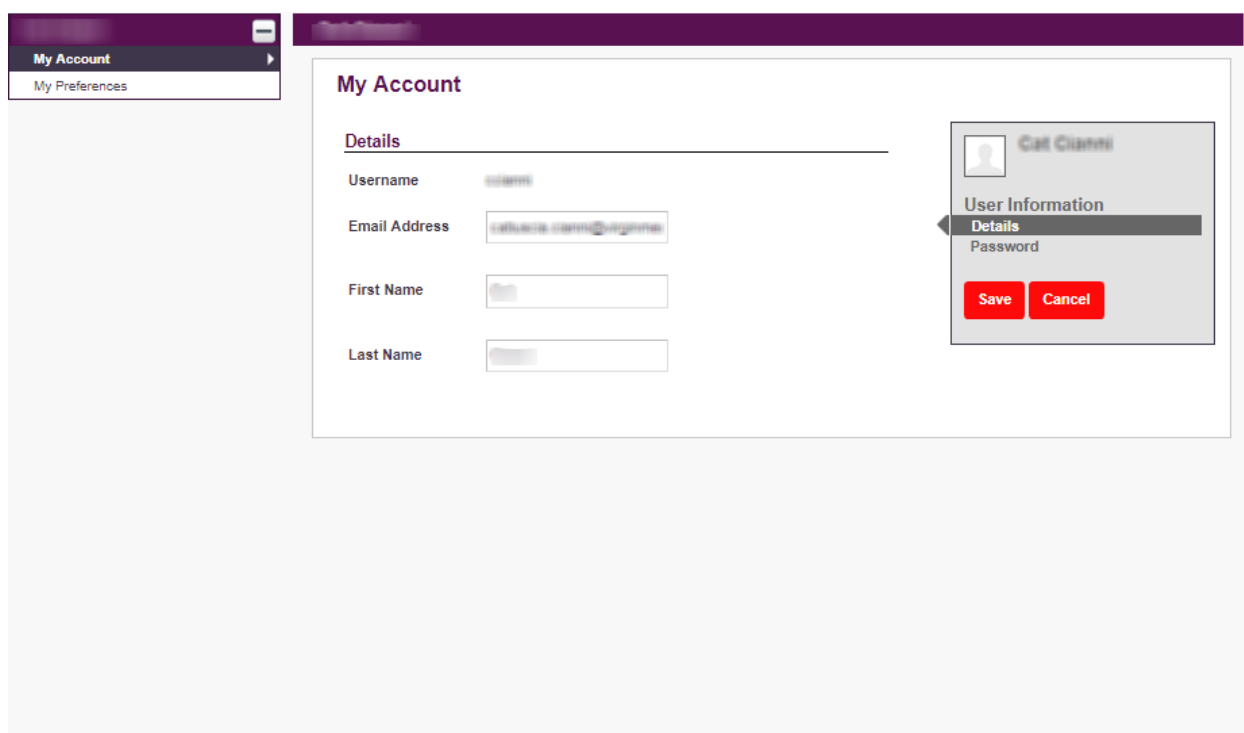
Once signed in, you will see the MyBill User icon

.
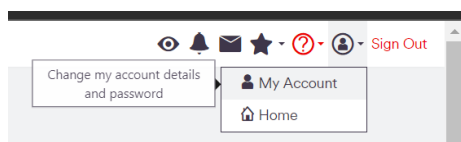
My Account displays your account details, here you can change your:

- Details (email address, first name or last name)
- Password
- Bill notification settings (including opting in to receive PDF Invoices by email)

CHANGE YOUR DETAILS

Enter your updated Email Address, First Name or Last Name and click Save.

Please note: You must click Save to update your details, navigating away from the page without clicking Save will not result in updated details.

Please note: You cannot change your user name.

CHANGE YOUR PASSWORD

My Account

Password

You can change your password below, your new password must:
- contain at least eight characters
- have at least one letter and one number
- be different to your previous ten passwords.

Note that upon successfully changing your password, you will be logged out.

Current Password

New Password

Confirm Password

User Information
Details
Password

Save   Cancel

Enter your new password in both boxes and click Save.

Please note: You must click Save to update your password, navigating away from the page without clicking Save will not result in an updated password.

CHANGE YOUR BILL NOTIFICATION SETTINGS

Josh strain
My Account
My Preferences

Josh strain

My Preferences

Notify me when a new bill is loaded ☑

If I receive multiple bills, only notify me for the first bill in each period ☐

Email me my Bill

You confirm that you are requesting that Virgin Media Business email your PDF invoice to your email address and that you have understood the following terms: (i) any such invoices that Virgin Media Business sends to the email address you are providing will be sent using the internet; (ii) given the nature of the internet you have no expectation that the contents of such invoices are guaranteed to remain private or confidential nor that any messages or information transmitted will be transmitted accurately, reliably, in a timely manner or at all; and (iii) Virgin Media Business shall have no liability in connection with the provision of such invoices to you by means of this email facility. If you do not consent to these terms then please use the site's download facility instead of this email facility. I consent to these terms and wish to use the site's email based invoice facility.

Please tick the box. ☐

Create password (mandatory) - 20 characters maximum.   (between 8 and 20 characters, including one letter and one number)

32 characters remaining.

Confirm password

32 characters remaining.

Update

There are 3 options here (depending on your user type):

- Notify me when a new bill is loaded
  - On by default.
  - Use this setting to control if email notifications are sent when new data is loaded.
- If I receive multiple bills, only notify for the first bill in each period

- o Off by default.
- o Applicable to users at the top of the Default or Billing Defined structures only.
- o Not available if you have chosen not to receive email notifications
- o Use this setting to control if you receive a notification every time data is loaded in a billing period. For example, if you are a user at the top of a Default structure with three accounts in the structure, each billing on a different day of the month, you will receive three email notifications (one for each account), each on the day following your bill date for that account.
- o Setting this setting to "on" will mean you only receive one notification after the first account is loaded.

- Email me my Bill
  - o Off by default
  - o Only available to users assigned to the top or account level of the Billing Defined structure.
  - o Not available if you have chosen not to receive email notifications.
  - o Use this setting to control if your email notification contains an attachment with a PDF copy of your invoice or invoices applicable to each data load/notification.
  - o Setting this setting to "on" will mean that the email notification will contain an attachment with the invoice or invoices applicable to each data load/notification.
  - o The attachment will be a ZIP file
  - o Optionally a password can be set here for the zip file
  - o There are some limitations to the sending of PDF Invoices with email notifications:
    - ▪ If the ZIP file is larger than 10MB then it will not be attached to the email notification (the text of the email will inform you of this).
    - ▪ If some (or all) of the PDF invoices are not available at the time the data is loaded into MyBill then only the invoices available will be contained within the ZIP file (the text of the email will inform you of this)

# Layout and navigation

Functionality within MyBill is split up into pages and portlets. Pages are accessed via the menu icons on the left hand side.

Common functionality such as month selection, search, favourites, Help, My Account and Signing out are located at the top of each page.

Company Structure selection is available on all pages excluding Admin.

Each page will contain one or more portlets.
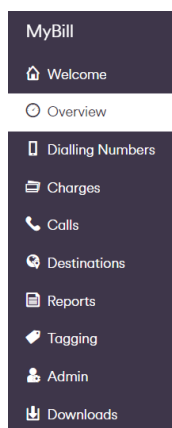
OVERVIEW

The ***Error! Reference source not found.*** is designed to show an at-a-glance summary of cost for each billing period, with easy navigation to all parts of the site.

In addition to displaying the key data values, the page adds-value by allowing you to:

- Quickly find, view and download electronic images of your invoices
- Be prompted with information as to significant changes in your bill
- See trends in your usage and costs
- Understand how much each of your service costs
- Identify costs across multiple services
- See how your costs breakdown across different categories of usage
- Drill down into more detailed views of your usage

My View

My view enables users to choose the data to view. For example, you may choose to view historical data from a previous bill, or to focus in on a particular group or subscriber. This comprises of:

- Bill Selection
- Search
- Favorites
- Help
- My Account
- Company Structure Control

BILL SELECTION

This displays a billing period drop down to allow you to view prior periods, up to thirteen billing periods are loaded into My Bill. Billing periods are used in conjunction with the company structures to allow you to look at usage and/or charges for a specific billing period. For example, you may want to view data for the previous billing period but using the company structure at that time.

To do this, follow the steps below:

- Step 1: Select the billing period you wish to view and MyBill will dynamically change to reflect your choice
- Step 2: Using the company structure drop-down control (see below), select the structure you wish to view.

- Once selected the page being viewed will refresh to display the usage and/or charges for your selected billing period and structure.

SEARCH

This controls the search function within the selected structure. The functionality is exactly the same as the Search control within the company structure or group selector.

Enter either:

- Dialing number/product code
- Dialing number/product label
- Company structure description

After entering the first three letters/numbers, MyBill will present you with a list of results that match your criteria. You can refine your search by typing in further characters or select an entry from the displayed list. Once selected, the screen will refresh to display the related information. For dialling number/product codes numeric entries the search works on the beginning of the number, for name searches on the dialling number/product label all parts of the name are searchable.

As you select the group or dialling number you wish to view, the screen will refresh to display the information for your selected entry. The breadcrumb trail in the company structure link will update to reflect your selection

MY FAVOURITES

My favourites feature enables you to mark a report or feature as a favourite, these reports/features are then displayed in the My favourites panel. This list is a read-only list, see 0 for full details of how to create and manage Favourites).

A maximum of ten reports (and/or custom Charts) can be saved. If you try to save an 11th, MyBill displays a message stating that the report or feature will replace the least used My favourite item; you must confirm this is acceptable before the replacement takes place.

HELP AND SUPPORT

The Help centre is accessed from the top-toolbar. It brings together a bundle of user-assistance tools in one menu, these include:

- • Start Tour – manually begin a tour of features;
- • Auto Tour – toggle auto tour on or off;
- • Show Hints
- • Support

HELP AND HINTS

Help Tour - The tour provides a conversational guide to using the MyBill features. Tours are associated with the main MyBill feature sets. By default they are set to Auto tour. This means that the tour launches the first time a feature is used, and subsequently if the feature is updated.

Users can opt to switch auto-tour off. They can also opt to launch the tour at any time using Start Tour (even if auto-tour is turned-on).

Hints - The Hints feature provides inline pointers to key elements of the MyBill solution. Hints are hidden by default, but can be activated from the Help centre menu. The first time you log on the tour is activated, and when you reached the last help item or close the tour down, hints are switched on automatically to highlight to you that hints are available. These can easily be switched off via the 'show hints' feature.

Once activated the hint locations are revealed by the subtle target icons. Move your pointer device to hover-over a hint icon to show the hint text.

SUPPORT

Further help can be found within MyBill:

- • Online Support – A number of links are provided to assist you with any questions you may have about my Bill
- • Site Feedback - fill in and submit the feedback form

MY ACCOUNT

See section 2.6

COMPANY STRUCTURE CONTROL

This control allows the selection of each of the company structures that you are currently assigned to. The types of structures displayed will depend on the permissions given to you, but can include:

- •   Default
- •   Billing Defined
- •   Historical
- •   User Defined
- •   My Dialing Numbers.

Select the company structure you wish to view by clicking its name.

- •   Please note to view a Historical structure you must be viewing a previous billing period (i.e. not the current billing period).

This allows the selection of a specific group or Dialing Number within a specific structure.

Using the following icons:

- •   Expand -   ▶
- •   Search -   🔍

A structure can be "drilled into" to select a group or Dialing Number. Please note the search function works in exactly the same way as the Find it control (see section **Error! Reference source not found.** for full details).

If a Dialing Number is selected, the Group control will update as shown below:

* The contents of My View will change depending on the page being viewed; see the following sections for further details.

Welcome Message

The Welcome message panel displays the most significant difference (increase or decrease) on your bill between the charge figures on the bill being viewed (charges only) and the average of the charge-category over the previous three months.

For example the message may read:

Hi Amanda, welcome to MyBill! It looks like your latest invoice dated June 2017 is available to view.

- •   Your cost is up 25% this month due in part to an increase in "Adjustments/Rentals/One-Off Charges/Usage" over the last three-months.
- •   Or
- •   Your cost is down by 25% this month, due in part to a decrease in "Adjustments/Rentals/One-Off Charges/Discounts/Usage" over the last three-months.

If the difference is less than 5% the notification message says: "There is no significant change to your bill this month compared to last month".
The welcome message reflects your position on the selected structure, this does not change as you drill down.
If you are assigned to multiple positions within My Bill the message will reflects your sum total.

Bill/Invoice Summary

For customers with multiple bills the Bill summary panel shows a summary of your latest bill, comprising of:

- •   Dialling Number Count – The number of dialling numbers in your bill, clicking on this takes you to the dialling number summary to see a one line summary of all the charges for each dialling number.

- The Cost difference when compared with the previous dialling number count
- A change indicator arrow highlighting the difference (green=decrease, orange=no change and red=increase).

- Previous bill value (inc VAT)

- Total bill (excl VAT) – the combined cost of usage and charges within your bill/position within the company structure excluding VAT
    - The Cost difference when compared with the previous bill
    - A change indicator arrow highlighting the difference (green=decrease, orange=no change and red=increase).

- VAT
    - The Cost difference when compared with the previous VAT amount
    - A change indicator arrow highlighting the difference (green=decrease, orange=no change and red=increase).

- Total Bill (incl VAT) – The combined cost of usage and charges within your bill/position within the company structure including VAT.
    - If you are at the top level of the billing-defined structure this is the actual cost of your bill.
    - If you are a group or dialling number this is the total of the usage and invoices at your assigned level;
    - The Cost difference when compared with the previous bill
    - A change indicator arrow highlighting the difference (green=decrease, orange=no change and red=increase).

For customers with a single invoice the 'My Invoice Summary' panel shows a summary of your latest bill, comprising of:

- Dialling Number Count – The number of dialling numbers in your bill, clicking on this takes you to the dialling number summary to see a one line summary of all the charges for each dialling number.

- Invoice Total (excl VAT) – the combined cost of usage and charges within your bill/position within the company structure excluding VAT

- VAT

- Invoice Total (incl VAT) – The combined cost of usage and charges within your bill/position within the company structure including VAT.

- Invoice Date

- Payment received – The last payment received on your account

- Payment Now Due – the total you owe for the current invoice and any outstanding amount

- PDF of your Invoice – If available

Charting Tool

By default, a Total cost chart is shown highlighting the total cost of all the bills loaded, which instantly shows increases and decreases.

If you have a single invoice, the default chart displayed is the charge breakdown chart.

You have the option to change this chart to any one of a number of predefined charts (for example to show, the call volume of a particular destination types over the loaded billing periods, or peak/off peak calls). Charts can be sorted by call volume, duration, events, data volume and cost.

You can also create your own charts and choose the chart to be displayed on the overview page via the configuration icon, select 'Change Chart' to see a predefined list of available charts and also create your own via the ⊕ ' icon.

There are six pre-defined charts:

- Destinations
- Call Period
- Bundle Usage
- Transmission Type
- Multiplay Service Summary
- Voice vs. SMS

Within each chart, you can select which category you want to filter by, and which view (display) you want to see. Each chart (except Voice vs. SMS) will have categories and display options that are relevant to the chart being selected.

For example, you may wish to view the cost of your international calls over the months they were loaded. To view this chart:

- Select Destinations from the Chart drop-down box
- Select International from the Category drop-down box
- Select Total Cost from the View By drop-down box.
- Click Select and the Chart is added to the home page
- Use the config icon to change the chart type you wish to select, such as bar-line or area chart.
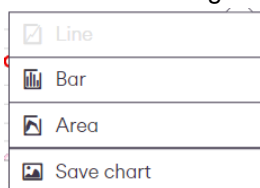
CREATE A NEW CHART

To create your own chart select 'Change chart' via the config icon, and then select the ⊕ icon to create a new chart.

Enter a name for your chart and choose the format in which you would like your graph to be presented.

Then using the drop-down boxes, enter your required filters. Using the Axis 1 and Axis 2 drop-down boxes allows you to compare one category against another.

Save the custom chart by clicking on the 'Save as a new chart' button, a confirmation message is displayed.

Any of the existing custom charts can be deleted from the 'Change Chart' page by finding the chart within the drop down menu and clicking the Trash Can icon.

To return to the overview page click select to show the new chart on the overview page or cancel to retain the existing chart.

To edit a chart, select 'Change Chart' and using the drop down chart menu select the chart you wish to edit and once edited choose 'select' to display this chart on the overview page.

Don't forget you can also select a Billing Period, or drill into Company Structure, or search a specific number and your chart will dynamically change to display results based upon your selection.

Invoices

If there is only one invoice then a Download PDF link is displayed within 'My Invoice'. When there are multiple invoices then the invoice summary is shown, this displays a list of invoices with a 'toggle' between a table view detailing payment information or an icon view with the cost and date of each invoice, this is available if there are multiple invoices, if there are only two invoices, the icon view is not shown.

You can download all your PDF's in a ZIP file via the 'Download all invoices' link.

Charges

This feature displays a summary of your charges by charge category. You can swap between the current month, showing cost, count and the difference between the previous to a graphical view of the cost of each of your categories over all the bills loaded via the icons.

Use the config icon to change your chart format, available formats are line, Bar and Area.

Drill down on each category to be taken to a report to see more detailed information about your selection

My Bill remembers your selection and the next time you log on the view you have chosen is displayed.

Usage

This feature displays a summary of your usage and costs for calls, data and events. You can swap between the current month, showing cost, count and the difference between the previous to a graphical view of the cost of each of your categories over all the bills loaded via the icons.

Use the config icon to change your chart format, available formats are line, Bar and Area.

Drill down on each category to be taken to a report to see more detailed information about your selection

My Bill remembers your selection and the next time you log on the view you have chosen is displayed.

Destinations

This feature displays a summary of your destination categories. You can swap between the current month, showing cost, count and the difference between the previous to a graphical view of the cost of each of your categories over all the bills loaded via the icons.

Use the config icon to change your chart format, available formats are line, Bar and Area.

Drill down on each category to be taken to a report to see more detailed information about your selection

My Bill remembers your selection and the next time you log on the view you have chosen is displayed.

Multiplay Service Summary

This feature displays a summary of your Multiplay Service categories. You can swap between the current month, showing cost, count and the difference between the previous to a graphical view of the cost of each of your categories over all the bills loaded via the icons.

Use the config icon to change your chart format, available formats are line, Bar and Area.

No drill down is available within the service feature.

Drill down on each category to be taken to a report to see more detailed information about your selection

My Bill remembers your selection and the next time you log on the view you have chosen is displayed.

Observations

These are static observations highlighting averages and changes in your bill from last month; a hyperlink is displayed and this will take you to the appropriate report where you can view more details.

This functionality allows you to enter up to:

- 5 Dialling Numbers, and /or
- 5 Dialled Numbers

You can then analyse spend between the latest billing period and the previous billing period. If the Dialling Number is not present in the previous bill, the Watchpoint for this bill is shown as zero.

REPORTING - MAIN

Report Overview

The Main Reporting portlet displays the Report Overview. This overview lists each of the reports available, grouping them by "type":

Once a report is selected, you can either return to the Overview page, or alternatively select another report via the drop-down menu displayed above the report.

The majority of reports initially display summarised data, which can then be further interrogated by "drilling down" to the usage or charge details screen. All reports display information in text tables and some (but not all) reports have a graphical chart.

Report filter

This feature allows you to find the data you need, by filtering the reports, based on simple drop-down inputs.
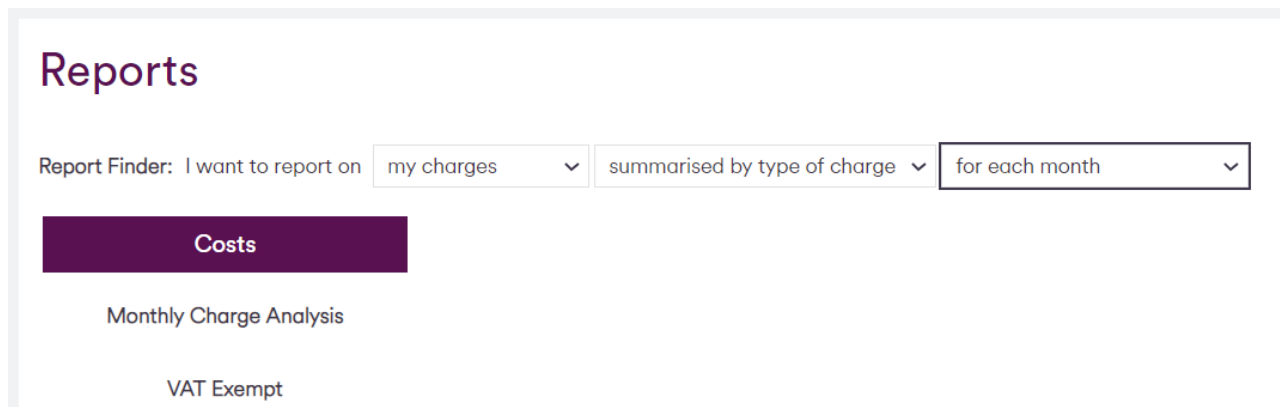
Common report functionality

Unless specifically stated within a report's description, within this guide or the online help text, all reports share some common functionality, this includes:

DRILL DOWNS

- Company Level

This icon drills down into the data by your company structure. For example, if you click on this icon whilst viewing the top level of your structure the next report will show the level below and so on.

- Data

This icon drills down into the data to view the actual usage or charges. You will be taken to the summary of search results screen (in some reports there are further summaries before this screen, each taking you to a greater level of detail). Click the view detail button to see the records, please note if this returns too many results this button will not be available and you must refine your search.

ICONS

- Add / Remove from Favourites

These icons allow the addition or removal of the current report to/from the list of My Favourites.

To add a report, simply navigate to the report and click the Add icon. The icon now changes to the Remove icon; click on this to remove the report, a confirmation dialog will be displayed before the report is actually removed (Favourites can also be removed using the My Favourites feature on the home page).

Up to 10 reports (and/or features) can be added. If 10 already exist in the list then you will be presented with a dialog stating that the new report (or feature) will replace the least used Favourite, which needs to be confirmed before the replacement takes place.
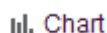
REPORT ACTIONS MENU

- Menu Selection

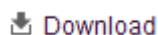| 🔽 Download |
|---|
| ✉ Email |
| ➡ Schedule |
| ⚙ Configuration |
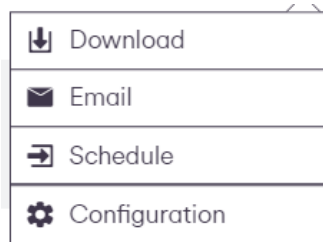
Clicking the icon to the top right of the report will open the Report Action Menu, which can contain some or all of the following actions. The actions shown will depend on a number of things including your user type, permissions, currently selected structure or bill.

- Chart   📊 Chart

Clicking on this action will open up a pop up display of the report chart, the option to download (save) the report and change the display to pie, line or bar chart is available. Please note not all reports display a graph. For individual columns within a report the chart will only be displayed if a numeric column such as duration, costs, averages, etc. are selected by sorting on one of these columns), otherwise no chart action will be displayed.

- Download   🔽 Download

This allows you to download or "save" the report you are viewing in a number of formats, these include:

  o Comma Separated Values (.CSV)
  o Extended Mark-up language (.XML)
  o Portable Document Format (.PDF)
  o Word 2010 (.DOC)
  o Excel 2010 (.XLS)

Each format includes a number of selectable options. Once selected the report will be downloaded to your machine, where you can select to open or save the file.

If your report contains a large number of records you will be presented with the following message: "Please wait while we prepare your report"; if you move away from this page before the report is generated the export will be disrupted and you must rerun the export.

Please note exports are subject to a limit of 5,000 records. If you try to export more than this a message will be displayed informing you must refine your search or set the query up as a Scheduled Report.
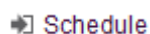
- Email   ✉ Email
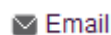
This allows you to email the report you are viewing in the same formats you can Download it. The report is emailed to the email address you have used to register for MyBill.

The notes in the Download section regarding waiting for Downloads and the 5,000 row limit also apply to emailing Reports.

- Schedule   ➡ Schedule

This allows you to create the report you are viewing as a Scheduled Report; which is generated using a background service and are not subject to the export limits described above.

These reports can be;

  o Generated and run immediately, or
  o Generated and once every bill load

  o Downloaded through the Scheduled Reports Management screen and / or

- o   Emailed to one or more email addresses.

- Configuration   ⚙ Configuration

  Each report initally displays a default view, which determines the configuartion of columns, sort order and number of rows returned per page. The Configuration action allows you to create your own "views", save them and then use it to display that partticular level of the the report you are viewing.

  Selecting the Configuration action will show the following options:

  Choose and drag to order
  You can change the order of the columns in your report by using the up and down arrows or by using drag and drop

Month	
☑ Adjustments	⬇
☑ No. of Bills	⬆⬇
☑ Rentals	⬆⬇
☑ Usage	⬆⬇
☑ One-offs	⬆⬇
☑ Discounts	⬆⬇
☑ Other	⬆⬇
☑ VAT	⬆⬇
☑ Total	⬆

  In this options dialog you can:

  - o   Give the view a name

  - o   Use the check boxes to select each column to be displayed

  - o   Drag and drop the columns into your required order or use the toggle arrows ⬆⬇

  - o   Select your required sort column

  - o   Select your required rows per page from a (pre-defined) list

  - o   Save this view

  When a view is created it can be selected using the additional filter item that will appear in the report (see below for details). Views can be deleted by selecting the View, clicking Configuration again and a Delete option becomes available.

  Notes

  - o   There is no limit to the number of views that can be created

  - o   Views are specific to you as a user, other user can create their own views if required

  - o   Views are specific to the report, and the level of the report that you are viewing, except where another report has exactly the same columns, and in this case the View will be avialble to all reports that match the one you are creating it against

  - o   The Default view cannot be deleted.

FILTERS

- Show data for   Showing data for: Virgin Media Business Test 1

  This shows the "breadcrumb" trail and the level of the company structure you are currently viewing a report at. Each item in the trail is a group within the current selected structure and can be clicked to view the report at that point in the structure.

- One line per

One line per:	Department ▾

This drop-down allows you to filter the report results by "tier" (group level) within the company structure. For example choosing Dialling Number would show a one line per Dialling Number summary of the report results at (and below) the current level selected in the company structure.

- Show/Hide Zero Entries

Zero entries:	show

When drilling down via the company structure you have the option to decide if zero entries are to be shown or hidden, as the default zero entries are hidden. For example where the total cost against a Dialling Number is zero, this would be hidden and only displayed when show zero entries is activated. Thus at summary level the report may show seven Dialling Numbers but when drilling down only four are displayed; this may be because the other three have zero entries.

- Multiplay Service

Multiplay Service:	All Services ▾

This drop-down filters the report by the selected Multiplay Service. All services available in the current selected month are listed plus an "All Services" option which is selected by default when the report is opened.

- Select Bill Month

Selected bill month ▾

This drop-down is available on select reports. It allows the user to view data over multiple months. The options are last 3,6, 9 months.

TOTALS

- Totals

Totals		1,241	0 bytes		0	56:21:32	£105.8080
Date ▲		Call Vol ▾	Data Vol ▾		Events ▾	Duration ▾	Cost ▾

At the top of most report tables is a Totals row which adds together the data in the column underneath. Where a report spans more than one page (see section 0) the totals are for the entire report, not just the current page being viewed.
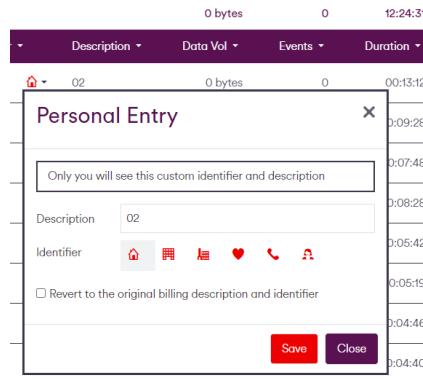
COST ADJUSTMENT ARROWS

- Cost Adjustment Arrows

Cost ▾
£0.0000 ➡
£462.2461 ⬆
£68.7543 ⬆
£50.4017 ⬆
£22.5651 ⬆
£4.8395 ⬇
£6.7300 ⬆
£11.6450 ⬆

These icons use three arrows next to cost figures on the reports. These arrows show whether the cost has decreased, increased or stayed that same since the last bill.
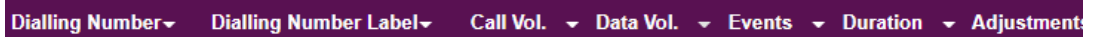
DIALLED NUMBER DESCRIPTION

- Dialled Number
  Description

An option is available in a number of reports to change the dialled number description to a description of your choice. If an Admin user (a user assigned to the top level of the company structure) enters a description and selects an icon, all other users will see this amended description and icon (including all other Admin users).
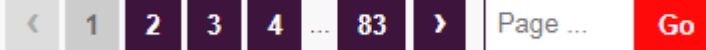
Group and Dialling Number users can enter their own personal description and icon.

REPORT SORTING AND PAGING

- Sorting

Most reports allow for sorting, on some or all of the fields.

Clicking on the currently selected sort icon reverses the sort. Clicking on a different sort icon (empty arrow) sorts the report by that field.
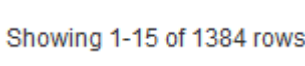
- Paging

By default, each report displays a maximum of 15 rows before it pages the results (this number can be changed through the Report Configuration action, see section 0 for details).

When 15 or less rows are returned by the report no paging controls are displayed.

When 16 or more results are returned by the report the results are organised in 15 row pages and the paging control is displayed.

The paging control appears above and below the report table and contains the following items:

- o Previous and Next page Arrows
- o "Jump to page… " control
- o A link to the first and last page by number
- o A link to the previous and next page by number
- o The currently selected page (lighter highlight)

- Row
  Count

Above and below each report table this control shows the currently viewed rows and the total number of rows

USAGE / CHARGE DETAIL

As mentioned in section 0 all reports ultimately "drill down" to usage or charge detail (with the exception of the Invoice Detail report), depending on the whether it is a charge or usage (call) based report. There are several features common to the detail level.

- Summary of search results

Account ▾			Dialling Numbers ▾	Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾
▬▬▬	👥	🗀	68	118	0 bytes	0	09:50:29
▬▬▬	👥	🗀	5	331	0 bytes	0	00:56:18
▬▬▬	👥	🗀	2	39	0 bytes	0	01:49:13

This shows a summary of the results, and you can either run the report via the Select Detail button 🗀 or use the Back to Report button to return to the summarised level of the report. Different fields are shown for usage and charge based reports (the screenshot above shows a usage based report).

Summary of Search Results (skip) - In the scenario where the results returned for a report are under the threshold for the maximum number of records to be shown on screen, this is set for each Telco and core is set to 200,000. Rather than you being taken to the 'Summary of search results' screen when drilling down, you are taken directly to the usage records.

- Reporting Criteria

Reporting criteria ▾

Dialling Number: 01914141365 -

Bill Selection: No

Sort order: Cost Descending

Row count: 35

Edit reporting criteria | Back to report

This shows the current filters applied to your report, which will have been auto-applied as you drilled through the summarised levels of the report.   The option to Edit reporting criteria will open up the Call or Charge Wizard (see sections 0 and 0).

- Presentation Criteria

Presentation criteria

Adjust the presentation criteria to display only the results you require, for example, Top 50 Most Expensive

Group by [Date] and sort [Descending] *
Order by [None] and sort [Descending]
Max rows [ ]

> VIEW REPORT USING CRITERIA

This filter allows you to refine your report search even further, by grouping the results. For example 200 usage records are returned by the search, using the presentation criteria you can decide to only view the top 50 records grouped by area code. You can also view a graph of your presentation view, available in standard reports and custom reports.

- Usage (Call) Detail Records

The following columns are displayed for usage records:

   o   Date
   o   Time
   o   Dialling Number
   o   Label
   o   Dialled Number (including Dialled Number Description Editor)
   o   Description
   o   Data Vol (data volume)
   o   Events
   o   Duration

- o Cost

- Charge Detail Records

  The following columns are displayed for charge records:

  - o Dialling Number
  - o Label
  - o Charge Description
  - o Charge start date
  - o Charge end date
  - o Charge amount
  - o Quantity
  - o Bandwidth
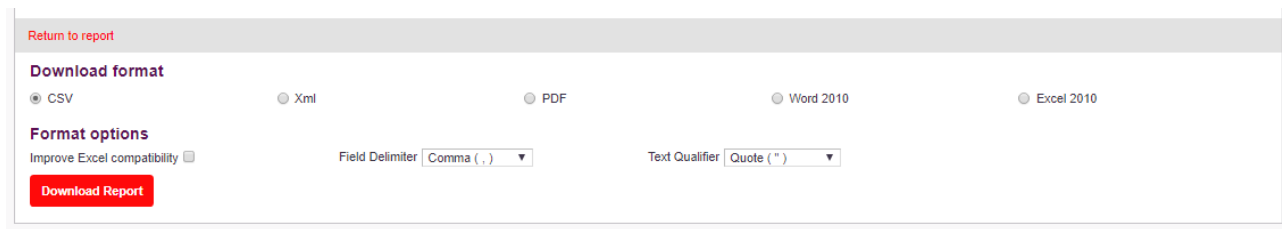 - o Description
  - o A-Post Code
  - o B-Post Code

  When exporting these records to CSV, XLS or XML formats the A and B Post Codes will be extended to show full addresses (8 columns including the post code) if Export Hidden Columns is selected.

COLUMN ALIGNMENT

- Column Alignment

  All columns excluding costs and numbers are right aligned within reports; all other columns are left aligned.

A NOTE ON EXCEL AND CSV COMPATIBILITY AND YOU!

MyBill CSV exports will open in all versions of Excel, however the Excel exports will only work on versions of Excel from 2003 and onwards. CSV by default outputs everything as UTF-8 as this supports the majority of character sets for different countries and languages.

When saving and emailing reports, if you opt to export your report in CSV format using a version of Excel before Excel 2003 SP3, the cost column will display the currency symbol as Â, this is because Unicode UTF-8 is being used, all versions of Excel from Excel 2003 SP3 will display all currency symbols correctly.

Images within Excel spreadsheets are not supported. Reports emailed/exported using Excel 2003 will not contain the Virgin Media Business logo.

It is recommended that if you use earlier versions of Excel, you open your CSV file in Notepad and save as a Unicode file.

Reports

COST – MONTHLY CHARGE ANALYSIS

This report summarises charges for each Billing Period / Month loaded. The charges are grouped by the month they were billed in rather than the calender month they were charged in.

A data drill down (magnifying glass) is available that shows invoices, then charge categories within a selected invoice, then charge descriptions within the charge category, eventually showing charge detail for the selected description.

The report displays all available Billing Periods, irrespective of what is selected in the My View portlet.

The report is only available to users assigned to the top level of the default structure.

COSTS – CHARGE CATEGORISATION

The Charge Categorisation report shows data relating to charges grouped by various charge types. There are seven top level categories available:

- Usage
- Rentals
- VAT
- Adjustments
- One-offs
- Discounts
- Other

You can drill down from each top level category to sub charge categories, via the magnifying glass or through the company structure using the people icon.

COSTS – COST ALLOCATION

Totals			77	£0.00	£3,859.87	£50.00	£0.00	£21.21	£0.00	£786.22	£4,717.30
Account ▾			Dialling Numbers ▾	Adjustments ▾	Rentals ▾	One-offs ▾	Discounts ▾	Usage ▾	Other ▾	VAT ▾	Total ▾
▨▨▨	👥	📁	68	£0.00	£3,789.97	£50.00	£0.00	£9.49	£0.00	£769.89	£4,619.35
▨▨▨	👥	📁	5	£0.00	£55.92	£0.00	£0.00	£7.38	£0.00	£12.66	£75.96
0▨7▨▨▨	👥	📁	2	£0.00	£13.98	£0.00	£0.00	£0.00	£0.00	£2.80	£16.78
▨▨▨	👥	📁	2	£0.00	£0.00	£0.00	£0.00	£4.34	£0.00	£0.87	£5.21

The Cost Allocation report shows charges grouped by levels in the company structure. Initially one line per account is shown, with two drill downs available:

- Data (magnifying glass) – goes straight to charge detail
- Company (people) – goes to the next level down in the company structure, where one line per group is displayed, with further data or company drill downs available

As this report groups on company structure level no graph is available.

COSTS – DIALLING NUMBER SUMMARY

Dialling Number	Label	Call Vol	Data Vol	Events	Duration	Adjustments	Rentals	One-offs	Discounts	Usage	Other	VAT	Total	Bandwidth
Totals		488	0 bytes	0	12:36:00	£0.00	£3,859.87	£50.00	£0.00	£21.21	£0.00	£0.00	£3,931.08	
		0	0 bytes	0	00:00:00	£0.00	£840.00	£0.00	£0.00	£0.00	£0.00	£0.00	£840.00	
		0	0 bytes	0	00:00:00	£0.00	£630.00	£0.00	£0.00	£0.00	£0.00	£0.00	£630.00	
		0	0 bytes	0	00:00:00	£0.00	£96.77	£50.00	£0.00	£0.00	£0.00	£0.00	£146.77	ADSL2+
		0	0 bytes	0	00:00:00	£0.00	£140.00	£0.00	£0.00	£0.00	£0.00	£0.00	£140.00	
		0	0 bytes	0	00:00:00	£0.00	£120.00	£0.00	£0.00	£0.00	£0.00	£0.00	£120.00	
		0	0 bytes	0	00:00:00	£0.00	£120.00	£0.00	£0.00	£0.00	£0.00	£0.00	£120.00	
		0	0 bytes	0	00:00:00	£0.00	£75.00	£0.00	£0.00	£0.00	£0.00	£0.00	£75.00	
		0	0 bytes	0	00:00:00	£0.00	£70.00	£0.00	£0.00	£0.00	£0.00	£0.00	£70.00	
		0	0 bytes	0	00:00:00	£0.00	£70.00	£0.00	£0.00	£0.00	£0.00	£0.00	£70.00	
		0	0 bytes	0	00:00:00	£0.00	£60.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	
		0	0 bytes	0	00:00:00	£0.00	£60.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	24MB
		0	0 bytes	0	00:00:00	£0.00	£60.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	
		0	0 bytes	0	00:00:00	£0.00	£60.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	
		0	0 bytes	0	00:00:00	£0.00	£60.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	
		0	0 bytes	0	00:00:00	£0.00	£55.00	£0.00	£0.00	£0.00	£0.00	£0.00	£55.00	

This report shows charges summarised by Dialling Number. Each row initially shows both charges and usage information, with a data drill down (magnifying glass) available which goes straight to charge detail.

Note – this report is not available to Dialling Number users.

COSTS – COST RANGE

Cost Range		Call Vol	Data Vol	Events	Duration	Cost
Totals		21	28.98 GB	12	01:40:22	£11.6500
0.00		17	28.98 GB	3	01:35:00	£0.0000 →
0.01 to 0.25		1	0 bytes	5	00:02:08	£0.6500 ↑
0.26 to 0.50		0	0 bytes	3	00:00:00	£1.3000 ↑
0.51 to 1.00		2	0 bytes	0	00:02:14	£2.0000 ↑
1.01 to 2.00		1	0 bytes	0	00:01:00	£1.2000 ↑
2.01 to 5.00		0	502 bytes	1	00:00:00	£6.5000 ↑
5.01 to 10.00		0	0 bytes	0	00:00:00	£0.0000 →
10.01 +		0	0 bytes	0	00:00:00	£0.0000 →

The Cost Range report displays the volume, duration, data volume and cost of usage records grouped by cost ranges. This report can be used to highlight areas of high or low spending.

Cost adjustment arrows are shown against the cost fields.

Company and data drill downs are available, leading to usage detail.

BUSINESS

COSTS – MOST EXPENSIVE

Dialling Number	Label	Dialled Number	Destination	Date	Time	Data Vol	Events	Duration	Cost
			MOBILE RATE (5)VODAFONE (fm5)	13-Oct-2016	14:47:23	0 bytes	0	00:14:13	£1.4930
			MOBILE TYPE (1)O2(fm1)	31-Oct-2016	14:11:00	0 bytes	0	00:20:37	£1.0520
			Calls to Mobile - EE/Virgin (F	13-Oct-2016	10:59:04	0 bytes	0	00:08:32	£0.8960
			Service Number 0843227 SC008	01-Nov-2016	12:49:40	0 bytes	0	00:05:38	£0.7230
			TYNESIDE	11-Oct-2016	14:13:15	0 bytes	0	00:17:49	£0.5880
			TYNESIDE	01-Nov-2016	19:24:20	0 bytes	0	00:33:33	£0.4200
			TYNESIDE	17-Oct-2016	10:36:38	0 bytes	0	00:47:50	£0.3590
			WEARSIDE	02-Nov-2016	16:24:51	0 bytes	0	00:45:38	£0.3430
			TYNESIDE	28-Oct-2016	16:15:36	0 bytes	0	00:25:32	£0.3200
			Service Number 0843227 SC008	01-Nov-2016	12:57:46	0 bytes	0	00:02:25	£0.3110
			SKIPTON	13-Oct-2016	15:50:28	0 bytes	0	00:21:58	£0.2750
			TYNESIDE	07-Nov-2016	12:18:39	0 bytes	0	00:35:22	£0.2660
			TYNESIDE	13-Oct-2016	10:32:26	0 bytes	0	00:19:01	£0.2380
			MOBILE TYPE (3) EE/Virgin (FM3	02-Nov-2016	14:13:23	0 bytes	0	00:03:59	£0.2040
			TYNESIDE	25-Oct-2016	14:54:01	0 bytes	0	00:14:04	£0.1760

The Most Expensive report displays a list of the top 50 most expensive calls. It can be used to easily see the most expensive calls without searching through the company structures.

As this report is at the individual usage record level, no filters are available, multiple pages are displayed and the graph is specific to each page of results.

This report includes dialled number description icons next to each of the dialled numbers.

Note – this report is only available to users assigned to the top level of the Default structure and Dialling Number users.

COSTS – USAGE

Totals			2	21	28.98 GB	12	01:40:22	£11.6500
Account			**Dialling Numbers**	**Call Vol**	**Data Vol**	**Events**	**Duration**	**Cost**
			2	21	28.98 GB	12	01:40:22	£11.6500

The Usage report breaks down the total usage (calls) costs for each element of the selected company structure. For each level of the company structure the following columns are shown:

The report presents a summarised view of volume, duration, data volume and costs, and is initially sorted by cost.

As this report groups on company structure level, no graph is available.

Company and data drill downs are available, leading to usage detail.

COSTS – VAT EXEMPT

Totals			21	28.98 GB	12	01:40:22	£11.6500	
VAT Exempt			**Call Vol**	**Data Vol**	**Events**	**Duration**	**Cost**	
Inclusive of VAT			21	28.98 GB	12	01:40:22	£11.6500	↑
VAT Exempt			0	0 bytes	0	00:00:00	£0.0000	→

The VAT Exempt report shows all usage (calls) grouped initially on whether the usage is inclusive or exempt of VAT.

As this report groups on inclusive / exempt of VAT, no graph is available.

Company and data drill downs are available, leading to usage detail.

COSTS – INVOICE SUMMARY

Totals	£3,931.08	£786.22	£4,717.30	£10,460.61	-£46.97	£15,130.94
Invoice Number ▲	Invoice Total (excl VAT) ▼	Total VAT ▼	Invoice Total (incl VAT) ▼	Previous Balance ▼	Payment Received ▼	Balance Outstanding ▼
	£63.30	£12.66	£75.96	£306.58	£0.00	£382.54
	£3,849.46	£769.89	£4,619.35	£9,928.14	£0.00	£14,547.49
	£4.34	£0.87	£5.21	£7.21	£0.00	£12.42
	£0.00	£0.00	£0.00	£175.50	£0.00	£175.50
	£13.98	£2.80	£16.78	£43.18	-£46.97	£12.99

The Invoice Summary report allows you to view all invoices loaded, with their associated Invoice Totals (excl. VAT), Total VAT, Invoice Total (incl. VAT), Previous Balance, Payments Received and Balance Outstanding. It is only available to users assigned to the top level of the Default and Billing Defined structures.

The report is not Company Structure aware, so wherever you are currently within the company structure all the invoices for the current billing period will be displayed.

WHEN – MONTHLY CALL ANALYSIS

Totals	488	12:36:00	0	0 bytes	£20.7810
Month ▼	Volume ▼	Duration ▼	Events ▼	Data Volume ▼	Total Cost ▼
Nov-2016	128	04:44:43	0	0 bytes	£6.1890
Oct-2016	360	07:51:17	0	0 bytes	£14.5920
Sep-2016	0	00:00:00	0	0 bytes	£0.0000

The Monthly Call Analysis report shows monthly usage information, based on the actual date usage records were made and not when they were invoiced.

This report lists calendar months and years where there are usage details, and will show when usage records were made for the whole company and not by hierarchy.

When you drill down into the month, a list of all the days in the month are displayed, with volume, duration, data volume and cost for those days.

WHEN – BILLING PERIOD

Totals			488	0 bytes	0	12:36:00	£20.7810
Date ▲			Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾	Cost ▾
08-Oct-2016			10	0 bytes	0	00:01:34	£0.2050
09-Oct-2016			11	0 bytes	0	00:01:53	£0.2470
10-Oct-2016			22	0 bytes	0	00:39:37	£0.7300
11-Oct-2016			14	0 bytes	0	00:21:52	£0.8300
12-Oct-2016			18	0 bytes	0	00:25:24	£0.5230
13-Oct-2016			31	0 bytes	0	01:58:39	£3.8280
14-Oct-2016			13	0 bytes	0	00:02:52	£0.2680
15-Oct-2016			12	0 bytes	0	00:04:38	£0.2600
16-Oct-2016			11	0 bytes	0	00:01:54	£0.2490
17-Oct-2016			15	0 bytes	0	00:52:34	£0.6330
18-Oct-2016			13	0 bytes	0	00:03:12	£0.2780
19-Oct-2016			13	0 bytes	0	00:04:21	£0.2670
20-Oct-2016			13	0 bytes	0	00:09:15	£0.3880

The Billing Period report shows usage information for each day of the currently selected Billing Period. It is only available to users assigned to the top level of the Default structure.

WHEN – ALL BILLING PERIODS

Totals		527	24:23:32	0 bytes	0	£72.2760
Bill ▾		Volume ▾	Duration ▾	Data Volume ▾	Events ▾	Total Cost ▾
Apr-2017		290	13:26:53	0 bytes	0	£40.3290
Mar-2017		237	10:56:39	0 bytes	0	£31.9470

The All Billing Periods report, is the same as the Billing Period report, but initially shows all Billing Periods, with a drill down to the next level showing the Billing Period report for the month selected in the drill-down. It is only available to users assigned to the top level of the Default structure.

WHEN – CALL PERIOD

Totals			290	0 bytes	0	13:26:53	£40.3290			
Peak Type ▾			Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾	Cost ▾	Avg Duration ▾	Avg Cost ▾	Avg p/min ▾
Day			161	0 bytes	0	07:53:26	£23.1670 ↑	00:02:56	£0.1439	£0.0489
Weekend			69	0 bytes	0	02:51:08	£8.7450 ↑	00:02:29	£0.1267	£0.0511
Evening			60	0 bytes	0	02:42:19	£8.4170 ↑	00:02:42	£0.1403	£0.0519

The Call Period report shows when calls were made by the call period (peak/off-peak) banding they are charged at.

A graph is available, this changes dynamically with each column selection, cost adjustment arrows are shown again the cost fields.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for', 'one line per' and 'show zero entries' are available within this report.

Company structure drill down and data drill down are also available. Ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

WHEN – DAILY DISTRIBUTION

Totals			290	0 bytes	0	13:26:53	£40.3290
Time of Day ▲			Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾	Cost ▾
00:00			5	0 bytes	0	00:06:14	£0.3150
01:00			4	0 bytes	0	00:11:17	£0.6770
02:00			6	0 bytes	0	00:09:44	£0.5370
03:00			5	0 bytes	0	00:07:45	£0.4370
04:00			3	0 bytes	0	00:07:54	£0.3820
05:00			0	0 bytes	0	00:00:00	£0.0000
06:00			0	0 bytes	0	00:00:00	£0.0000
07:00			5	0 bytes	0	00:24:17	£1.3720
08:00			11	0 bytes	0	00:30:11	£1.4920
09:00			18	0 bytes	0	00:48:48	£2.2000
10:00			18	0 bytes	0	00:48:48	£2.3460
11:00			17	0 bytes	0	00:44:58	£2.1710
12:00			25	0 bytes	0	01:08:50	£3.5350

The Daily Distribution report shows usage over a 24 hour cycle, for each hour period, across the <u>whole</u> of the currently selected billing period.

WHEN – LONGEST CALL

Dialling Number	Label	Dialled Number	Destination	Date	Time	Data Vol	Events	Duration	Cost
			MANCHESTER	20-Oct-2016	03:19:41	0 bytes	0	00:51:51	£0.3380
			NOTTINGHAM	09-Nov-2016	17:20:46	0 bytes	0	00:46:33	£0.3420
			BIRMINGHAM	20-Oct-2016	11:15:39	0 bytes	0	00:45:15	£0.3400
			LEICESTER	25-Oct-2016	14:12:49	0 bytes	0	00:33:59	£0.2550
			LEICESTER	07-Nov-2016	07:54:16	0 bytes	0	00:29:59	£0.2200
			LEICESTER	08-Nov-2016	09:57:30	0 bytes	0	00:29:39	£0.2230
			WAKEFIELD	02-Nov-2016	09:43:10	0 bytes	0	00:28:14	£0.2120
			MOBILE TYPE (1)O2(fm1)	02-Nov-2016	15:53:45	0 bytes	0	00:27:52	£1.6720
			Calls to Mobiles - O2 (FM1)	21-Oct-2016	16:38:50	0 bytes	0	00:26:32	£1.5920
			NOTTINGHAM	12-Oct-2016	19:50:52	0 bytes	0	00:26:13	£0.1710
			BIRMINGHAM	01-Nov-2016	12:28:45	0 bytes	0	00:25:57	£0.1950
			MOBILE TYPE (1)O2(fm1)	02-Nov-2016	13:45:10	0 bytes	0	00:23:34	£1.4140

The Longest Call report shows the 50 longest calls. The following columns are displayed as shown above.

It can be used to view the longest calls without having to search through the company structure.

As this report is at the individual usage record level, no filters are available, multiple pages are displayed and the graph is specific to each page of results. You can enter a page number instead of having to scroll through each individual page to find the information you are looking for.

This report includes dialled number description icons next to each of the dialled numbers, it can be saved and emailed in the formats detailed in the reports overview, and viewed using any company structure you are assigned to.

This report is only available to users assigned to the top level of the Default company structure and Dialling Number users.

WHEN – CALL DURATION SUMMARY

Totals			21	28.98 GB	12	01:40:22	£11.6500	
Range			**Call Vol**	**Data Vol**	**Events**	**Duration**	**Cost**	
00:00			0	0 bytes	0	00:00:00	£0.0000	→
00:01 to 00:30			0	0 bytes	0	00:00:00	£0.0000	→
00:31 to 01:00			9	0 bytes	0	00:09:00	£2.2000	↑
01:01 to 05:00			7	0 bytes	0	00:16:22	£1.1500	↑
05:01 to 10:00			2	0 bytes	0	00:12:00	£0.0000	→
10:01 to 30:00			2	0 bytes	0	00:28:00	£0.0000	→
30:01 +			1	0 bytes	0	00:35:00	£0.0000	→
Not Duration Based			0	28.98 GB	12	00:00:00	£8.3000	↑

The Call Duration Summary report shows information grouped by the duration of the usage.

Cost adjustment arrows are shown again the cost fields.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for', 'one line per' and 'show zero entries' are available within this report.

Company structure drill down and data drill down are also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

WHERE – DESTINATIONS

Totals			21	28.98 GB	12	01:40:22	£11.6500
Destination Category ▾			Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾	Cost ▾
Mobile	👥	📁	15	28.98 GB	12	01:21:14	£10.3000 ↑
National	👥	📁	4	0 bytes	0	00:16:00	£0.0000 →
International	👥	📁	1	0 bytes	0	00:01:00	£1.2000 ↑
Other	👥	📁	1	0 bytes	0	00:02:08	£0.1500 ↑
International Mobile	👥	📁	0	0 bytes	0	00:00:00	£0.0000 →
International Other	👥	📁	0	0 bytes	0	00:00:00	£0.0000 →
Non-geo	👥	📁	0	0 bytes	0	00:00:00	£0.0000 →
Local	👥	📁	0	0 bytes	0	00:00:00	£0.0000 →
Premium Rate Services	👥	📁	0	0 bytes	0	00:00:00	£0.0000 →

The Destination report shows where calls were made to, grouped by various destination categories.

There are nine top level categories available:

- Local
- Mobile
- National
- Non-geo
- International
- International Mobile
- International Other
- Other
- Premium Rate Services

The report has a number of sub-levels to it, and users assigned to the top level of the company structure can drill down (using the magnifying glass) as follows:

- Top level destination category to sub-category

Then if viewing the top level of the company structure:

- Sub-category to destination
- Destination to area code
- Area code to dialled number
- Dialled number to usage detail

If not viewing the top level of the company structure:

- Sub-category to usage detail

All other users will go from top level destination category to usage detail.

Cost adjustment arrows are shown against the cost fields at destination category level only.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for', 'one line per' and 'show zero entries' are available within this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

WHERE – INBOUND / OUTBOUND SUMMARY

Totals		21	28.98 GB	12	01:40:22	£11.6500	
Usage Direction▼		Call Vol ▼	Data Vol ▼	Events ▼	Duration ▼	Cost ▼	
Outgoing		20	28.98 GB	11	01:39:08	£7.1500	⬆
Incoming		1	0 bytes	1	00:01:14	£4.5000	⬆

The Inbound / Outbound Summary report displays a summary of the incoming and outgoing usage (calls).

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for', 'one line per' and 'show zero entries' are available within this report.

Company structure drill down and data drill down are also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

WHERE – FREQUENTLY DIALLED

Totals		583	0 bytes	0	25:18:59	£27.9990
Dialled Number▼	Destination▼	Call Vol ▼	Data Vol ▼	Events ▼	Duration ▼	Cost ▼
	BRADFORD	230	0 bytes	0	05:42:55	£2.4340
	RAMSEY (CAMBS)	30	0 bytes	0	00:12:47	£0.1030
	BRADFORD	21	0 bytes	0	01:35:19	£0.6710
	BIRMINGHAM	17	0 bytes	0	02:08:45	£0.9610
	SPEAKING CLOCK	16	0 bytes	0	00:01:13	£4.0800
	Calls to Mobiles - O2 (FM1)	14	0 bytes	0	01:26:39	£5.1990
	MOBILE TYPE (4)ORANGE(fm4)	10	0 bytes	0	00:30:18	£2.1260
	MANSFIELD	9	0 bytes	0	01:14:52	£0.5670
	LONDON	9	0 bytes	0	00:27:27	£0.2090
	MANSFIELD	8	0 bytes	0	00:10:30	£0.0810
	MARKET HARBOROUGH	8	0 bytes	0	00:04:22	£0.0370
	LONDON	8	0 bytes	0	00:39:29	£0.3000
	MOBILE TYPE (1)O2(fm1)	8	0 bytes	0	00:14:28	£0.8680
	LEICESTER	7	0 bytes	0	00:18:15	£0.1360
	LEICESTER	7	0 bytes	0	00:11:05	£0.0860

The Frequently Dialled report shows the 50 most frequently dialled numbers, grouped and sorted by the most frequently dialled (shown in descending order). This report allows you to see the most popular numbers being dialled, and by drilling down you can view who has dialled these numbers.

As this report is at the individual dialled number level, no filters are available, multiple pages are displayed and the graph is specific to each page of results. You can enter a page number instead of having to scroll through each individual page to find the information you are looking for.

This report includes dialled number description icons next to each of the dialled numbers. It can be saved and emailed in the formats detailed in the reports overview, and viewed using any company structure you are assigned to.

The results for this report are based on a unique combination of Area Code, Dialled Digits and Dialled Location.

This report is only available to users assigned to the top level of the Default company structure. Drilling down to a group will continue to display all usage records irrespective of the group you are viewing.

HOW – MULTIPLAY SERVICE

Totals			21	28.98 GB	12	01:40:22	£11.6500
Multiplay Service			**Call Vol**	**Data Vol**	**Events**	**Duration**	**Cost**
Mobile			21	28.98 GB	12	01:40:22	£11.6500

The Multiplay Service report shows a summary of usage grouped by its Multiplay category. There are three available Multiplay categories:

- Fixed
- IPVPN 3G Data
- Mobile
- Revenue Share
- Unknown

Data loaded prior to 15 May 2013 will show a category of Unknown. Data loaded after this date will fall into one of the other two categories.

Cost adjustment arrows are shown against the cost fields.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for' are available within this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

HOW – ROAMED

The Roamed report shows a summary of usage for mobile. There are three available Roamed reports:

- Not Roamed
- Roamed
- Roamed Received

Cost adjustment arrows are shown against the cost fields.

The reports can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for' are available within this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

HOW – TRANSMISSION TYPE

The Transmission Type report shows a summary of usage grouped by its Transmission Types. There are six available transmission types:

- Voice
- Data

- Text
- MMS
- Fax
- Other

Cost adjustment arrows are shown against the cost fields.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for' are available within this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

HOW – BUNDLE USAGE

Totals			21	28.98 GB	12	01:40:22	£11.6500	
Bundle ▾			Call Vol ▾	Data Vol ▾	Events ▾	Duration ▾	Cost ▾	
Inclusive			17	28.98 GB	3	01:35:00	£0.0000	→
Exclusive – Not Eligible			4	1.00 KB	9	00:05:22	£8.6500	↑
Partial			0	502 bytes	0	00:00:00	£3.0000	↑
Exclusive – Not In Bundle			0	0 bytes	0	00:00:00	£0.0000	→

The Bundle Usage report shows a summary of usage grouped by whether it was in a bundle or not.

Cost adjustment arrows are shown against the cost fields.

The report can be saved and emailed in the formats detailed in the reports overview.

Common report filter features such as 'show data for' are available within this report.

Company structure drill down is also available; ultimately you are presented with a list of usage records which match your selection.

This report can be viewed using any company structure you are assigned to.

My Reports

The My Reports functionality allows you to:

- Create and run custom reports on your billing data
- Manage and re-run your Scheduled Reports.

You can create reports based on usage or charge information using the 'Call Reports - New' functionality.

SCHEDULED REPORTS MANAGEMENT

Most standard reports and user created usage and charge reports can be created as a Scheduled Report. Once created as a Scheduled Report these reports can be downloaded and emailed to individual users or groups of users.

Scheduled Reports are available to all users.

The Scheduled Reports Management portlet allows you to view the reports that have been scheduled, including history of previous reports. Reports can either be run once or run each time new data is loaded.

They can be emailed and/or downloaded.

Scheduled Reports can be run on all structures; Default, Billing Defined, User Defined, and Historical, however if you choose to run a report on a Historical structure, the report will only be generated once.

Reports can be scheduled in all standard MyBill formats, and reports can be stopped, started and restarted.

The following logic has been implemented for Scheduled Reports:

- Each Scheduled Report will allow you to amend the export format, when it is run and who it is sent to, BUT you cannot amend the actual content of the Scheduled Report.

- You cannot overwrite an existing schedule report with a new Scheduled Report; instead you must create a new one and delete the old one.

- Where the report is reporting on a group or level that no longer exists, the report will not error but will return no rows.

- Some reports are not suitable for Scheduled Reporting, if a report is not suitable it will not have the 'Schedule Report', therefore it cannot be created as a Scheduled Report.

- If a custom report which has been selected as a Scheduled Report is changed and updated, the schedule report will use the updated report.

CREATING A SCHEDULED REPORT

To create a Scheduled Report select the report you wish to schedule and click the Schedule Report action menu option and a new screen is displayed detailing how to create a scheduled report.

- Download Format - Choose your report format, these are the same formats used for emailing and saving reports.
- Format options – As above these are the same format options used for emailing and saving reports.

- When should it run? - Scheduled Reports can be run as a one off, or each time new billing data is loaded. By default the report will run each time new data is loaded.
- Who should receive it? - Each user must create the individual email addresses and groups via the Manage Contacts pop up (see section 5.4.1.2 below for details). These can then be added to the Scheduled Report using the type-ahead functionality.
- Name and notification preferences - By default the Scheduled Report name text box is pre-populated with the name of the report, however you can manually change this if required. You also have the option to be notified by email when the report is ready is available, by default this notification will be switched off.

EMAIL ADDRESSES

Individual email addresses and email groups must be manually created via the Manage Contacts pop up. These can then be added to the Scheduled Reports.

Email addresses cannot be entered without agreeing to a disclaimer (for each email added) that you take responsibility for any emailed Scheduled Reports which are sent out by the system.

You confirm that you are providing Virgin Media Business with an email address for forwarding reports to and that you have understood the following terms: (i) any such reports that Virgin Media Business sends to the email address you are providing will be sent using the internet; (ii) given the nature of the internet you have no expectation that the contents of such reports is guaranteed to remain private or confidential nor that any messages or information transmitted will be transmitted accurately, reliably, in a timely manner or at all; and (iii) Virgin Media Business shall have no liability in connection with the provision of such reports to you by means of this email facility. If you do not consent to these terms then please use the site's download facility instead of this email facility. I consent to these terms and wish to use the site's email based reporting facility. Please tick the box.

To create an email address click on the Manage Contacts button in step four of the Scheduled Report creator this will bring up the Contacts Pop Up portlet.

Email Groups List
Create an email group

Name	Action

No results to display.

Contacts List
Add email address

Email Address	Action

No results to display.

Here you can:

- Add individual emails – click Add email address, enter a valid email address twice and enter a name and description for your email contact. You must tick the disclaimer box before the email contact can be saved.
- Create email groups – click Create an email group, using the type ahead functionality search for the email addresses you wish to add (they must already have been entered with the Add email address functionality described above). Once found your email address will be automatically added to your group, enter a group name and description and ensure you tick the disclaimer box, you will not be able to save your group unless this box is ticked.

If an email address is deleted/removed from the email management portlet, this email address will be removed from all Scheduled Reports which contain that address. If an email address is edited, this change will be reflected in all Scheduled Reports the user is assigned to.

CALL REPORTS – WIZARD

Click on the Call Reports Wizard link and you will be presented with a number of tabs which will allow you to create your usage/call based report.
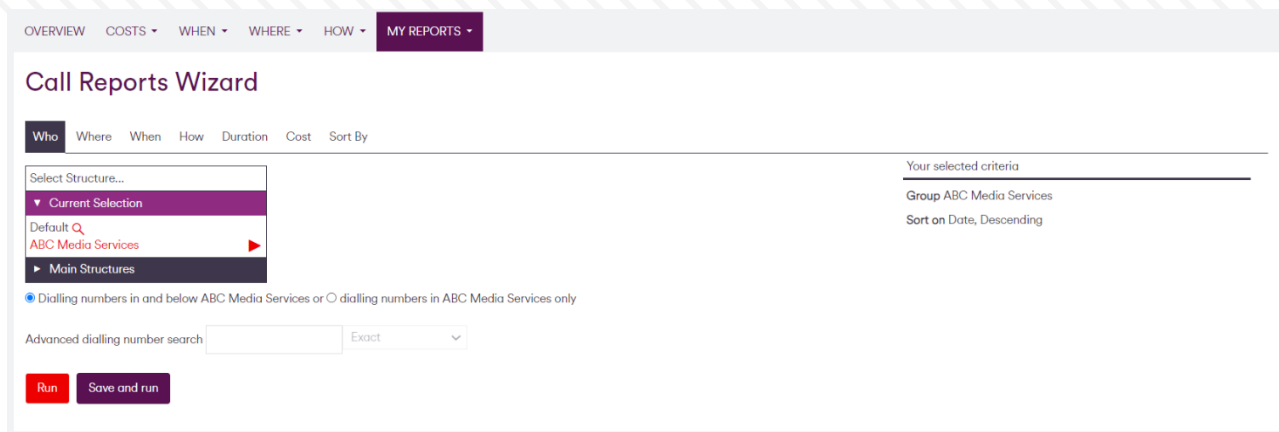
Each tab contains a number of filters, rather than having to go through each tab you can select the tab you want, enter the filter and click either Run or Save and run (to be re-used later as required).

As you build up your report the Your selected criteria box on the right hand side of the screen begins to build up with the selected filters.

The available tabs are:

- Who – Using this you can select the company structure you wish to report on, and within that company structure select either:
  - The whole structure
  - A group within the company structure
  - An individual Dialling Number or
  - A range of Dialling Numbers

  Clicking on the individual hyperlinked groups or the Dialling Number allows you to select the group or find the Dialling Number you want to run the report on.

  Using the Advanced dialling number search you can also select a range of dialling numbers and a drop-down box allowing you to select criteria

  - Starts with
  - Contains
  - Exact

  When an exact dialling number selection is made via the Company structure control the text box, drop-down and existing radio buttons will be removed from the screen as they will not be relevant, if a group is selected via the company structure control they will re-appear.

- Where / When / How / Duration / Cost / Sort By – Allow you to enter filters to further narrow your usage report and define the sort order.
- Where – The Dialled Number and Dialled Description filters also contain a Starts With, Contains and Exact drop-down which allows you to further refine their search criteria.

To save the report for future use click the Save and run button, this will be displayed on the reports overview page. Once saved, reports can be updated as and when required.

When creating a custom report the user context portlet is not used to select or filter on the company structure as the company structure contained within the How tab is used.

CHARGE REPORTS – WIZARD

Click on the Charge Reports Wizard link and you will be presented with a number of tabs which will allow you to create your invoice report.
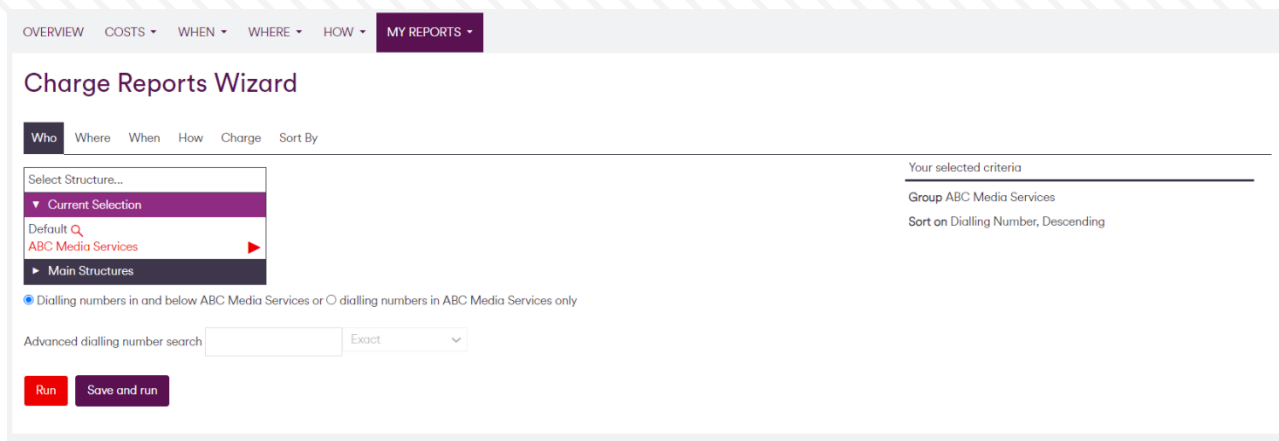
Each tab contains a number of filters, rather than having to go through each tab you can select the tab you want, enter the filter and click either Run or Save and Run.

As you build up your report the Your selected criteria box on the right hand side of the screen begins to display the selected filters.

- Who – Using this you can select the company structure you wish to report on, and within that company structure select either:
    o The whole structure
    o A group within the company structure
    o An individual dialling number or
    o A range of dialling number.

    Clicking on the individual hyperlinked groups or the dialling number allows you to select the group or find the dialling number you want to run the report on.

    Using the Advanced dialling number search you can also select a range of dialling numbers and a drop-down box allowing you to select the criteria

    o Starts with
    o Contains
    o Exact

    When an exact dialling number selection is made via the Company structure control, the text box, drop-down and existing radio buttons will be removed from the screen as they will not be relevant. If a group is selected via the company structure control they will re-appear.

- Where – Using this tab you can filter your results by the B-end Postcode
- When / How / Charge / Sort By – Allow you to enter filters to further narrow your charge report and define the sort order.

To save the report for future use, click the Save and Run button, displayed on the reports overview page. Once saved, reports can be updated as and when required.

When creating a custom report the user context portlet is not used to select or filter on the company structure, as the company structure contained within the How tab is used by default.

ADMINISTRATION

Administration Overview

The Administration management feature set provides the tools to create and manage your structures. The available feature set comprises of:

Structures – Use this to:

- Manage Structures - Create and edit groups in existing structures (default and user defined the Billing defined structure is read only)
- Create User Defined Structures
- Download and Upload Structures in .CSV format

Dialled Numbers – Use this to:

- Move dialled numbers between groups in the same organisational structure and copy from one organisational structure to another
- Rename Dialled Numbers
- Change the default usage tagging option for a subscriber.

Users – Use this to:

- Create and manage your My Bill Users.

Reports – Use this to monitor structure, charge and notification changes.

- Structure audit log displays organisational structure change for all structures, together with any user updates
- Move charges audit log displays the movement of charges between groups within the organisational structure.
- The Drip-feed notifications report ensures email notifications are sent at in a controlled manner, for example at a reasonable hour of the day such as during working hours.

Other – Use this to move charges and manage your sFTP settings

- Use Move charges to move charges between subscribers and/or structure positions within the default organisational structure.
- The Manage sFTP feature enables Top-level users to assign an external sFTP site to the unbilled download.

The ability to see and use this functionality will depend on your user permissions, for example, Audit Reports are only available to users assigned to the top-level of a company structure (with structure rights).

Before looking at the Administration functionality options, it is worth reviewing how the Company Structures are used and controlled within MyBill.
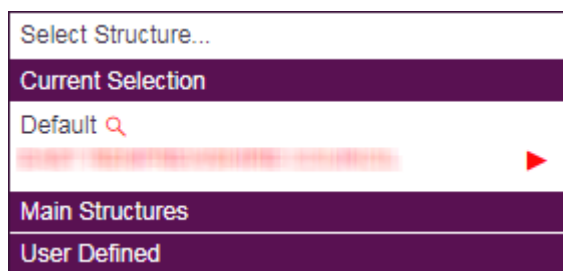
 MyBill allows users with structure rights (see User Creation, section 6.3.3.1 for details) to create and maintain company structures and users.

The Company Structure control has four sections:

- Current Selection
- Main Structures
- Historical structure
- User Defined

Which sections you will / won't see will depend on your permissions.

CURRENT SELECTION

The current selection will always change to reflect the structure you are viewing at that time, as you navigate through the groups a "tree" structure will be populated in the structure control box. To expand the control to

"see" the next level down, click on the arrow icon against the required groups. To select a specific group/dialling number click on its name.
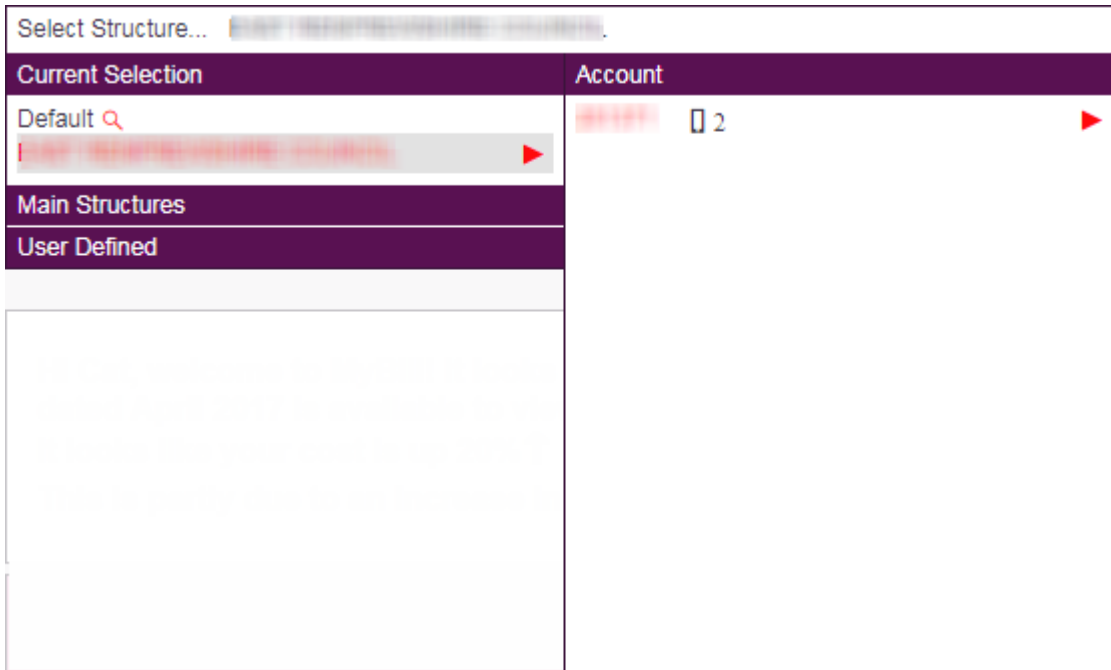
MAIN STRUCTURES
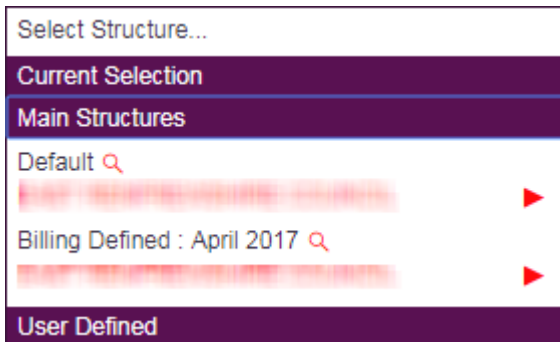
- Billing Defined – This structure is provided by the billing system and loaded with each data file. Each bill loaded into MyBill has a separate Billing Defined structure, as provided in the data. By default the first time data is loaded, the Billing Defined structure will be copied to the Default structure (see below). This structure is read only; groups and/or dialling numbers cannot be edited, deleted or added.

- Default – This is the user maintained structure for the most recent month. It updates as new Billing Defined structures are loaded (to represent the changes in the loaded structure) and/or when a user (with structure rights) make changes to it.

HISTORICAL STRUCTURE

This is a "snapshot" of the Default structure made just before a bill is loaded. The user structure positions are copied at the point the snapshot is made. This structure is read only; groups and /or dialling numbers cannot be edited/deleted or added.
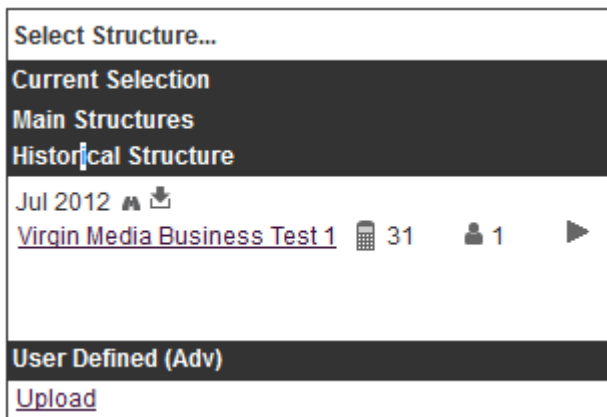
USER DEFINED STRUCTURES

User Defined Structures are structures created by users. Once a structure is created, other users can be assigned a structure position with in it. If you have a position on a User Defined structure then it will appear in the Company Structure control. See section 6.3.5 for details of how to create and manage User Defined structures.

Once a structure has been expanded out, the other structures will contract.

STRUCTURE ACTIONS / INFORMATION

There are a number of possible "actions" associated with each company structure, but not all actions are available on all structures:

- Search

  Search for a dialling number, group or user name, this is available within each group of the structure but also searches through the whole structure.

  Available on all structures.

- Dialling Numbers / Products

  Displays the number of dialling numbers and products associated with each level of the company structure. These icons and numbers are for reference only and no drill down is available.

  Available on all structures.

- Users

  Displays the number of users associated with the selected group. These icons and numbers are for reference only and no drill down is available.

  Available on all structures.

Administration – Structure

The Administration management feature set provides the tools to create and manage your My Bill structures that support the analysis of billing data.

MANAGE GROUPS

Manage Groups allows you to, add, edit and delete elements from the Default structure and any User Defined structure you have permissions for.

To create a new group enter a name in the Create a new <current tier name> within <currently selected group name> box.

Click Create, and the group is added to the structure. Please note the Cost Code is for reference only and is not displayed in any reports.

Using the Company Structure control and the naivigation arrows, select the highlighted group and further groups can then be added either above, below or at the same level as this group. If groups are added below, MyBill will automatically add levels to the tiers screen.

Group names can be easily changed; however only users assigned to the top level of the company structure can amend the top level group name.

Groups can only be deleted if no dialling numbers, users or child groups are associated with the group. You will be presented with a message informing you of this, and you will need to take the appropriate action.

TIER HIERARCHY

MyBill's flexible hierarchy allows a maximum of ten levels (tiers), by default; each tier is labelled Tier x , where x is the level number (1 through 10). These tiers are reflected in the One line per filter, which is available in some reports and in the Select Group drill-down.

Use the Tier hierarchy pane on this tab to give each level a user-defined label (for example, Departments or Accounts).

MyBill automatically adds (or removes) levels whenever necessary. For example if you added a structure position below what was the bottom level, MyBill will add another level (up to the maximum allowed). When this process removes levels it retains their original name and will use it again if the levels are increased at a later time.

USER DEFINED STRUCTURES

The User Defined structures section allows for the creation of structures by selecting groups and / or dialling numbers from either the Billing Defined or the Default structure.

A good example of creating a User Defined structure would be if you had a user who needed to view data for the same department from three different countries, i.e. Sales Department in France, Spain and UK.

Three Types of User Defined Structures are available:

USER DEFINED STRUCTURES WITHOUT SYNCHRONISATION OPTIONS

This type of structure is available to everyone irrespective of structure/user rights and may be either cloned from another structure or manually compiled by yourself.

- Enter a name for your structure – This is a mandatory field

- Clone from an existing structure - Select this option to base your new structure on an existing structure, choose your structure via the 'Show Structure' link. Existing User Defined structures can be used to clone other structures from.

- Cloning an existing structure copies any groups it contains and {Optionally} all the subscribers. To select 'All dialing numbers' ensure the 'Clone Structure with dialing number's box is ticked

- Create a new structure – Select this option to create a single-tier structure with no groups or subscribers. You can then copy dialing numbers in from other structures to create your own structure. This option removes the Synchronization Details.

- Synchronization details - This defaults to No synchronization, keep this radio button unchanged.

- Click 'Create' to create your new organisational structure. This structure will now be shown in the 'User Defined' section of your company structure control. To edit this structure use the 'Edit User Defined' feature within Administration/Structure.

SYNCHRONISED STRUCTURES

The following two options are only available if you are assigned to the top of either the billing defined or default structures, you do not need to have been assigned structure rights to the source structure. However, you will only be able to select a source structure you have been assigned to.

Synchronized user defined Structures are shown with a 'sync' icon in the company structure control.

CREATE A READ ONLY SYNCHRONISED STRUCTURE

This allows you to select groups and individual dialing numbers from the source structure for synchronization. The next time data is loaded to the source structure the selected groups in this structure will be synched and any new dialing numbers that appear in the selected groups of the source structure are automatically added to the corresponding groups.

- Enter a name for your structure – This is a mandatory field

- Clone from an existing structure - Select this option to base your new structure on an existing structure, choose your structure via the 'Show Structure' link.

- Only the Default and Billing defined structures will show the Synchronisations details.

- Select the 'Create a read-only synchronised structure' radio button

  o A three-panel selection will appear.

  o The first panel displays the selected company structure and allows a whole group and/or its individual dialling numbers from the selected structure to be selected.

  o The second panel will show the groups/dialling numbers underneath the selected node.

  o The third panel shows the groups/dialling numbers selected for synchronisation.

  o You cannot sync from the top "My Company" only the 2nd tier and below.

- Source Structure Selection - Select the groups/dialling numbers within the company structure you want to sync. To see all groups select the top level of the company structure.

- Available for synchronisation - Tick the radio box next to the group/dialling numbers you want to add to your synched structure. Selecting 'All' adds all groups/dialling numbers. Click the Add button to add the groups to your new structure

- Selected for synchronisation - The selected groups/dialling numbers are displayed in the final panel, if no further changes are required click create (note this only available if groups/dialling numbers are added and you have named the structure). If you wish to remove a group/dialling numbers, select the required groups/dialling numbers and click remove and the groups/dialling numbers are removed from this panel but continue to be shown in the 'Available for synchronisation' panel.

- Click 'Create' to create your new organisational structure. This structure will now be shown in the 'User Defined' section of your company structure control. To edit this structure use the 'Edit User Defined' feature within Administration/Structure.

CREATE AN EDITABLE DIALLING NUMBER SYNCHRONISED STRUCTURE

This allows you to select groups and individual dialing numbers from the source structure for synchronization. The next time data is loaded to the source structure the selected groups in the user defined structures will be synched and any new dialing numbers that appear in the selected groups of the source structure will be added to this synched structures 'unallocated' group. Thereafter you can then manually allocate these dialing numbers to the groups they wish too.

- Enter a name for your structure – This is a mandatory field

- Clone from an existing structure - Select this option to base your new structure on an existing structure, choose your structure via the 'Show Structure' link.

- Only the Default and Billing defined structures will show the Synchronisations details.

- Select the 'Create a read-only synchronised structure' radio button

  o A three-panel selection will appear.

  o The first panel displays the selected company structure and allows a whole group and/or its individual dialling numbers from the selected structure to be selected.

  o The second panel will show the groups/dialling numbers underneath the selected node.

  o The third panel shows the groups/dialling numbers selected for synchronisation.

  o You cannot sync from the top "My Company" only the 2nd tier and below.

- Source Structure Selection - Select the groups/dialling numbers within the company structure you want to synch. To see all groups select the top level of the company structure.

- Available for synchronisation - Tick the radio box next to the group/dialling numbers you want to add to your synched structure. Selecting 'All' adds all groups/dialling numbers. Click the Add button to add the groups to your new structure

- Selected for synchronisation - The selected groups/dialling numbers are displayed in the final panel, if no further changes are required click create (note this only available if groups/dialling numbers are added and you have named the structure). If you wish to remove a group/dialling numbers, select the required groups/dialling numbers and click remove and the groups/dialling numbers are removed from this panel but continue to be shown in the 'Available for synchronisation' panel.

- Click 'Create' to create your new organisational structure This structure will now be shown in the 'User Defined' section of your company structure control. To edit this structure use the 'Edit User Defined' feature within Administration/Structure.

- *Note*

User Defined Structures with read only synchronisation structure - The creator of a User defined structure can add other users to my structure, these users can be created as 'Users Only' or 'Read Only' no other option is available to them, therefore they do not have the option to amend the structure.

Editable Handset Synchronisation - The creator of a User defined structure can add other users to my structure, these users can be created as 'Full Admin' 'Structure Only' 'Users Only' or 'Read Only'. If 'Full Admin' is selected the assigned user can add/edit groups via mange 'Groups' or add further user, but they

cannot delete the structure, rename it or change the synchronisation options, they will not see this structure in 'the Edit user Defined' feature.

Only ten user defined structures can be created per user, if this number is reached you will be presented with the following message ' You have reached the maximum number of structures that you can create. Please delete any unused structures via 'Edit User Defined'.

EDIT USER DEFINED

Use this feature to rename, delete existing structures and add/remove groups/dialling numbers from the structure. This feature is only displayed if you have created at least one user defined structure.

Only the user who created a structure can delete it

Dialled number names can only be changed on the Default Structure

USER DEFINED STRUCTURES WITHOUT SYNCHRONISATION OPTIONS

This type of user defined structure can only be renamed or deleted, to copy dialing numbers to this structure use 'Move Dialing Number's', any user assigned to this structure will have the structure removed if the user is only assigned to this structure, this user will become orphaned and can be reassigned to another structure via the 'Edit Users' feature.

CREATE A READ ONLY SYNCHRONISED STRUCTURE

You can rename and delete this structure, any user assigned to this structure will have the structure removed if the user is only assigned to this structure, this user will become orphaned and can be reassigned to another structure via the 'Edit Users' feature.

As it is a synched structure at group level you can add and remove groups and dialling numbers from your synched structure but you cannot change the source structure.

The option to 'convert to dialling number synchronised structure' is available, and in this scenario the structure will become fully editable by any top level users on the default/billing defined structure. New dialling numbers that appear within the synchronised groups will be placed in the user defined structures 'unallocated' group.

CREATE AN EDITABLE DIALLING NUMBER SYNCHRONISED STRUCTURE

You can rename and delete this structure, any user assigned to this structure will have the structure removed if the user is only assigned to this structure, this user will become orphaned and can be reassigned to another structure via the 'Edit Users' feature.

As it is a synched structure at group level you can add and remove groups and dialling numbers from your synched structure but you cannot change the source structure.

The option 'Convert to read only synchronised structure;' is available if selected this will remove the option for any new dialling numbers to be manually allocated from the unallocated node to the required group, and all new dialling numbers added to the source structure group will be added to the corresponding group within this user defined structure.

UPLOAD AND DOWNLOAD STRUCTURE

If you have been assigned structure rights, you can import and export a company structure.

Structures are exported as a CSV file, and can only be imported as a CSV. Follow the steps (as shown in the diagram above) to import your structure.

Click the import button and the following will be imported:

- Tier names, using the group headers if there is a header within the CSV file
- Dialling numbers and their labels
- Groups that are associated with a dialling number
- Groups that have no associations.

Data within the import is validated on a number of criteria these include:

- Header field names are unique

- The CSV file must contain more than three fields, otherwise the file is rejected

- The dialling numbers within the file already exist within MyBill. If dialling numbers do not exist, you will be presented with a list of the invalid dialling numbers and those dialling numbers will not be imported.

- The dialling numbers you are importing are available at your level of access and below. If not you will be presented with a list of the invalid dialling numbers and those dialling numbers will not be imported.

- Dialling numbers can only exist in the import once - if the dialling number appears twice then the first occurrence will be imported and the second is ignored.

Once your import is complete a summary is displayed, this will include information messages, warning messages, error messages and fatal errors. Any fatal errors will result in the import being aborted.

Notes

Please note the Administration portlet is not bill aware and will show all dialling numbers irrespective of which bill they are in. The dialling numbers in the Administration tab will not match the volume of dialling numbers shown in all other portlets. To see all the dialling numbers within the latest billing period, please select the dialling numbers tab and click on the Dialling numbers in recent bill only check box - this will hide all dialling numbers not contained within the latest bill.

Administration – Dialling Numbers

MOVE DIALLING NUMBERS

Manage Dialling Numbers allows you to move dialling numbers within your company structure groups. It also allows you to rename dialling numbers.

On first data load the Billing Defined company structure will be copied to the default structure. Thereafter all new dialling numbers are added at the account level in the Default structure as new data is loaded. On the Billing Defined structure, dialling numbers are shown in the group(s) they were in the data.

Using the Filter dialling numbers search box enter the full dialling number/label, part of the dialling number/label or the first or last name of the dialling number you wish to find, the dialling number list will return a list of dialling numbers, which match your search. When searching for a dialling number the system will automatically populate matching entries after three numbers or letters have been entered. If no dialling numbers are found the following message will be displayed no dialling numbers match your search criteria. Select the Clear Filter link and your search is cleared, and you will be returned to the full list of dialling numbers.

Please note all dialling numbers are displayed in numeric order.

To move a dialling number, tick the box next to the dialling number and click on the Move selected button.

This takes you to the next screen where you can select the group/structure you wish to move the dialling number to, once you have chosen this via the company structure control, click 'move' and the number(s) are moved.

If you are moving dialling numbers to a user defined structure the 'move'; button will be replaced by a 'clone dialling number' button.

The option is available to select a number of dialling numbers on one page, and then move to the next page and select further dialling numbers. This is possible as the system remembers the dialling number selection from previous pages.

If a large volume of dialling numbers are being moved, a message will be displayed informing the user of this, the screen will be "greyed out" and an animation icon will be displayed whilst dialling numbers are being moved.

Note – within MyBill a dialling number can be moved from one account to another, by a Top-level user who has structure rights. When the dialling number moves, all the history (usage and charges) moves with the dialling number so it will be visible to all structure level users in the new account. However, if a dialling

number has a user assigned directly to it, and this user is removed and has a new user assigned to it, the history (usage and charges) will not be visible to the new user.

EDIT DIALLING NUMBERS

This allows you to change the dialling number label, or add a label where there wasn't one, you can choose to use the label supplied in the billing data or enter a label of your choice.

You can also change a dialling number's Usage- tagging setting

Note – you can change dialling number names for the Default and User Defined structures only.

To change a dialling number name you must:

- Enter the new label in the Dialling Number Label input box, once entered the tick in 'From Billing Data' is removed and the new label will be used in all reports.
- To revert to the name in the billing data tick the 'From Billing data' box and the next time new data is loaded the label in the data file will be used.
- Click the Update dialling number label(s) button, and a message will be displayed informing you that your changes have been successful.

Please note changing the dialling number name functionality will not trigger the creation of a user, but will allow for the dialling number name to be changed and/or updated.

Administration – Users

ADD NEW USER

If you have been assigned User Rights as part of your permissions, you can create users and assign them to multiple company structures.

Within the User details section input values for:

- First name,

- Last name,

- Email address,

- Confirm email address,

- [Optionally] Payroll number.

In the 'Add new position' section, for each structure position to be added:

- Use the Dialling number filter and/or Structure browser control to navigate-to and select the structure position or dialling number to be assigned to the user.

- For Group structure positions set the required permissions from the Permissions drop-down list

  - Full Admin – This is the default entry and assigns 'structure' and 'user' rights to this user. This means that the user can create and maintain the company structure at their group level and below, and also create and maintain users at their group level and below.
  - Structure Only - This allows the user to create and maintain company structure(s) at their group level and below. This includes the Default and User Defined structures (not available on Billing Defined or Historical structure as these are read only).
  - Users Only – This allows the user to create and maintain users at their group level and below. This type of user can assign users to all the company structures and groups they have access to.
  - Read Only - This user does not have access to the Company Structure/User.

- Add position to continue.

To add a dialling number to a user use the Filter dialling numbers box, search for the particular dialling number you wish to assign to the user. Once you have found the dialling number click 'Add position' and the dialling number will now be assigned to your user.

You can continue to add further dialling numbers or groups in the company structure to your user. If the dialling number you are assigning to a user has been present in the data for a number of months, the new user will only be able to view the usage for the latest billing period.

- *Note – once assigned the new user will be able to see all data at that level and any levels below.*

Once you have assigned all dialling number and structure positions click Add new user. This creates the user, and an e-mail is sent containing the website address, username and system generated password.

If you try to assign a dialling number to a user that has already been assigned to another user, you will be presented with an error message - you must resolve this issue before your user is created. In the status field against the dialling number that has already been assigned to another user, a message will be displayed informing you of the user name that the dialling number belongs to. You must delete this dialling number from the original user before the new user can be created.

Note – you must assign a company structure position to a user before you can create the user - until this is done the Add User button will be "greyed out".

Note – the first top-level user created automatically by MyBill will automatically have both structure and user rights and be assigned to both the billing and standard (default) structure. When they create further users and assign them 'Full Admin' permissions, they will be automatically assigned to the standard (default) structure but must be manually added to the Billing Defined structure, and any other available structures.

Note – any top-level user's with full admin rights can edit and disable other top-level users; they cannot however edit or disable themselves.

Note – if a user is assigned to a position within a company structure and a dialling number, irrespective of what company structure/dialling number they have selected via the user context the Admin tab is not user context aware and will show all structures.

If the subscriber you are assigning to a user has been present in the data for a number of months, the new user will only be able to view the usage for the latest billing-period.

EDIT USER

The Edit users allows you to:

- Change user details (first name, last name, email address and payroll reference)
- Change permissions for a structure position
- Remove a dialling number/ structure position
- Disable a user

Use the Filters pane to help find the required user, you can search by user name or by position type, this defaults to 'All user's but using the drop down you can search only for groups, and/or dialled numbers and orphaned users.

Within the returned list of users locate the required row and select Edit as the Action, the 'Edit user details page' is displayed.

- The users First/Last name can be changed, as can their email address, payroll reference can be amended as required.
- A list of the structure position and dialling numbers assigned to the user are shown, using the Permission drop down you can change the permissions for each position.
- To delete a dialling number or a group position from a user, click on the 'Action' button and select 'delete'.
- You will be asked to confirm your selection and once confirmed the group or dialling number will be removed from your user.
- If all dialling number and groups are removed from a user, the user will become 'orphaned' and they will not be able to access the site until they have been re-assigned a group or dialling number. A message will be displayed indicating this.

A user assigned to one or more dialling numbers only, with no group position, is classed as 'read only' by MyBill and therefore cannot create users or structures.

To disable select the 'Action' button against the user you wish to disable and click the 'disable ' icon. This will disable the user and they will no longer be able to log on. To re-activate a user, please call your customer service department.

BULK UPLOAD / DOWNLOAD OF DIALLING NUMBER USERS

A bulk file of Dialling Number users (*note – not group or top-level users*) can be exported, and/or imported. The file must be in a CSV format containing the following fields:

- "Dialling Number","Email","First Name","Last Name","New Login Details Required"," Payroll Ref"

Regarding "New Login Details Required'" the following logic is used:

- If 'No' is entered and the user doesn't exist they will be created, if they exist already this entry will be ignored.
- If 'No' is entered and the dialling number already has a user assigned, the second user will not be created.
- If 'Yes' is entered in 'New Login Details Required' and the user already exists with the same details the old login/user attached to this dialling number will be disabled and a new user created.
- If 'Yes' is entered in 'New Login Details Required' and the user doesn't exist or any details have been changed, the old login/user attached to this dialling number will be disabled and a new user created.

The Payroll reference in this CSV extract is a non-mandatory field, and if it is not entered the file will continue to be accepted.

If the file is missing information such as email address, or a dialling number is duplicated, the file will be rejected and must be fixed before it can be imported.

Once the import has started, a notification message will be displayed. informing you the import has started: "'Your upload has been submitted. Depending on the size of your upload, could take a while. Please check the status on the user tab where you can view the upload results processed." During this time a further message will be shown on the screen "There is currently a CSV file of user information being processed against your account. You will not be able to upload a file until this has completed." If you try to regenerate the import during this time an error message will be displayed "There is currently a CSV file of user information being processed against your account. Please try again later." You will not be able to import the file again until the first import has completed.

The CSV file upload will not overwrite any details if they have a different user already set up for the dialling number and "New Login Details Required" is set to "No". The system will display a list of any these occurrences after the upload, and it will be up to a Top-level user to change these manually if required.

A preview of the first ten entries will be displayed. If any errors have been detected in the upload, these will be displayed with the individual errors explained. It is up to a Top-level user to change these manually if required.

Please note validation is done against the dialling number and email address, and once updated any new users will be displayed in the user list.

Note – the upload and download only return those dialling numbers in the current bill. So the dialling number count may not match the dialling number count in the admin pages, as this covers all dialling numbers irrespective of the bill they are in.

Note – a number of checks will be run to ensure that the dialling number is assigned to the correct user. For example, the system will check for an existing active user whose username matches the request, has an identical email address and belongs to the same customer. The dialling number will be assigned to this user, but if more than one match is found, a new user will be created and the dialling number assigned to that user.

This is to ensure that a dialling number is not assigned to the wrong user. The option to move the dialling number to another user will be done via the 'manage users' function described previously.

Administration – Reports

Audit Reports provide Top-level users with a view of changes to both the structures and moved charges, and a report detailing when emails were sent.

Structure Audit Log

This report is available to users assigned to the top level of:

- Default
- Billing Defined
- User Defined

…Structures. It allows you to see all company structure and user updates for all structures you are assigned to. The following filters are available:

- Username (results returned after 3 entries and a clear filter is available).
- Event Type (drop-down list showing the sources available; by default all will be shown).
- Dates (by default the log shows data for the previous month, the calendar controls and/or the Show All Dates can be used to return a different period).

Standard report functionality as detailed in reports common features is available.

MANAGE CHARGES AUDIT LOG

This report is available to users assigned to the top level of:

- Default Structure shows the movement of charges from Dialling Numbers to groups (as with the Manage Charges functionality).

The following filters are available:

- Username (results returned after 3 entries and a clear filter is available)

- Dates (by default the log shows data for the previous month; the calendar controls and/or the Show All Dates can be used to return a different period)
- Charge Type (the ability to select 'All' or an individual charge)

Please note the 'Dialling Number/Group level' column will only display an entry if an individual Dialling Number charge(s) has been moved, as the old charge location column will display the group level. The full company structure path is available for both the Old and New Charge location.

Standard report functionality such as save, download and print is available however this report cannot be run as a Scheduled Report as results are only kept for a configurable number of days.

The report details will be kept by default for 30 days, records older than this will be deleted.

DRIP FEED NOTIFICATIONS

The Drip-feed notification report shows how many notifications have been sent and when, it is sorted in batch-number sequence. The batch number is included so that different batches can be differentiated even if they have been created on the same date. This report can be scheduled and use the 'Show all dates' and 'to/from date section to narrow your search

Administration – Other

MOVE CHARGES (SPLIT CHARGING)

This allows you to split charges from dialling numbers within your company. For example, all rental charges may come under the budget of the IT department - this feature will allow you to move the rental charges from all your dialling numbers and allocate them to your IT department.

You can only move charges using the Default company structure. The moved charges will be visible in all charge reports, and please note all totals and summaries will remain unchanged.

You are presented with the company structure control and a list of dialling numbers for the selected group of the company structure.

Using the company structure control, select the group or dialling number(s) you wish to move charges from. Then using the charge type filter drop-down box, select the charge type you wish to move. This will then list the dialling numbers that contain that a charge of that type.

The dialling number list will display the company structure group the dialling number is assigned to, and also the company structure group the selected charge is assigned. To view the company structure group the charge is assigned to, use the 'Charge Type filter' and the dialling number list will be updated to reflect your selection.

Once you have selected the charge and the phones, click the Move Selected Charges button.

Note – if you wish to move more than one charge this can be done within the next screen.

You will now be presented with the Move Charges screen. The charge type you previously selected will be automatically ticked and you can select further charge types if required. Using the company structure control select the company structure group you wish to move your charge(s) to, and click the Move charge(s) button. Charges will be re-assigned in real time.
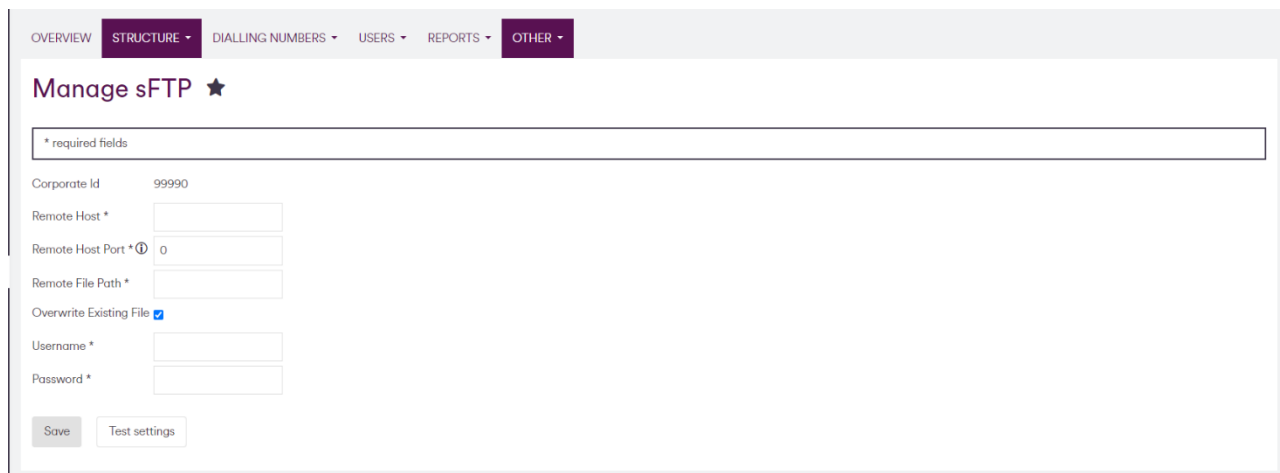
The selected charges are re-assigned to the new group and can be viewed using reports showing charge information. The Manage Charges screen will also display the company structure group the selected charge type has been moved to.

Note – this screen will not show the dialling numbers you selected in the previous screen, and moving or reverting of charge will not show an "Are you sure?" message.

Using the procedure above, you can (via the Revert Selected Charges button), revert a charge or charges back to their original group position.

There is a limitation when selecting individual dialling numbers to move charges from, as you cannot select more than 999. To resolve this, use the Select all X dialling numbers (where X is the total number of dialling numbers in the list) tick box, and manually untick the dialling numbers you do not wish to move charges from. This limitation is not applicable when selecting the top level of the company structure.

MANAGE SFTP

The Manage sFTP section allows Top-level users (only) the ability to assign an external sFTP site to the unbilled download. If this section is completed - when unbilled files are loaded - your accounts will <u>also</u> be transmistted via sFTP to the site specified.
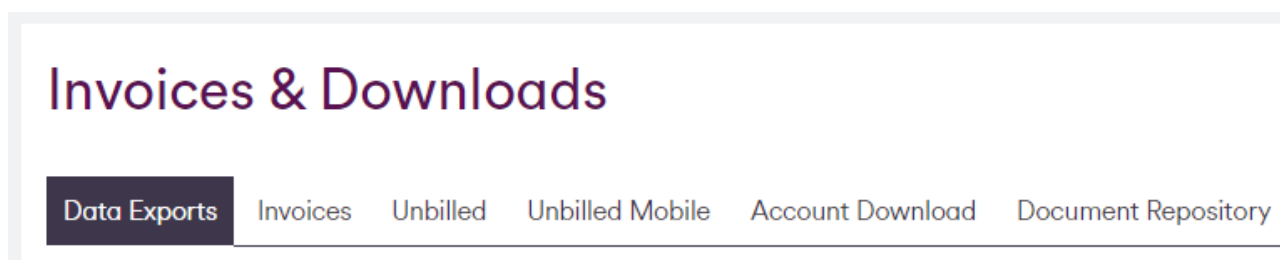
When the details are entered a "test" button can be clicked to ensure that MyBill can connect to the sFTP site.

Details of the outgoing sFTP server were provided in the intial registration email to the first Top-level users (these may be require to amend corporate firewall rules) or they can be obtained by containing customer services.

INVOICES AND DOWNLOADS

There are four downloads available in this tab:

- Data Exports
- Invoices
- Unbilled
- Account Download

Data Exports

Data exports are available to all users irrespective of their position in the company structure. Five exports are available:

- Usage Download
- Short dialling number summary
- Long dialling number summary
- Charges Download
- Cost Centre

Data Export	Last Run	Against	File Size	Line Count	Status	Action
Usage Download	-		-		Not scheduled	⊡ Schedule data export
Short Dialling Number Summary	-		-		Not scheduled	⊡ Schedule data export
Long Dialling Number Summary	-		-		Not scheduled	⊡ Schedule data export
Charges Download	-		-		Not scheduled	⊡ Schedule data export
Cross Monthly Dialling Number Summary	-		-		Not scheduled	⊡ Schedule data export
Cost Centre	-		-		Not scheduled	⊡ Schedule data export

This page will periodically update itself so you can immediately see when downloads become available for download.

Each download has to be "scheduled" in order for MyBill to generate the file and make it available for download.

- Click on the schedule icon to create the file
- You can view other portlets while the data extract is being created.

When it is available:

- Click on the download icon to download the file
- Click on the re-schedule icon to make MyBill recreate the file.

Once created, the file size and the number of lines for each data extract will be displayed.

Note – on the data extracts, an Â will be displayed in the cost column if you are not using Excel 2003 SP3 and above for Excel compatibility. If the download is opened in a text editor (such as Notepad) the Â will not be displayed and the associated currency symbol will be displayed.

USAGE DOWNLOAD

The Usage Download option is available to all users and downloads a file of all your usage records (invoice/charge records are not included).

The file will be downloaded in CSV format.

SHORT DIALLING NUMBER SUMMARY

The Short Dialling Number Summary data export is available to all users, and downloads a file of up to 20 fields associated with an individual dialling number.

The file will be downloaded in CSV format.

LONG DIALLING NUMBER SUMMARY

The Long Dialling Number Summary data export is available to all users, and downloads a file of up to 50 fields associated with an individual dialling number.

The file will be downloaded in CSV format.

CHARGES DOWNLOAD

The Charge Download export is available to all users, and downloads a file of all your charges associated to dialling number(s).

The file will be downloaded in CSV format

COST CENTRE

The Cost Centre data export is available to all users assigned to the top level any structure. The download is the same as the Short Dialling Number Summary, with additional columns showing the "full path" of each dialling number contained within the download.

The file will be downloaded in CSV format.

Invoices

This displays a list of invoices loaded for the billing-period, with the option to download PDF copies.

When there are multiple invoices the invoice summary is shown, this displays a list of invoices with a toggle' between a table view detailing payment information or an icon view with the cost and date of each invoice. If there are less than three invoices the icon view is not shown.

PDF's can be downloaded individually or collectively as a ZIP file.

You can search for the invoice to be downloaded via the invoice search feature. This is not available if there are less than three invoices.

Unbilled

Unbilled File Download is available to all users assigned to the top level of the Default structure (other users will see the tab, but not any available downloads).

The Unbilled File Download provides a download of unbilled calls per day/month for the last three months, including any available unbilled calls since the last bill was loaded. Unbilled data will take approx. 24 to 48 hours to be loaded into MyBill.

The page displays a list of accounts with available unbilled downloads, summarising these totals for the selected month:

- Calls
- Charges[2]
- Duration

Note – only Fixed Line and Data Circuits usage are included in the unbilled download. Mobile usage is not available in this download.

Note – this portlet has its own month selector and is independent of the billing month selected in the My View portlet. By default the latest available month is selected.

Note – the downloads are ZIP files containing one or more CSV files (see below for details).

Two icons are available:

- View (Account) Details 🔍

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[2] The "charges" are the usage charges only (i.e. the cost of the calls). Only call detail records are included in the download, not any other charges.

Clicking this icon will take you to a new list containing one row per day[3] (of the selected Account/Month). Each row will contain the same summaries (calls, charges and duration) as "above" but now for the individual days listed, plus the name of the file for the specific day. Clicking on the *Action Button – Download zipped calls* icon will download the specific file for the specified day. The download will be a ZIP file containing a single CSV.

- Download Zipped Calls

Action ▾

⭳ Download zipped calls
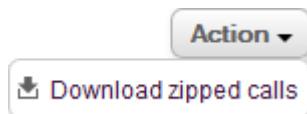
Download a single ZIP file containing each individual CSV file for the specified month.

A month[4] drop-down selector and an account filter are available.

The ability to also receive the unbilled files by sFTP is available, see section 6.3.7 for full details.

Note – the unbilled calls are not available for analysis in MyBill, but are presented here as a download file only.

Note – a "single" day's file may contain unbilled calls from more than one day

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[3] Not every day will appear in the list as the availability of unbilled calls will depend on the output of these calls from the source billing system.

[4] A full three months of unbilled data will be retained by MyBill. The first unbilled files are available from mid-May 2013 onwards.

REAL TIME DOWNLOAD

The Real time download is available for Business Mobile Customers only and is assigned to all users of the default structure. The real time download will show any calls from the previous 24hrs and is normally loaded within 24hrs.
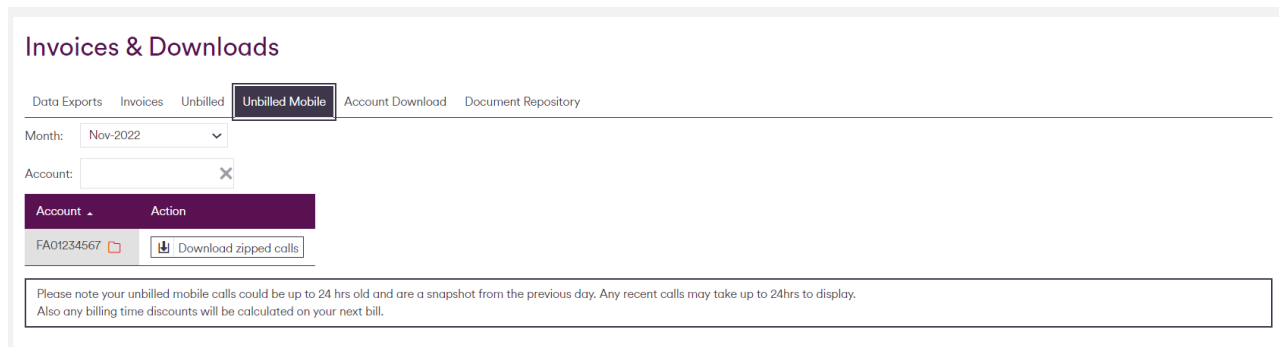
There are three downloads available for Business Mobile Customers:

- Allowance download – Details of all allowance types and any mobile handsets that have deprecated the allowance.

- Out Of Allowance download – Details any usage that is not within an allowance and the associated cost of the usage.

- Shared Allowance download – Details of any shared allowances if the customer has any and will also show which handsets have deprecated that allowance.

Two icons are available:

- View (Account) Details

    Clicking this icon will take you to a new list containing one row per day[5] (of the selected Account/Month). Each row will contain the same summaries (calls, charges and duration) as "above" but now for the individual days listed, plus the name of the file for the specific day. Clicking on the *Action Button – Download zipped calls* icon will download the specific file for the specified day. The download will be a ZIP file containing a single CSV.

- Download Zipped Calls

    Download a single ZIP file containing each individual CSV file for the specified month.

A month[6] drop-down selector and an account filter are available.

The ability to also receive the unbilled files by sFTP is available, see section 6.3.7 for full details.
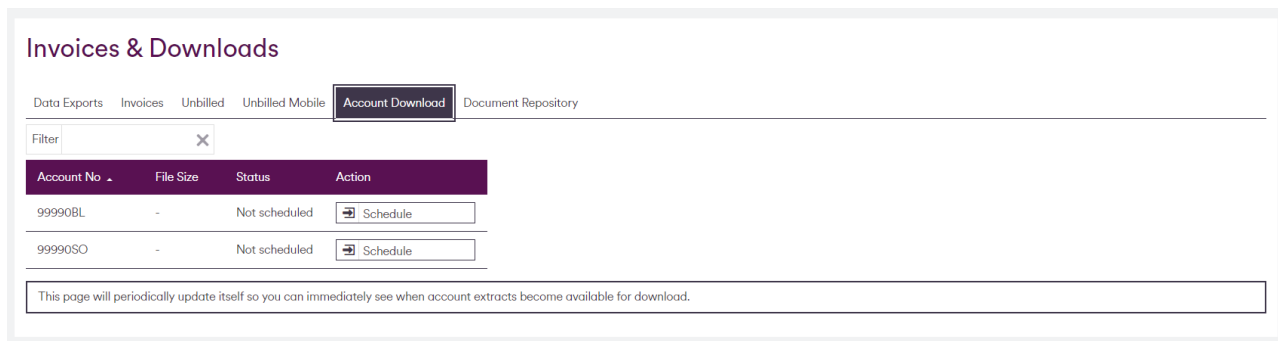
Note – the unbilled calls are <u>not</u> available for analysis in MyBill, but are presented here as a download file only.
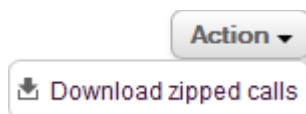
Note – a "single" day's file may contain unbilled calls from more than one day

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[5] Not every day will appear in the list as the availability of unbilled calls will depend on the output of these calls from the source billing system.

[6] A full three months of unbilled data will be retained by MyBill. The first unbilled files are available from mid-May 2013 onwards.

Account Download

Account Download is available to all users assigned to the top or Account level of the Default or Billing Defined structures (other users will see the tab, but not any available downloads).

Account Download provides a summary, per Account of charges and usage for that account.

Note – the specification for the Account Download is based on products and downloads previously provided by Virgin Media Business and therefore:

- The download will contain data not contained within the main MyBill interface (for example broken down payment information is provided in the download but this is not available in MyBill directly)
- MyBill will contain data not contained within the download (for example the download does not contain VAT, but this is provided directly in the MyBill interface).

The page displays a list of accounts and provides the ability to schedule the creation of the file then download it or re-schedule it:

- Click on the *Action Button – Schedule* icon to create the file
- You can view other portlets while the download is being created.

When it is available:

- Click on the *Action Button – Download* icon to download the file.
- Click on the *Action Button – Re-schedule* icon to make MyBill recreate the file.

Once created, the file size and the number of lines for each data extract will be displayed.

The Account Download will be downloaded as a ZIP file containing a single CSV file.

The CSV file will contain up to four sections, each denoted by a character in the first column:

- H – Header section (one row).
- B – Usage section (one too many rows, including a column header row. Note that the header is always displayed even if no usage is available for the selected account).
- F – Fixed charges section (one too many rows, including a column header row, header is always output even if no fixed charges available for the selected account).
- D – Discounts section (zero to many rows, including a column header row. Note that the whole section will not be shown if no discounts are available for the selected account).

An account filter is available.

Document Repository

Document repository is available for select customers. Document repository allows Virgin Media Business to share & host files securely with the customer against the MyBill account.

Invoices & Downloads

Data Exports   Invoices   Unbilled   Unbilled Mobile   Account Download   **Document Repository**

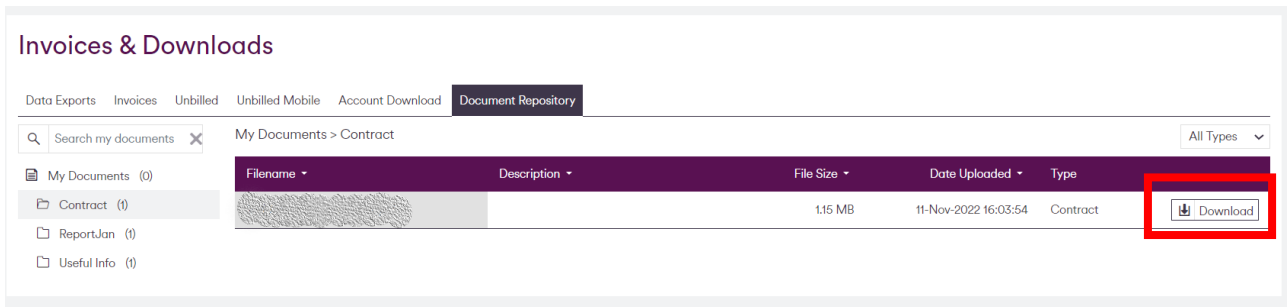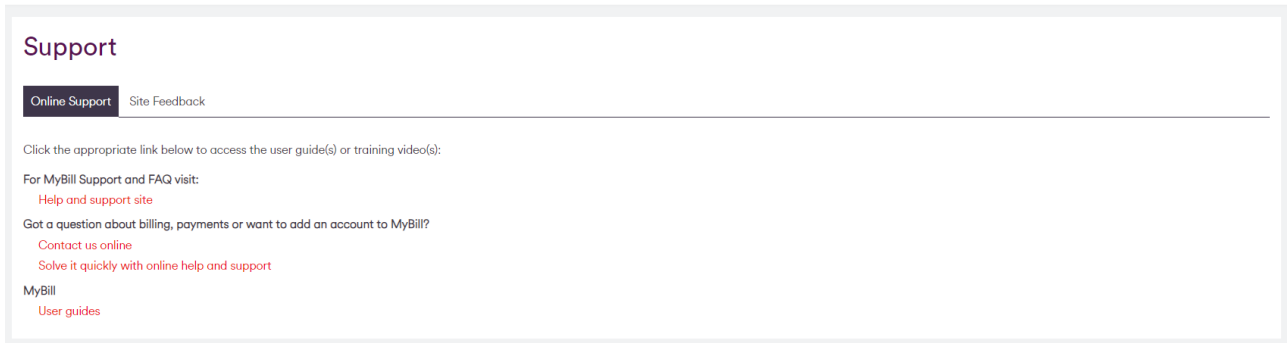| Filename ▾	Description ▾	File Size ▾	Date Uploaded ▾	Type
There are no documents available.				

My Documents (0)
- Contract (1)
- ReportJan (1)
- Useful Info (1)

All Types
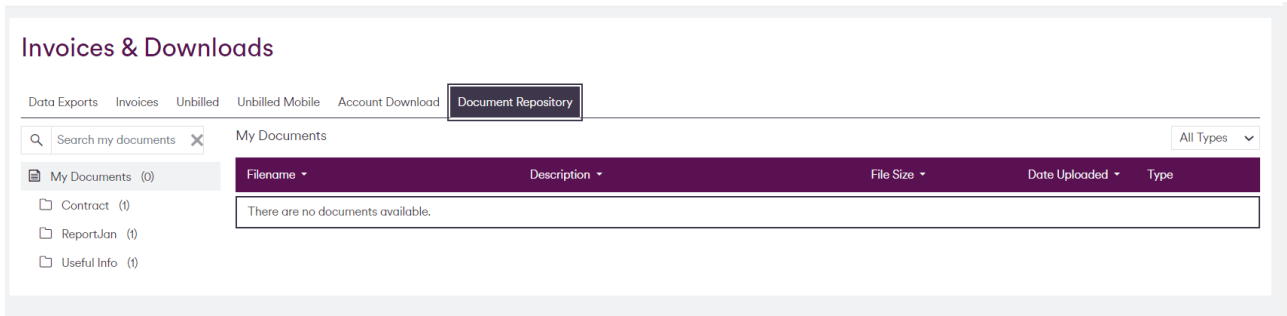
Click download on the file you want to view.

Invoices & Downloads

Data Exports   Invoices   Unbilled   Unbilled Mobile   Account Download   **Document Repository**

My Documents > Contract

Filename ▾	Description ▾	File Size ▾	Date Uploaded ▾	Type	
		1.15 MB	11-Nov-2022 16:03:54	Contract	⬇ Download

My Documents (0)
- Contract (1)
- ReportJan (1)
- Useful Info (1)

All Types

SUPPORT

Support

Online Support   Site Feedback

Click the appropriate link below to access the user guide(s) or training video(s):

For MyBill Support and FAQ visit:
Help and support site

Got a question about billing, payments or want to add an account to MyBill?
Contact us online
Solve it quickly with online help and support

MyBill
User guides

Frequently Asked Questions

The FAQs page provides a standard list of questions relating to MyBill. The questions include an 'expand and contract' option for each question and answer.

User Guides

All available user guides can be downloaded from this page. Or click on the link to watch our training video.

Contact Us

Contact Us with any of your questions or suggestions. These can relate to a specific query, which you can select from the drop-down box to the right of the page.

BUSINESS

Thanks for your business; we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.

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