



ONLINE BILLING USER GUIDE
v1 JANUARY 2025



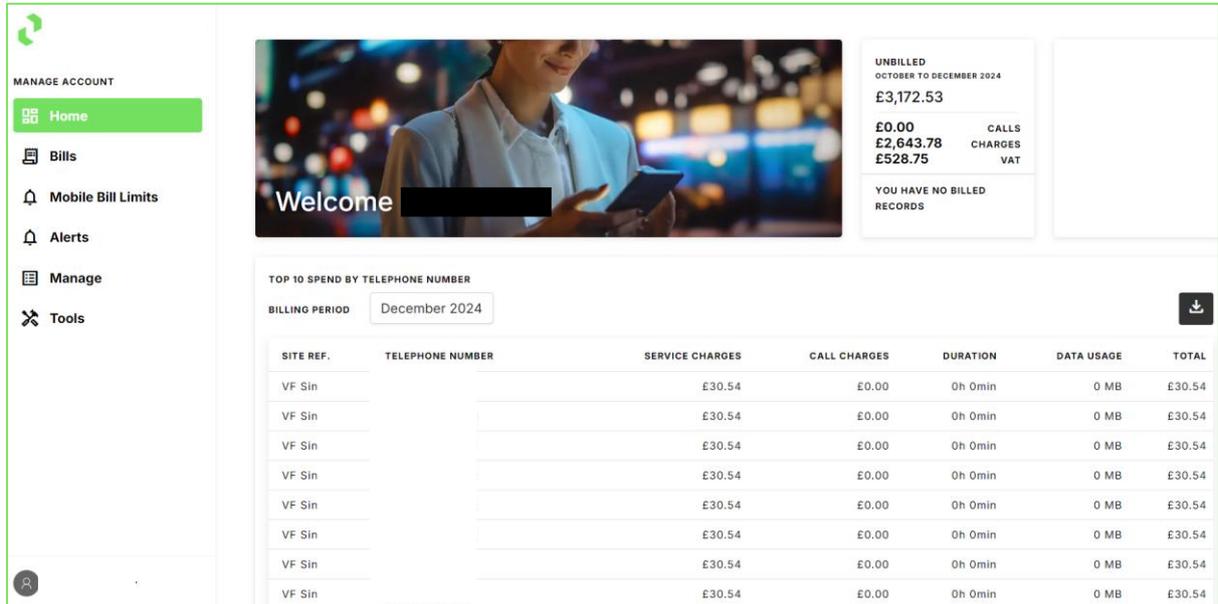
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Home Screen

From within the **Home** page, users can see an overview of their billing information.

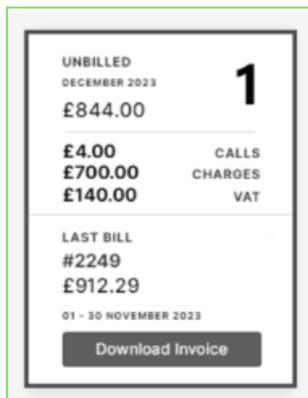
The page has two main areas.



The screenshot shows the Home Screen interface. On the left is a sidebar with 'MANAGE ACCOUNT' and options: Home (selected), Bills, Mobile Bill Limits, Alerts, Manage, and Tools. The main content area features a 'Welcome' message with a blurred user name. To the right is a summary of unbilled usage for October to December 2024, totaling £3,172.53. Below this is a table titled 'TOP 10 SPEND BY TELEPHONE NUMBER' for the billing period of December 2024. The table has columns for Site Ref., Telephone Number, Service Charges, Call Charges, Duration, Data Usage, and Total.

| SITE REF. | TELEPHONE NUMBER | SERVICE CHARGES | CALL CHARGES | DURATION | DATA USAGE | TOTAL |
|-----------|------------------|-----------------|--------------|----------|------------|--------|
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |
| VF Sin | | £30.54 | £0.00 | 0h 0min | 0 MB | £30.54 |

The upper section of the **Home** page shows headline information relating to the current **Unbilled** usage.



The screenshot shows a mobile bill summary for December 2023. It includes the following information:

- UNBILLED DECEMBER 2023: £844.00
- Net CALLS: £4.00
- Net CHARGES: £700.00
- Net VAT: £140.00
- LAST BILL #2249: £912.29
- Period: 01 - 30 NOVEMBER 2023
- Download Invoice button

Values include Net **CALLS** and **CHARGES, VAT**, and the total **Unbilled** amount.

In addition, users can download their last bill via the **Download Invoice** button. These are in PDF format.

In the centre of the **Home** page [Section 2] users can view key **monthly statistics**:

- Top 10 Spend By Telephone Number
- Top 10 Total Spend by Cost Centre
- Top 10 Data Usage by Telephone Number



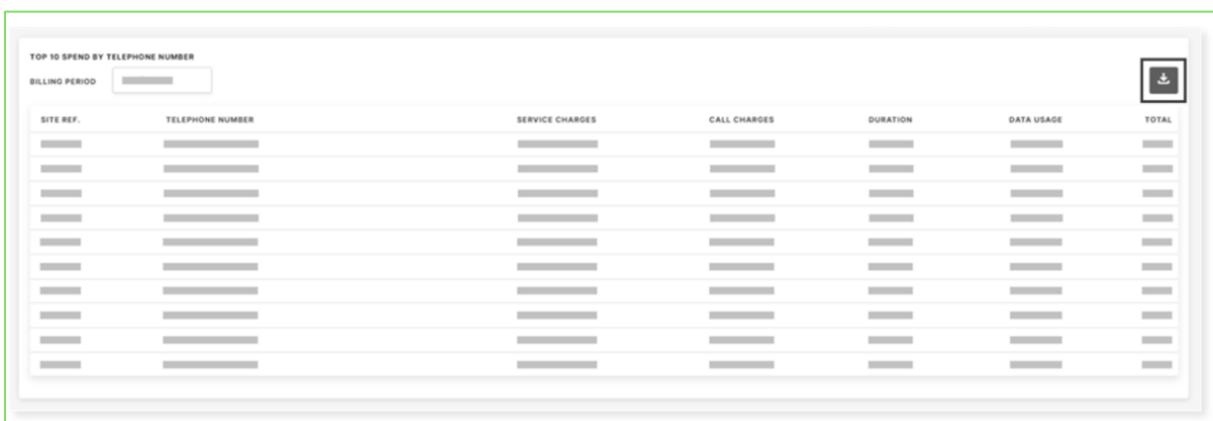
By default, this shows the current unbilled month. Users can change the month using the **Billing Period** selector.

Please note, unbilled values are reflective current charges received at that time.

Top 10 Spend By Telephone Number

This widget shows the **Total** spend by **Billing ID**. Broken down by **Service Charges** and **Call** spend, the data includes **Call Durations** and **Data Usage** values.

An Online Billing user can export the **Top 10 Spend by Telephone Number** values by selecting the **download** icon.



Clicking the **download** icon will produce a .csv file. This contains the data shown within the table, with the same column order.

| | A | B | C | D | E | F | G | H |
|----|-----------|------------------|-----------------|--------------|----------|------------|-------|---|
| 1 | Site Ref. | Telephone Number | Service Charges | Call Charges | Duration | Data Usage | Total | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |

Top 10 Total Spend by Cost Centre

This widget shows the **Total** spend by **Cost Centre**, from highest to lowest value.

TOP 10 TOTAL SPEND BY COST CENTRE

BILLING PERIOD:

| COST CENTRE | TOTAL |
|-------------|-------|
| | |
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Top 10 Data Usage by Telephone Number

This widget shows the **Data Usage** by **Billing ID**, from highest to lowest value.

TOP 10 DATA USAGE BY TELEPHONE NUMBER

BILLING PERIOD:

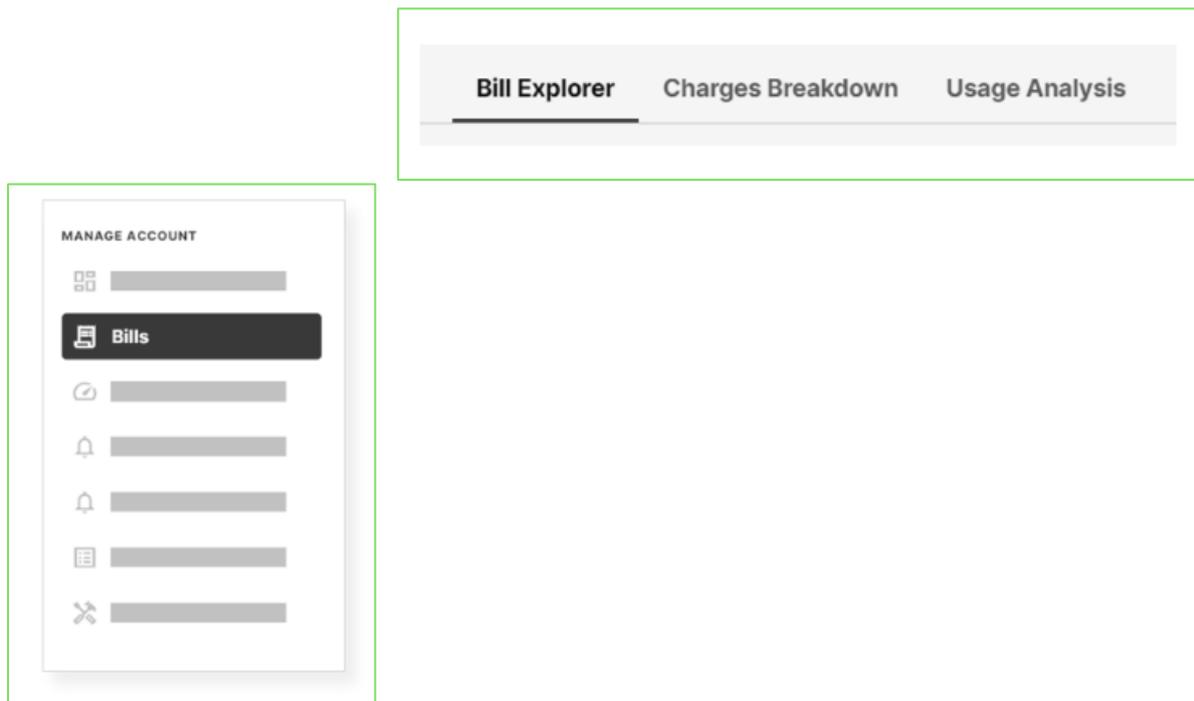
| SITE REF. | TELEPHONE NUMBER | DATA USAGE |
|-----------|------------------|------------|
| | | |
| | | |
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| | | |

The new improved system will contain data from **February 2025** onwards. If you require any historic data, please contact billing@cloudclevr.com and we will be happy to help you.

Bills

Bill Explorer

From within the **Bill Explorer**, users can see a summary of the current unbilled month.

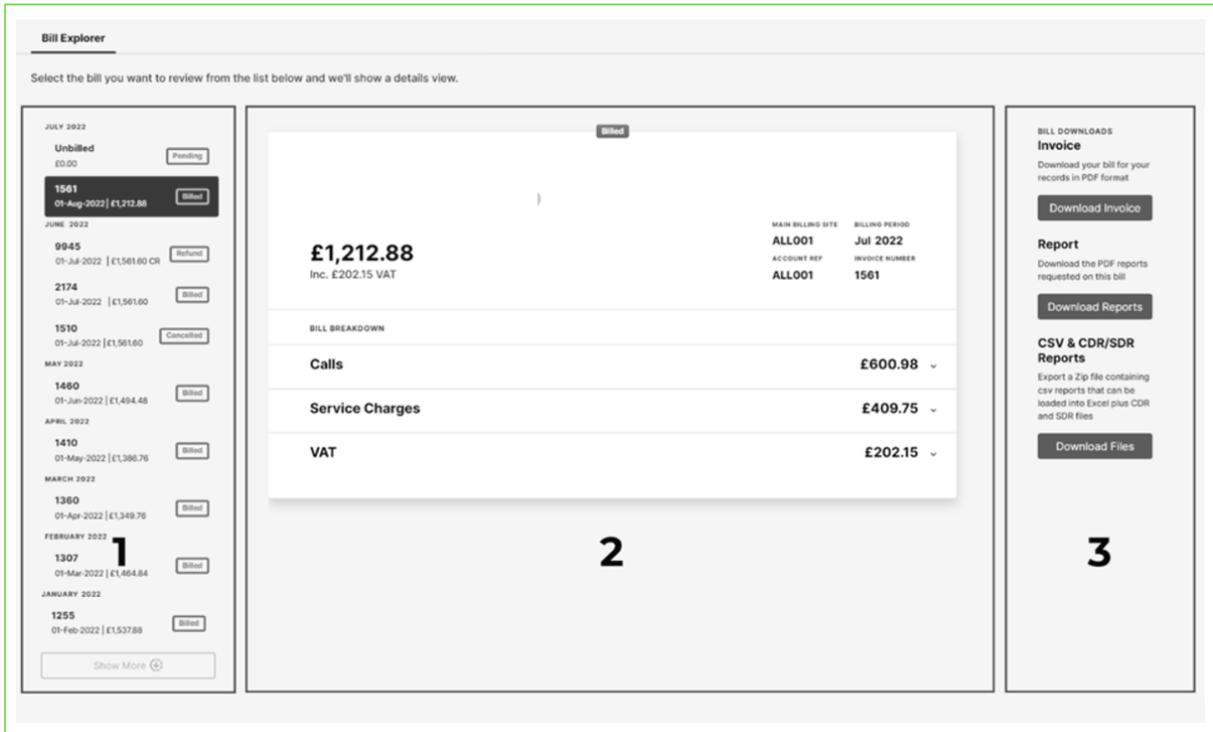


Users can view historic invoice values and download finalised **Invoices** and **Reports**.

Downloadable .csv files are available for customers who receive report information in this format. These include .csv reports specified in the Report Profile and in the Invoice and Report Options of the Billing Site.

The **Bills** page has three sections:

1. Bill selector list.
2. Invoice summary and details.
3. Bill Downloads (only applicable for Invoices raised)



Section 1

A user can select a **Bill** to explore.

A summary of that **Bill** will appear in the centre of the page [Section 2].



Section 2

The top of this section shows the total **Bill** value.

Listed below is a breakdown of **Calls, Service Charges** and **VAT**.

Users can expand these using the arrow located next to each section. This shows a detailed breakdown of each total.

| 01 Aug 2022 | | YOUR BILLING SITE | BILLING PERIOD |
|---------------------------|----------|-------------------|---|
| £1,212.88 | | ALLO01 | Jul 2022 |
| Inc. £202.15 VAT | | ACCOUNT REF | BUILD-UP NUMBER |
| | | ALLO01 | 1561 |
| BILL BREAKDOWN | | | |
| Calls | | £600.98 |  |
| DESCRIPTION | | AMOUNT | |
| International | | £3.40 | |
| Local | | £11.73 | |
| Mobile | | £329.88 | |
| National | | £97.34 | |
| Specialsatellite | | £158.63 | |
| Service Charges | | £409.75 |  |
| DESCRIPTION | | AMOUNT | |
| Mobile | | £95.00 | |
| Other | | £15.00 | |
| SIP Trunking | | £5.00 | |
| WLR | | £304.75 | |
| VAT | | £202.15 |  |
| DESCRIPTION | VAT RATE | AMOUNT | |
| Call Charges | 20% | £120.20 | |
| Recurring Service Charges | 20% | £81.95 | |

Section 3

Users can download their **Invoices** or **Reports**. Both options will download in PDF format.

CSV & CDR/SDR files are available for customers who receive report information in this format. These include reports specified in the Report Profile and Invoice and Report Options of the Billing Site.

BILL DOWNLOADS

Invoice

Download your bill for your records in PDF format

[Download Invoice](#)

Report

Download the PDF reports requested on this bill

[Download Reports](#)

CSV & CDR/SDR Reports

Export a Zip file containing csv reports that can be loaded into Excel plus CDR and SDR files

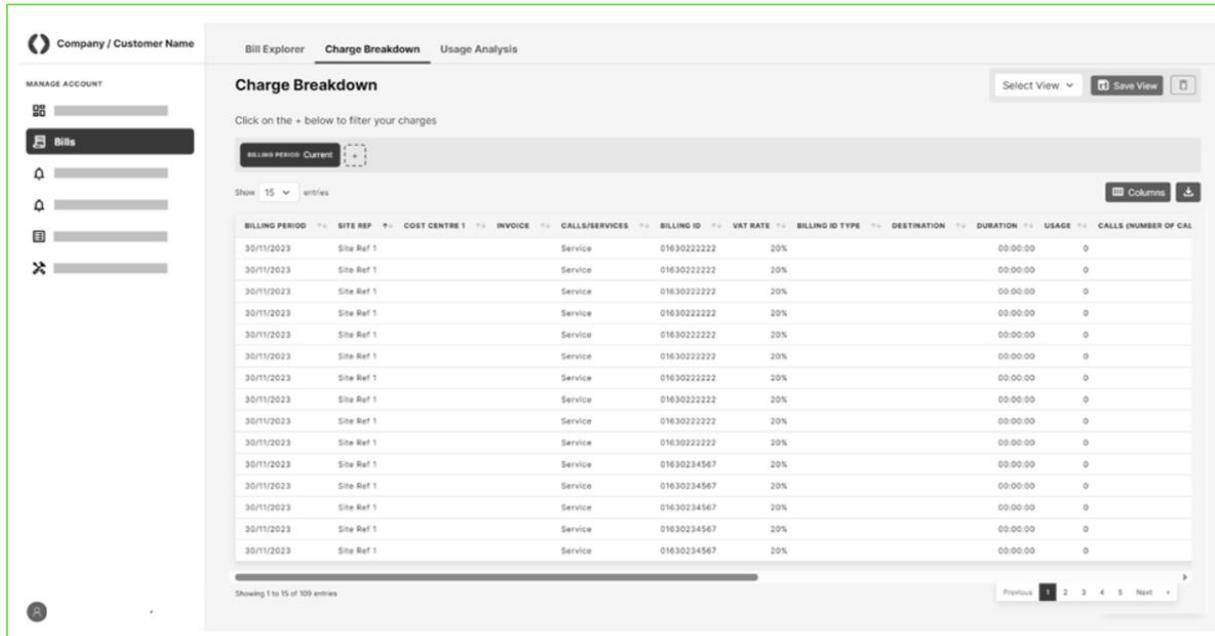
[Download Files](#)

Charge Breakdown

The **Charge Breakdown** tab is under the **Bills** section.

This allows a user to browse charges for reporting and analysis purposes.

Users can browse the list of charges, change the columns displayed and apply filters.



The default grid view includes the columns detailed within the table below. The **Saved View** feature allows a user to save different grid views. This includes choosing an alternative **Default View**.

Note: The below table shows the columns by category; **Common Columns**, **Calls Columns** and **Services Columns**. This is not the order in which they appear in the user's grid view.

Charge Breakdown Fields – Common Columns

| Field | Details |
|------------------|---|
| Billing Period | The Billing Period related to the Charge(s) |
| Site Ref | The Site Ref related to the Charge(s) . |
| Cost Centre 1 | This refers to Cost Centre (1) as set against the Billing ID . |
| Invoice | The allocated Invoice Number if the data has been billed. |
| Calls / Services | This column indicates where a charge relates to a Call or Service . |

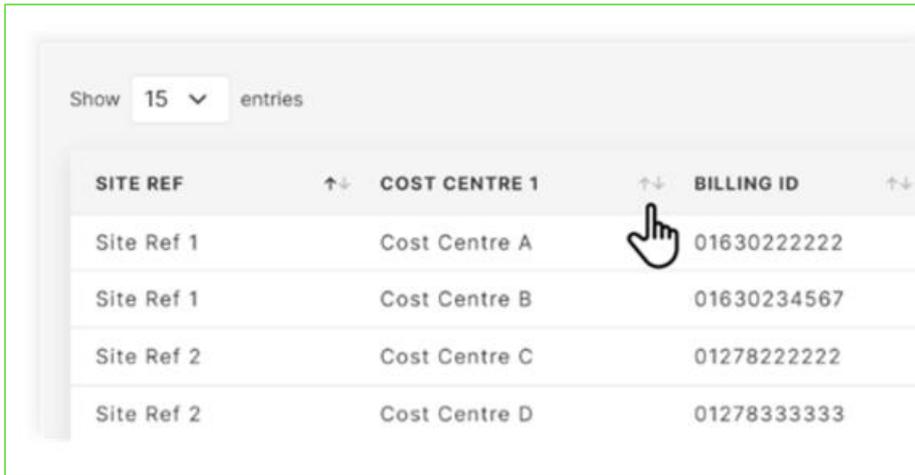
Charge Breakdown Fields – Calls Columns

| Field | Details |
|-------------------------|---|
| Billing ID Type | The Line Type set against the Billing ID |
| Destination | The Destination of the Call data. |
| Duration | The Duration of the Call(s) in hours, minutes, and seconds. |
| Usage | The Data Usage amount for Call data. |
| Calls (Number of Calls) | The Number of Calls included in a row in the table |
| Rate (ppm) | Pence per minute cost |

Charge Breakdown Fields – Service Columns

| Field | Details |
|-------------------------------|--|
| Description | The Description of the Service Charge , as set against the Service Charge Type . |
| Billing Category | The Billing Category of the Service Charge , as set against the Service Charge Type . |
| Frequency | This is the billing Frequency for the Service Charge : <ul style="list-style-type: none"> • One off • Monthly • Quarterly • Annual |
| Billed From | This is the period of billing which the Service Charge has billed From Billed From |
| Billed To | This is the period of billing which the Service Charge has billed up To . |
| Quantity (Number of Services) | The number of Service Charges in the row. |

The data is in alphabetical order by column. For example: Site Ref, then Cost Centre, then by Billing ID. The user can reorder the data by selecting a different column header.



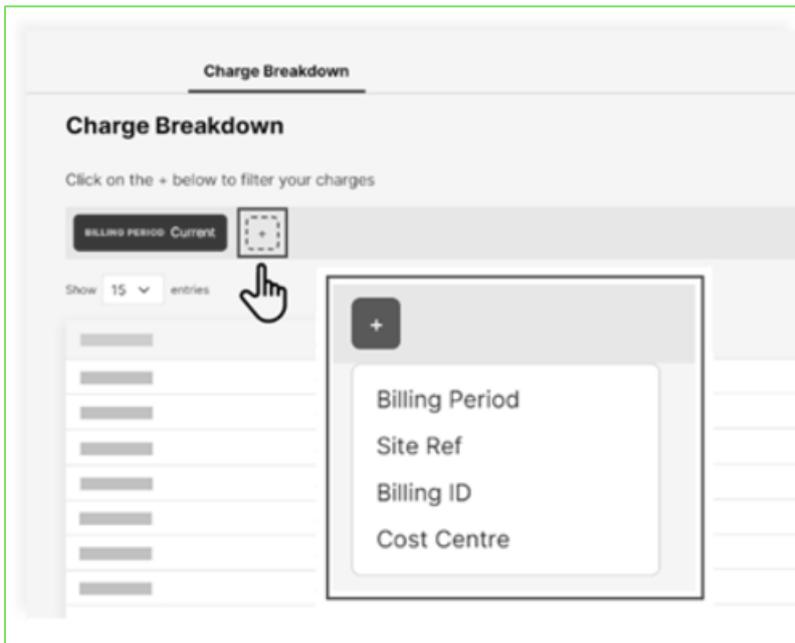
| SITE REF | COST CENTRE 1 | BILLING ID |
|------------|---------------|-------------|
| Site Ref 1 | Cost Centre A | 01630222222 |
| Site Ref 1 | Cost Centre B | 01630234567 |
| Site Ref 2 | Cost Centre C | 01278222222 |
| Site Ref 2 | Cost Centre D | 01278333333 |

Results show 15 entries per page. The dropdown allows the user to increase this number to show 25 or 50 entries.

The **Filter (+)** icon, next to the **Billing Period** can be used to look for values from all the available columns

Charge Breakdown | Filtering Data

1. Click on the **Filter (+)** icon to filter the charges.



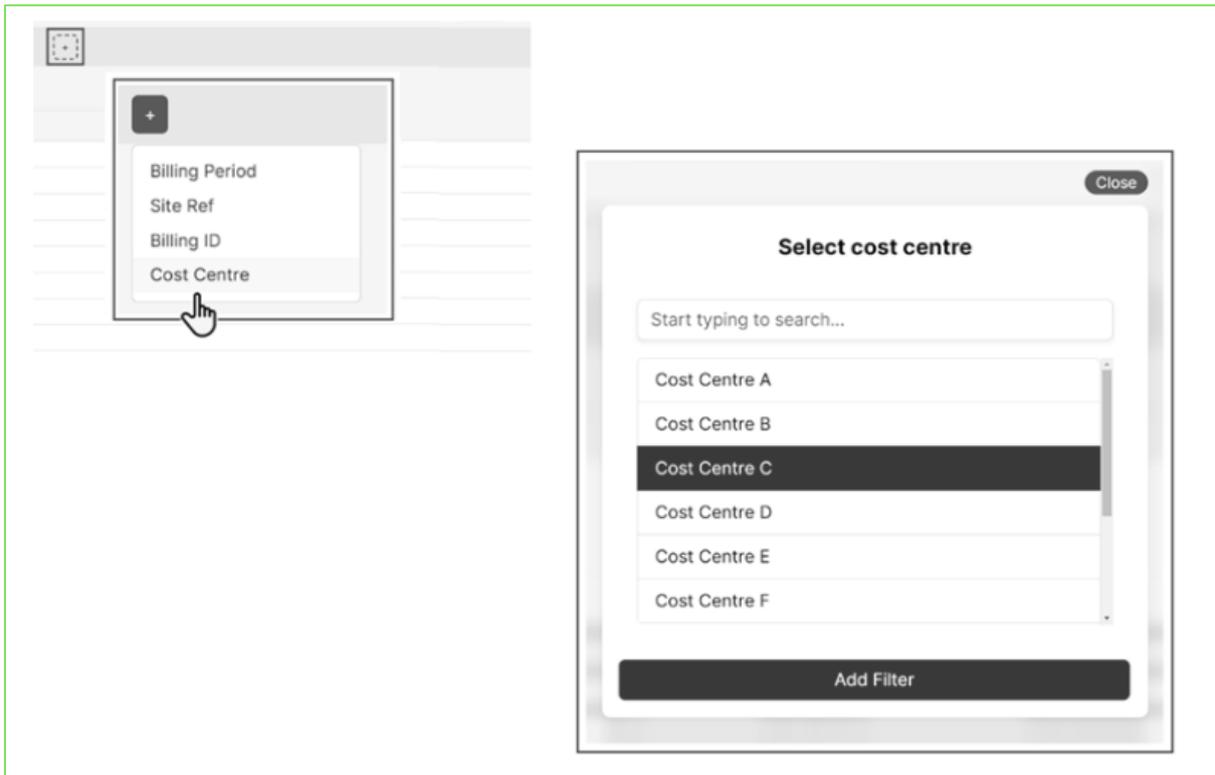
Charge Breakdown Filters

| Filter | Details |
|------------------|---|
| Billing Period | <p>This is preselected to show data for the Current Billing Period.</p> <p>The Billing Periods filter option allows a user to select the required Billing Period(s).</p> <p>Format: Month + Year, e.g., March 2023</p> <p>If a user removes a selected Billing Period filter, the Current Billing Period will be re-applied.</p> |
| Calls / Services | <p>This filter allows a user to filter by Calls, Services, or to multi-select both Calls and Services.</p> |
| Site Ref | <p>The Site Ref related to the Charge(s).</p> <p>This will give a unique list of Sites, applicable to the user. Entering 2 or more characters will return a list of matching values. This is a multi-select list.</p> |
| Cost Centre 1 | <p>This refers to Cost Centre (1) as set against the Billing ID.</p> <p>This will give a unique list of Cost Centres, applicable to the user. Entering 2 or more characters will return a list of matching values. This is a multi-select list.</p> |
| Billing ID | <p>This is the Billing ID, or the Presentation Alias (if one has been set).</p> <p>This field will only accept the full Billing ID, or Presentation Alias.</p> |
| Invoice | <p>The Invoice option allows a user to filter to a required Invoice Number.</p> |

| | |
|----------------------|--|
| | <p>Entering 2 or more characters will return a list of matching values. This is a multi-select list.</p> |
| VAT Rate | <p>This option allows a user to filter to view data set to bill at a specific VAT Rate.</p> <p>This is a multi-select list of available VAT Rates.</p> |
| Duration From and To | <p>This allows a user to filter to a Duration range in HH:MM:SS.</p> <p>Select From and To durations using the clock icon against each field.</p> |
| Usage From and To | <p>This allows a user to filter to a Rate range in Mb.</p> <p>Enter a value in the Usage From and Usage To fields.</p> |
| Destination | <p>This option allows a user to filter to a required Call Destination.</p> <p>Entering 2 or more characters will return a list of matching values. This is a multi-select list.</p> |
| Billing ID Type | <p>This option allows a user to filter to a specific Line Type for Call data.</p> <p>Entering 2 or more characters will return a list of matching values. This is a multi-select list.</p> |
| Billing Category | <p>This allows a user to filter to a specific Billing Category for Service Charge data.</p> |

| | |
|-----------|---|
| | Entering 2 or more characters will return a list of matching values. This is a multi-select list. |
| Frequency | A user can filter to one or more of the predefined Service Charge Frequencies . |

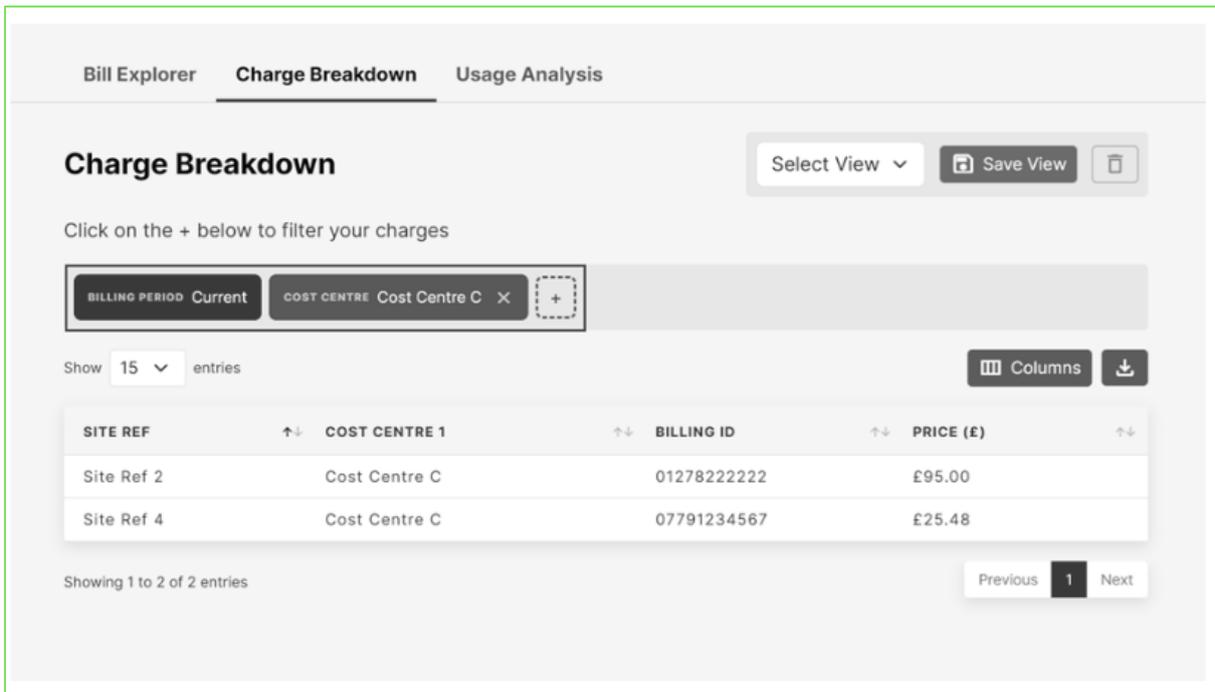
2. Select the first applicable **Filter** Type. This will return a list of related options applicable to the user.



3. Enter 2 or more characters to return a list of matching values.

Click to highlight at least one filter option before clicking the **Add Filter** button.

The selected filter(s) show at the top of the grid. The results are updated to reflect that selection.



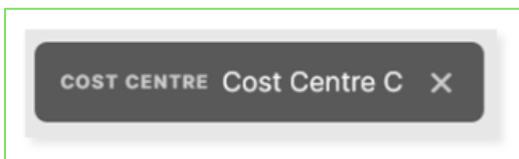
The screenshot shows the 'Charge Breakdown' section of the CloudClevr interface. At the top, there are navigation tabs for 'Bill Explorer', 'Charge Breakdown', and 'Usage Analysis'. Below the title, there are controls for 'Select View', 'Save View', and a trash icon. A filter bar contains 'BILLING PERIOD Current' and 'COST CENTRE Cost Centre C' with an 'x' icon to remove it. Below the filter bar, there are 'Show 15 entries' and 'Columns' buttons. The table below has columns for SITE REF, COST CENTRE 1, BILLING ID, and PRICE (£). It contains two rows of data.

| SITE REF | COST CENTRE 1 | BILLING ID | PRICE (£) |
|------------|---------------|-------------|-----------|
| Site Ref 2 | Cost Centre C | 01278222222 | £95.00 |
| Site Ref 4 | Cost Centre C | 07791234567 | £25.48 |

Showing 1 to 2 of 2 entries

Selecting multiple **Filters** allows a user to display the required level of detail.

Click the **x** icon within the filter to remove it.

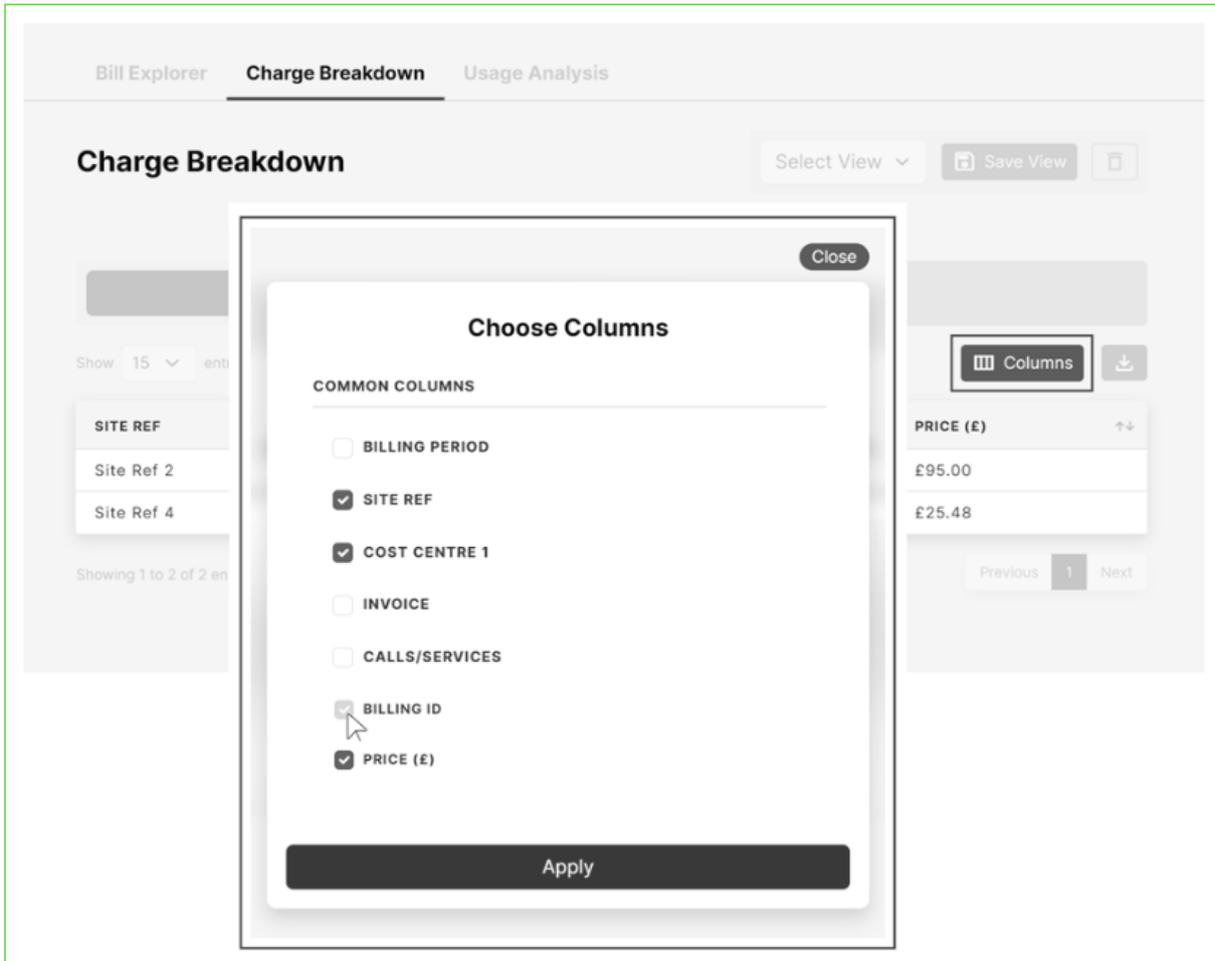


This will refresh the results and update the table.

Charge Breakdown | Choose Columns

A user can choose which columns to display in the table.

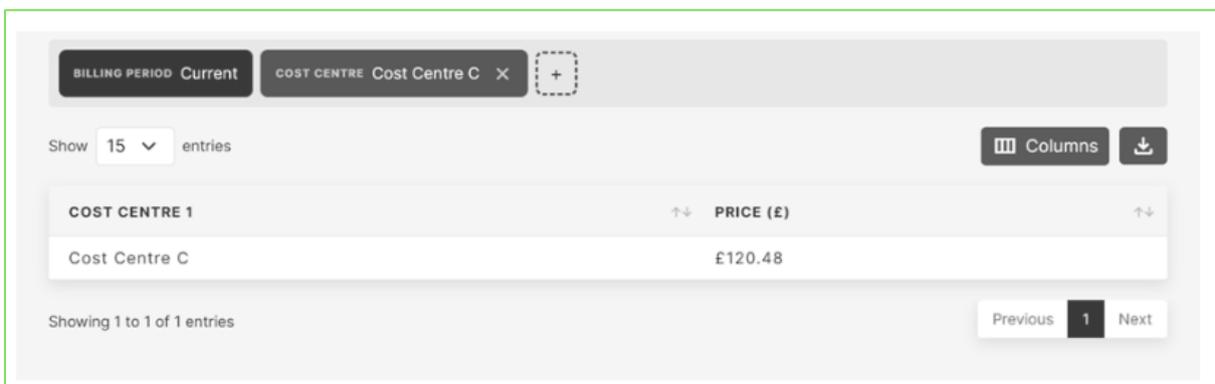
1. Click the **Columns** button, at the top right of the table.



2. The **Choose Columns** pop-up lists the available columns.

3. Select or deselect as required.

The aggregation of results will change, depending on the columns selected. Records with the same values in the chosen columns will show in a single line. The **Price (£)** will display a sum of the amounts for that row.

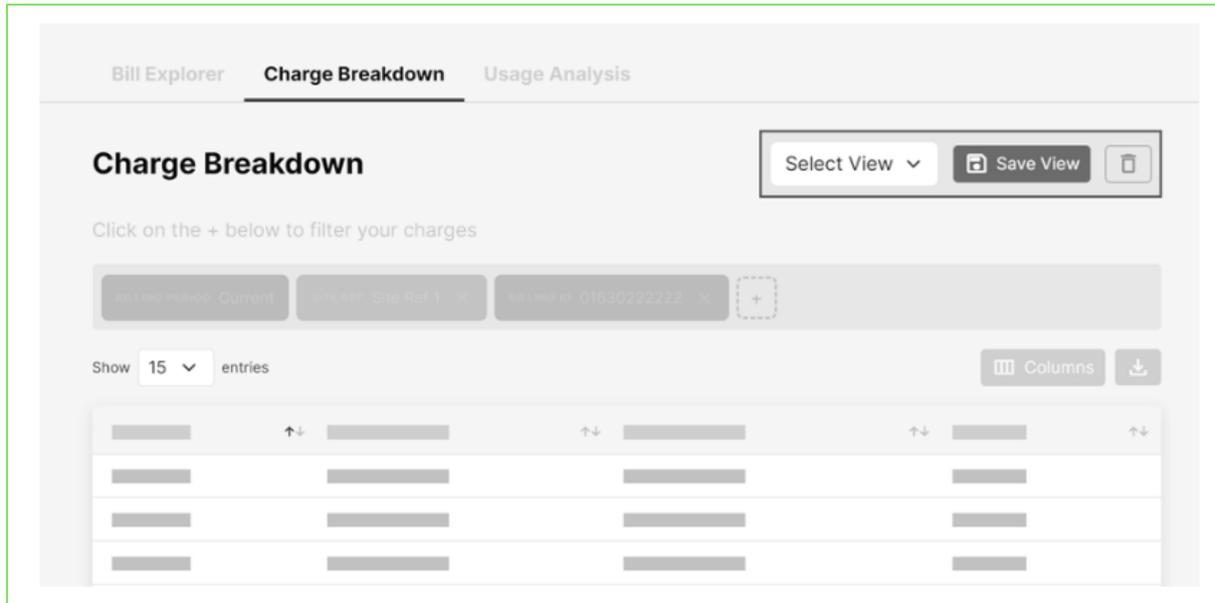


Note: Columns show across the table in a predefined order. It is not possible to change this order.

Charge Breakdown | Table Views

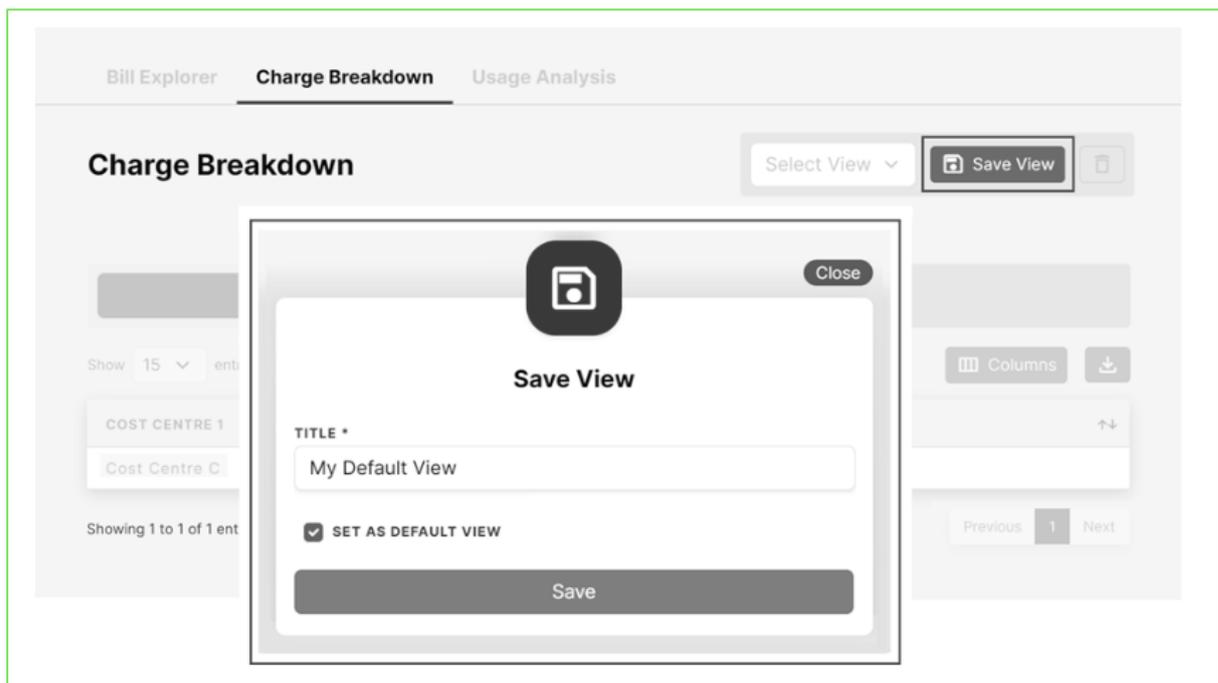
A user can save different table views of their chosen **Columns** and **Filters**. This is a quick way to retrieve data and build reports.

Save and manage **Views** using the buttons in the top-right of the page.



Charge Breakdown | Saving a View

1. Choose the required **Filters** and **Columns**.
2. Click the **Save View** button.



3. Enter a **Title** for the **View** which is relevant to its purpose.

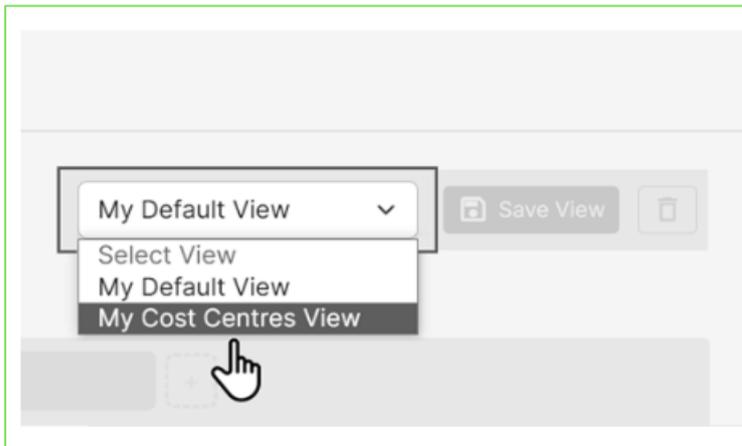
Note: The **Set as Default View** checkbox will set this view as the default view for the page. The **Default View** will load each time the user visits this page.

4. Click **Save**.

Note: The **Saved Views** will only be available for that user.

Charge Breakdown | Selecting a Saved View

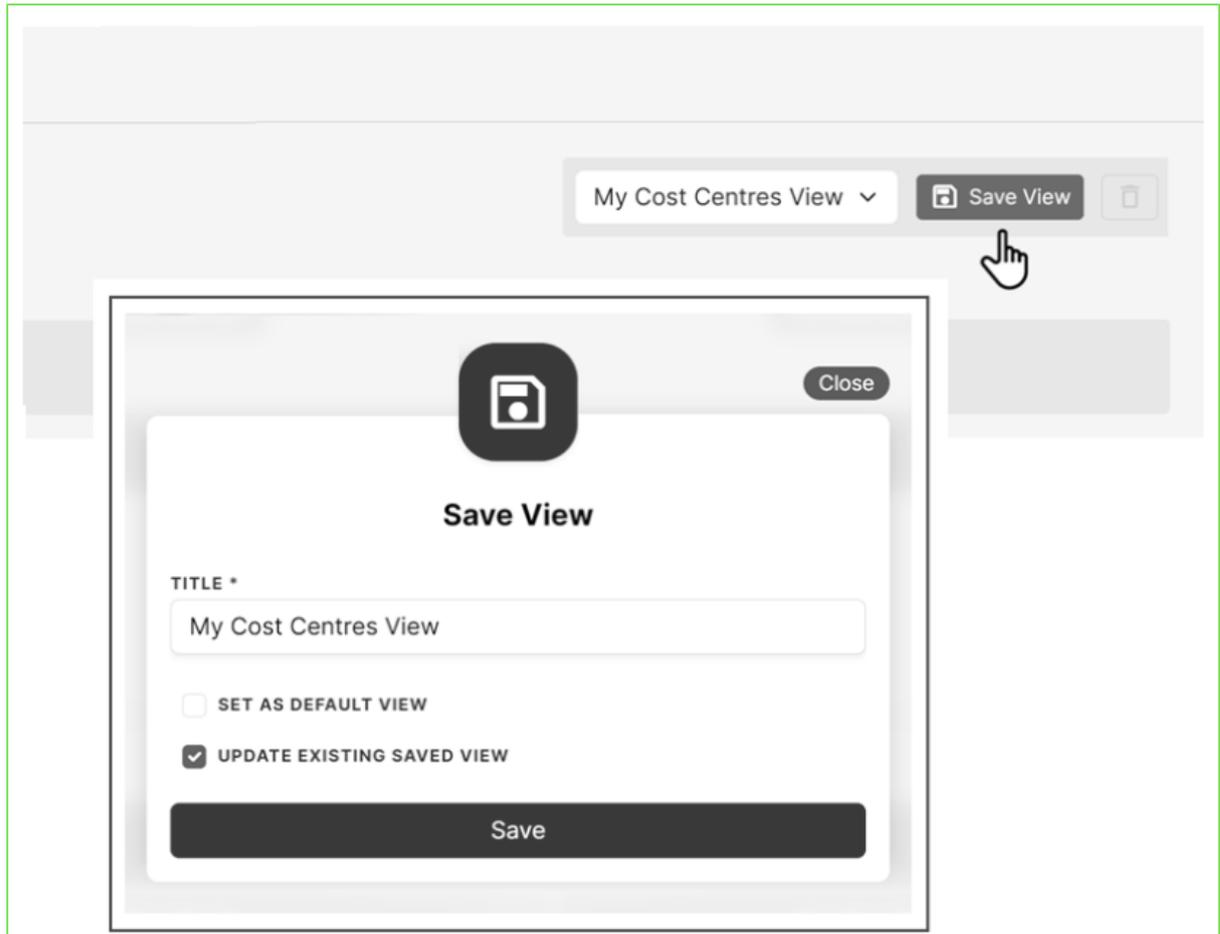
To revisit a **Saved View**, select the required option from the drop-down menu.



This will refresh the results and update the table.

It is possible to update a **Saved View** after choosing additional **Columns** and **Filters**.

1. Click the **Save View** button.



2. An additional checkbox option is available to **Update Existing Saved View**.

If the user does not wish to overwrite the **View**, a new view can be created:

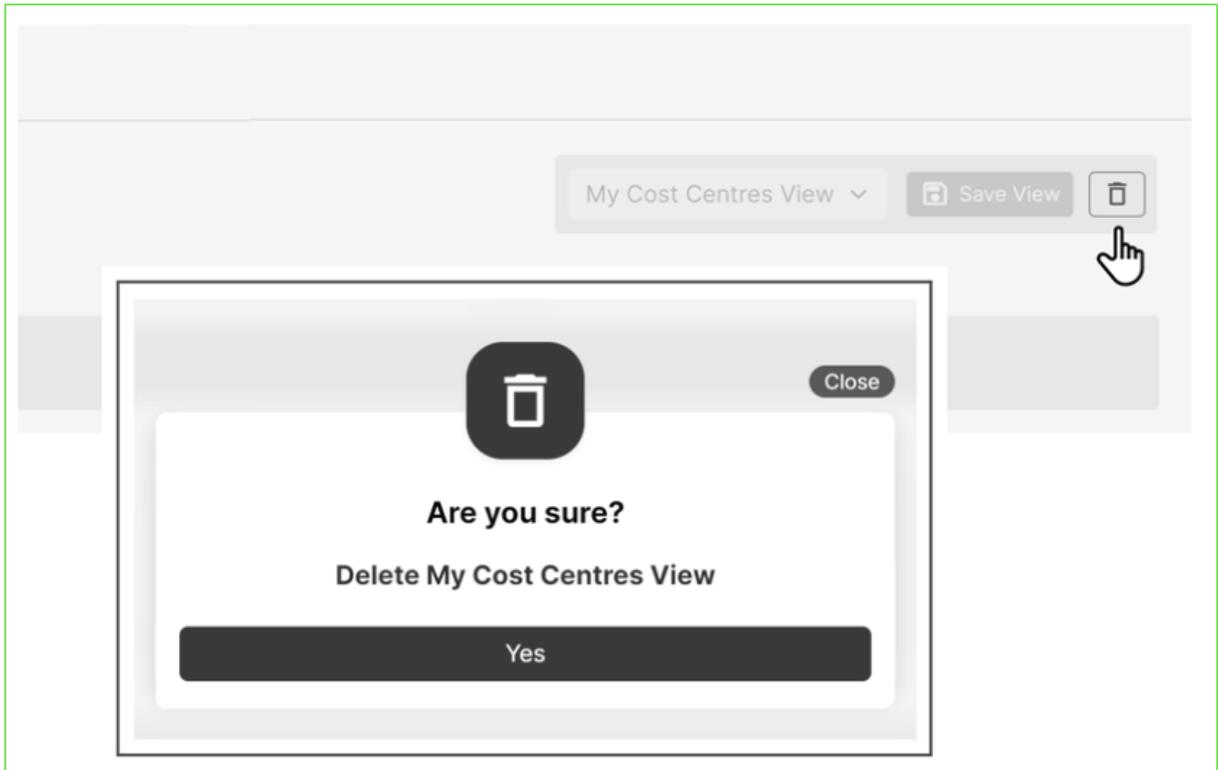
- Untick the Update Existing Saved View option and add a new Title.

To make this the new **Default View**.

- Tick the Set as Default View option

3. Click **Save**.

Remove unwanted **Views** by clicking the **Delete** icon/button.

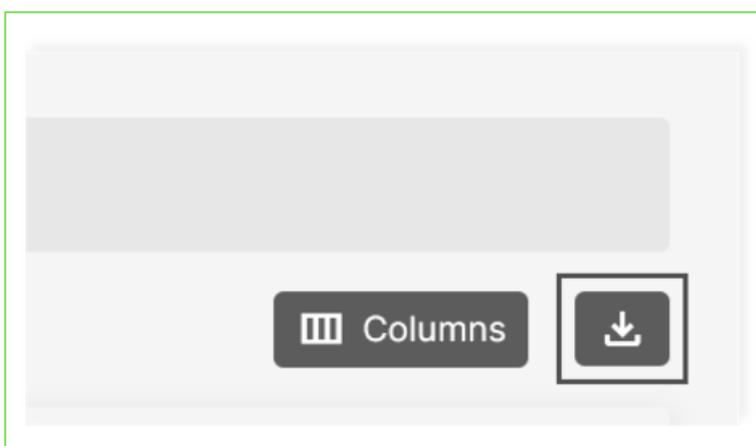


A message will appear allowing the user to confirm that they wish to **Delete** the selected view.

Charge Breakdown | Download Results

A user can export the **Charge Breakdown** values by selecting the **download** icon.

Note: Choose columns and filter data before exporting.



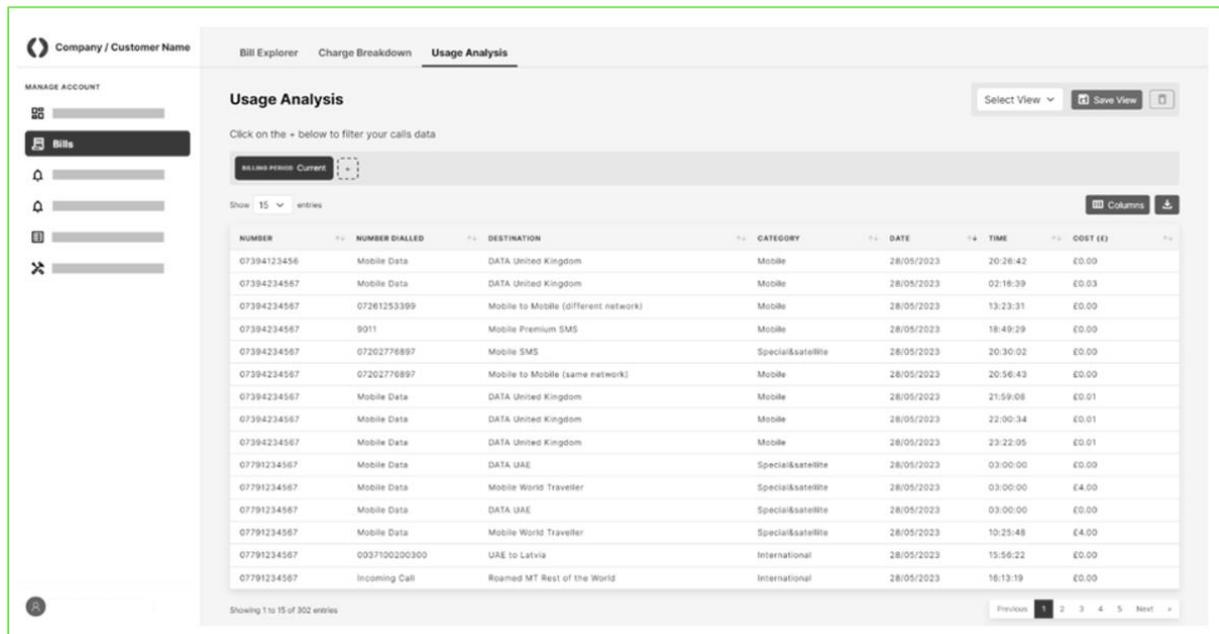
Click the **download** icon. This will produce a .csv file containing the data displayed within the table.

Usage Analysis

The **Usage Analysis** tab is under the **Bills** page.

This allows a user to browse call data and usage for reporting and analysis purposes.

Users can browse the usage, change the columns displayed and apply filters.



The screenshot shows the 'Usage Analysis' tab in a web application. It features a sidebar with navigation options like 'MANAGE ACCOUNT', 'Bills', and account details. The main area displays a table of call records. The table has the following columns: NUMBER, NUMBER DIALLED, DESTINATION, CATEGORY, DATE, TIME, and COST (£). The data rows show various call types such as Mobile Data, Mobile Premium SMS, Mobile SMS, and International calls, with their respective destinations and costs.

The default grid view includes the columns detailed within the table below. The **Saved View** feature allows a user to save different grid views. This includes choosing an alternative **Default View**.

Usage Analysis Table Fields

| Field | Details |
|---------------|---|
| Number | This is the Billing ID , or the Presentation Alias (if one has been set). |
| Number Dialed | This is the Number which has been Dialed . |
| Destination | The Destination of the call. |
| Category | The Category assigned to the Charge Group for the call. |
| Date | The Date of the call, as presented on the CDR file. |
| Time | The Time of the Call, as presented on the CDR file. |

| | |
|-------------------|---|
| | |
| Cost | This is the Cost of the call, chargeable to the account. |
| Called From | This is the Billing ID , or the Presentation Alias (if one has been set). |
| Duration | The Duration of the call displayed in hours, minutes, and seconds. |
| Usage | This is the Mobile Data usage, in MB . |
| Extension | This is the Extension number, where Extension Billing is live against the Billing ID . |
| Billing Reference | This is the allocated Invoice Number if the data has been billed. |
| Username | This is the Username assigned to the Billing ID if one is set. |
| Type | This is the Call Type assigned to the call. |
| Site | This is the Site related to the data. |
| Company | This is the name of the Company related to the data. |
| Billing Period | This is Billing Period related to the imported data. It is possible that a call does not appear in the respective Billing Period. This could be due to a delay in the carrier sending the data. |

The data is in numerical order. Reorder the data by selecting a different column header.

Show 15 entries

| NUMBER | NUMBER DIALLED | DESTINATION |
|-------------|----------------|-------------|
| 07794567890 | 07394123456 | UK O2 (fm1) |
| 07794567890 | 07394123456 | UK O2 (fm1) |
| 07794567890 | 07394123456 | UK O2 (fm1) |
| 07794567890 | 07394123456 | UK O2 (fm1) |

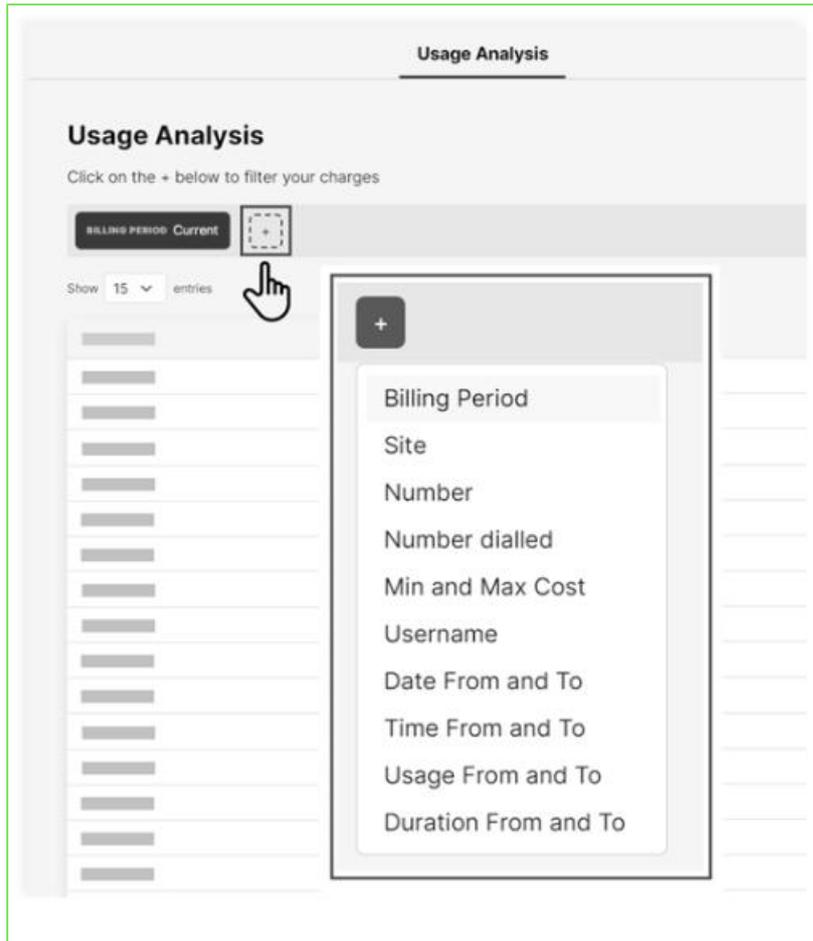
Results show 15 entries per page. The dropdown allows the user to increase this number to show 25 or 50 entries.

The **Filter (+)** icon, next to the **Billing Period** can be used to look for values from all the available columns

Usage Analysis | Filtering Data

1. Click on the **Filter (+)** icon to filter the data.

Note: unbilled values are reflective of those produced at the last import, reprice, and recalculation.

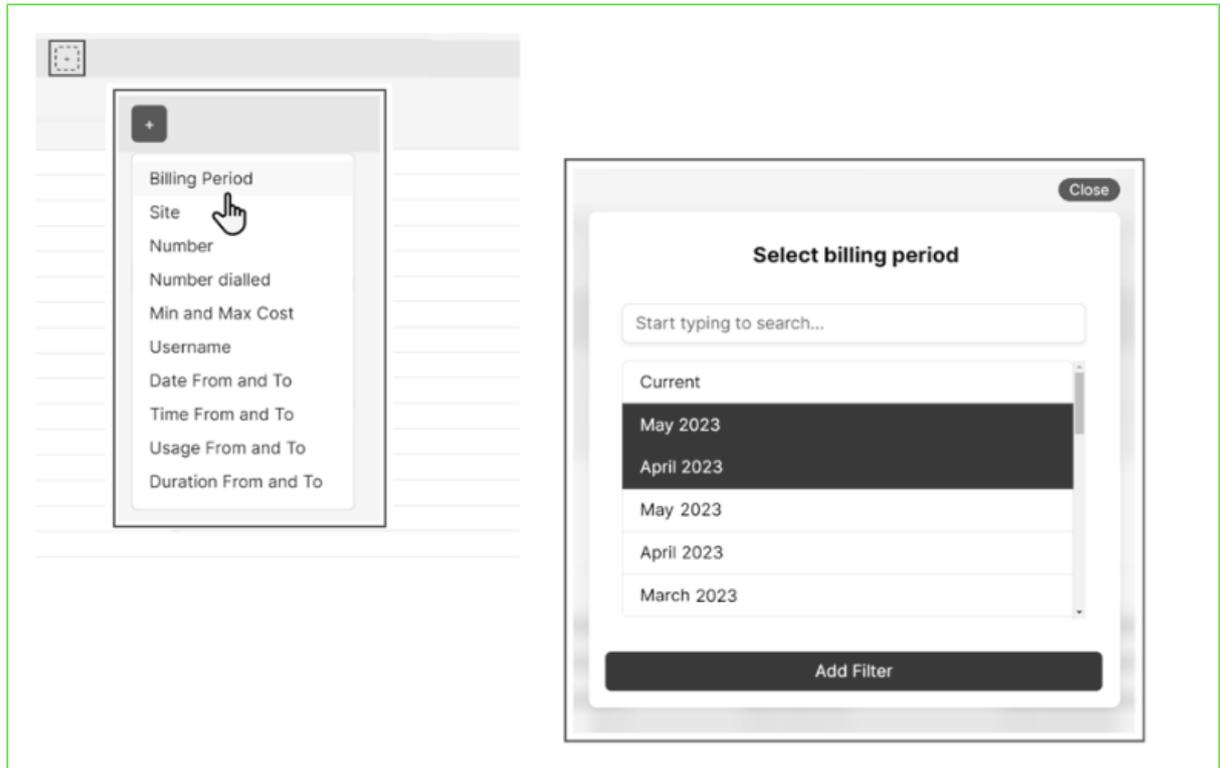


Usage Analysis Filters

| Filter | Details |
|----------------|--|
| Billing Period | This is preselected to show data for the Current Billing Period . The Billing Periods filter option allows a user to select the required Billing Period(s) . Format: Month + Year, e.g., March 2023 |
| Site | This is the Site related to the Data This will give a unique list of Sites , applicable to the user. Entering 2 or more characters will return a list of matching values. This is a multi-select list |
| Number | This is the Billing ID , or the Presentation Alias (if one has been set). This field will only accept the full Billing ID , or Presentation Alias . |

| | |
|----------------------|---|
| | |
| Number Dialed | This is the Number Called . Numbers entered within this field will return all matching results, at any placement within the Number Dialed . |
| Min and Max Cost | This refers to the Cost (£) of the Call. Enter a value in the From and To fields. |
| Username | This is the Username assigned to the Billing ID . This will give a unique list of Usernames , applicable to the user. Entering 2 or more characters will return a list of matching values. This is a multi-select list. |
| Date From and To | Select the Date From and Date To , using the calendar icon against each field. Format: DD-MM-YYYY |
| Time From and To | Select applicable times From and To , in HH:MM:SS, using the clock icon, within the respective fields. |
| Usage From and To | Enter a value in the Usage From and Usage To fields. |
| Duration From and To | This allows a user to filter to a Duration range in HH:MM:SS. Select From and To durations using the clock icon against each field. |

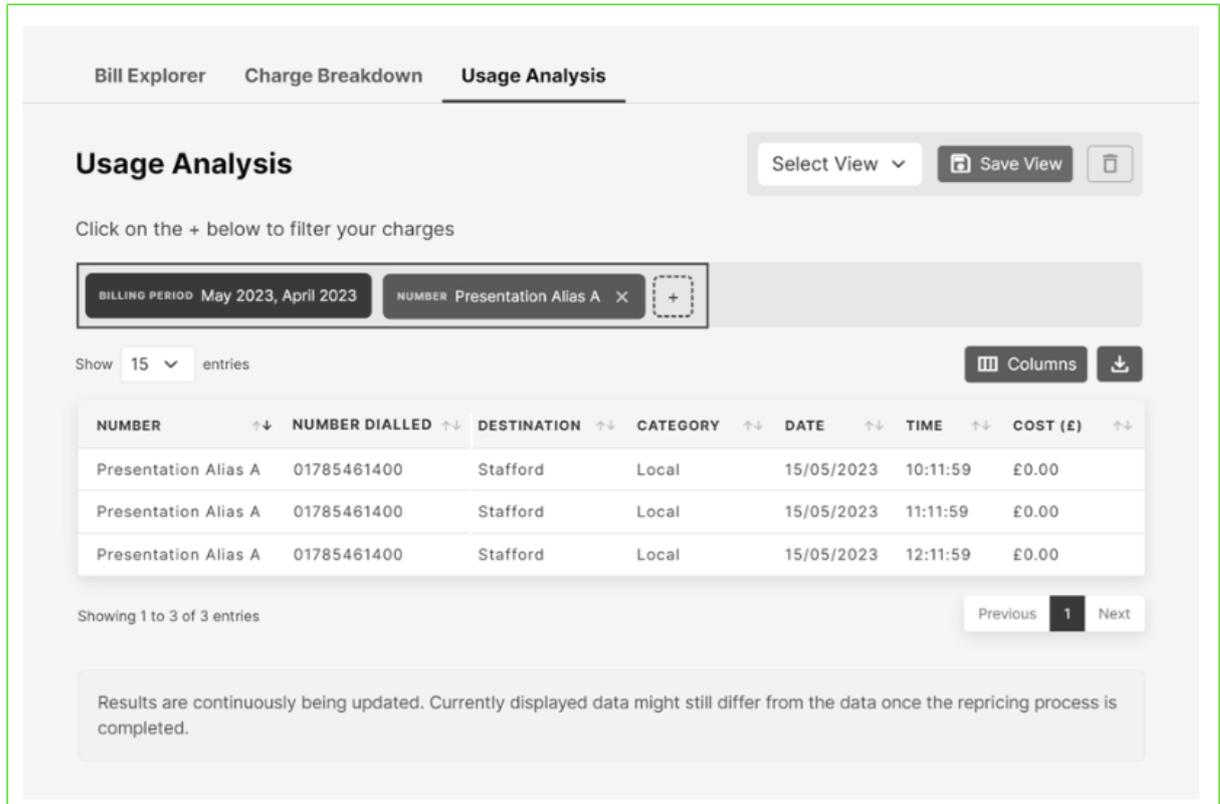
2. Select the first applicable **Filter** Type. This will return a list of related options applicable to the user.



3. Enter 2 or more characters to return a list of matching values.

Click to highlight at least one filter option before clicking the **Add Filter** button.

The selected filter(s) show at the top of the grid. The results are updated to reflect that selection.



Bill Explorer Charge Breakdown **Usage Analysis**

Usage Analysis Select View Save View

Click on the + below to filter your charges

BILLING PERIOD: May 2023, April 2023 NUMBER: Presentation Alias A +

Show 15 entries Columns

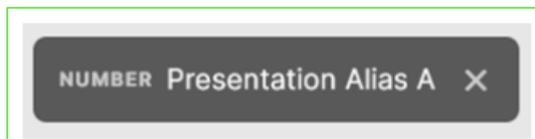
| NUMBER | NUMBER DIALLED | DESTINATION | CATEGORY | DATE | TIME | COST (£) |
|----------------------|----------------|-------------|----------|------------|----------|----------|
| Presentation Alias A | 01785461400 | Stafford | Local | 15/05/2023 | 10:11:59 | £0.00 |
| Presentation Alias A | 01785461400 | Stafford | Local | 15/05/2023 | 11:11:59 | £0.00 |
| Presentation Alias A | 01785461400 | Stafford | Local | 15/05/2023 | 12:11:59 | £0.00 |

Showing 1 to 3 of 3 entries Previous 1 Next

Results are continuously being updated. Currently displayed data might still differ from the data once the repricing process is completed.

Selecting multiple **Filters** allows a user to display the required level of detail.

Click the **x** icon within the filter to remove it.

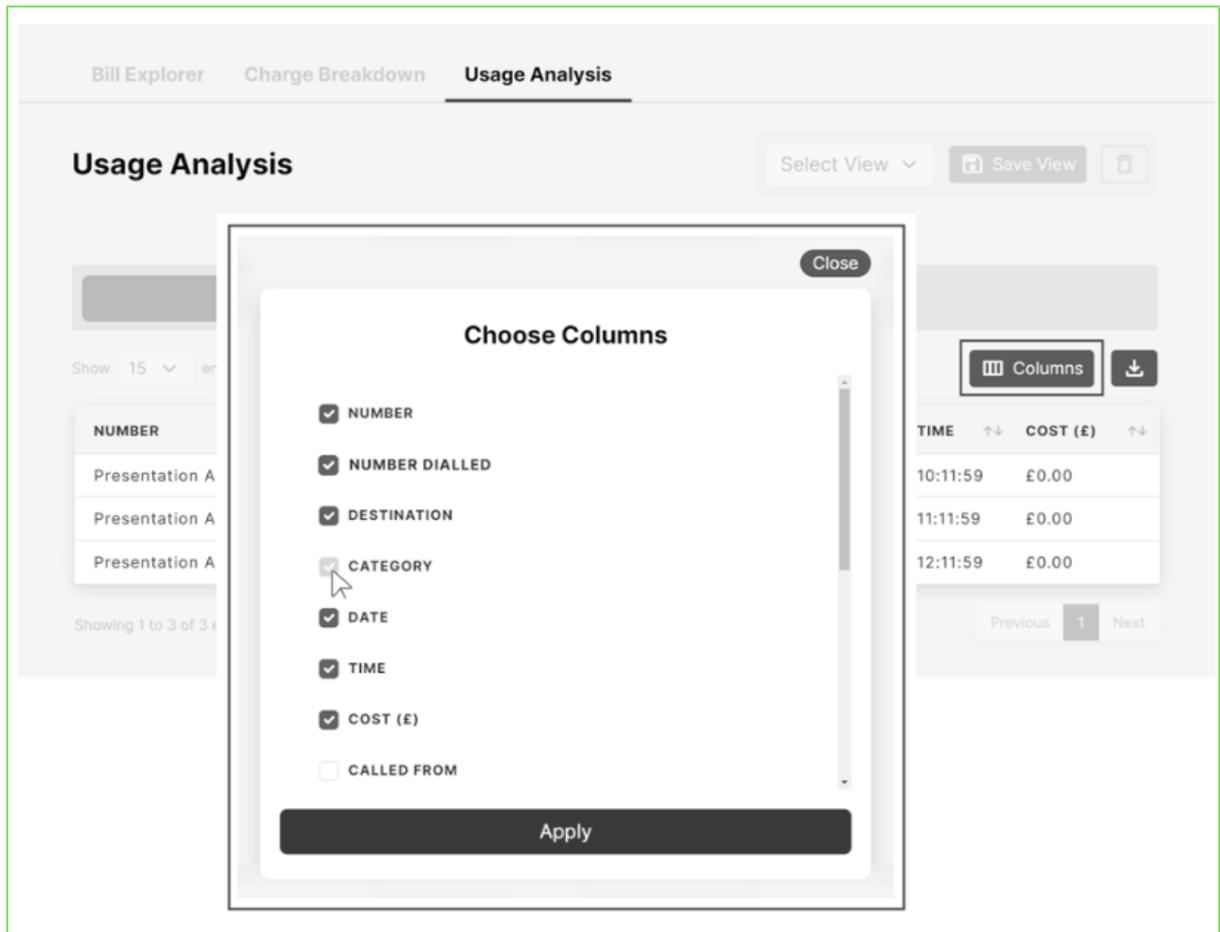


This will refresh the results and update the table.

Usage Analysis | Choose Columns

A user can choose which columns to display in the table.

1. Click the **Columns** button, at the top right of the table.



2. The **Choose Columns** pop-up lists the available columns.

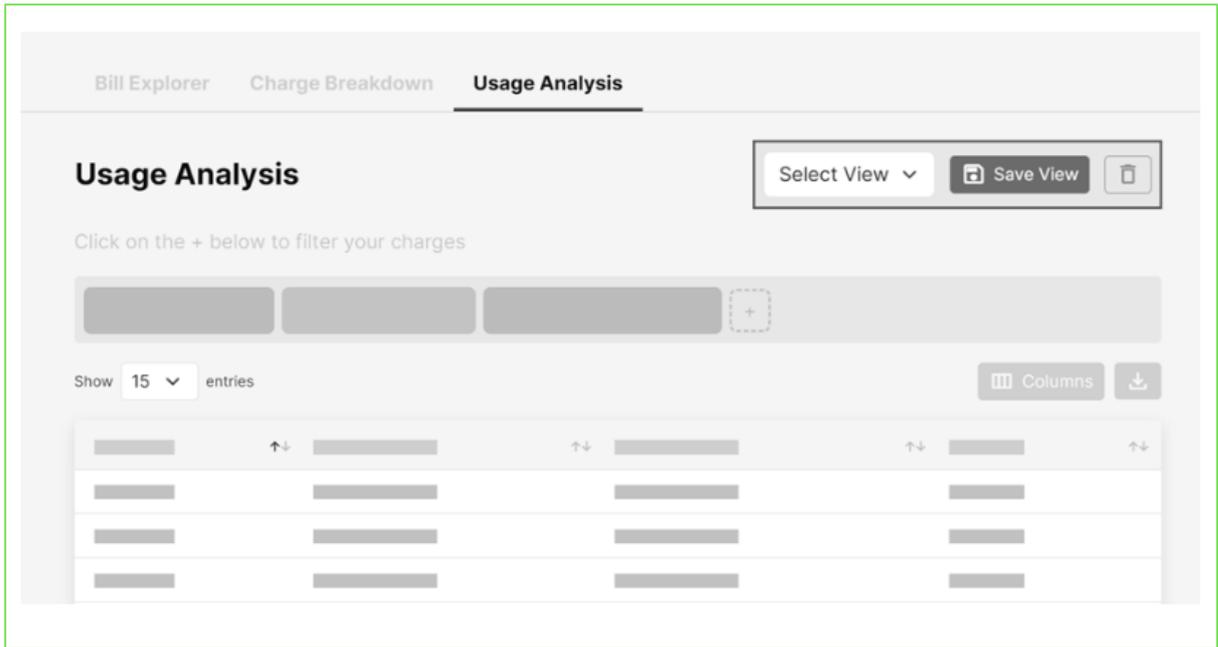
3. Select or deselect as required.

Note: Columns show across the table in a predefined order. It is not possible to change this order.

Usage Analysis | Table Views

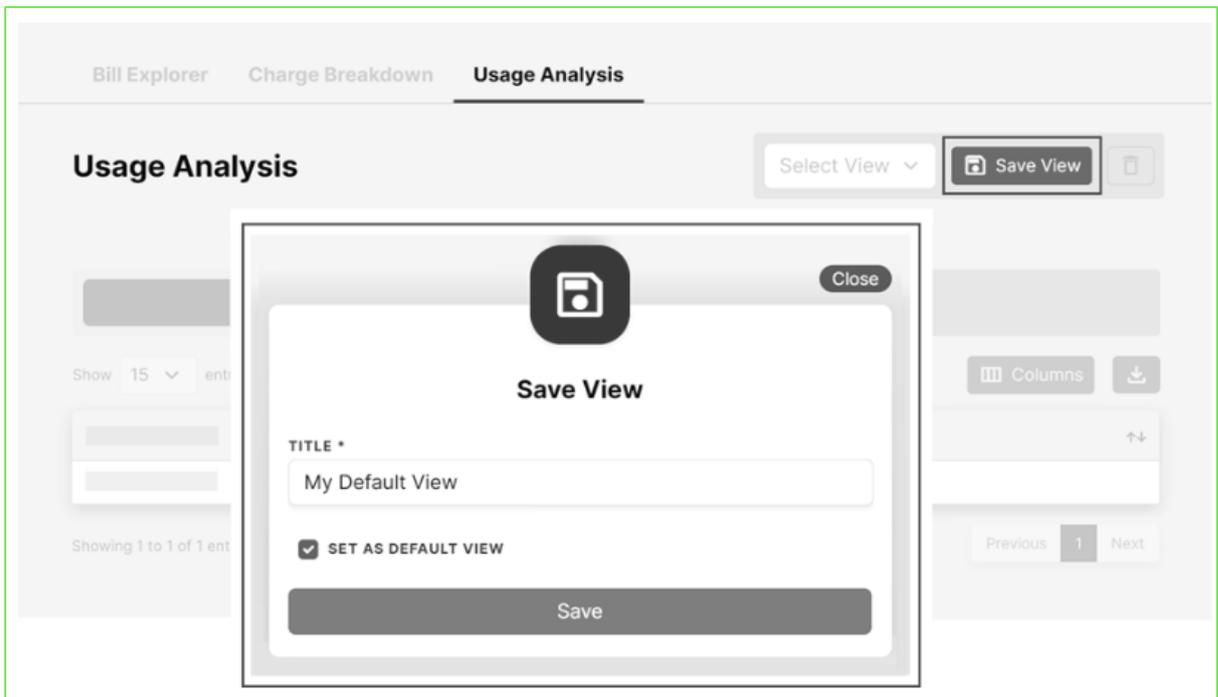
A user can save different table views of their chosen **Columns** and **Filters**. This is a quick way to retrieve data and build reports.

Save and manage **Views** using the buttons in the top-right of the page.



Usage Analysis | Saving a View

1. Choose the required **Filters** and **Columns**.
2. Click the **Save View** button.



3. Enter a **Title** for the **View** which is relevant to its purpose.

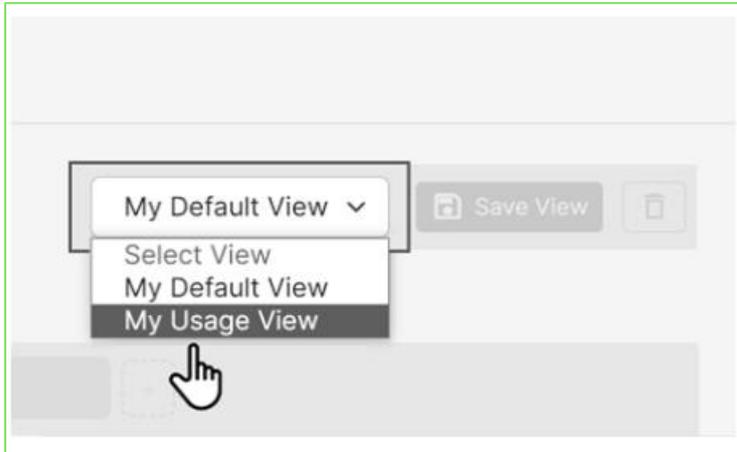
Note: The **Set as Default View** checkbox will set this view as the default view for the page. The **Default View** will load each time the user visits this page.

4. Click **Save**.

Note: The **Saved Views** will only be available for that user.

Usage Analysis | Selecting a Saved View

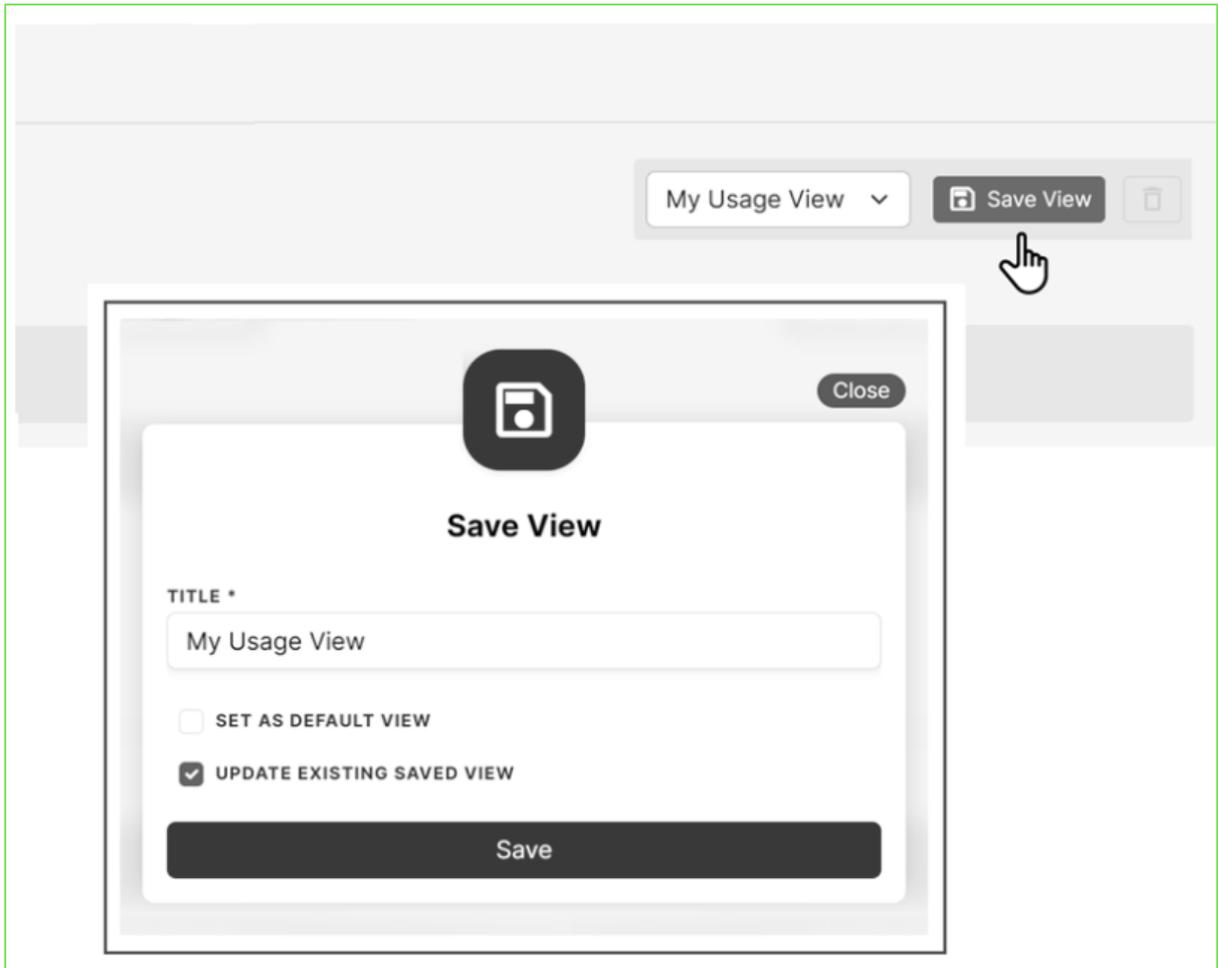
To revisit a **Saved View**, select the required option from the drop-down menu.



This will refresh the results and update the table.

It is possible to update a **Saved View** after choosing additional **Columns** and **Filters**.

1. Click the **Save View** button.



2. An additional checkbox option is available to **Update Existing Saved View**.

If the user does not wish to overwrite the **View**, a new view can be created:

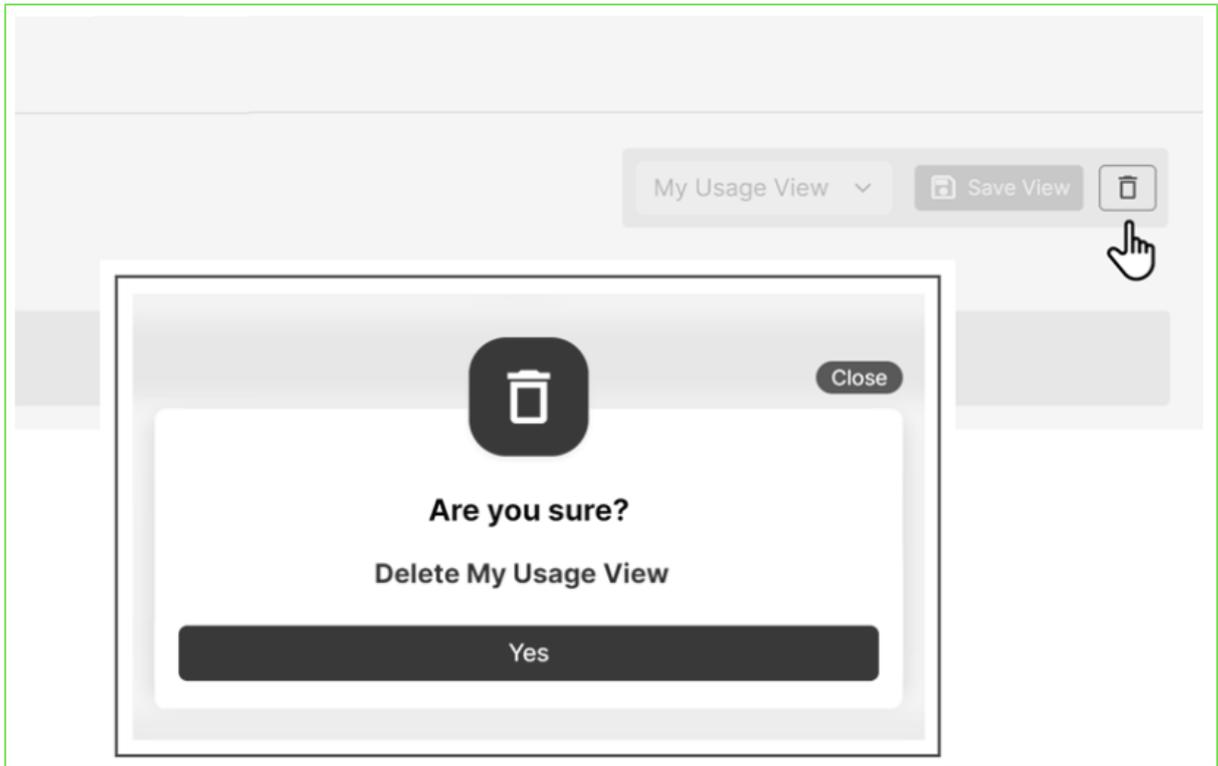
- Untick the Update Existing Saved View option and add a new Title.

To make this the new **Default View**.

- Tick the Set as Default View option

3. Click **Save**.

Remove unwanted **Views** by clicking the **Delete** icon/button.



A message will appear allowing the user to confirm that they wish to **Delete** the selected view.

Usage Analysis | Downloading Results

A user can export the **Usage Analysis** values by selecting the **download** icon.

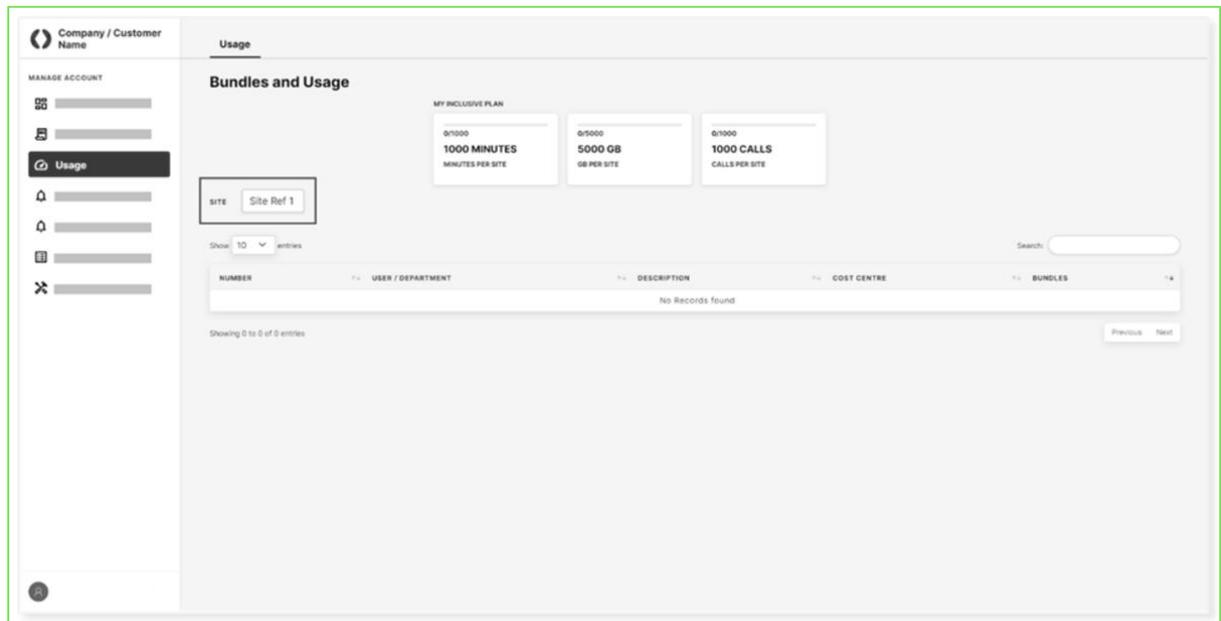
Note: Choose columns and filter data before exporting.



Click the **download** icon. This will produce a .csv file containing the data displayed within the table.

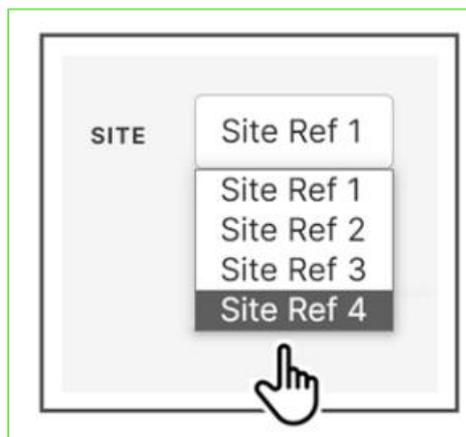
Usage | Bundles and Usage

The **Usage** tab allows a user to view bundle usage for the current **Billing Period**. This includes a breakdown of both **Account** level and **Billing ID** bundle usage.

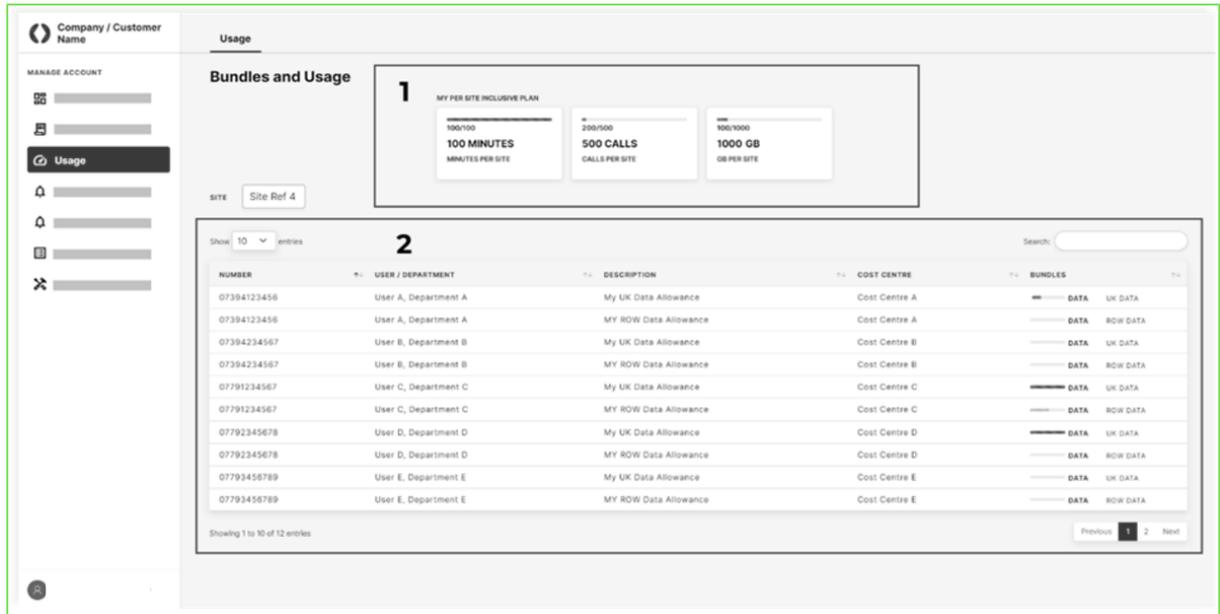


The page shows the data for the first available **Site** within the account.

The **Site** dropdown menu, at the top-left of the table can be used to view the data for any other **Sites**.



The **Usage** page has 2 sections.



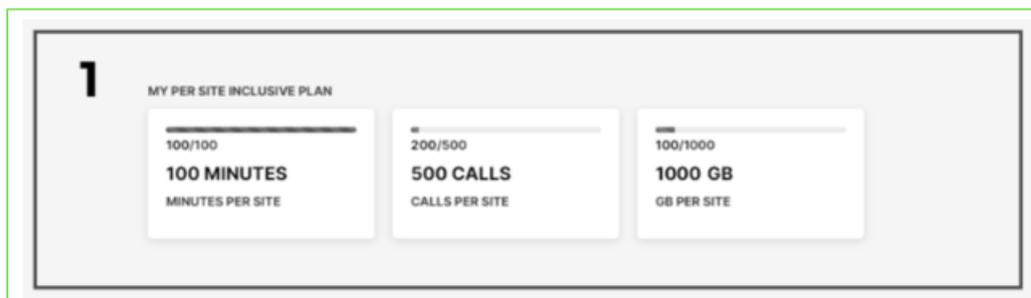
1. Per Site Bundles and Usage.

2. Billing ID Level Bundle Usage.

Usage | Per Site Bundles and Usage

The overview presents information for each **Plan** for the selected **Site**.

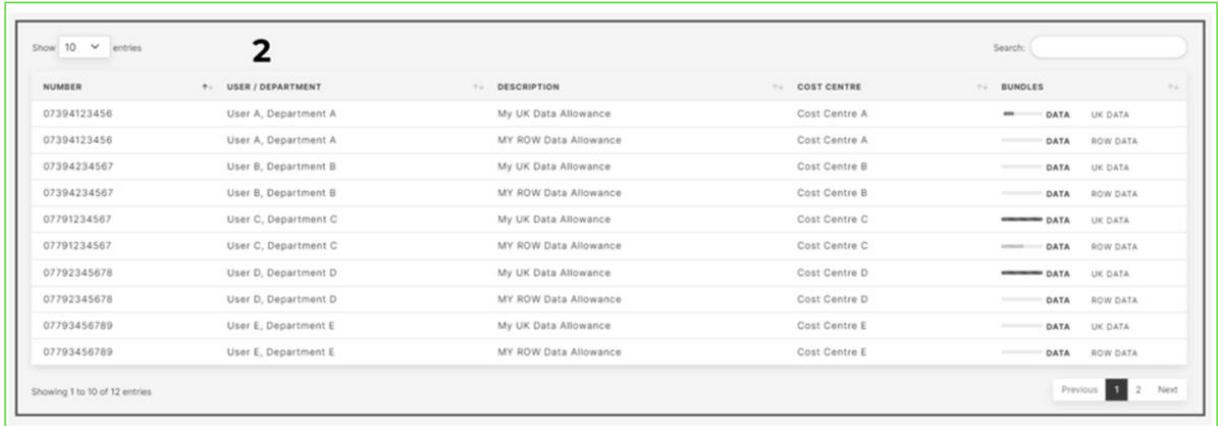
The breakdown includes **MINUTES PER SITE, CALLS PER SITE, GB PER SITE** (Data).



Note: The overview only includes the usage from plan **not** allocated to a specific **Billing ID**.

Usage | Billing ID Level Bundle Usage

This table includes the usage from **Plans** for specific **Billing IDs**.



| NUMBER | USER / DEPARTMENT | DESCRIPTION | COST CENTRE | BUNDLES |
|-------------|----------------------|-----------------------|---------------|---------------|
| 07394123456 | User A, Department A | My UK Data Allowance | Cost Centre A | DATA UK DATA |
| 07394123456 | User A, Department A | MY ROW Data Allowance | Cost Centre A | DATA ROW DATA |
| 07394234567 | User B, Department B | My UK Data Allowance | Cost Centre B | DATA UK DATA |
| 07394234567 | User B, Department B | MY ROW Data Allowance | Cost Centre B | DATA ROW DATA |
| 07791234567 | User C, Department C | My UK Data Allowance | Cost Centre C | DATA UK DATA |
| 07791234567 | User C, Department C | MY ROW Data Allowance | Cost Centre C | DATA ROW DATA |
| 07792345678 | User D, Department D | My UK Data Allowance | Cost Centre D | DATA UK DATA |
| 07792345678 | User D, Department D | MY ROW Data Allowance | Cost Centre D | DATA ROW DATA |
| 07793456789 | User E, Department E | My UK Data Allowance | Cost Centre E | DATA UK DATA |
| 07793456789 | User E, Department E | MY ROW Data Allowance | Cost Centre E | DATA ROW DATA |

Usage Table Fields

| Field | Details |
|-----------------|--|
| Number | This is the Billing ID (or Presentation Alias) registered against the selected Site . |
| User/Department | This is the User/Department assigned to the Billing ID . |
| Description | This is the Description , as set within the related Inclusive Plan . |
| Cost Centre | This refers to Cost Centre (1) as set against the Billing ID. |
| Bundles | This field will present the Used Amount of Minutes/Calls/Data vs the Available Amount . The colour indicates the amount used. The exact Used Amount and Available Amount is available by hovering over the tooltip. Numbers included in multiple Plans show in separate rows for each Plan they are part of. |

The data order is by the highest bundle usage to the lowest. Selecting a different column header will reorder the data.

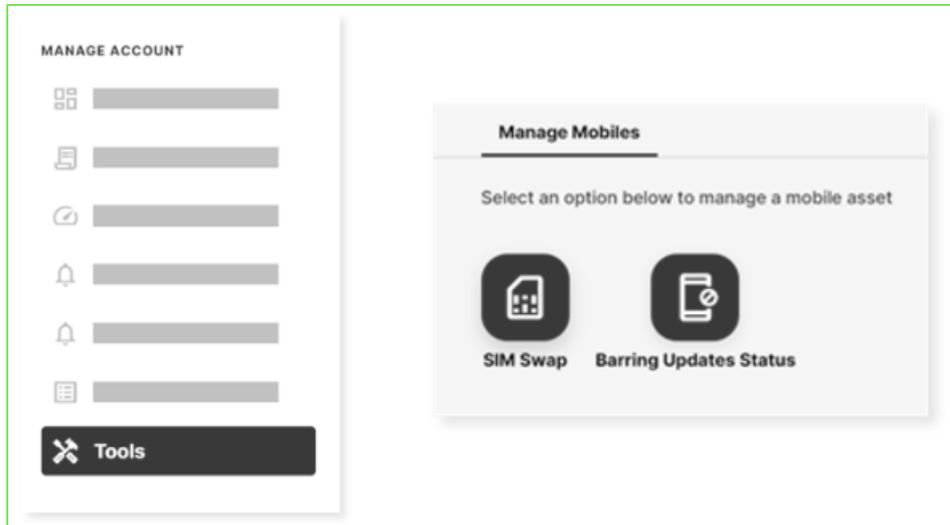
Results show 10 items per page.

The **Search** field can be used to look for values from all the available columns

Tools

Manage Mobiles

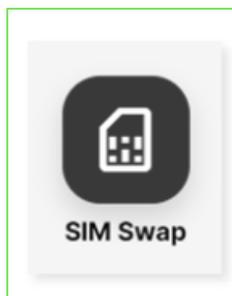
Select the **Tools** menu to **Manage Mobiles**.



This section allows the user to view and manage mobile assets. This includes **SIM Swaps** and **Call Barring**.

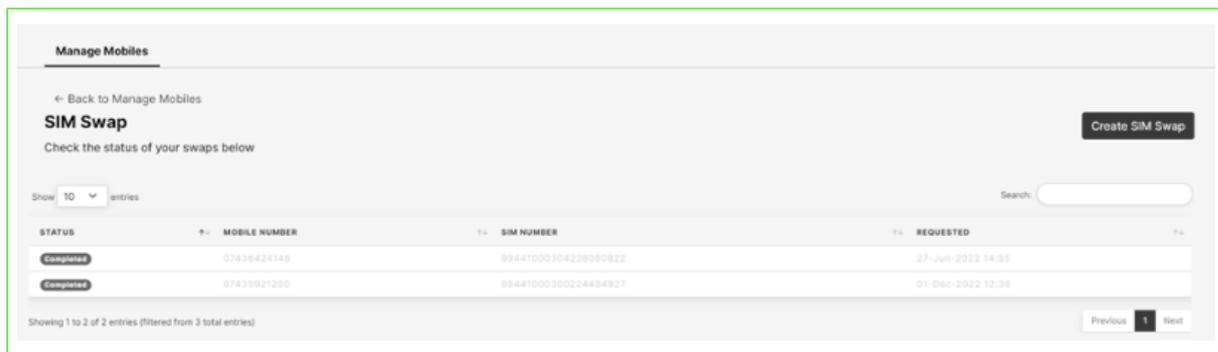
SIM Swap – O2 ONLY

Users can **Create SIM Swap** orders from within this page.



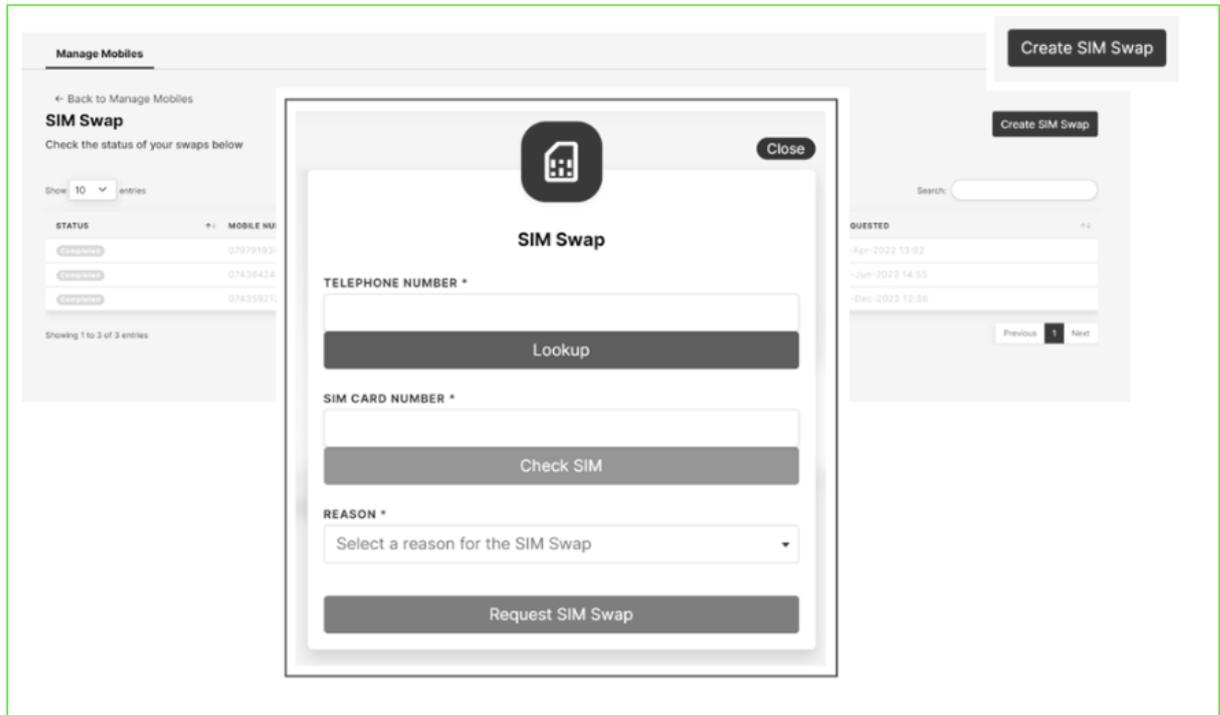
The table shows previous **SIM Swap** orders placed and the status of those orders.

Select the **Create SIM Swap** button, found in the top right of the page.

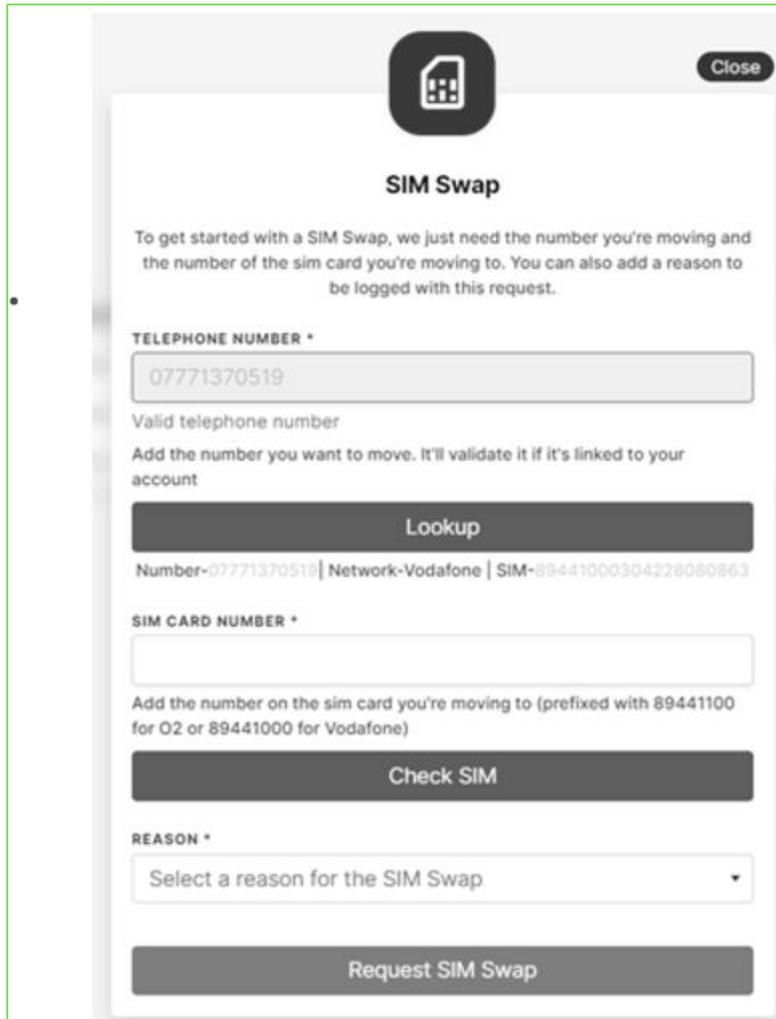


| STATUS | MOBILE NUMBER | SIM NUMBER | REQUESTED |
|-----------|---------------|----------------------|-------------------|
| Completed | 07436424146 | 89441000304228080922 | 27-Jun-2022 14:55 |
| Completed | 07431921200 | 89441000300224484927 | 01-Dec-2022 12:36 |

The **SIM Swap** window will open.



Instructions and prompts are defined to aid the user.



The screenshot shows a mobile application interface for a SIM Swap request. At the top, there is a SIM card icon and a 'Close' button. The title is 'SIM Swap'. Below the title, there is a brief instruction: 'To get started with a SIM Swap, we just need the number you're moving and the number of the sim card you're moving to. You can also add a reason to be logged with this request.' The form consists of several sections: 1. 'TELEPHONE NUMBER *' with a text input field containing '07771370519'. Below this is a 'Valid telephone number' message and a 'Lookup' button. Under the 'Lookup' button, the text 'Number-07771370519 | Network-Vodafone | SIM-89441000304228080863' is displayed. 2. 'SIM CARD NUMBER *' with an empty text input field. Below this is a message: 'Add the number on the sim card you're moving to (prefixed with 89441100 for O2 or 89441000 for Vodafone)' and a 'Check SIM' button. 3. 'REASON *' with a dropdown menu showing 'Select a reason for the SIM Swap'. At the bottom of the form is a 'Request SIM Swap' button.

Enter the applicable **TELEPHONE NUMBER** of the number you want to move and select **Lookup**.

Valid Telephone Number will show if it is found to be linked to the user's account. The **Network** details and current **SIM Number** will show below the Lookup button.

Enter the new **SIM CARD NUMBER**, ensuring the number is linked to the correct network.

Select **Check SIM** to validate the **SIM Card Number** entered.

Select the appropriate **REASON** for the request.

Click **Request SIM Swap** to create the order.


Close

SIM Swap

To get started with a SIM Swap, we just need the number you're moving and the number of the sim card you're moving to. You can also add a reason to be logged with this request.

TELEPHONE NUMBER *

Valid telephone number
Add the number you want to move. It'll validate it if it's linked to your account

Lookup

Number-07771370519 | Network-Vodafone | SIM-89441000304228080863

SIM CARD NUMBER *

Add the number on the sim card you're moving to (prefixed with 89441100 for O2 or 89441000 for Vodafone)

Check SIM

REASON *

Select a reason for the SIM Swap
▼

Request SIM Swap

The order will appear as **Processing** within the **SIM Swap** grid. This allows the user to monitor the status.

Manage Mobiles

← Back to Manage Mobiles

SIM Swap

Check the status of your swaps below Create SIM Swap

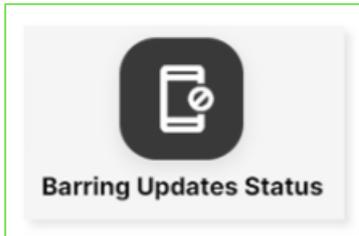
Show: 10 entries Search:

| STATUS | MOBILE NUMBER | SIM NUMBER | REQUESTED |
|------------|---------------|------------|-------------------|
| Completed | 07436428146 | | 23-Mar-2022 16:10 |
| Completed | 07436428146 | | 29-Mar-2022 16:35 |
| Processing | 07582124719 | | 21-Apr-2022 11:30 |

Showing 1 to 3 of 3 entries Previous **1** Next

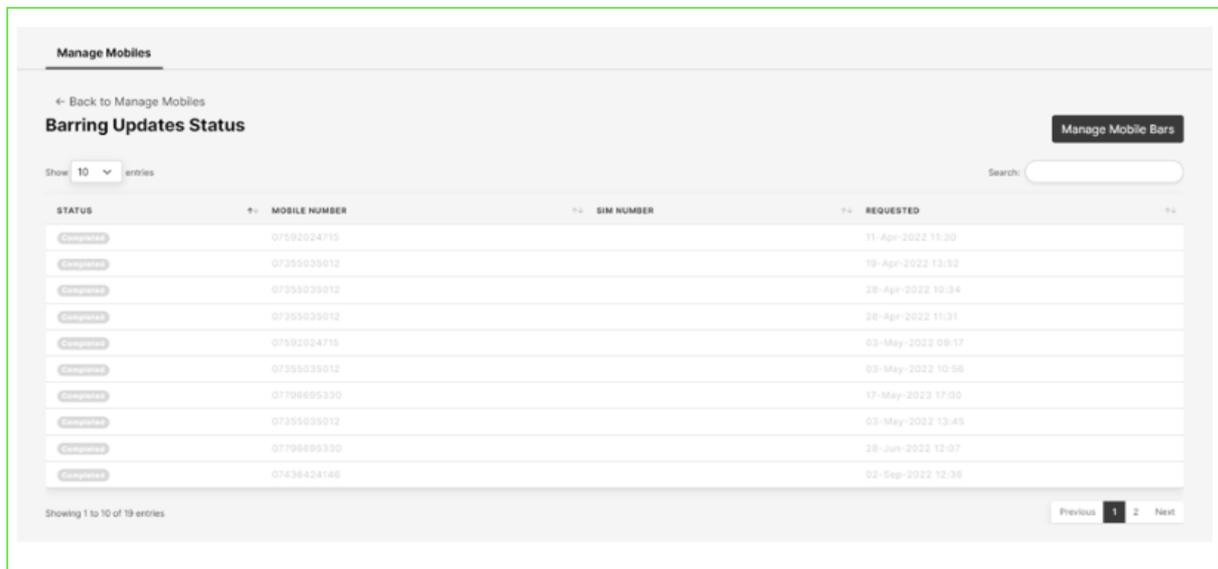
Manage Bars – O2 ONLY

Users can **Manage Mobile Bars** from within this page.



The table shows previous **Bar** orders placed and the status of those orders.

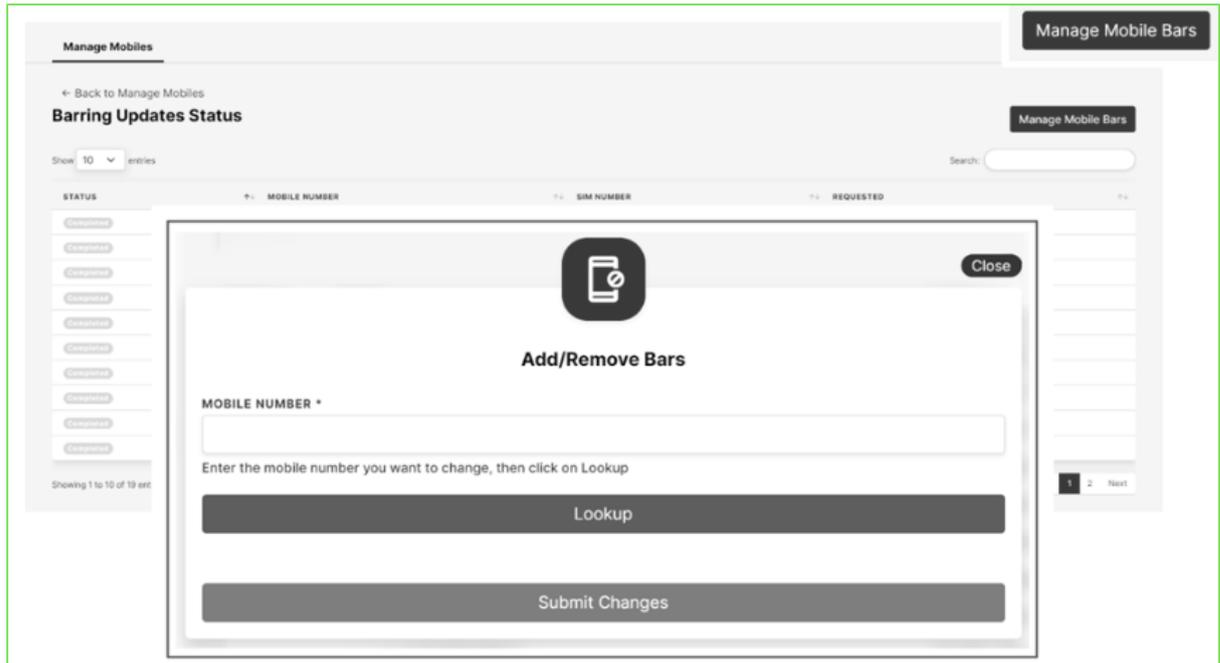
Select the **Manage Mobile Bars** button, located in the top right of the page.



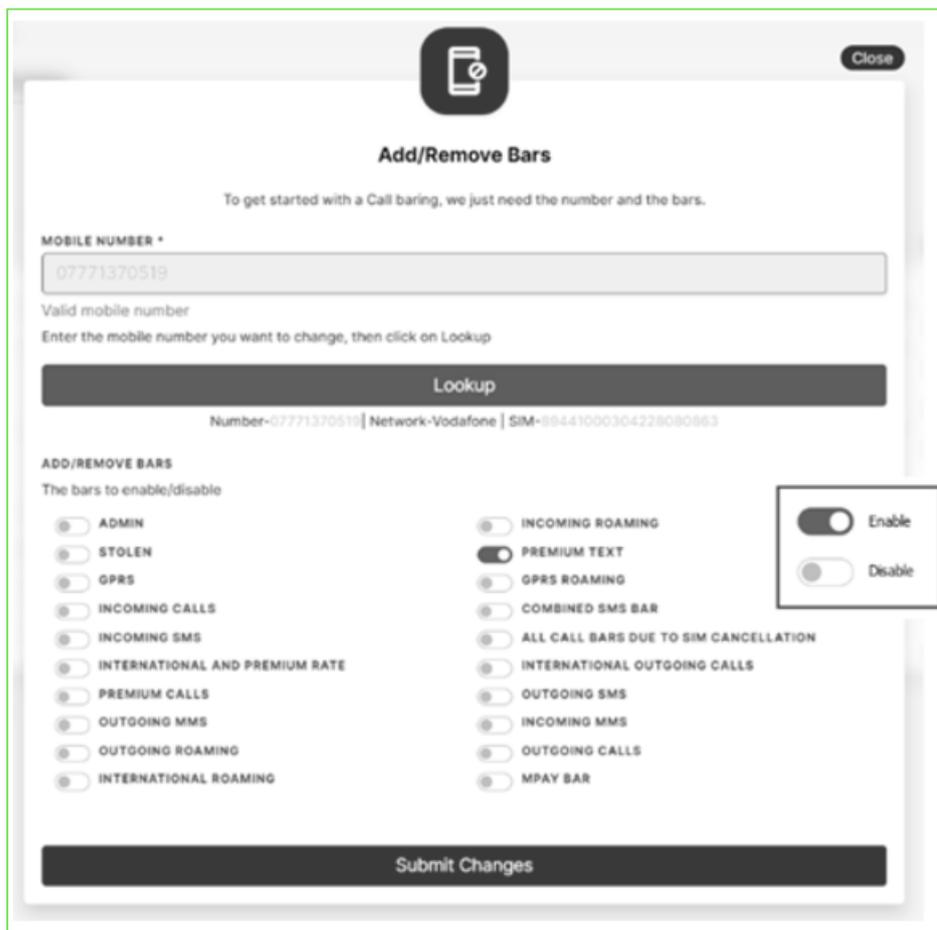
The screenshot shows the "Manage Mobiles" page. At the top, there is a "Manage Mobiles" header and a "Back to Manage Mobiles" link. Below this is the "Barring Updates Status" section, which includes a "Show 10 entries" dropdown and a search bar. A "Manage Mobile Bars" button is located in the top right corner. The main content is a table with the following columns: STATUS, MOBILE NUMBER, SIM NUMBER, and REQUESTED. The table contains 10 rows of data, each with a "Completed" status, a mobile number, a SIM number, and a timestamp. At the bottom of the table, it says "Showing 1 to 10 of 19 entries" and there are "Previous", "1", "2", and "Next" navigation buttons.

| STATUS | MOBILE NUMBER | SIM NUMBER | REQUESTED |
|-----------|---------------|------------|-------------------|
| Completed | 07592024715 | | 11-Apr-2022 11:30 |
| Completed | 07355035012 | | 19-Apr-2022 13:52 |
| Completed | 07355035012 | | 28-Apr-2022 10:34 |
| Completed | 07355035012 | | 28-Apr-2022 11:31 |
| Completed | 07592024715 | | 03-May-2022 09:17 |
| Completed | 07355035012 | | 03-May-2022 10:56 |
| Completed | 07796605330 | | 17-May-2022 17:00 |
| Completed | 07355035012 | | 03-May-2022 13:45 |
| Completed | 07796605330 | | 28-Jun-2022 12:07 |
| Completed | 07436424148 | | 02-Sep-2022 12:38 |

The **Add/Remove Bars** window will open.



Instructions and prompts are defined to assist the user.



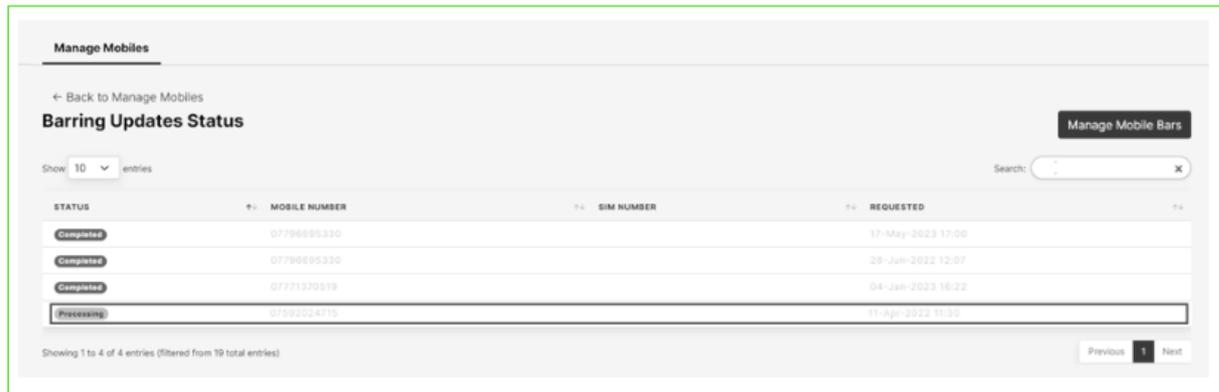
Enter the applicable **MOBILE NUMBER** and select **Lookup**.

Valid Mobile Number will show if it is found to be linked to the user's account. The **Network** details and current **SIM Number** will show below the Lookup button.

Click to enable or disable all applicable bars to.

Click the **Submit Changes** button to create the order

The order will appear as **Processing** within the **Barring Updates Status** grid. This allows the user to monitor the status.



The screenshot shows a web interface titled 'Manage Mobiles' with a sub-section 'Barring Updates Status'. It includes a search bar, a 'Manage Mobile Bars' button, and a table with the following data:

| STATUS | MOBILE NUMBER | SIM NUMBER | REQUESTED |
|------------|---------------|------------|-------------------|
| Completed | 07790005330 | | 17-May-2023 17:00 |
| Completed | 07790005330 | | 29-Jun-2022 12:07 |
| Completed | 07771270019 | | 04-Jan-2023 10:22 |
| Processing | 0732224715 | | 11-Apr-2022 11:35 |

Showing 1 to 4 of 4 entries (filtered from 19 total entries)

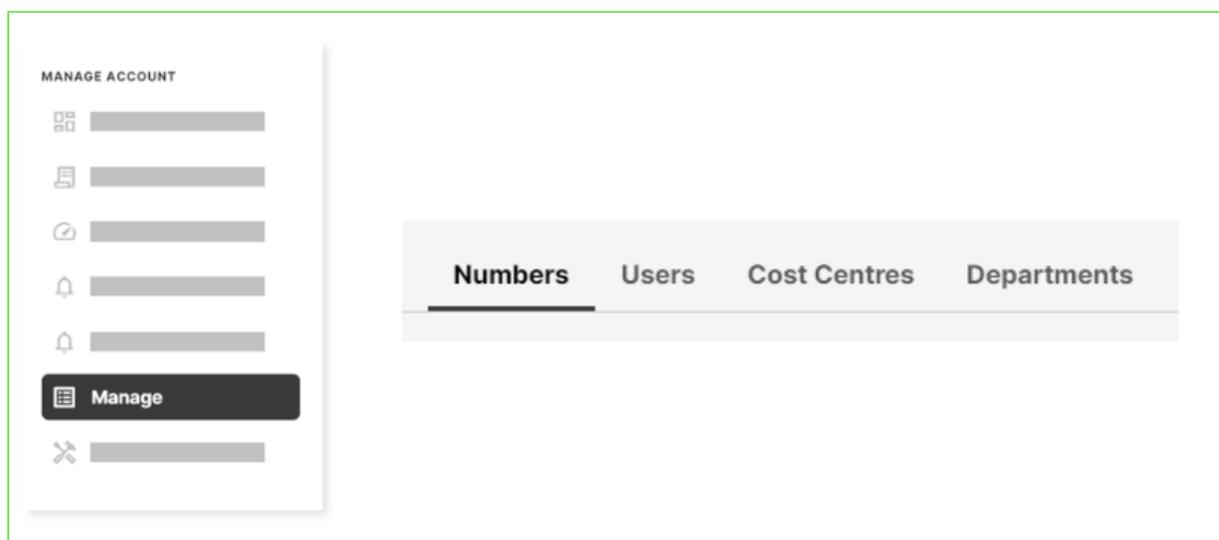
Please note, Premium and Adult/Chat bars are **not guaranteed** to cover all short codes or premium call numbers.

Manual bars can take up to **24hrs**, however are usually processed instantly.

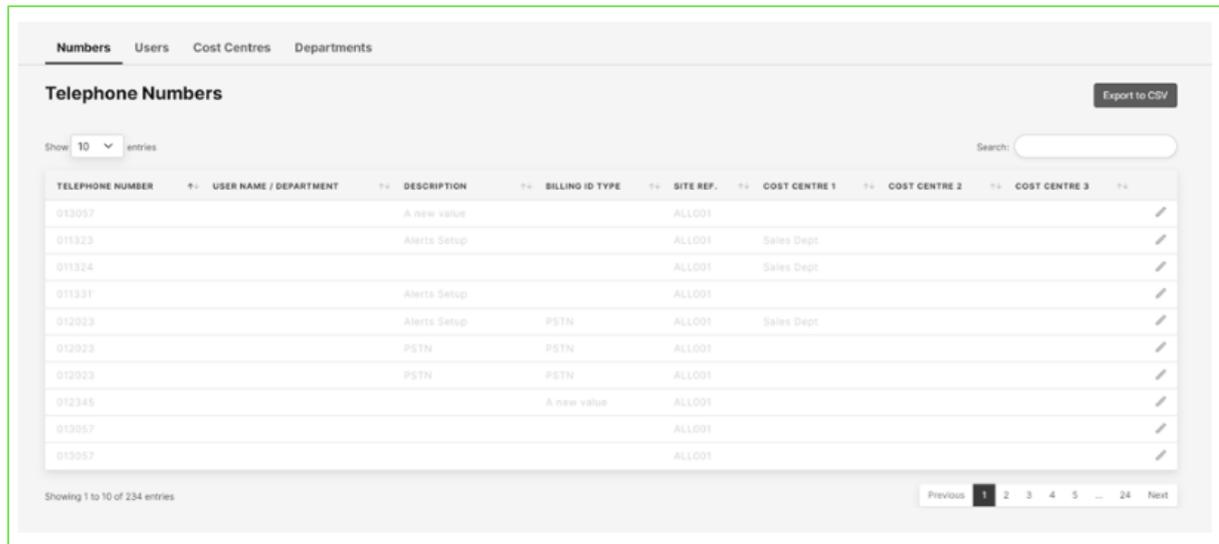
Billing information is updated regularly, however may not yet include all usage a number has consumed, either at home or abroad. Therefore, **charges may apply** after a bar has been placed due to the delay in the data received from the network.

Manage Numbers

Telephone **Numbers** registered against the user's account, are available to view under the **Manage** page.



The table holds a list of **Numbers** registered to the account. Details include the related **User Name, Department, Cost Centre, Site Ref,** and **Description**.



| TELEPHONE NUMBER | USER NAME / DEPARTMENT | DESCRIPTION | BILLING ID TYPE | SITE REF. | COST CENTRE 1 | COST CENTRE 2 | COST CENTRE 3 |
|------------------|------------------------|--------------|-----------------|-----------|---------------|---------------|---------------|
| 013057 | | A new value | | ALL001 | | | |
| 011323 | | Alerts Setup | | ALL001 | Sales Dept | | |
| 011324 | | | | ALL001 | Sales Dept | | |
| 011331 | | Alerts Setup | | ALL001 | | | |
| 012023 | | Alerts Setup | PSTN | ALL001 | Sales Dept | | |
| 012023 | | | PSTN | ALL001 | | | |
| 012023 | | | PSTN | ALL001 | | | |
| 012345 | | A new value | | ALL001 | | | |
| 013057 | | | | ALL001 | | | |
| 013057 | | | | ALL001 | | | |

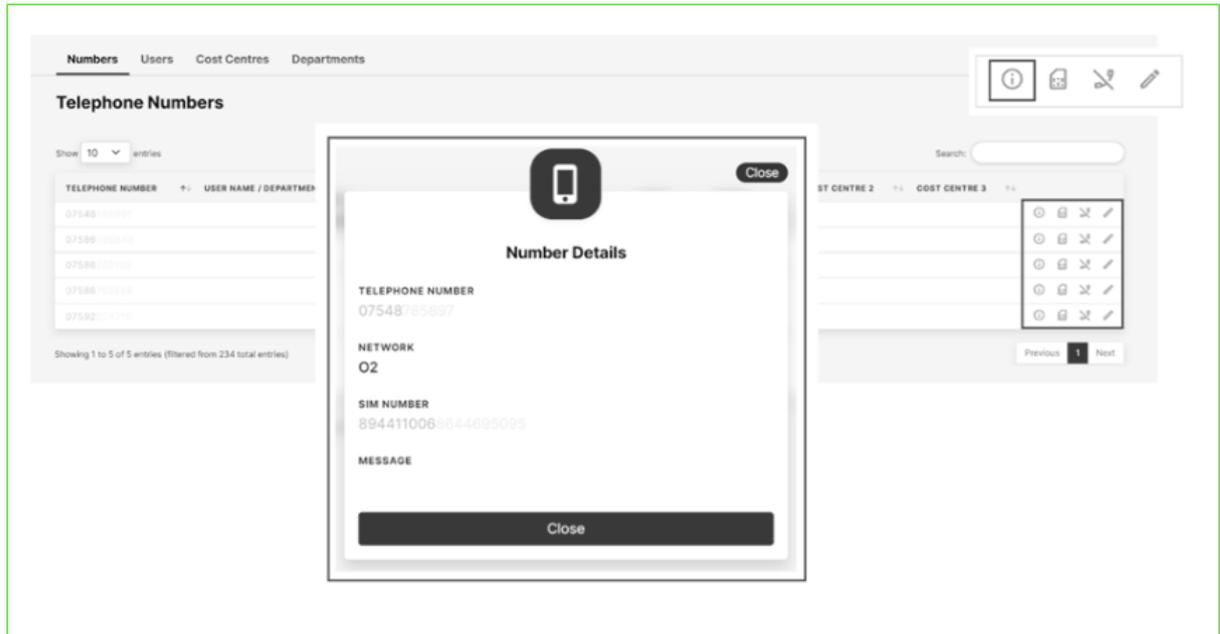
The **Search** field makes it easy for the user to filter the data table. This will display all entries matching the criteria entered.

A user can assign **User Names, Cost Centres,** and **Departments** to **Billing IDs**.

They can view **Number Details** and manage mobile assets. For example, **SIM Swaps** and **Call Barring**.

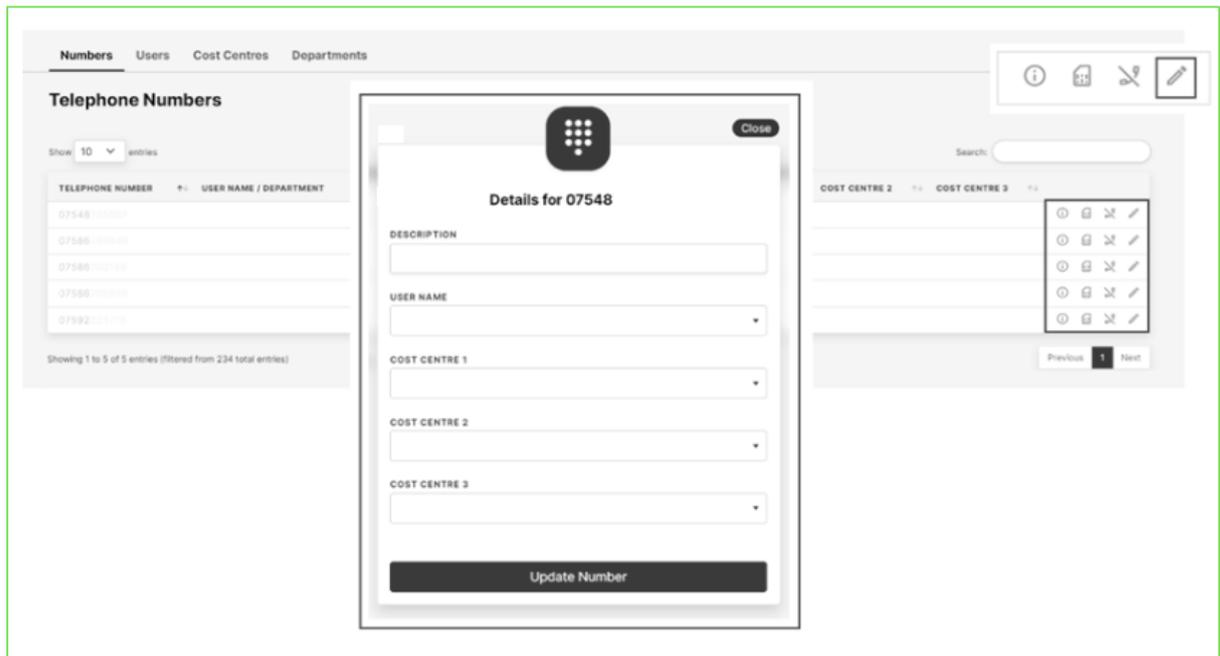
Numbers | Number Details

The **Information icon** presents a summary of the **Telephone Number**. This includes the **Network** details and **SIM Number**.



Edit Number

Selecting the **Edit icon** will present the user with the **Details** window.

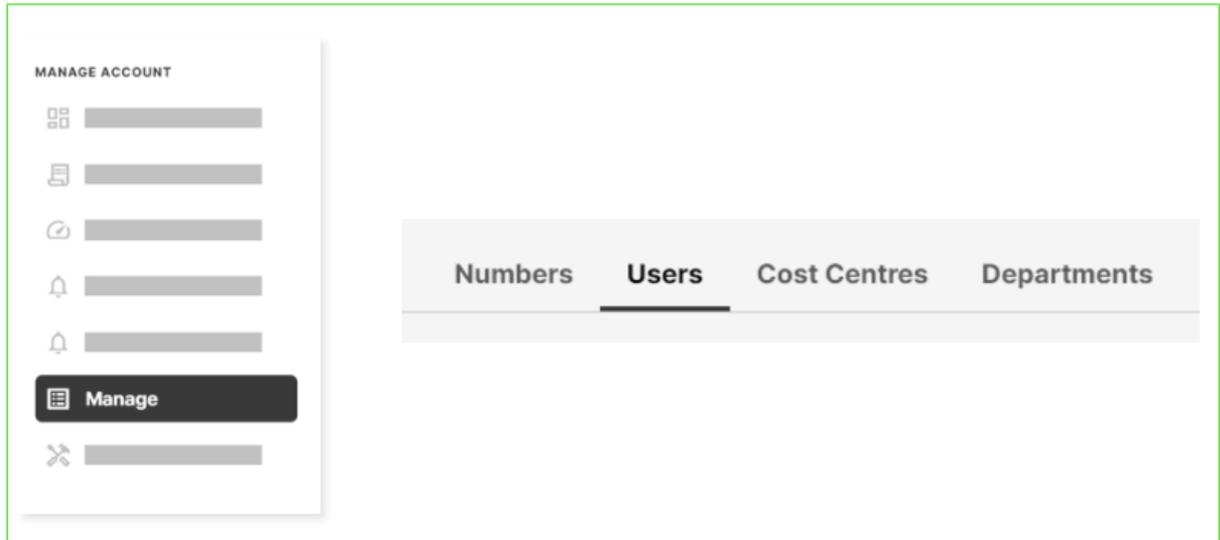


This allows the user to add or edit the information associated with the selected number, such as the **Description**, **User Name**, and **Cost Centre(s)**.

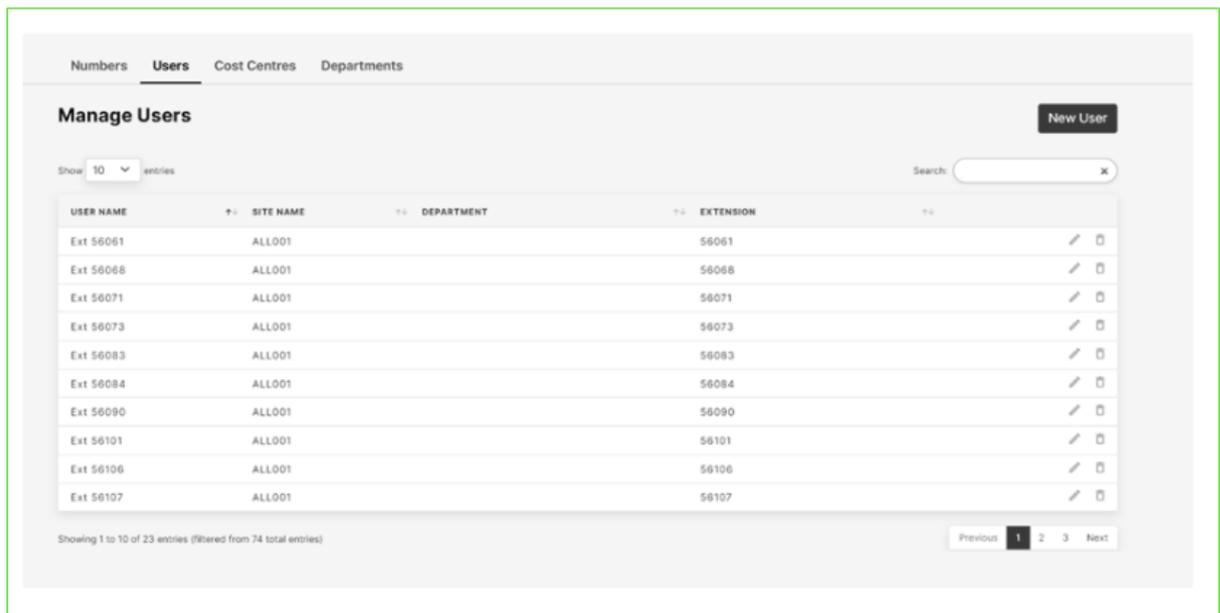
Note: If a **Department** has been allocated to a **User Name**, this will be displayed within the main **Numbers** grid under the **User Name / Department** field.

Manage Users

Users can be viewed, added, edited, and deleted under the **Manage** page.

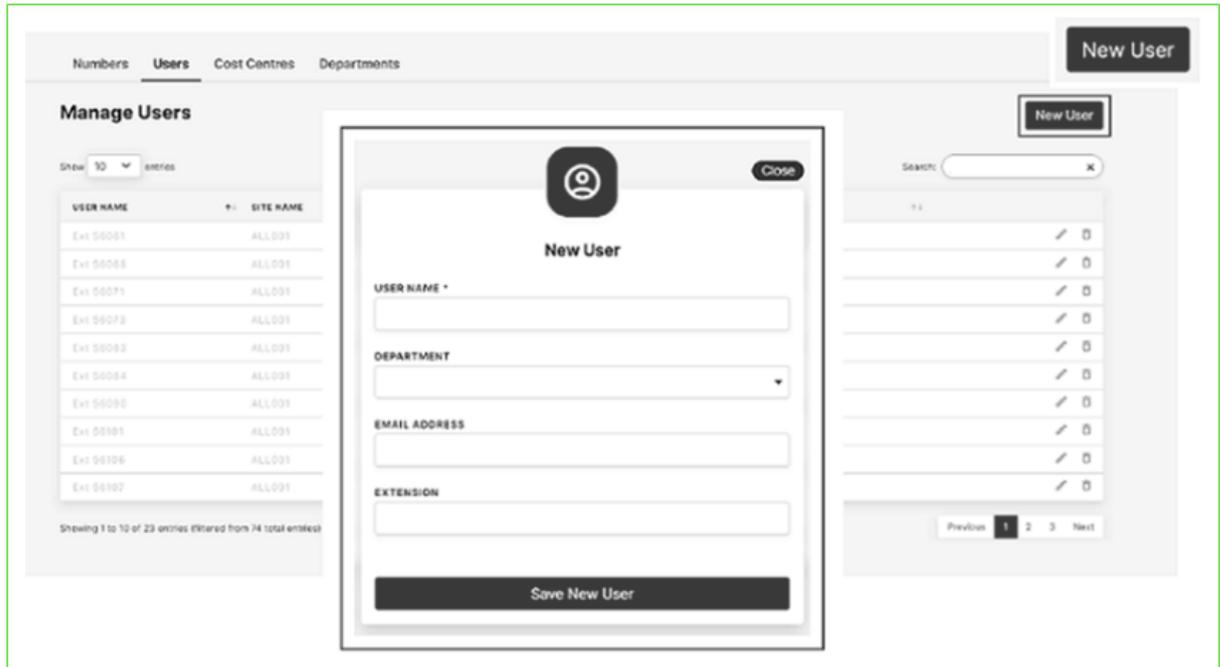


The main portion of the page will display as list of all existing **User Names**, including the associated **Site Name**, **Department**, and **Extension**.



New User

Selecting the **New User** button will present the user with the **New User** window.



This allows the user to create a **User Name** including the associated **Department**, **Email Address** and **Extension**, if required.

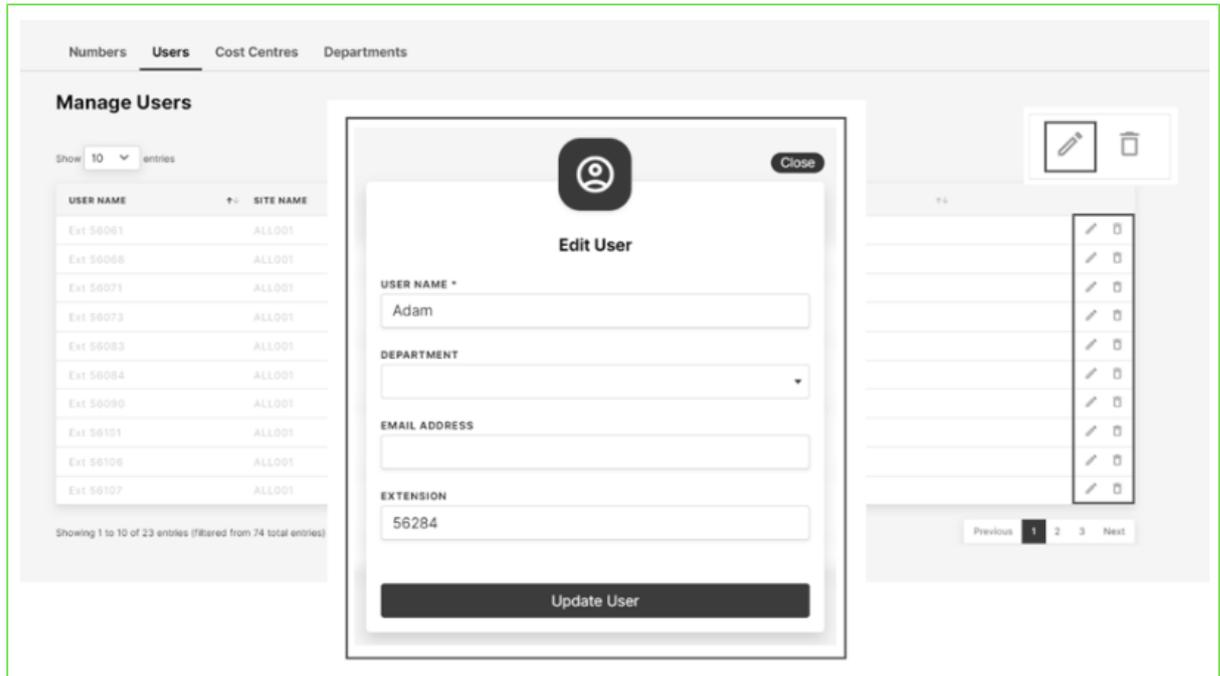
Note: Existing **Departments**, already registered, can be selected from the dropdown menu. To create a **new Department**, please visit the **Departments** section of this guide.

Click the **Save New User** button to create the **User Name**.

Edit User

Existing **User Names** can be updated by selecting the **Edit icon**, displayed alongside the applicable entry.

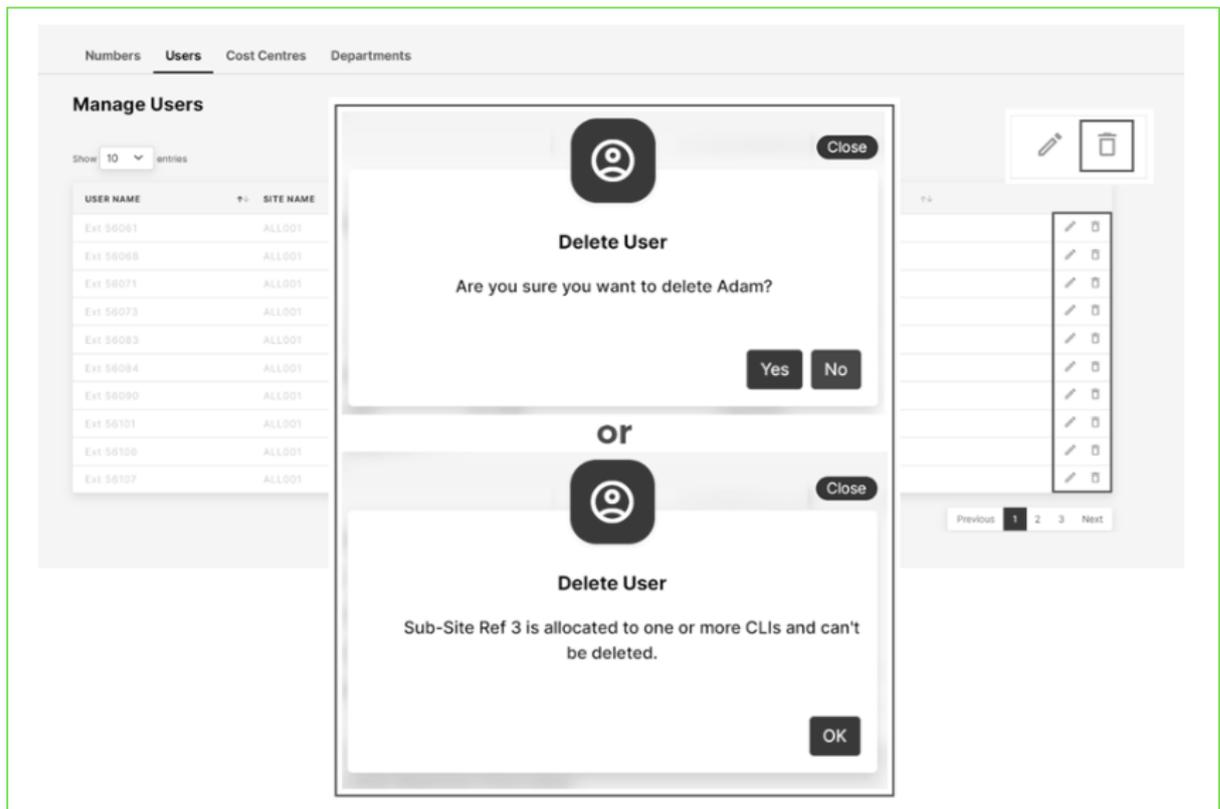
This will present the user with the **Edit User** window.



Simply click the **Update User** button to save changes.

Users | Delete User

Existing **User Names** can be removed by selecting the **Delete icon**, displayed alongside the applicable entry.

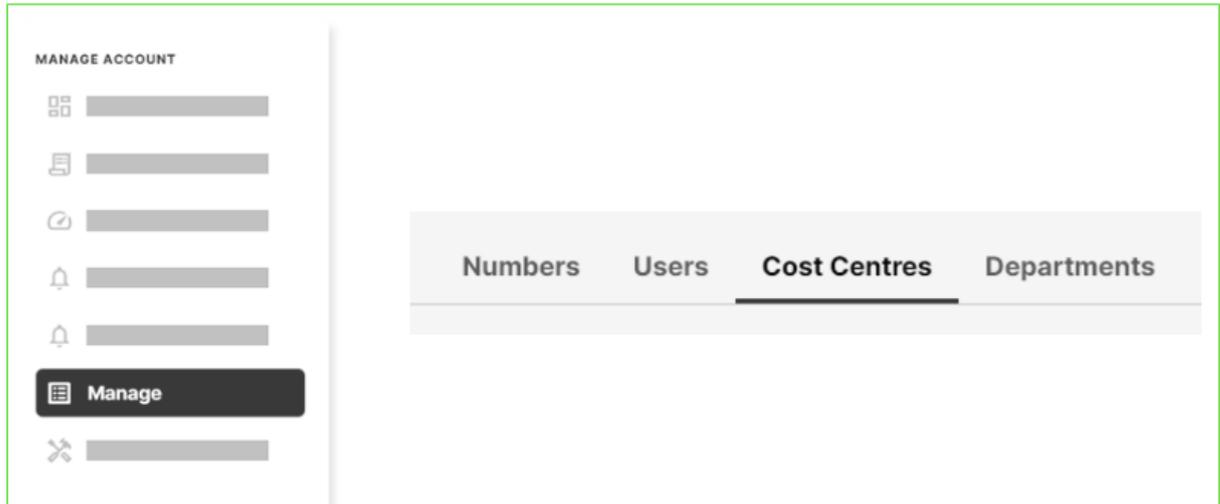


Select **Yes** to delete the selected entry.

Note: **User Names** allocated to one or more **CLIs** cannot be deleted.

Manage | Cost Centres

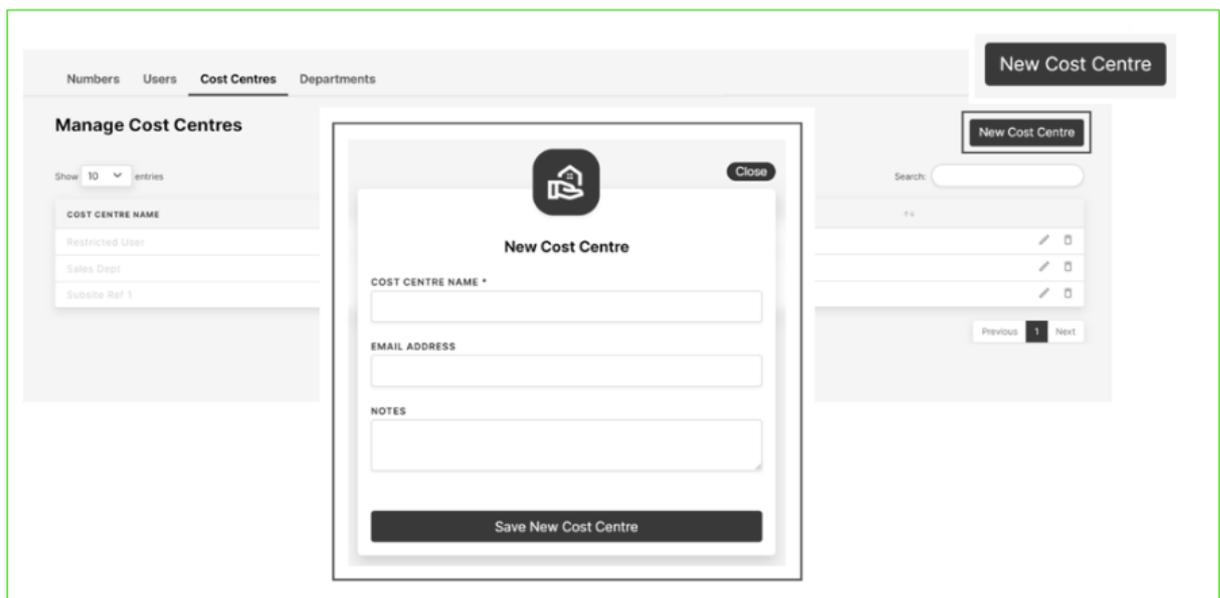
Cost Centres can be viewed, added, edited, and deleted under the Manage page.



The main portion of the page will display as list of all existing **Cost Centre Names**, including the associated **Email Address**, and **Notes Section**.

New Cost Centre

Selecting the New Cost Centre button will present the user with the New Cost Centre window.

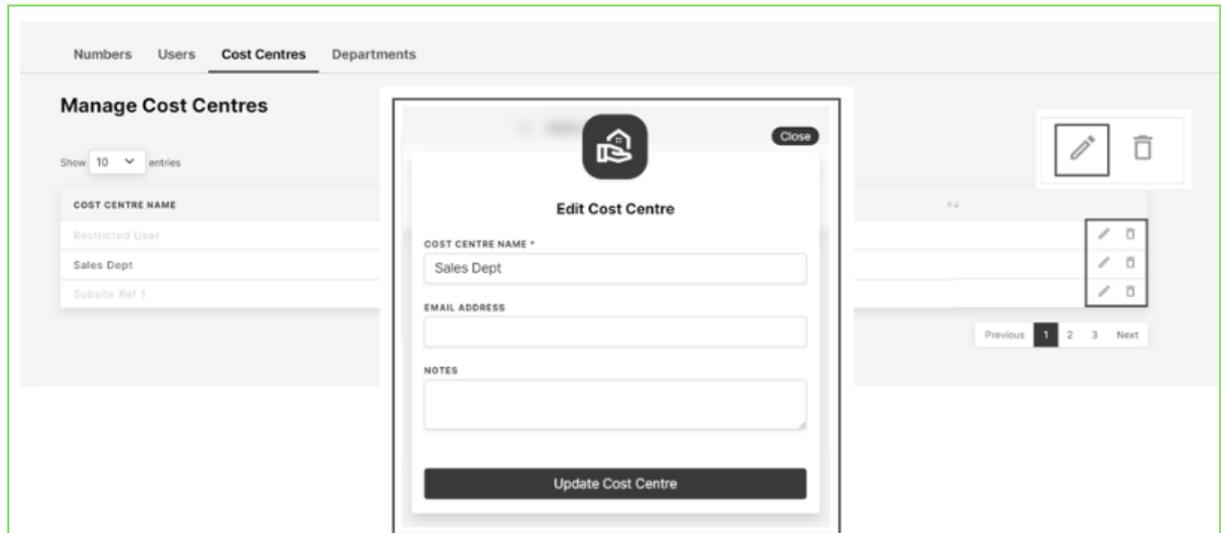


This allows the user to create a **Cost Centre Name** including an associated **Email Address** and **Notes**, if required.

Click the **Save New Cost Centre** button to create the **Cost Centre Name**.

Edit Cost Centre

Existing **Cost Centres** can be updated by selecting the **Edit icon**, displayed alongside the applicable entry.

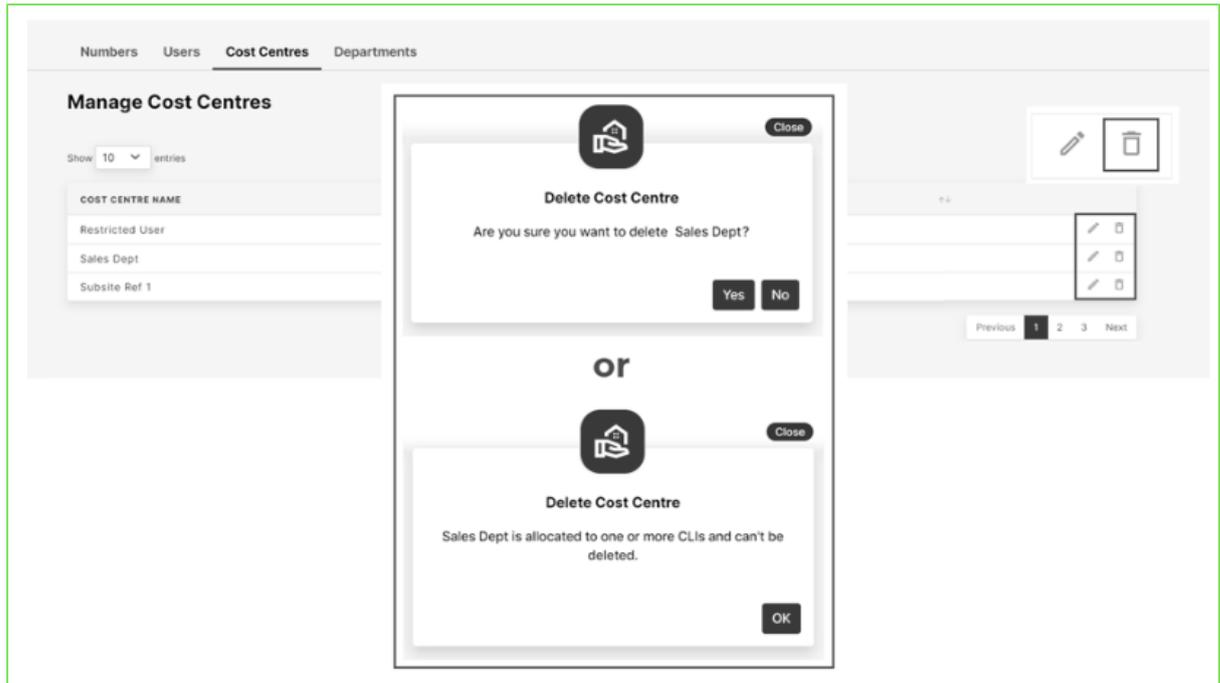


This will present the user with the **Edit Cost Centre** window.

Simply click the **Update Cost Centre** button to save changes.

Cost Centres | Delete Cost Centre

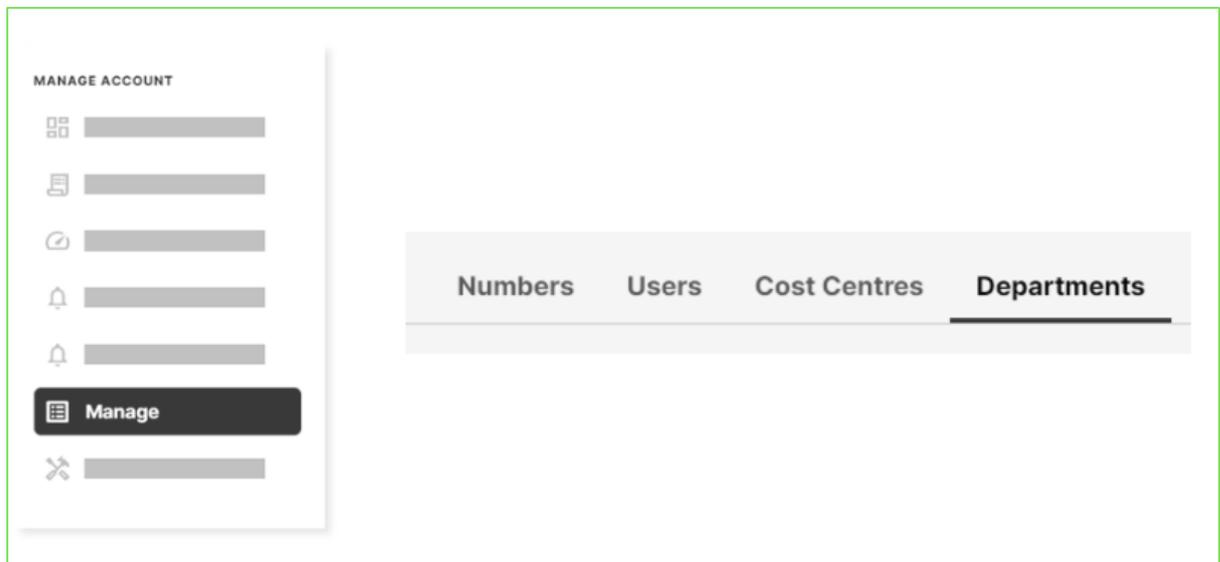
Existing **Cost Centres** can be removed by selecting the **Delete icon**, displayed alongside the applicable entry.



Note: **Cost Centres** allocated to one or more **CLIs** cannot be deleted.

Manage | Departments

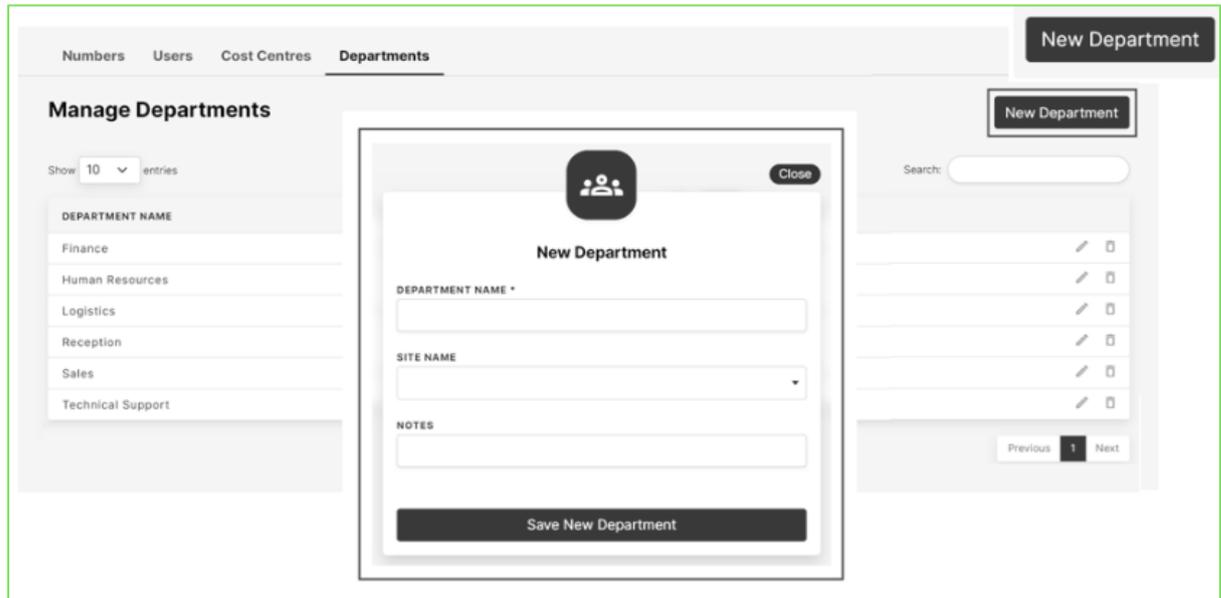
Departments can be viewed, added, edited, and deleted under the **Manage** page.



The main portion of the page will display as list of all existing **Department Name**, including any associated **Notes**.

New Department

Selecting the **New Department** button will present the user with the **New Department** window.



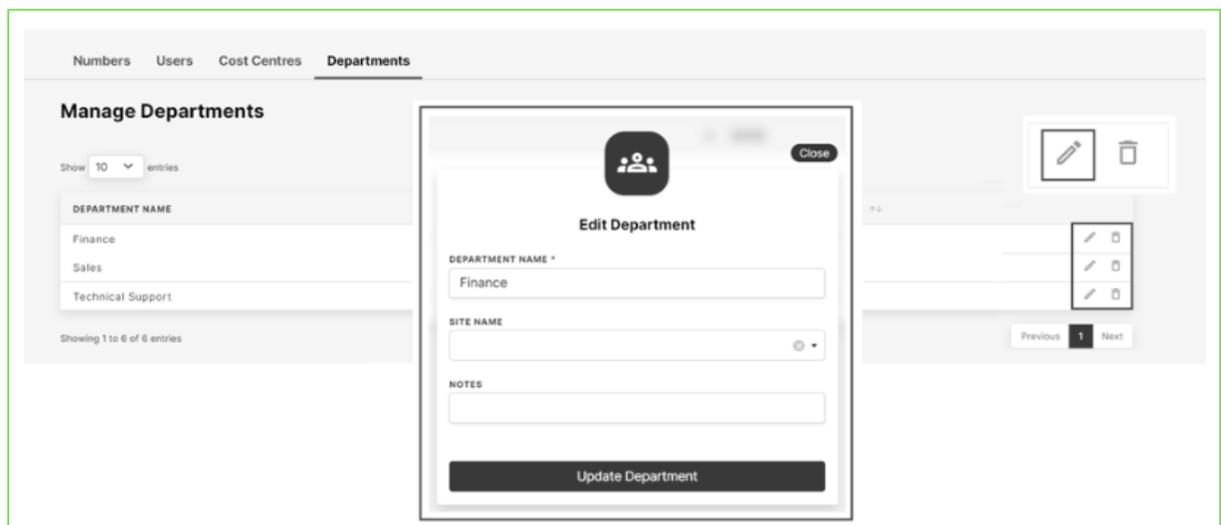
This allows the user to create a **Department Name** including an associated **Site Name** and **Notes**, if required.

Click the **Save New Department** button to create the **Department Name**.

Edit Department

Existing Department Names can be updated by selecting the Edit icon, displayed alongside the applicable entry.

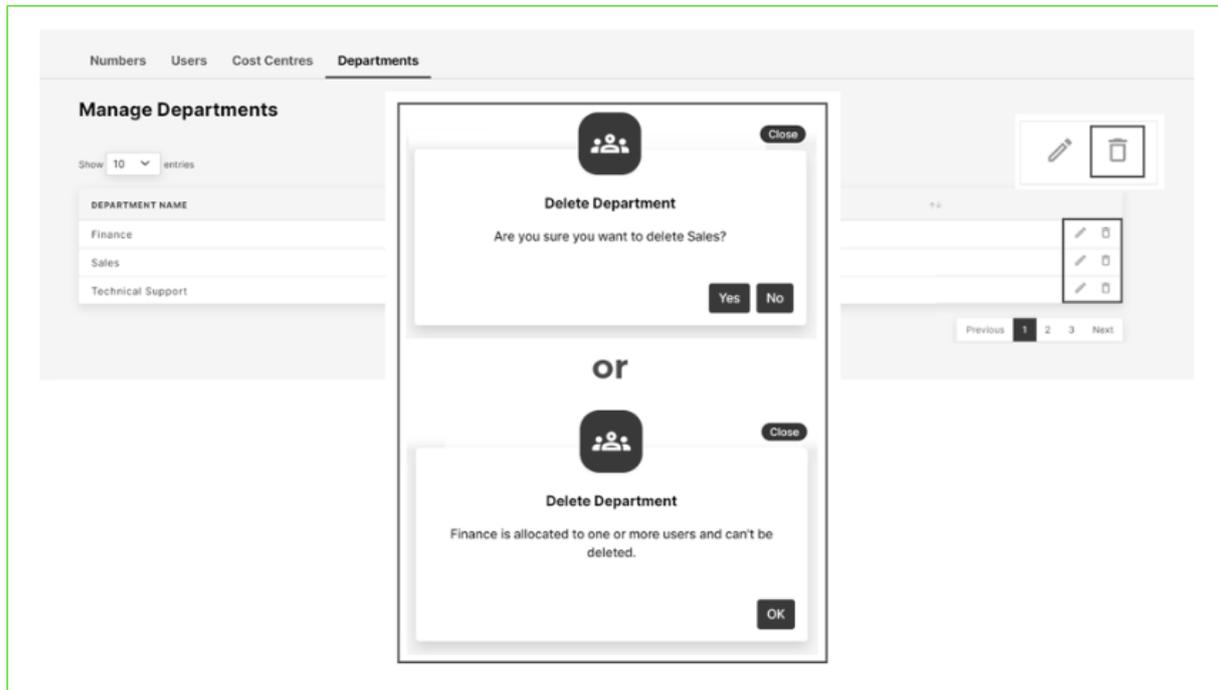
This will present the user with the Edit Department window.



Simply click the **Update Department** button to save changes.

Delete Department

Existing **Departments** can be removed by selecting the **Delete icon**, displayed alongside the applicable entry.



Select **Yes** to delete the selected entry.

Note: **Departments** allocated to one or more **Users** cannot be deleted.

For more information or help, please contact billing@cloudclevr.com