(((• simplicITy

simplicITy

simplicityportal.com

Welcome to a **simpler** life.

Log in to get started.

Password

Login

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SIMPLICITY USER MANUAL
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TABLE OF CONTENTS

WELCOME TO SIMPLICITY

THE PURPOSE OF THIS DOCUMENT IS TO OFFER JUVO CUSTOMERS AN INITIAL RESOURCE GUIDE FOR AREAS FREQUENTLY USED WITHIN THE SIMPLICITY SOFTWARE APPLICATION. PLEASE NOTE, THIS IS AN EVER-CHANGING PIECE OF SOFTWARE AND SOME OF THE EXACT STEPS DETAILED IN THIS DOCUMENT MAY CHANGE. HOWEVER, THE CORE FUNCTIONALITY WILL REMAIN INTACT. THIS DOCUMENT IS FOR CUSTOMER USE ONLY AND WE ASK THAT IT NOT BE SHARED OR REPLICATED.

Simplicity has been created with the intent of giving clients greater insight into their telecommunications "footprint" than ever before. From creating service request tickets to creating monthly reports, Simplicity allows clients to interact with their data, inventory, and services in ways that would not otherwise be possible. For some clients, the tool is mainly used to track cost center expenses, for others, it is their preferred method of communicating that they are moving to a new location and need service moved with them. However you choose to use Simplicity, just know that it is but a tool, and that our staff of telecommunications professionals is always here to assist you.

This guide is divided into several sections including tutorial screen shots in addition to explanations of processes. The screenshots offer some examples of end-user interfaces, but again, please know that the exact details of these screen shots may change over time due to enhancements in the software and processes.

LET'S GET STARTED.

TO BEGIN

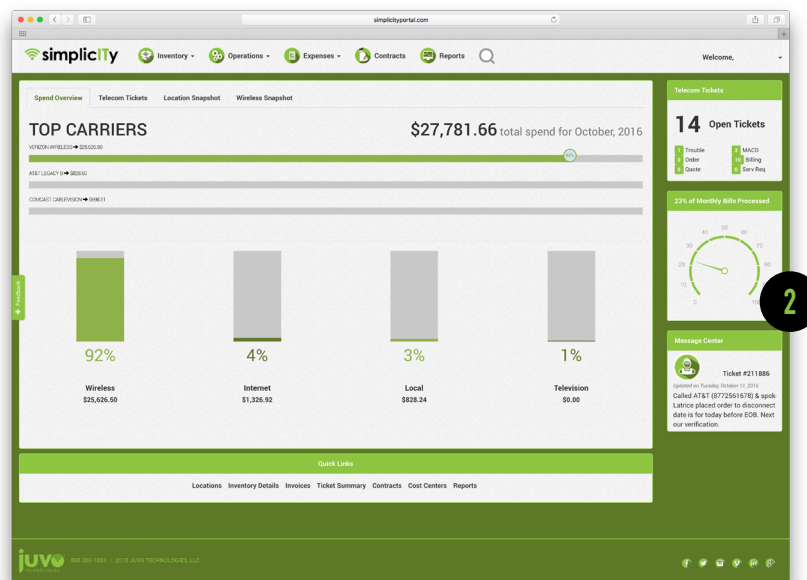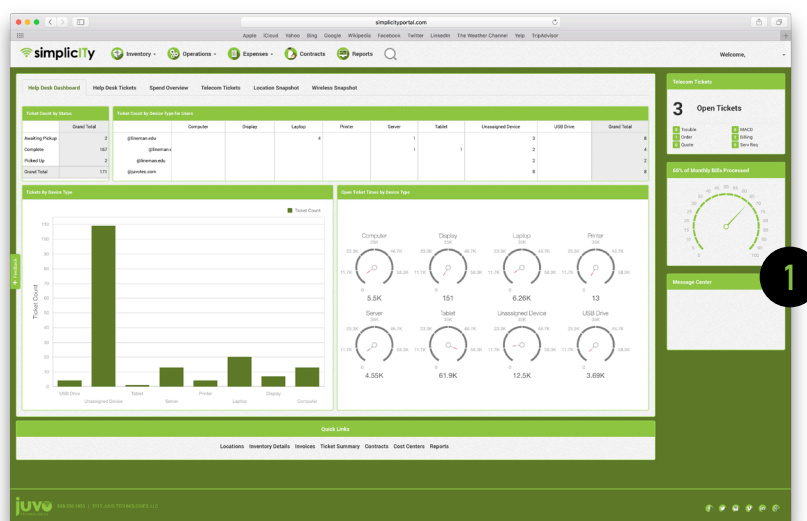Go to simplicityportal.com and enter your username and password provided to you by Juvo Technologies.
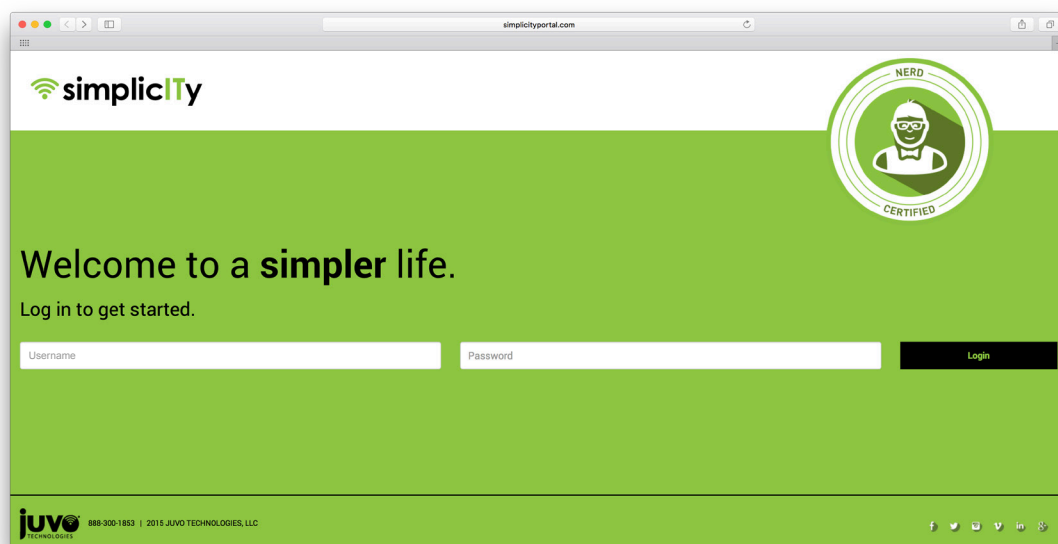
DASHBOARDS

Once you are logged in, you will be greeted with one of two dashboards, depending on your company's needs.

1. Help Desk Dashboard

2. Telecom Dashboard

UNDERSTANDING THE HELP DESK DASHBOARD

This dashboard displays a high-level view of your current help desk issues.

1. Ticket Count by Status
Quick overview of what's waiting, what's been done, and what's in progress

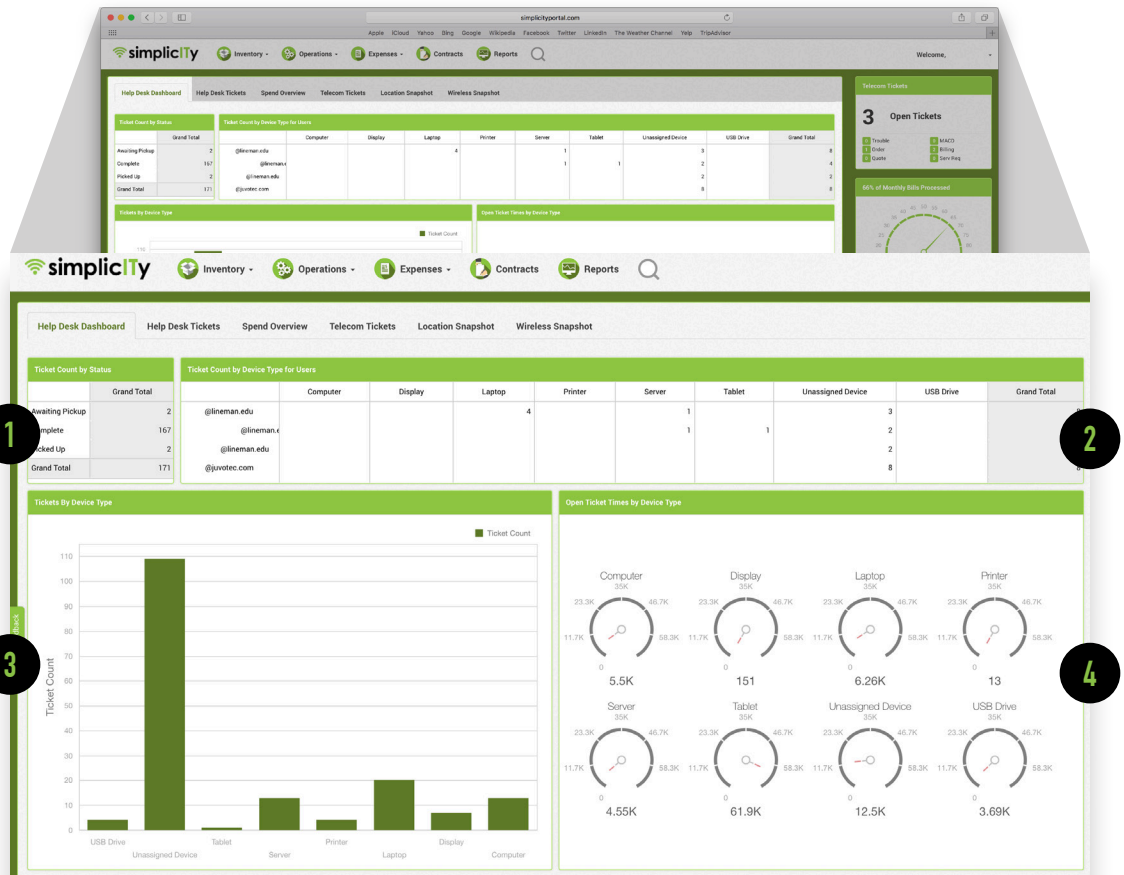**2. Ticket Count by Device Type for Users**
This allows you quickly look at who is working on what

3. Tickets by Device Type
A real-time look at what sort of devices your organization is having the most issues with

4. Open Ticket Times by Device Type
This provides insight into how long your issues are taking to be resolved

HELP DESK TICKETS TAB

This tab is an overview of assigned and unassigned help desk tickets.

1. Unassigned Tickets
List of tickets awaiting pickup

2. Open Tickets Assigned to Me
List of tickets that have been picked up and assigned to support personnel

3. Tickets by Search
List of all searchable tickets

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HELP DESK TICKETS TAB

Within this tab, you can also assign tickets to members of your support staff and get information regarding the devices being supported.
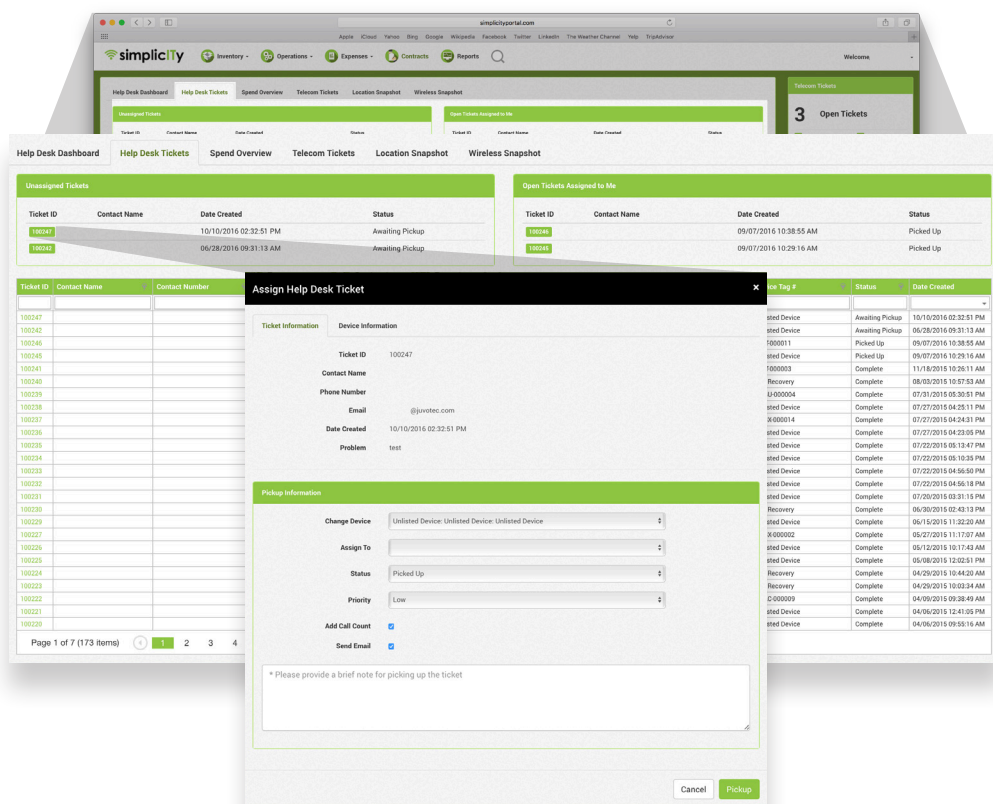
UNDERSTANDING THE TELECOM DASHBOARD

The homepage dashboard displays a high-level view of what is most important to you.

1. Ticket Summaries
Quick overview of all tickets

2. Percentage of Monthly Bills Processed
Visual representation of your billing process for the current month

3. Message Center
Revolving message center displaying the latest updates from all tickets

4. Quick Links
The teleportation device to quickly get to the most used pages in the portal
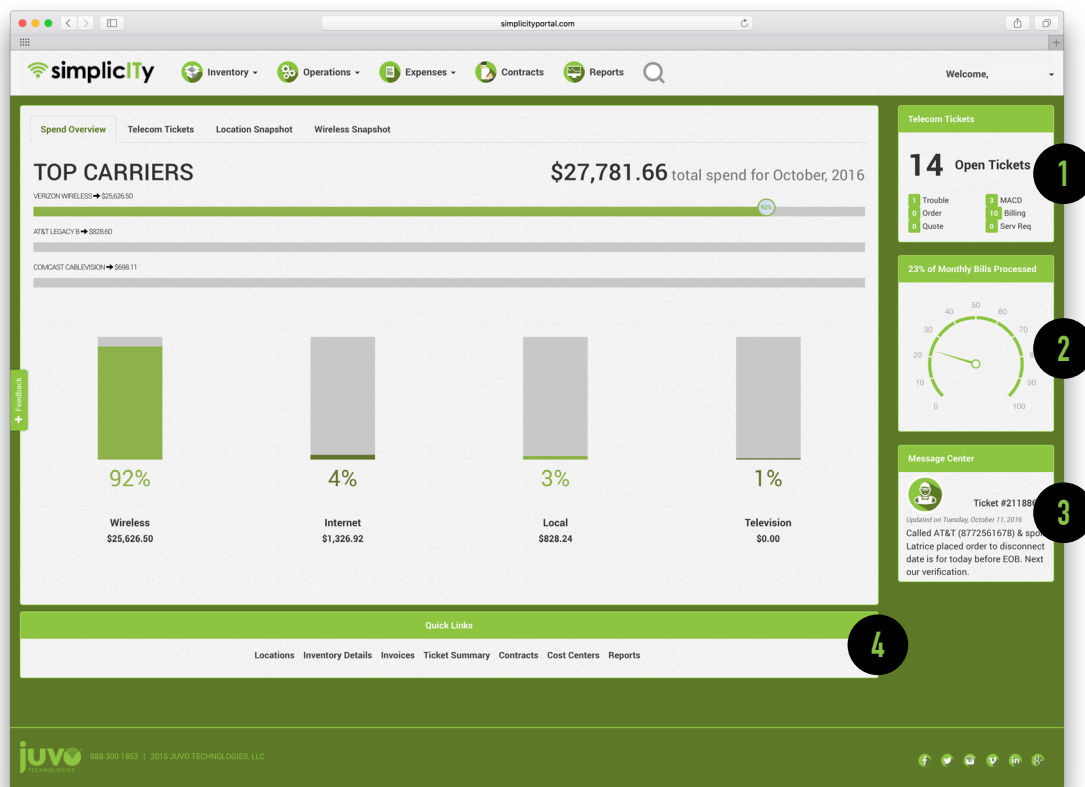
SPEND OVERVIEW

Take a closer look at your main window under the Spend Overview tab.

1. Spend Overview

View the total spend for the month

2. Top Carriers

Your carriers with the most spend are located here

3. Service Type Spend

Easily view which service types you are spending most on

Spend Overview | Telecom Tickets | Location Snapshot | Wireless Snapshot

TOP CARRIERS

$27,781.66 total spend for October, 201 **1**

VERIZON WIRELESS ➜ $25,626.50

92% **2**

AT&T LEGACY B ➜ $828.60

COMCAST CABLEVISION ➜ $698.11

3

92%	4%	3%	1%
Wireless	Internet	Local	Television
$25,626.50	$1,326.92	$828.24	$0.00
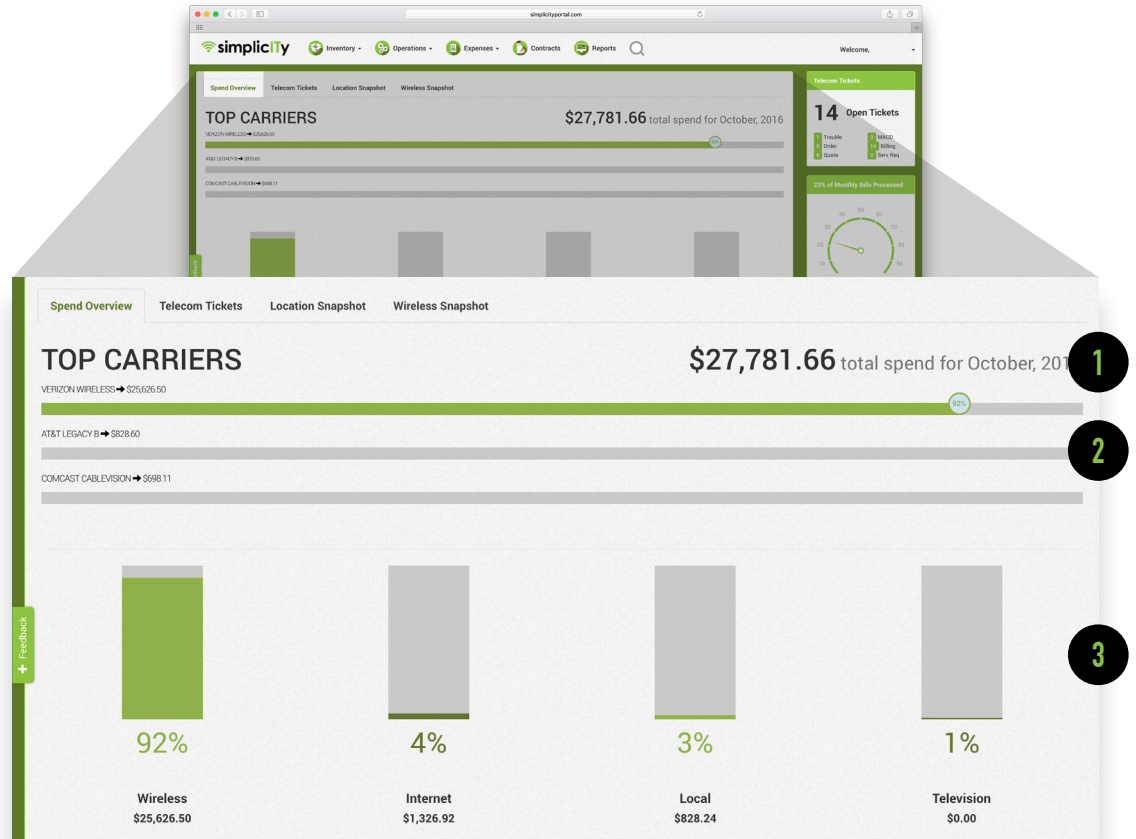
TELECOM TICKETS

The Telecom Tickets tab allows you to view all tickets at a glance.

Spend Overview | **Telecom Tickets** | Location Snapshot | Wireless Snapshot

The status of all of the tickets for all of the companies for which you are responsible can be found by following the links below. Each of these sections will allow you to view all of your open tickets across your organization. But wait, there's more! You can also view all of the tickets which you have generated since your inception into the portal.

Trouble Tickets
View all trouble tickets across your entire organization.

1

MACD
View moves, adds, changes and deletions which affect your inventory.

3

Orders
View any pending orders across your entire organization.

0

Quotes
View requested quotes for all locations.

0

Billing Tickets
View any billing dispute tickets opened on your behalf.

10

Service Requests
View open service requests for all locations.

0

LOCATION SNAPSHOT

Get a quick overview of this month and the previous month's new and existing locations and services in the Location Snapshot tab. Click on the ☑ Locations icon to dive deeper into the details of your locations.
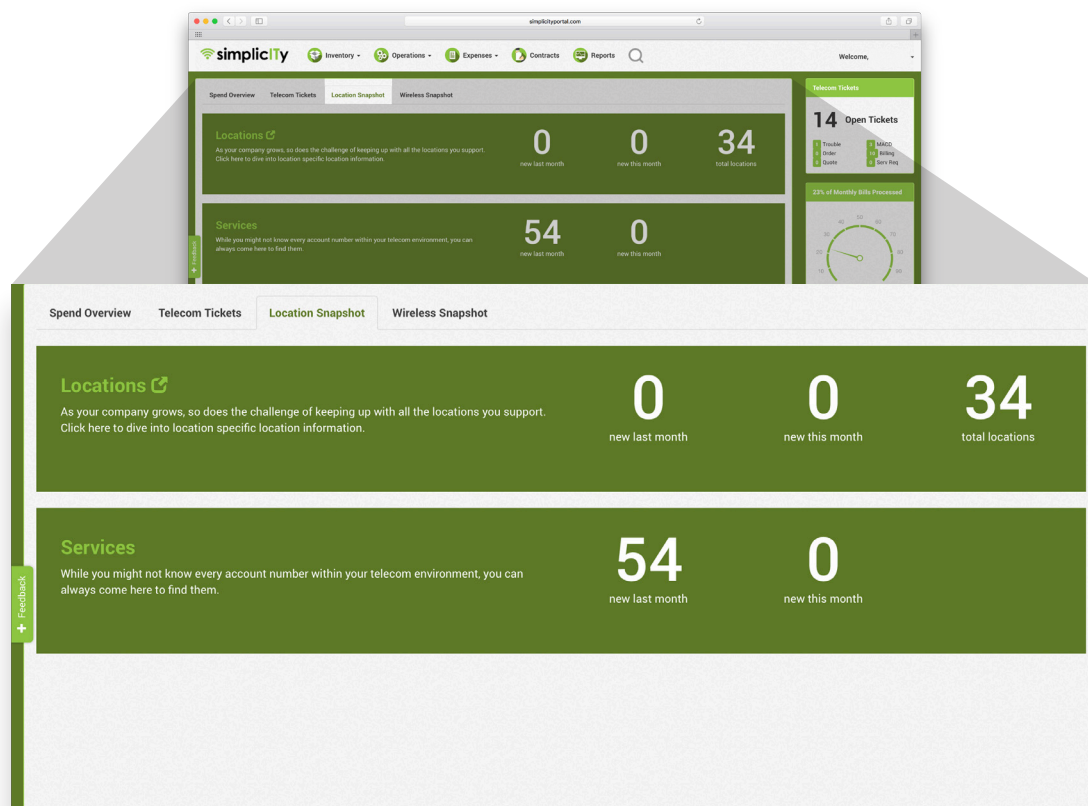
WIRELESS SNAPSHOT

The Wireless Snapshot is a quick overview of your wireless usage and billing information based on your most recent invoice. Juvo clients continue to utilize the Zero Use Device Tool in order to keep costs under control.

Zero use devices remain one of our customers most useful pieces of information.
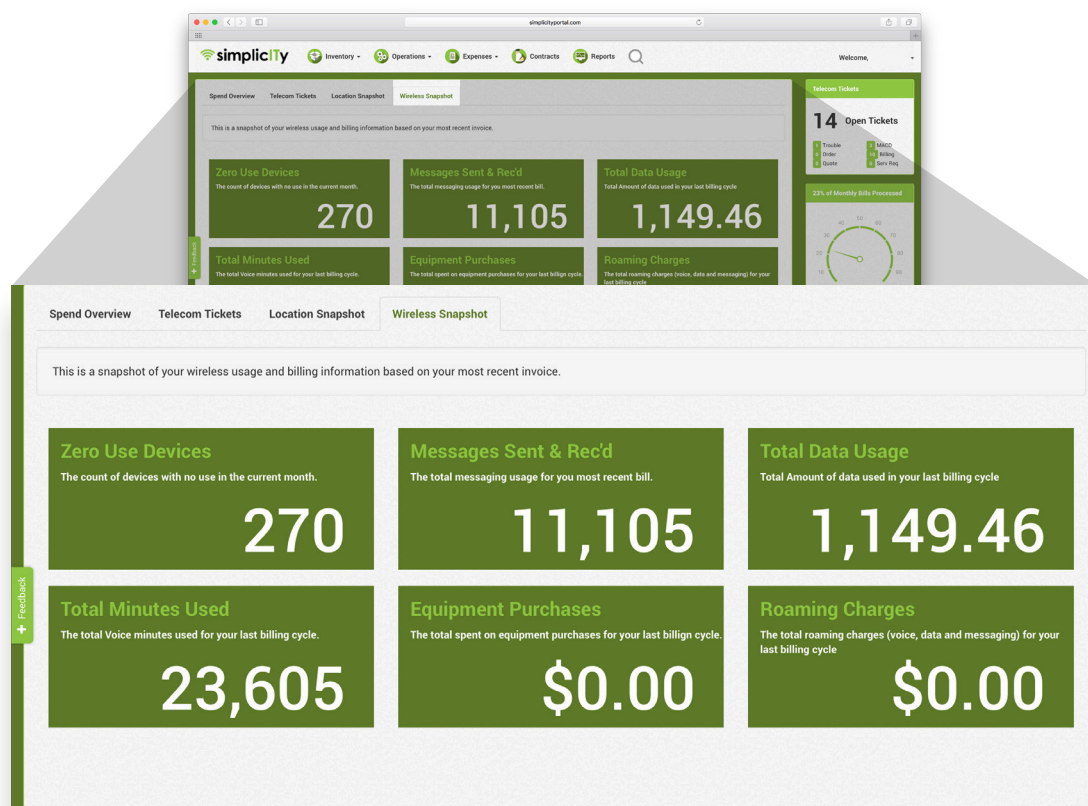
ZERO USAGE

The Wireless Snapshot is a quick overview of your wireless usage and billing information based on your most recent invoice. Juvo clients continue to utilize the Zero Use Device Tool in order to keep costs under control.

Zero use devices remain one of our customers most useful pieces of information.

The View Details button allows you to see all charges associated with a particular zero use device. These details provide the type of information that is useful in determining whether the device is something that should be disconnected, or should remain a part of your inventory.
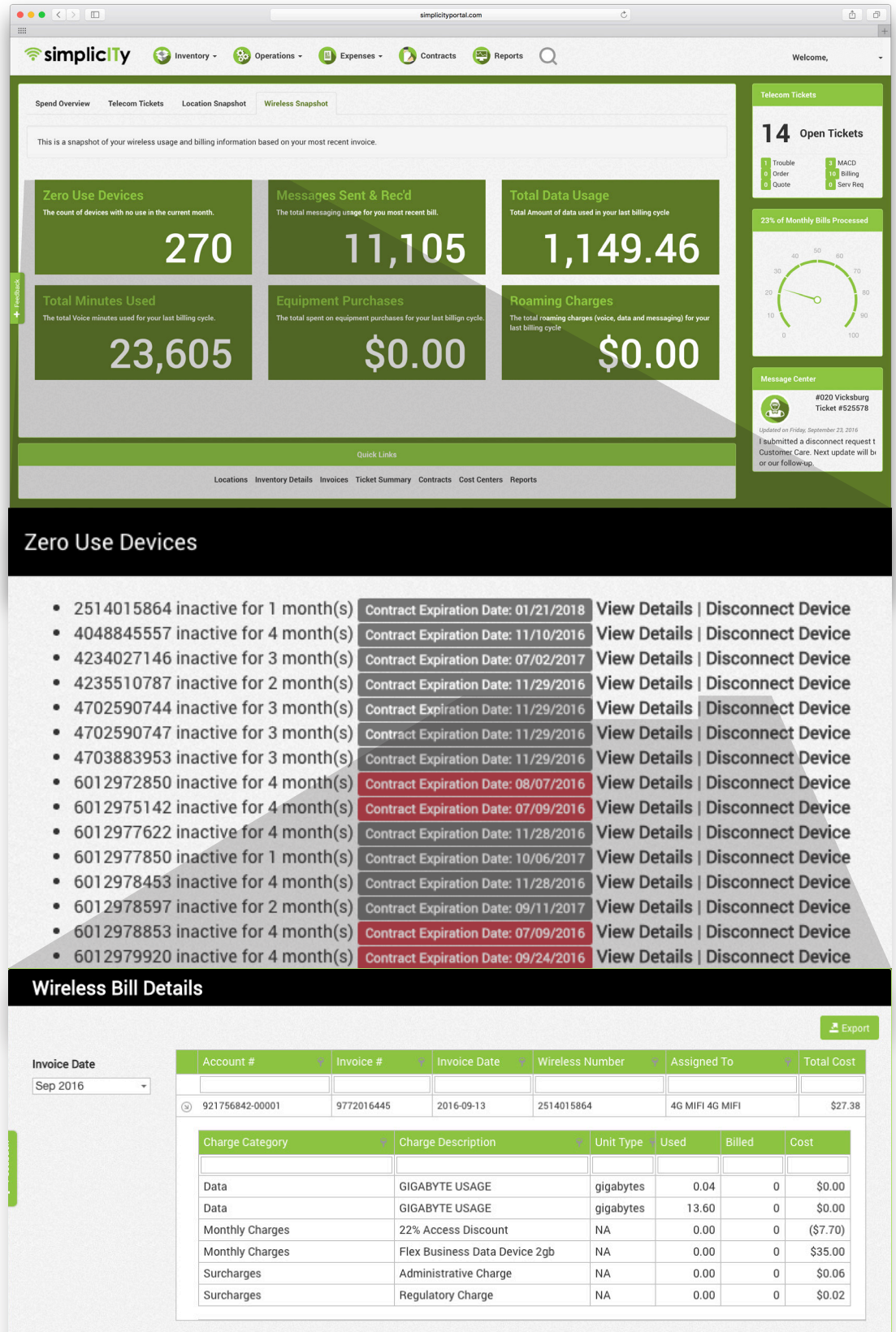
ZERO USAGE

After having done the research in View Details, should you determine the device, in fact, needs to be disconnected, you may submit that request directly to Juvo personnel and we will make it happen on your behalf.

CHECK THIS OUT
These symbols are here to show you special features in Simplicity.

INVENTORY: LOCATIONS

To view your Locations by state, click on the Inventory button in the menu bar and select Locations. From here, you are able to add a new location, or click on the location to learn more.
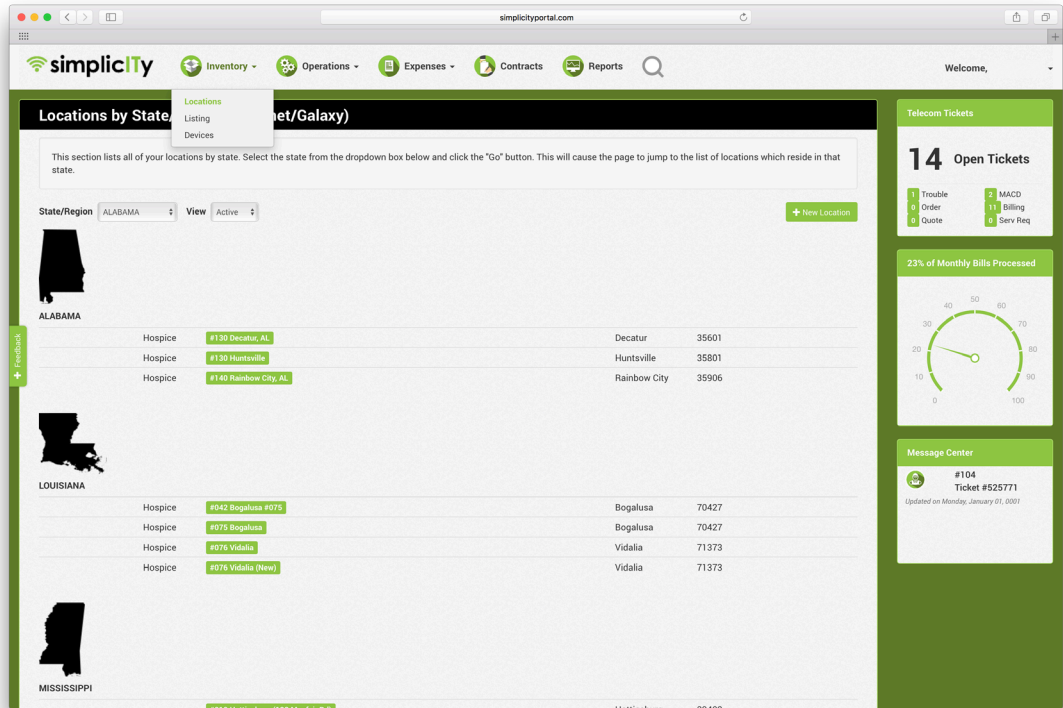
LOCATION DETAILS

Selecting a specific location allows you to view the physical address and billing address of the chosen location, as well as details about spending.
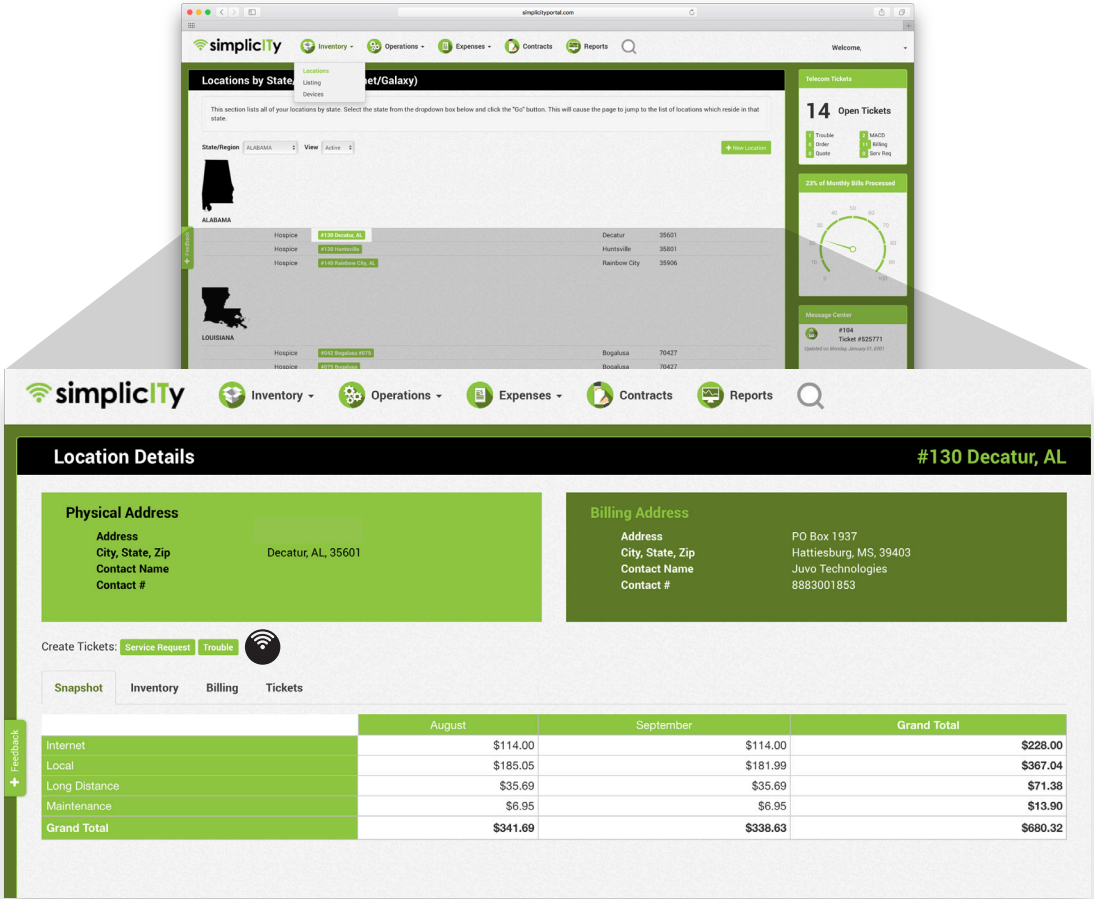
CREATE SERVICE REQUEST & TROUBLE TICKET

You can create a service request or trouble ticket here, or under Operations: Trouble.

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LOCATION DETAILS

Selecting the location address allows you to see deeper into your location details with the Snapshot, Inventory, Billing, and Tickets tabs.

1. Snapshot

View the total spend for the month at a specific chosen location

2. Inventory

View the current inventory details at the location

3. Billing

View billing details at chosen location

4. Tickets

Easily view all existing tickets for location

Location Details #130 Decatur, AL

Physical Address
Address	
City, State, Zip	Decatur, AL, 35601
Contact Name	
Contact #	

Billing Address
Address	PO Box 1937
City, State, Zip	Hattiesburg, MS, 39403
Contact Name	Juvo Technologies
Contact #	8883001853

Create Tickets: Service Request Trouble

Snapshot | Inventory | Billing | Tickets

	August	September	Grand Total
Internet	$114.00	$114.00	$228.00
Local	$185.05	$181.99	$367.04
Long Distance	$35.69	$35.69	$71.38
Maintenance	$6.95	$6.95	$13.90
Grand Total	**$341.69**	**$338.63**	**$680.32**

Snapshot | **Inventory** | Billing | Tickets

Service Number	Usage	Carrier	Account Number	Billing Number	Circuit Type	Notes
2563069600	Local	AT&T Legacy B			Business Line	Remote Access to Call-Forward.

Snapshot | Inventory | **Billing** | Tickets

Carrier	Account Number	Billing Number	Service Type	Charge Code	Service Number	Billing Period	Amount

No data to display

Snapshot | Inventory | Billing | **Tickets**

Ticket ID	Ticket Type	Status	Carrier	Created	Alarm	Description
525770	Billing	Awaiting pickup	TBD	10/11/2016 09:01 AM	11/11/2016 04:00 PM	Reference MACD 211851. This ticket is to monitor stop billing of The lines should stop billing on 10/6/2016.
211851	MACD	CLOSED	AT&T Legacy B	10/04/2016 01:40 PM	10/11/2016 09:02 AM	Received a request from Mitch to disconnect the following two lines at this location:
522493	Billing	CLOSED	TBD	08/23/2015 11:20 PM	09/23/2015 05:20 PM	MISSING INVOICE: It has been more than one month since the previous invoice for Provider [AT&T] with Account Number was entered. Previous Invoice was Entered On [07/20/2015]
117159	Trouble	CLOSED	Charter Communications	03/06/2015 01:16 PM	03/09/2015 02:23 PM	Received a call from Justin . He said that this location's internet is down. .
117097	Trouble	CLOSED	AT&T Legacy B	02/27/2015 03:22 PM	02/27/2015 09:35 PM	Per Gage, site is unable to forward calls when pressing *72
116992	Trouble	CLOSED	AT&T Legacy B	02/18/2015 02:10 PM	02/19/2015 07:10 PM	Received a call from Lindsay in IT. This location is unable to get calls on . The line is ringing no answer after trying to unforward the phone today. Calling AT&T
209839	MACD	CLOSED	AT&T Legacy B	02/18/2015 08:56 AM	02/18/2015 06:40 PM	Per Lindsay ; need to have line forwarded to . Line has remote access to call-forwarding. . Access number .

INVENTORY: LISTING

To view your Inventory in a more linear fashion, click on the Inventory button and select Listings.

EXPORT

Exporting data with the export button located in the top right corner of your selected window. Export as Word, PDF, CSV, and more.
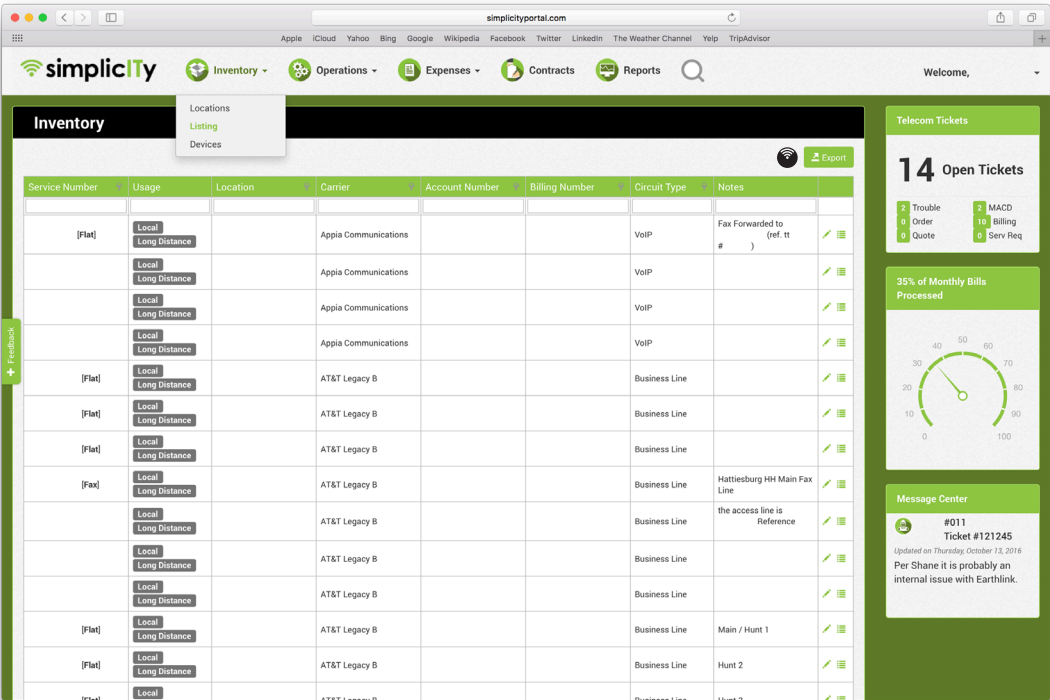
INVENTORY: LISTING/ EDITING AND NOTES

Once you select Listing, you are able to make notes or edit. Adding notes is helpful to be able to easily identify what the exact purpose of the inventory is. For example, when trouble occurs, it's great to be able to identify a line as a fax, as a security system, or even an elevator.

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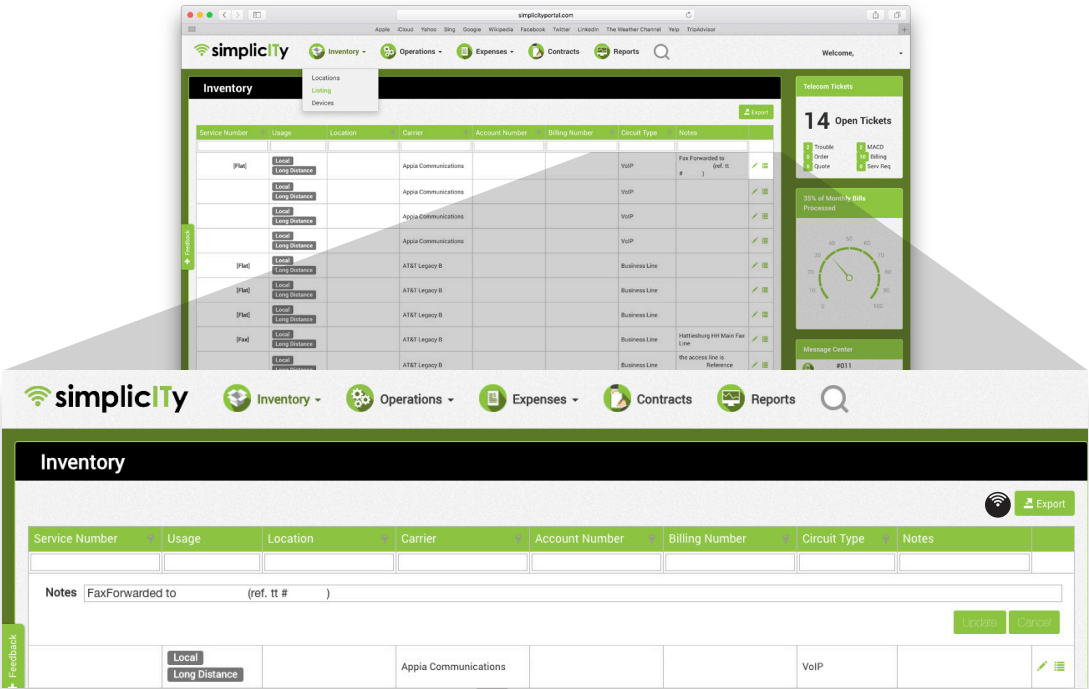
INVENTORY: DEVICES/ ASSETS

This functionality exists for those clients who manage assets such as laptops and printers within Juvo's platform. You can assign devices, track serial numbers, and monitor equipment status.

INVENTORY: DEVICES/ ASSETS

To add a new device under Inventory, select the +New Device Button in the top corner of the Device Management window. Make sure to fill out all forms to get the most of the Inventory feature.

INVENTORY: DEVICES/ ASSETS

This feature typically proves most useful when using the export function and looking at your devices overall.
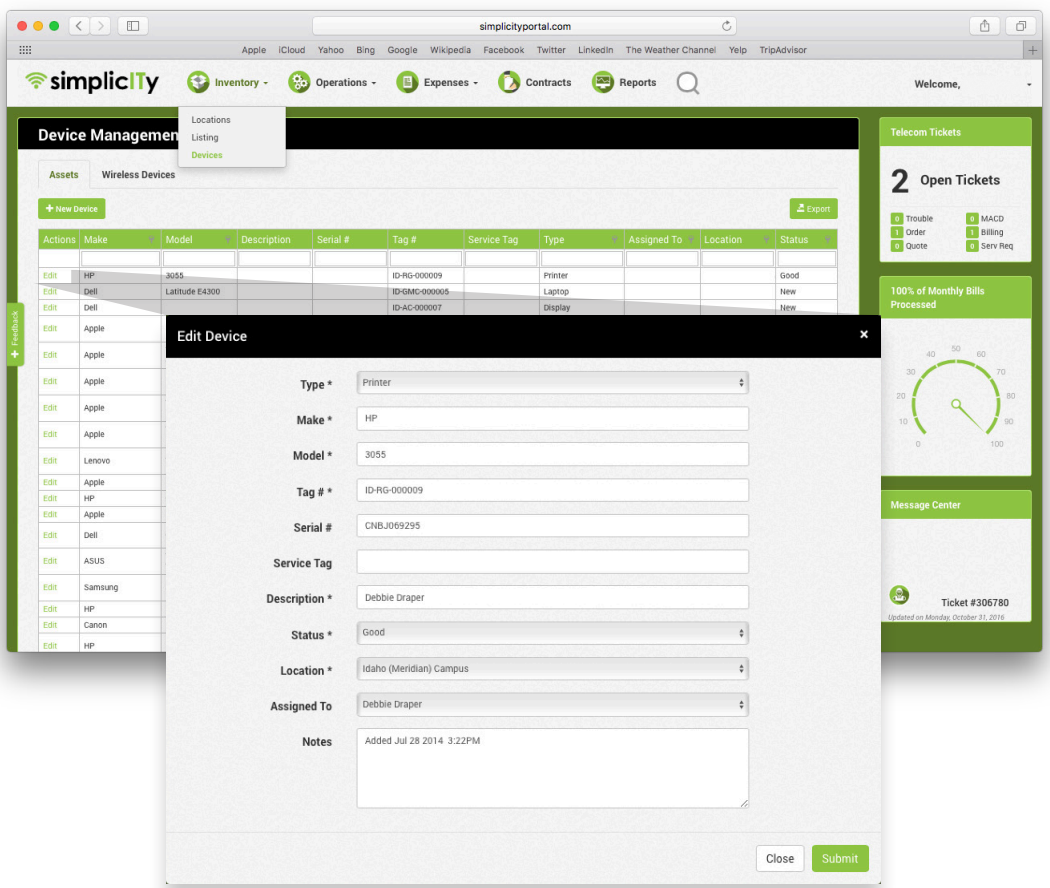
INVENTORY: DEVICES/ WIRELESS DEVICES

Access your wireless inventory at the Wireless Devices Tab. From here, you can search by Manufacturer, Make, Model, Assigned User, Wireless Number, Plan, and Status.

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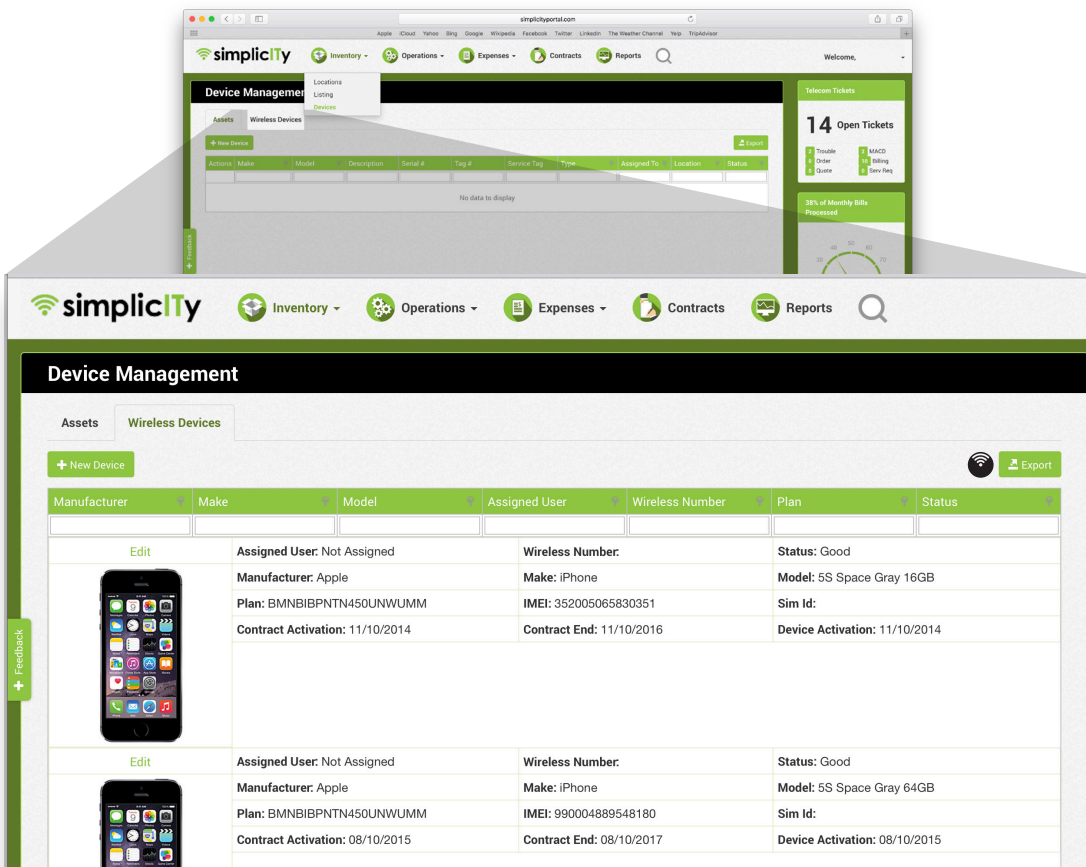
INVENTORY: DEVICES/ WIRELESS DEVICES/EDIT

We know devices move and people move. Within this tab, you can make sure that all information regarding your device is up-to-date and accurate.

OPERATIONS: SUMMARY

View Telecom Tickets by selecting Operations from the main menu and clicking Summary. Here you will see a high-level view of all telecom tickets: Trouble, MACD, Orders, Quotes, Billing, and Service Requests.

Dive deeper into tickets by clicking on the numbers.
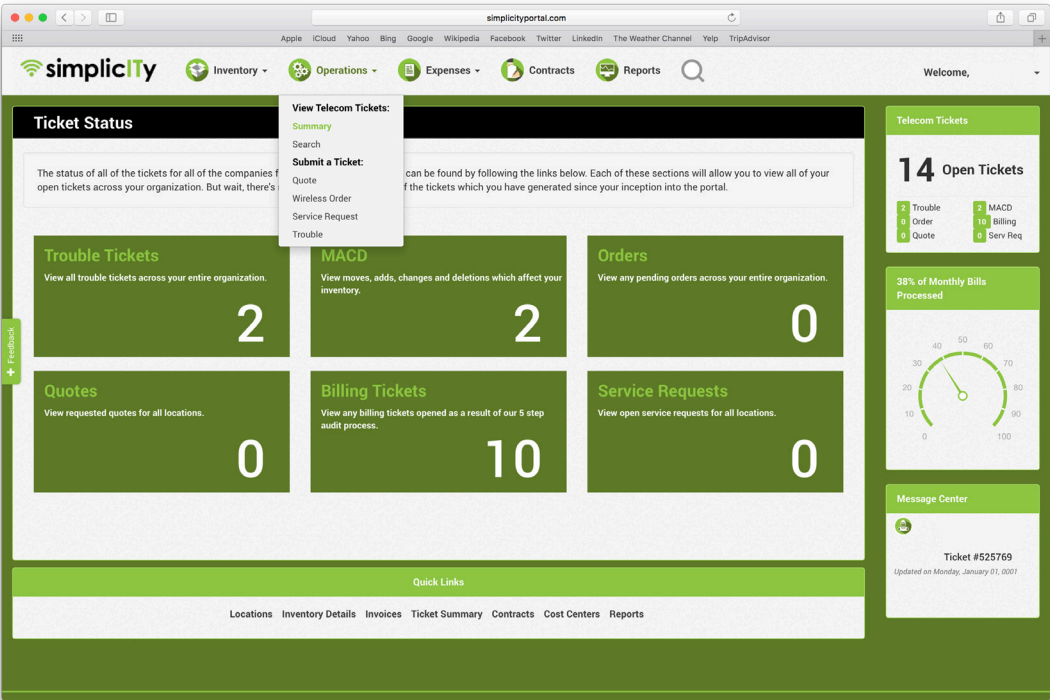
OPERATIONS: SUMMARY/ TROUBLE TICKETS

Clicking on the number of a certain ticket opens a new window to see more details.

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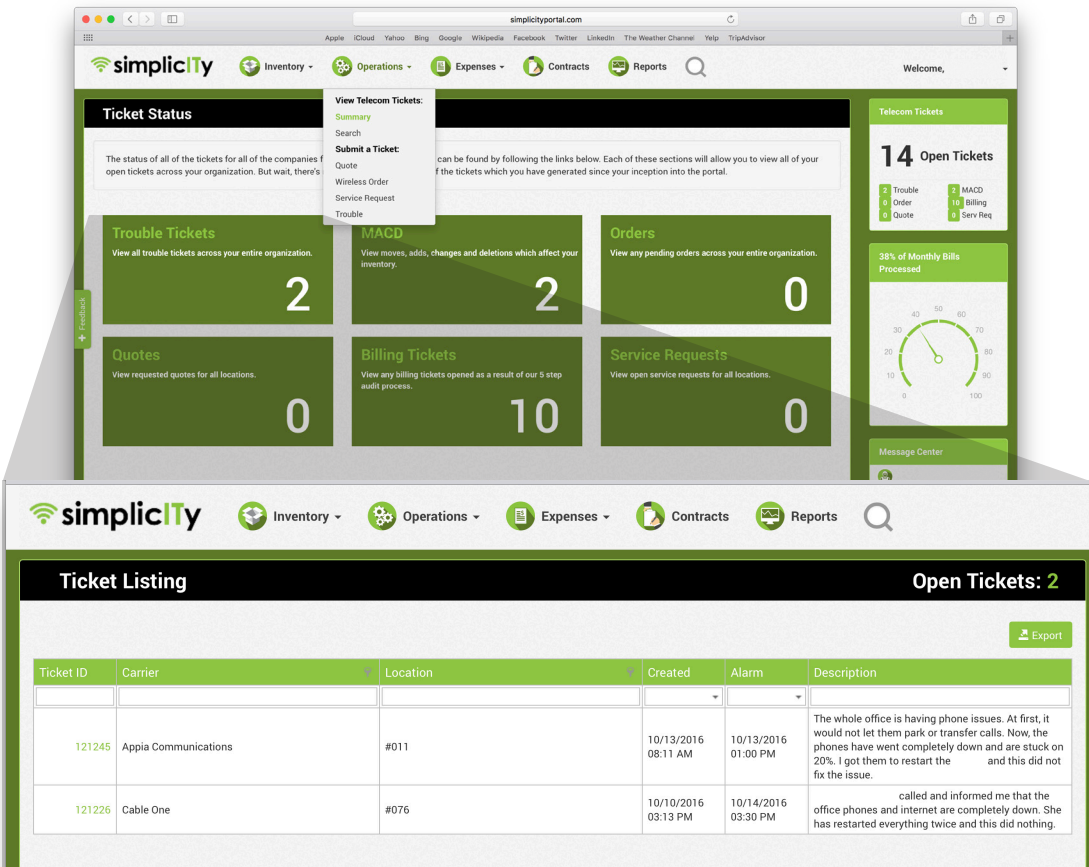
OPERATIONS: SUMMARY/ BILLING TICKETS

Clicking on the number of a certain ticket opens a new window to see more details.
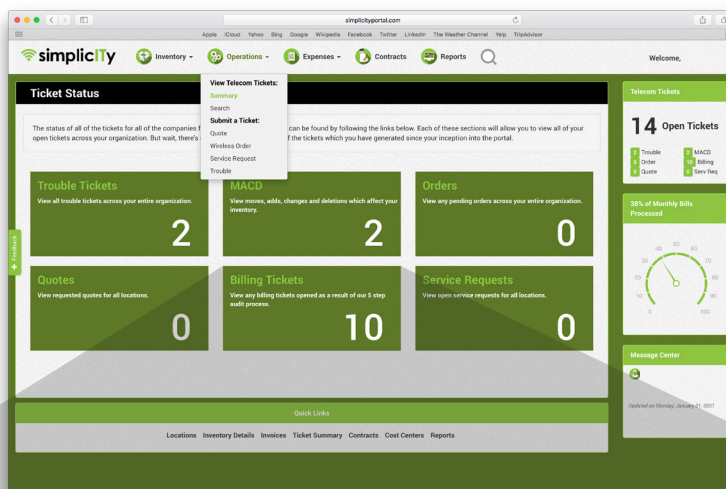
Ticket Listing

Open Tickets: 10

Ticket ID	Carrier	Location	Created	Alarm	Description
525779	TBD	#030	10/11/2016 01:03 PM	10/11/2016 01:03 PM	Reference MACD 211854. This ticket is to monitor stop billing of the following lines with AT&T: on AT&T account ____. The lines should stop billing on 10/6/2016.
525772	TBD	#023	10/11/2016 09:10 AM	11/11/2016 04:00 PM	Reference MACD 211853. This ticket is to monitor stop billing of ____ on AT&T account ____. The line should stop billing on 10/6/2016.
525771	TBD	#104	10/11/2016 09:06 AM	11/11/2016 04:00 PM	Reference MACD 211852. This ticket is to monitor stop billing of ____ on AT&T account ____. The line should stop billing on 10/6/2016.
525770	TBD	#130	10/11/2016 09:01 AM	11/11/2016 04:00 PM	Reference MACD 211851. This ticket is to monitor stop billing of ____ and ____ on AT&T account ____. The lines should stop billing on 10/6/2016.
525769	TBD	#052	10/11/2016 08:48 AM	11/11/2016 04:00 PM	Reference MACD 211856. This ticket is to monitor stop billing of the following numbers: on AT&T account ____. The lines should stop billing on 10/6/2016.
525768	TBD	#010	10/11/2016 08:43 AM	11/11/2016 04:00 PM	Reference MACD 211855. This ticket is to monitor stop billing of ____ on AT&T account ____. The line should stop billing on 10/6/2016.
525751	TBD	#056	10/07/2016 08:19 AM	11/07/2016 08:19 AM	Ref MACD 211859 Disconnected the following account with Comcast : ____ Opening billing ticket to ensure stop-billing.
525602	TBD	#100	09/02/2016 08:16 AM	10/07/2016 08:16 AM	Need to change the billing address on Comcast account ____ to P O Box ____,
525578	TBD	#020	08/25/2016 01:22 PM	09/23/2016 03:19 PM	Reference trouble ticket 120531. This ticket is to monitor start billing of ____ with AT&T on the club bill. The line was ported on 8/24/2016.
525238	TBD		06/28/2016 08:47 AM	08/11/2016 11:27 AM	Need to have LD charges billing on account ____ stop billing (____)

Quick Links

Locations   Inventory Details   Invoices   Ticket Summary   Contracts   Cost Centers   Reports

OPERATIONS: SEARCH

Search by Ticket ID, Ticket Type, Status, Carrier, Location, Date Created, Alarm, and Description.

WE WANT YOUR FEEDBACK!

On each page of Simplicity, you will find a Feedback button.

We take this Feedback feature very seriously, as we are constantly finding ways to improve our customer experience.

If you notice something that we can improve on, please click the Feedback button and let us know!

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OPERATIONS: QUOTE

Select Quote under Operations in the main menu bar. From here, you will be prompted to create a new ticket for pricing.

Prior to submitting a quote, please provide as much detail as possible in the notes section, especially issues related to time, urgency, or priorities.

Operations ▾

View Telecom Tickets:

Summary

Search

Submit a Ticket:

Quote

Wireless Order

Service Request

Trouble

New Quote ✕

Enter in the description of the service or product you want. Please be as descriptive as possible. You can check the status of your new quote in Simplicity Portal at any time. An e-mail address is required and you will receive an e-mail as soon as your quote is ready.

Heads-up! *Quotes can take three or more days to process.*

General Info

Name *	
Email Address *	
Contact # *	
Subject *	

Physical Address of the new Location / Service

Street *	
City *	
State *	
Zip *	
Phone #	(999) 999-9999

☐ Don't know the number

Service(s) Being Quoted

☐ Local ☐ Long Distance ☐ Equipment ☐ Data ☐ Internet ☐ Wireless

Please explain, in detail, what you need quoted *

Close   Submit

OPERATIONS: WIRELESS ORDER

Place an order under Operations and select Wireless Order. From here, you will be prompted to make selections about your order.

1. General

Select your carrier, location, person the order is assigned to, their email address and contact information.

2. Device

Choose desired device along with manufacturer, make, and model.

3. Plan

Select a plan.

4. Summary

Review the Wireless Order. If correct, select Submit Order to complete your Wirless Order.

Operations ▾

View Telecom Tickets:

Summary

Search

Submit a Ticket:

Quote

Wireless Order

Service Request

Trouble
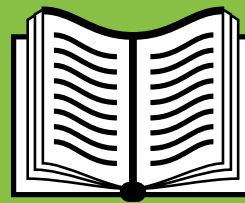
COMPANY CATALOG

While many of the principles of wireless and wireline management are the same, wireless management demands that there is a company-wide understanding of the "program." That typically begins with building

Wireless Order

To place a wireless order, please fill out all the field and submit your request. We will contact you and discuss any further details, if needed. With the submitted information, we will place an order with the vendor.

1 General 2 Device 3 Plan 4 Summary   ← Prev Next →

Wireless Carrier
-- Select One --
Location
-- Select One --
Assigned To
-- Select One --
Email Address
email@address.com
Contact #
(999) 999-9999
Call me with updates ☐

1

Wireless Order

To place a wireless order, please fill out all the field and submit your request. We will contact you and discuss any further details, if needed. With the submitted information, we will place an order with the vendor.

1 General 2 Device 3 Plan 4 Summary   ← Prev Next →

Manufacturer   Make   Model
Manufacturer   Make   Model

IMAGE NOT FOUND

Do not see device ☐

2

out a company specific catalog. This is typically a collaborative effort between you, your carrier, and Juvo. By working together, we ensure that your team is only ordering authorized plans and authorized devices, which goes a long way in keeping wireless costs under control.

Wireless Order

To place a wireless order, please fill out all the field and submit your request. We will contact you and discuss any further details, if needed. With the submitted information, we will place an order with the vendor.

3

1 General	2 Device	3 Plan	4 Summary		← Prev	Next →

FLEX BUSINESS DATA DEVICE 2GB	$35.00 monthly access charge $.25 per minute after allowance	0
FLEX BUSINESS DATA DVC 100MB	$10.00 monthly access charge $.25 per minute after allowance	0
FLEXIBLE BUSINESS SMARTPHN 2GB	$65.00 monthly access charge Unlimited after allowance	0
MACHINE TO MACHINE 10GB	$80.00 monthly access charge $.25 per minute after allowance	0

Do not see plan ☐

Wireless Order

To place a wireless order, please fill out all the field and submit your request. We will contact you and discuss any further details, if needed. With the submitted information, we will place an order with the vendor.

4

1 General	2 Device	3 Plan	4 Summary		← Prev	Submit Order

User

Assigned To:	Email:	Contact Number:	Location:	Call with Updates: No

Plan

Plan: FLEX BUSINESS DATA DEVICE 2GB	Description: $35.00 monthly access charge $.25 per minute after allowance	Price: 0

Device

IMAGE NOT FOUND	Manufacturer: Unknown	Make: 4G Smartphone PDI	Model: Unknown	
	Length: 0 in	Width: 0 in	Thickness: 0 in	Weight: 0 oz
	Storage: 0 GB	Ram: 0 GB	Display Size: 0 in	
	Front Camera: 0 MP	Rear Camera: 0 MP	Processor:	

OPERATIONS: SERVICE REQUEST

Select Service Request under Operations in the main menu bar. From here, you will be prompted to create a new ticket for Trouble, MACD, or Order.

Operations ▾

View Telecom Tickets:

Summary

Search

Submit a Ticket:

Quote

Wireless Order

Service Request

Trouble

Service Request ✕

Provide us with as much detail as you can regarding your request. We will contact you and discuss with you to determine your current need. After that we will create a Trouble Ticket, MACD or Order based on the information we obtain.

Details

Location *   -- Select One --   ▾

Name *

Email Address *

Contact # *

☐ Call me with updates

Attachment   Choose File   no file selected

Please explain, in detail, what you need *

Close   Submit

OPERATIONS: TROUBLE

If you are having trouble with your service, select Trouble under Operations in the main menu bar. From here, you will be prompted to choose the location in which you are having trouble.

You can also create a trouble ticket from the Locations Details page.

Operations ▾

View Telecom Tickets:

Summary

Search

Submit a Ticket:

Quote

Wireless Order

Service Request

Trouble

New Trouble Ticket ✕

Internet down? Static on your main line? Everyone complaining? Submit a ticket here and let us help you get those services back up and running.

Ticket Details

Location   California (Oroville) Campus   ▾

Service Type   Local   ▾   Level 3
                                               330144
Service Number   25148022   ▾   DS1/T1

Issue   ✓ -- Select One --   ▾
                 No Dial Tone
                 Cannot receive calls
                 Cannot make calls
                 Getting a fast busy
                 Static on the line
                 Cannot hear caller/caller cannot hear me
                 Other

EXPENSES: WIRELINE

Click on the Expenses tab in the main menu and select Wireline to view all wireline billing details. From here, you can easily export to an Excel document.

EXPENSES: WIRELESS

Click on the Expenses tab in the main menu and select Wireless to view all wireline billing details by month. From here, you can easily export to an Excel document.

EXPENSES: COST CENTERS/ASSIGNMENT AND APPROVAL

Cost Center Assignment goes hand-in-hand with Cost Center Approval. This optional feature allows you to pass resonsibility of assigning and approving expenses to local branches or departments within your organization, organize finances, distribute accountability, and gain visibility into telecom expenses.

To assign, select individual in company to approve or decline. From here, if the assignment is declined, you add a note to Juvo of why the assignment was declined and Juvo will address any issues.

Who uses this feature?

While Juvo has clients across multiple industries, we find those in construction and other "project" centric industries really use this feature.
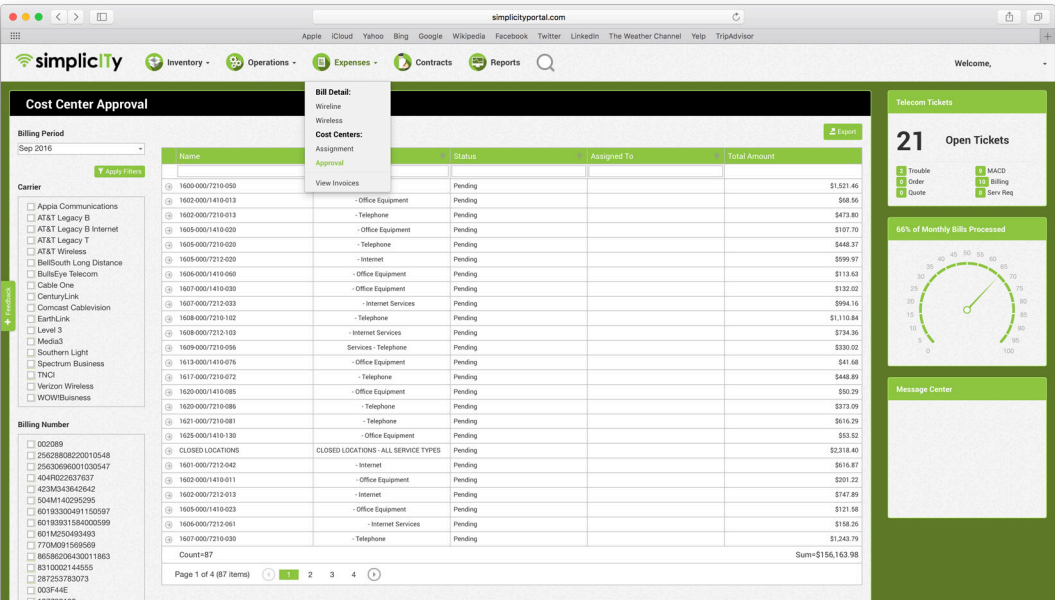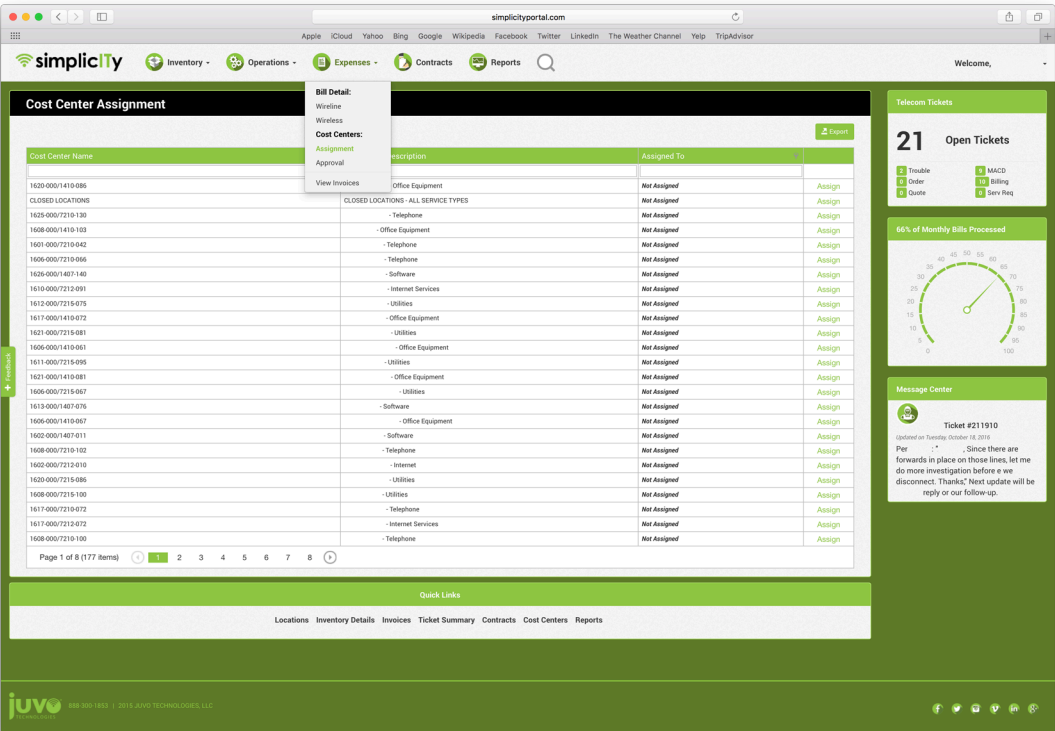
MISSING CONTRACT

While most of us love a good Lionel Richie reference, we prefer an actual contract instead.

EXPENSES: VIEW INVOICES

Each monthly invoice is housed in Expenses: View Invoices, and can easily be viewed by clicking on the PDF image to the left of the expense. This will download the invoice file to your local machine for viewing.

BILLING PERIOD
You can select any month to view, and sort by Invoice Number, Carrier, and Regional Account or click on the funnel icon to filter your search.

CONTRACTS

The contracts tab will show you an overview of the contract information per each specific carrier product. You can easily view items such as contract start and end dates, carrier name etc. from the main page. A downloadable link to the actual contract is found to the left of each carrier product.

Hello.
Is it me you're looking for?

REPORTS

The reports tab gives you the ability to run and view a host of important monthly reports surrounding both wireline and wireless inventories. The report type is listed under each inventory type and is available in either a summary or detailed view.

Reporting is divided into four main groups:

1. Complete Monthly Report

View high level infographics of telecom expenses

2. Standard Wireline Reports

View reports based on your wireline spend

3. My Reports

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4. Standard Wireless Reports

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Reporting

Complete Monthly Report ⓘ

Corporate Report   View

Standard Wireline Reports ⓘ

Location Variance	View
Cost Center Variance	View
Service Type Variance	View
Billing Number Expenses	Detail View Summary View
Billing Number Expenses by Cost Center	Detail View Summary View
Billing Number Expenses by Location	Detail View Summary View
Cost Center Expenses	Detail View Summary View
Cost Center Expenses by Division	Detail View Summary View
Division Expenses	Detail View Summary View
Location Expenses	Detail View Summary View
Service Provider Expenses	Detail View Summary View
Service Provider Expenses by Cost Center	Detail View Summary View
Service Provider Expenses by Location	Detail View Summary View
Service Type Expenses	Detail View Summary View
Service Type Expenses by Location	Detail View Summary View

Quick Link

Locations   Inventory Details   Invoices   Ticket Sum

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Reports

Welcome,

My Reports

Standard Wireless Reports

Anomaly Charges	View
Average Data Usage	View
Charges and Usage Summary	View
Data Usage	View
Data Voice Charges	View
Device Report	View
Device Upgrade	View
Disconnected Devices	View
Roaming Usage	View
Total Charge History	View
Voice Usage	View
Zero Usage Data Voice	View
Zero Usage Data Voice 3 Month	View

mmary   Contracts   Cost Centers   Reports

Telecom Tickets

21   Open Tickets

2	Trouble	9	MACD
0	Order	10	Billing
0	Quote	0	Serv Req

69% of Monthly Bills Processed

Message Center

Ticket #211910

Updated on Tuesday, October 18, 2016

Per   :   Since there are
forwards in place on those lines, let me
do more investigation before e we

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TECHNOLOGIES

MOST LOVED:
VARIANCE REPORTS

The variance reports are the most used, most valued, most loved reports that nearly all of our clients utilize because they allow users to get a quick look at what is different month to month. Variances are often a result of ticket activity and these reports include ticket ID's to quickly gain insight as to why these variances exist.

1. Location Variance

2. Cost Center Variance

3. Service Type Variance

2016 Variance

Location Name	October		Variance	Percent	Ticket ID
#010	$9,978.99		($9,978.99)	-100%	525768
					525811
					211855
					211857
					306853
#011	$2,987.12		($2,987.12)	-100%	525603
					121245
#013	$3,303.95		($3,303.95)	-100%	
#020	$1,367.67	$0.00	($1,367.67)	-136767%	121218
					121265
					121368
#022	$862.57		($862.57)	-100%	121351
#023	$2,573.97		($2,573.97)	-100%	525772
					121136
					121170
					211853
#030	$3,839.92		($3,839.92)	-100%	525779
					211854
#033	$1,284.58		($1,284.58)	-100%	121171
#034	$937.31		($937.31)	-100%	
#042	$384.37		($384.37)	-100%	
#042 (Inactive)	$1,715.79		($1,715.79)	-100%	
#050	$10,414.45		($10,414.45)	-100%	121322
					211852
					211856
					211902

Cost Center Variance

Cost Center Name	Cost Center	Oct	Total
1600-000/1410-050	Corporate - Office Equipment	$6,662.65	($6,662.65)
1600-000/7210-050	Corporate - Telephone	$3,332.56	($3,332.56)
1600-000/7212-050	Corporate - Internet	$393.19	($393.19)
1600-000/7215-050	Corporate - Utilities	$26.05	($26.05)
1601-000/1410-042	- Office Equipment	$419.23	($419.23)
1601-000/7210-042	- Telephone	$205.98	($205.98)
1601-000/7212-042	- Internet	$615.41	($615.41)
1602-000/1410-010	- Office Equipment	$724.06	($724.06)
1602-000/1410-011	- Office Equipment	$489.60	($489.60)
1602-000/1410-013	- Office Equipment	$2,253.87	($2,253.87)
1602-000/7210-010	- Telephone	$5,743.97	($5,743.97)
1602-000/7210-011	- Telephone	$1,233.17	($1,233.17)
1602-000/7210-013	- Telephone	$303.75	($303.75)
1602-000/7212-010	- Internet	$3,510.96	($3,510.96)
1602-000/7212-011	- Internet	$1,264.35	($1,264.35)
1602-000/7212-013	- Internet	$746.33	($746.33)
1605-000/1410-020	- Office Equipment	$107.70	($107.70)
1605-000/1410-022	- Office Equipment	$50.18	($50.18)
1605-000/1410-023	- Office Equipment	$1,685.66	($1,685.66)
1605-000/7210-020	- Telephone	$661.44	($661.44)
1605-000/7210-022	- Telephone	$218.90	($218.90)
1605-000/7210-023	- Telephone	$698.25	($698.25)
1605-000/7212-020	- Internet	$598.53	($598.53)
1605-000/7212-022	- Internet	$593.49	($593.49)
1605-000/7212-023	- Internet Services	$189.71	($189.71)
1605-000/7215-023	- Utilities	$0.35	($0.35)
1606-000/7210-060	- Telephone	$1.07	($1.07)

Bill Month [November ▼] **Bill Year** [2016 ▼]   [View Report]

|◀ ◀ 1 of 2 ? ▶ ▶| 🔄 [   ] Find | Next 💾 ▼ 🔄

Service Type Variance By Location, Carrier

Location Name	Carrier Name	Service Type	Service Number	Charge Code	Charge Description	Oct	Nov	Variance
#010	Appia Communications	Local		2-Way Local DID-Flat	2-Way Local DID-Flat	$15.00		($15.00)
				Enhanced Bundle 48	Enhanced Bundle 48	$689.00		($689.00)
				FCC Reg Fee (VOIP)	FCC Reg Fee (VOIP)	$1.89		($1.89)
				Fee for Mailing Invoice	Fee for Mailing Invoice	$10.00		($10.00)
				FUSF (VOIP)	FUSF (VOIP)	$89.16		($89.16)
				Local Call Intrastate	Local Call Intrastate	$4.19		($4.19)
				One Time Charges	One Time Charges	$0.00		$0.00
				Property Tax Allotment	Property Tax Allotment	$15.45		($15.45)
				Pro-Rated 2-Way Local DID-Flat	Pro-Rated 2-Way Local DID-Flat	$0.00		$0.00
				Pro-Rated: Remote Call Forwarding	Pro-Rated: Remote Call Forwarding	$0.00		$0.00
				Remote Call Forwarding	Remote Call Forwarding	$5.00		($5.00)
				Sales Tax Interstate	Sales Tax Interstate	$0.97		($0.97)
				Tax and Surcharge Re	Tax and Surcharge Re	$2.41		($2.41)
				Telecom Sales Tax	Telecom Sales Tax	$61.03		($61.03)
		Long Distance		Total Long Distance Usage	Total Long Distance Usage	$21.29		($21.29)
	AT&T Legacy B	Local		1FBCL	Business Line	$26.00		($26.00)
				9ZR	FCC Authorized Charge for Network Access	$8.28		($8.28)
				AH8	Telecommunications Relay Service	$0.10		($0.10)
				Credit Balance Forward	Credit Balance Forward	($2.46)		$2.46
				FUJMX	Federal Universal Service Fee	$1.78		($1.78)
				LPC	Late Payment Charge	$15.93		($15.93)
				ZB	Emergency Service Preparation Charge	$1.82		($1.82)
				1FBCL	Business Line	$26.00		($26.00)
				9ZR	FCC Authorized Charge for Network Access	$8.28		($8.28)
				AH8	Telecommunications Relay Service	$0.10		($0.10)
				CLT	Additional Listing	$2.50		($2.50)
				Credit Balance Forward	Credit Balance Forward	($2.46)		$2.46

3

REPORTS: WIRELESS REPORTS

Clicking the view button on any individual report will bring you to a new tab and allow you to select parameters for the requested report such as a date range. The report will then show up on the corresponding browser page which will allow you to easily download to a desired format.

Standard Wireless Reports

Anomaly Charges — View

Average Data Usage — View

Charges and Usage Summary — View

Data Usage — View

Data Voice Charges — View

Device Report — View

Device Upgrade — View

Disconnected Devices — View

Roaming Usage — View

Total Charge History — View

Voice Usage — View

Zero Usage Data Voice — View

Zero Usage Data Voice 3 Month — View

Month [October ▼] Year [2016 ▼]   [View Report]

|◄ ◄ 1 of 18 ► ►| ℧   Find | Next 💾 ▼ 🔄

Average Data Usage from August to October

Master Number	Billing Number	Service Number	Unit Type	Aug	Sep	Oct	Average
			NA	6852.35	3788.32	735.14	2275.16
			NA	89.95	65.22	66.96	74.04
			NA	199.11	243.32	111.04	184.49
			NA	23.03	34.01	25.85	27.63
			NA	601.60	696.01	386.06	561.22
			NA		0.32		0.32
			NA		0.45		0.45
			NA		34.01		34.01
			NA	102.34	201.27	43.62	115.74
			NA			311.00	311.00
			NA	175.08	16.75		95.92
			NA	35.99	357.85	72.41	155.42
			NA	381.00	403.06	385.62	389.89
			NA	1700.87	452.20	35.87	547.23
			NA	1440.75	3966.44	1941.51	1224.78
			NA			157.09	157.09
			NA	792.04	1037.30	536.70	788.68
			NA	318.62	310.16		314.39
			NA	745.02	370.41	347.54	487.65
			NA			287.23	287.23
			NA		271.27	54.05	162.66
			NA	293.93	392.75	94.11	260.26
			NA	288.31	1147.95	1607.69	608.79
			NA		0.17		0.17
			NA	519.25	96.27	115.34	243.62
			NA	161.32	211.03	194.90	189.08
			NA	143.57	295.07	25.90	154.85
			NA	0.51			0.51
			NA		112.74	184.50	148.62
			NA	306.85	328.67	257.62	297.71
			NA	281.37	394.48	212.25	296.03

AVERAGE DATA USAGE REPORT

Ability to view GB/Data/Individual line usage over past 90 days. Save disk option available to export to Word, PDF, & CSV.

|◄ ◄ 1 of 18 ► ►| Find | Next 💾 ▼ 🔄

Device Upgrade

Wireless Number	User Name	IMEI	Sim ID	Device Description	Upgrade Eligibility	Last Upgrade
		09112491123		PC770		5/21/2017
		990004806438713		Samsung Galaxy S5 Black		7/21/2016
		990006964928906		Samsung Galaxy S5 Black		7/21/2016
		990004889548180		Samsung Galaxy S5 Black		2/2/2017
		09112498565		PC770		7/25/2017
		09112376879		PC770		7/25/2017
		990006964869621		VZ Jetpack 4G MHS MIFI4510L		9/21/2017
		990006964297047		VZ Jetpack 4G MHS MIFI4510L		9/21/2017
		990004849104983		Samsung Galaxy S5 Black		11/25/2016
		990004889262584		Samsung Galaxy S5 Black		11/5/2016
		990004805760364		Samsung Galaxy S5 Black		7/29/2016
		990004805687922		Samsung Galaxy S5 Black		7/29/2016
		990004805622960		Samsung Galaxy S5 Black		7/29/2016
		990004852191422		Samsung Galaxy S5 Black		3/3/2017
		352005065830351		Apple iPhone 5S Space Gray 16GB		7/10/2016
		990004805687781		Samsung Galaxy S5 Black		7/29/2016
		990004852616576		Samsung Galaxy S5 Black		3/2/2017
		990004805622721		Samsung Galaxy S5 Black		7/29/2016
		990004805679556		Samsung Galaxy S5 Black		7/29/2016
		990004805618489		Samsung Galaxy S5 Black		7/29/2016
		990004802484257		Samsung Galaxy S5 Black		7/29/2016
		990004805688649		Samsung Galaxy S5 Black		7/29/2016
		990004805688201		Samsung Galaxy S5 Black		7/29/2016
		359235068915528		iPhone 6 128GB Silver		5/8/2017
		990004889548180		Apple iPhone 5S Space Gray 64GB		4/10/2017
		356989066709787		iPhone 6 128GB Space Gray		8/10/2015
		990004941469110		Samsung Galaxy Tab 4 8.0 Pure Black		10/13/2016
		990005875817794		Samsung Galaxy Tab 4 8.0 Pure Black		5/15/2017
		357112061867786				6/6/2017
		357112061864080				6/6/2017
		990004941368999		Samsung Galaxy Tab 4 8.0 Pure Black		10/13/2016
		990004903207854		Samsung Galaxy Tab 4 8.0 Pure Black		4/7/2016
		990005875806292		Samsung Galaxy Tab 4 8.0 Pure Black		5/10/2017
		990004903199705		Samsung Galaxy Tab 4 8.0 Pure Black		3/9/2016
		990004941028247		Samsung Galaxy Tab 4 8.0 Pure Black		6/20/2016
		990003327113516		Novatel Jetpack 4G MHS MIFI 6620L		4/20/2017
		990003327094971		Novatel Jetpack 4G MHS MIFI 6620L		4/20/2017
		990004941195475		Samsung Galaxy Tab 4 8.0 Pure Black		7/28/2016
		357112061868081				6/6/2017
		990004941204400		Samsung Galaxy Tab 4 8.0 Pure Black		7/28/2016
		990003327637340		Novatel Jetpack 4G MHS MIFI 6620L		5/11/2017

DEVICE UPGRADE REPORT

View the Device Upgrade Report to easily see if and when your device is eligible for an upgrade.

|◄ ◄ 1 of 10 ► ►| Find | Next 💾 ▼ 🔄

Device Report

Wireless Number	User Name	IMEI	Sim ID	Device Description	Contract Activation	Contract End	Status	Wireless Suspend	Wireless Resume
2282237774		354691066582733			5/8/2015	5/8/2017	Active		
2282814372		990004806438713		Samsung Galaxy S5 Black	11/21/2014	11/21/2016			
2282814395		990006964928906		Samsung Galaxy S5 Black	11/21/2014	11/21/2016			
2283411382		990004889548180		Samsung Galaxy S5 Black	6/2/2015	6/2/2017			
2286270497		354691062328529			12/23/2014	12/23/2016	Active		
2563033331		990004849104983		Samsung Galaxy S5 Black	3/25/2015	3/25/2017			
2564585545		990004889262584		Samsung Galaxy S5 Black	3/5/2015	3/5/2017			
2565031641		990004805760364		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			
2565032662		990004805687922		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			
3182078202		354691062269590			12/23/2014	12/23/2016	Active		
3184376462		354889060502406		Samsung SM-T707A	5/27/2015	5/27/2017	Active		
3184376478		354889060501754		Samsung SM-T707A	5/27/2015	5/27/2017	Active		
4046159622		990004805622960		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			
4048215319		990004852191422		Samsung Galaxy S5 Black	7/3/2015	7/3/2017			
4048845557		352005065830351		Apple iPhone 5S Space Gray 16GB	11/10/2014	11/10/2016			
4233332268		990004805687781		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			
4234027146		990004852616576		Samsung Galaxy S5 Black	7/2/2015	7/2/2017			
4235510787		990004805622721		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			
4702590736		990004805679556		Samsung Galaxy S5 Black	11/29/2014	11/29/2016			

DEVICE REPORT

Every new device added in the past 90 days is in your Device Report.

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Month	October	Year	2016				View Report

◄◄ ◄ 1 of 2 ► ►►   [ ] Find | Next 💾▼ 🔄

Total Charge History from August to October

Master Number	Billing Number	Invoice Number	Category	Description	Aug	Sep	Oct
			ADJUSTMENT	ADJUSTMENT	$25,921.75		
			EQUIPMENT	EQUIPMENT CHARGES	$0.00		
			MRC	MRC CHARGES	$12,432.86		
			SURCHARGES	SURCHARGES AND OTHER CHARGES	$360.94		
			TAXES	TAXES AND GOVT FEES	$562.81		
			USAGE	USAGE TOTAL	$0.00		
			ADJUSTMENT	ADJUSTMENT		$39,261.64	
			EQUIPMENT	EQUIPMENT CHARGES		$0.00	
			MRC	MRC CHARGES		$12,864.78	
			SURCHARGES	SURCHARGES AND OTHER CHARGES		$844.71	
			TAXES	TAXES AND GOVT FEES		$572.26	
			USAGE	USAGE TOTAL		$0.00	
			ADJUSTMENT	ADJUSTMENT			$40,384.10
			EQUIPMENT	EQUIPMENT CHARGES			$0.00
			MRC	MRC CHARGES			$13,595.97
			SURCHARGES	SURCHARGES AND OTHER CHARGES			$434.79
			TAXES	TAXES AND GOVT FEES			$572.78
			USAGE	USAGE TOTAL			$1.00
		Total			$39,278.36	$53,543.39	$54,988.64
			ACCOUNT CHARGES	ACCOUNT LEVEL CHARGES	$0.00		
			ADJUSTMENT	ADJUSTMENT	$0.00		
			DATA	DATA USAGE CHARGES	$130.00		
			EQUIPMENT	EQUIPMENT CHARGES	$0.00		
			INTERNATIONAL	INTERNATIONAL USAGE CHARGES	$0.00		
			MESSAGING	MESSAGING USAGE CHARGES	$0.00		
			MRC	MRC CHARGES	$24,128.68		
			PURCHASES	PURCHASING CHARGES	$0.00		
			ROAMING	ROAMING USAGE CHARGES	$0.00		
			SURCHARGES	SURCHARGES AND OTHER CHARGES	$221.56		
			TAXES	TAXES AND GOVT FEES	$238.88		
			USAGE TOTAL	TOTAL USAGE AND PURCHASING CHARGES	$148.05		
			VOICE	VOICE USAGE CHARGES	$8.45		
			ACCOUNT CHARGES	ACCOUNT LEVEL CHARGES		$371.06	
			ADJUSTMENT	ADJUSTMENT		$0.00	
			DATA	DATA USAGE CHARGES		$130.00	
			EQUIPMENT	EQUIPMENT CHARGES		$2,942.33	
			INTERNATIONAL	INTERNATIONAL USAGE CHARGES		$0.00	

TOTAL CHARGE HISTORY REPORT

This report is a line item breakdown of total monthly charges.

|◄ ◄ 1 of 4 ► ►| ↺   Find | Next ⬚▼ ↻

Voice Usage for September

Master Number	Billing Number	Service Number	Usage Code	Usage Type	Mintues Used	Charge
			MBSL	Voice	32	$0.00
			Total		32	$0.00
			MBSL	Voice	280	$0.00
			Total		280	$0.00
			MBSL	Voice	7	$0.00
			Total		7	$0.00
			MBSL	Voice	9	$0.00
			Total		9	$0.00
			MBSL	Voice	11	$0.00
			Total		11	$0.00
			MBSL	Voice	386	$0.00
			Total		386	$0.00
			MBSL	Voice	21	$0.00
			Total		21	$0.00
			MBSL	Voice	579	$0.00
			Total		579	$0.00
			MBSL	Voice	12	$0.00
			Total		12	$0.00
			MBSL	Voice	725	$0.00
			Total		725	$0.00
			MBSL	Voice	459	$0.00
			Total		459	$0.00
			MBSL	Voice	4036	$0.00
			Total		4036	$0.00
			PlanAllow,CallFwd	Voice	7	$0.00
			Total		7	$0.00
			PlanAllow,CallFwd	Voice	3	$0.00
			Total		3	$0.00
			PlanAllow	Voice	2	$0.00
			Total		2	$0.00
			PlanAllow	Voice	305	$0.00
			PlanAllow,M2M	Voice	4	$0.00

VOICE USAGE REPORT

View overage charges in the Voice Usage Report.

|◄ ◄ 1 of 1 ► ►| ↺   Find | Next ⬚▼ ↻

Zero Use Data and Voice for October

Master Number	Billing Number	Service Number

ZERO USE DATA AND VOICE REPORT

Zero Use Data and Voice Report displays devices not used for past 90 days.

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