

Internet Billing Guide

February 2011

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Amendment History

Issue	Date	Author	Description	Pages	Approved By
A	25/12/2004	SK	First Issue	All	BJW
B	10/04/2007	GMC	Editing and Re-formatting	All	JAV
C	05/09/2008	PG	Downloading Invoices	11	JAV
D	18/09/2008	GMC	Nick Names Section	09	JAV
E	03/11/2008	RDL	Re-brand of Documentation	All	JAV
F	13/11/2008	DCL	Editing, Formatting	All	JAV
G	18/11/2008	GMC	Add Call Cost, Services charges and Analysis Sections. Changes in Feedback section	9, 10, 13	JAV
H	01/02/2011	HG	Editing, Formatting	All	JAV

Introduction

Welcome to Swains Plc's customer portal. The customer portal is a powerful business management tool which offers a secure and easy way to access your Call Data Records (CDR's) the day after a call was made. Your account is already set up and equipped to provide any call traffic information that you have made with Swains Plc.

Analysing paper bills is a painstakingly slow and time-consuming process; Swains Plc's customer portal makes this a thing of the past as you can run searches at the touch of a button. Simply set your search criteria, run a report based on that criteria, then review the output in a matter of seconds. Customers can also use the "Email Alerts" facility which allows you to set certain parameters to meet your business's specific requirements.

Access The Site


You have been issued with a unique customer account number along with a password to access details of your calls, rental services and invoices.

To access this tool go to www.swainsplc.co.uk click in 'Customer Area/Register' then select Swains.info, you will be asked for your account number and password.



Account Number

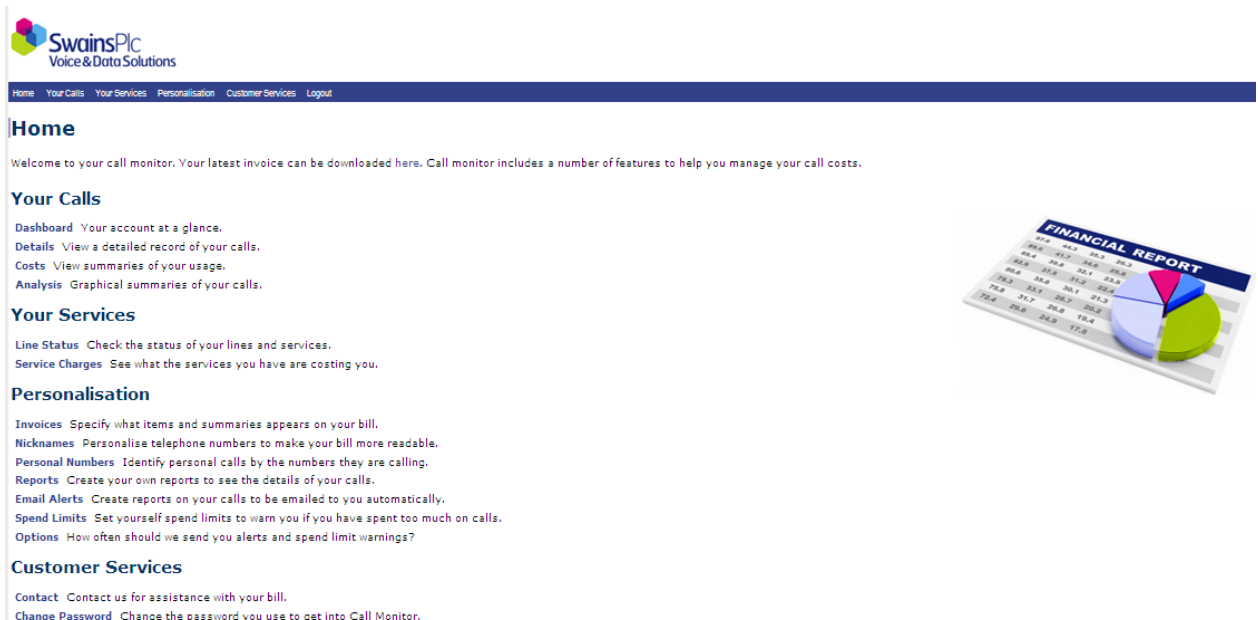
Password

 Logon

[Forgotten Password?](#)

To access the content on this site you must have a valid account and Password as supplied by Swains plc. Any attempt to access this site without the permission of Swains plc is a Criminal Offence under the Computer Misuse Act 1990.

Once logged in you will be directed to the main menu.

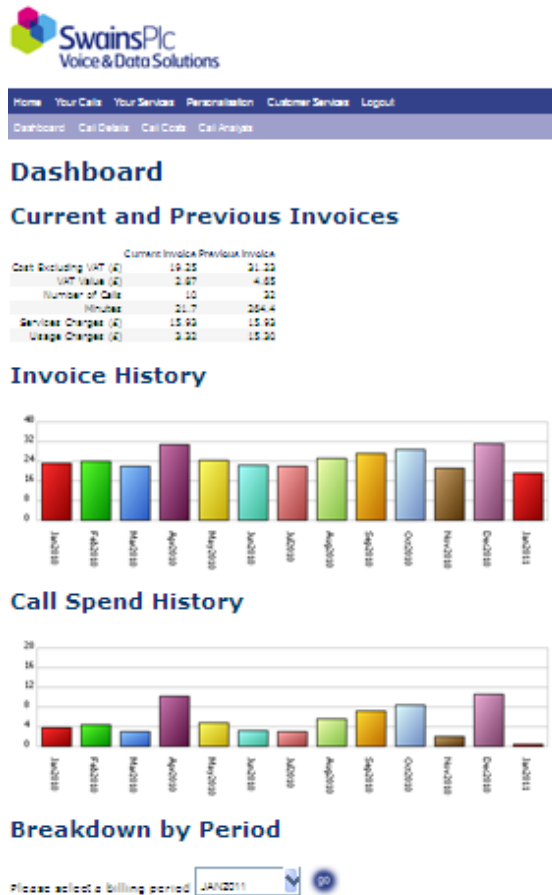


The screenshot shows the SwainsPlc customer portal home page. At the top left is the SwainsPlc logo. A navigation menu includes Home, Your Calls, Your Services, Personalisation, Customer Services, and Logout. The main content area is titled 'Home' and contains a welcome message and several sections: 'Your Calls' (with links for Dashboard, Details, Costs, and Analysis), 'Your Services' (with links for Line Status and Service Charges), 'Personalisation' (with links for Invoices, Nicknames, Personal Numbers, Reports, Email Alerts, Spend Limits, and Options), and 'Customer Services' (with links for Contact and Change Password). On the right side of the page, there is a 3D graphic of a 'FINANCIAL REPORT' showing a pie chart and a data table.

Your Calls

Dashboard

The dashboard facility enables you to view your account at a glance. See a summary of current and previous invoices, graph charts of invoice history and call spend history. Change the breakdown period by clicking on the dropdown menu at the bottom of the page and then click [go](#).



SwainsPlc Voice & Data Solutions

Home | Your Calls | Your Services | Personalisation | Customer Services | Logout

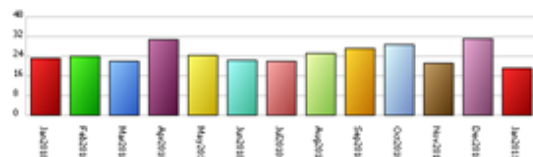
Dashboard | Call Details | Call Costs | Call Analysis

Dashboard

Current and Previous Invoices

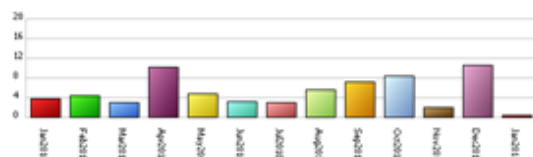
	Current Invoice	Previous Invoice
Cost Excluding VAT (£)	19.25	21.22
VAT Value (£)	2.87	4.85
Number of Calls	10	22
Minutes	21.7	284.4
Service Charges (£)	15.92	15.92
Usage Charges (£)	3.22	15.20

Invoice History



Month	Value (£)
Jan 2010	24
Feb 2010	24
Mar 2010	22
Apr 2010	30
May 2010	24
Jun 2010	22
Jul 2010	22
Aug 2010	24
Sep 2010	26
Oct 2010	28
Nov 2010	22
Dec 2010	30
Jan 2011	22

Call Spend History



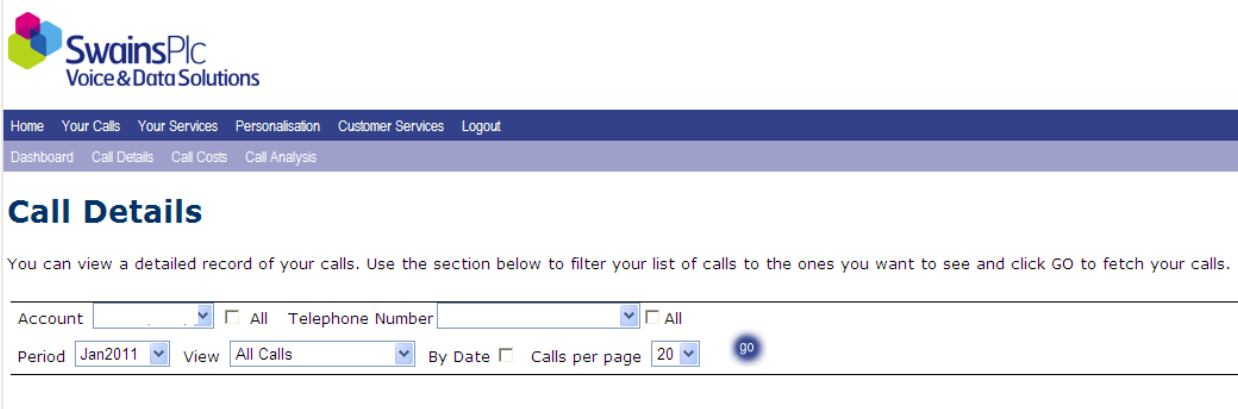
Month	Value (£)
Jan 2010	4
Feb 2010	4
Mar 2010	2
Apr 2010	10
May 2010	4
Jun 2010	2
Jul 2010	2
Aug 2010	4
Sep 2010	6
Oct 2010	8
Nov 2010	2
Dec 2010	10
Jan 2011	2


Breakdown by Period

Please select a Billing period: [go](#)

Search by Account or Telephone Number

To search by Account go to the home page, under the 'Your Calls' section click on 'Details'. This section allows you to check and view call data from any required period. Setting your criteria is a matter of clicking the cursor into the relevant boxes.



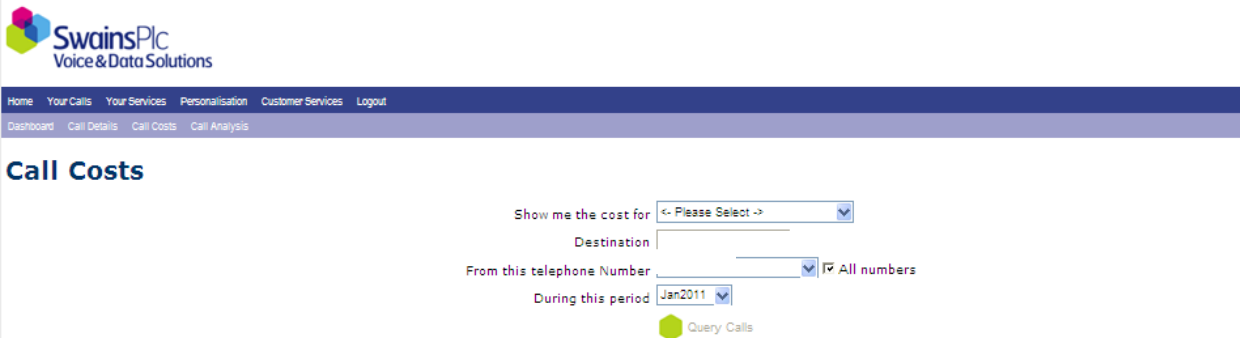
- **Account** - If you have more than one business account under the same invoice select the relevant account number for the site that you wish to view from the drop down menu. Alternatively check the 'All' box to view all numbers on the account.
- **Telephone number** - If you have more than one line on your account select the number you wish to view from the drop down menu. Alternatively check the 'All' box to view all numbers on the account.
- **Period** - Using the drop down menu select the month/year of calls you wish to view.
- **View** -Using the drop down menu, select the type of call you wish to view:
 - All Calls
 - Local Calls
 - International Calls
 - National Calls
 - All Calls over £2
 - Non-geographic calls
 - Mobile calls
 - Alert calls
- **By Date** - Check the 'By Date' box to select a specific date to search.
- **Calls per page** - Using the drop down menu select the number of calls per page and click 

Call Costs


From the homepage, under 'Your Calls' heading click on 'Costs'. This section can give you a quick breakdown of your call spend. Here we can show you the cost for:

- Calls from
- Calls to
- Mobile numbers
- International numbers
- CLIs with most traffic
- Most dialled numbers
- 20 most expensive calls
- 20 longest calls
- 20 most expensive mobile calls
- This account
- All accounts

These reports can be for a specific telephone number or for all numbers in a determined invoice period.




- **Show me the cost for** – Click on the drop down menu to select from the options above.
- **Destination** – Enter the number you wish to check.
- **From this telephone number** – Click on the drop down menu and select the number you require or check the 'All numbers' box.
- **During this period** – Click on the drop down menu to select the period you wish to search, then click

 Query Calls

Analysis


This area allows you to analyse your call data in a graphical format. From the homepage under the 'Your Calls' heading, click on 'Analysis' and choose your criteria as follows:

- **Show me** – Select your main search criteria from the drop down menu
 - Mobile calls
 - Local calls
 - National calls
 - Calls from CLI
 - International calls
 - Top 10 numbers dialled
 - Top 10 destinations
 - Top 10 International calls
 - Top 10 National calls
 - Top 10 Local calls
 - Top 10 Mobile calls
 - Call type
 - Voice over IP calls
- **By** – Click count, cost or duration
- **For** – Select the account number or check the 'All' box to see all your accounts
- **Telephone number** – enter the telephone number
- **Period** – Use the drop down menu to select which month you would like to analyse
- **Style** – Select 'Pie' or 'Bar' to select the style of graph required and then click 




Home	Your Calls	Your Services	Personalisation	Customer Services	Logout
Dashboard	Call Details	Call Costs	Call Analysis		

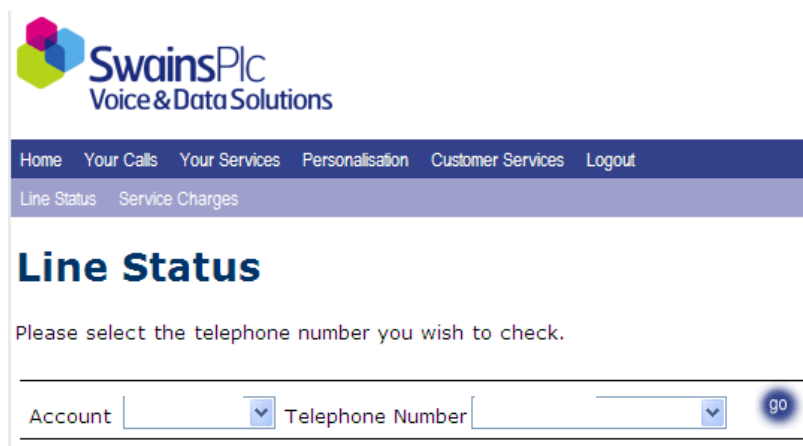
Call Analysis

Show me By Count Cost Duration For All Telephone Number in Period Style Pie Bar 


Your Services

Line Status

To check the status of a telephone number in your account click on 'Line status' under the 'Your Services' heading. Select the account number you require from the dropdown menu, then select the telephone number and click 



Service Charges

From the homepage under the 'Your Services' heading, click on 'Service Charges'. To view your service charges from previously invoiced months simply use the drop down menus to select your Account, Telephone number and select 

There is an option to select 'Show Additional Charges', this will show any other additional charges that have appeared on your invoice which are not listed within the line rental services, including ADSL and data products.




Personalisation

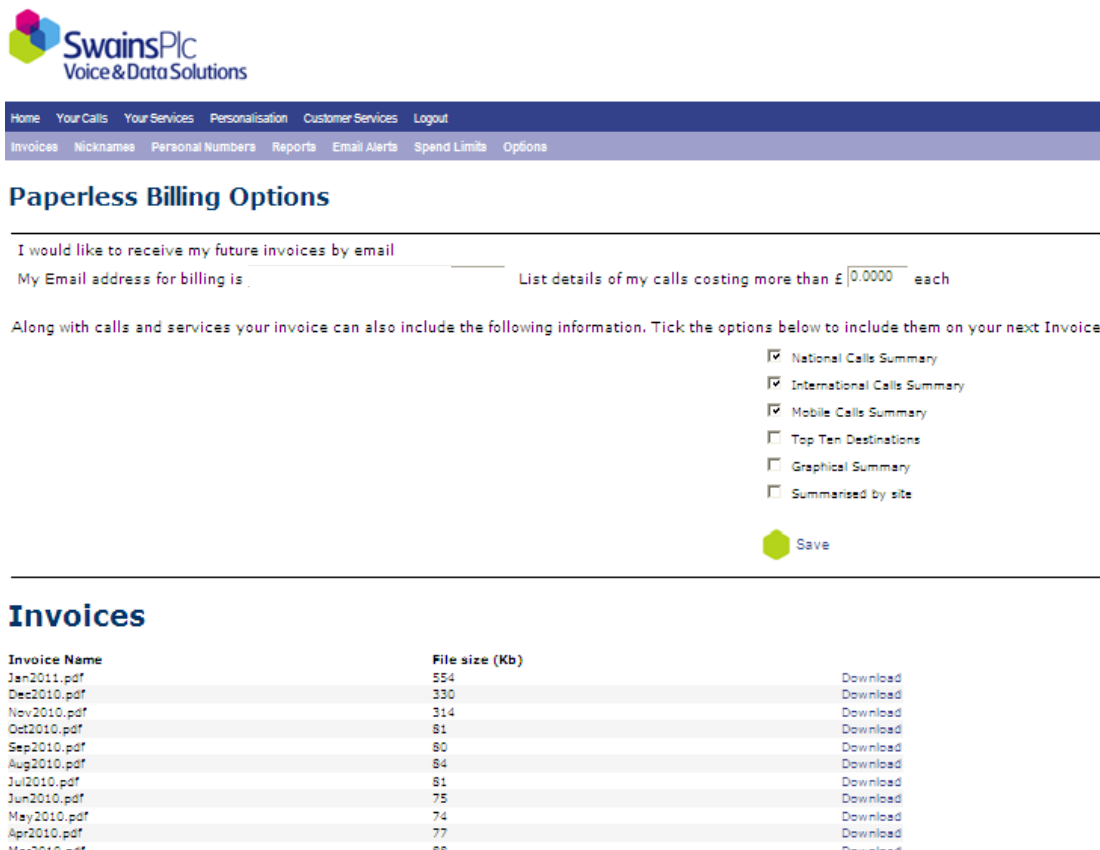
Invoices

From the home page under the ‘Personalisation’ heading select ‘Invoices’. The paperless billing area allows you to select a paperless billing option whereby you receive all future invoices to a specified email address. It allows you to select a spend limit where calls costing more than the amount you specify are listed. You can also select additional details to be included on your invoice:

- National calls summary
- International calls summary
- Mobile calls summary
- Top 10 destinations
- Graphical summary
- Summarised by site

Select the options you require and click 

In the second half of the page you are presented with a screen showing all available invoices that can be reviewed or downloaded.



The screenshot shows the SwainsPlc 'Voice & Data Solutions' website. The navigation menu includes: Home, Your Calls, Your Services, Personalisation, Customer Services, Logout, Invoices, Nicknames, Personal Numbers, Reports, Email Alerts, Spend Limits, Options.


Paperless Billing Options

I would like to receive my future invoices by email

My Email address for billing is List details of my calls costing more than £ each

Along with calls and services your invoice can also include the following information. Tick the options below to include them on your next Invoice:

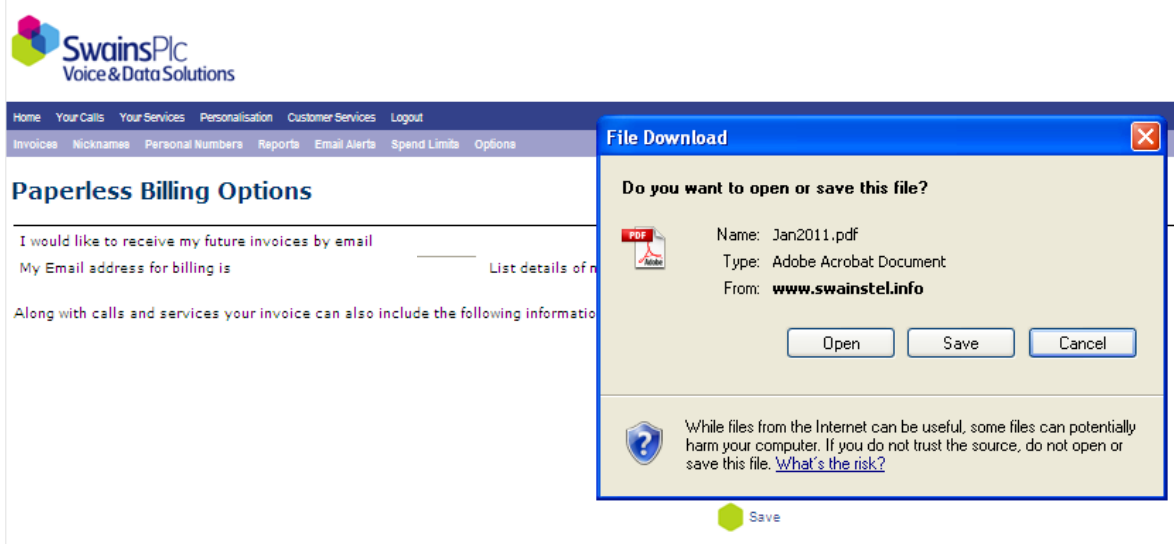
- National Calls Summary
- International Calls Summary
- Mobile Calls Summary
- Top Ten Destinations
- Graphical Summary
- Summarised by site



Invoices

Invoice Name	File size (Kb)	
Jan2011.pdf	554	Download
Dec2010.pdf	330	Download
Nov2010.pdf	314	Download
Oct2010.pdf	61	Download
Sep2010.pdf	60	Download
Aug2010.pdf	64	Download
Jul2010.pdf	61	Download
Jun2010.pdf	75	Download
May2010.pdf	74	Download
Apr2010.pdf	77	Download
Mar2010.pdf	66	Download

To download an invoice select the download button to the right hand side of the screen against the period that you are interested in. You will now be presented with a dialogue box asking you to open or save. To save the file select the 'Save' option or open the file and you will see the invoice which you can save and/or print as required.




Invoices

Invoice Name	File size (Kb)	
Jan2011.pdf	554	Download
Dec2010.pdf	330	Download
Nov2010.pdf	314	Download
Oct2010.pdf	81	Download
Sep2010.pdf	80	Download
Aug2010.pdf	84	Download
Jul2010.pdf	81	Download
Jun2010.pdf	75	Download
May2010.pdf	74	Download
Apr2010.pdf	77	Download
Mar2010.pdf	88	Download

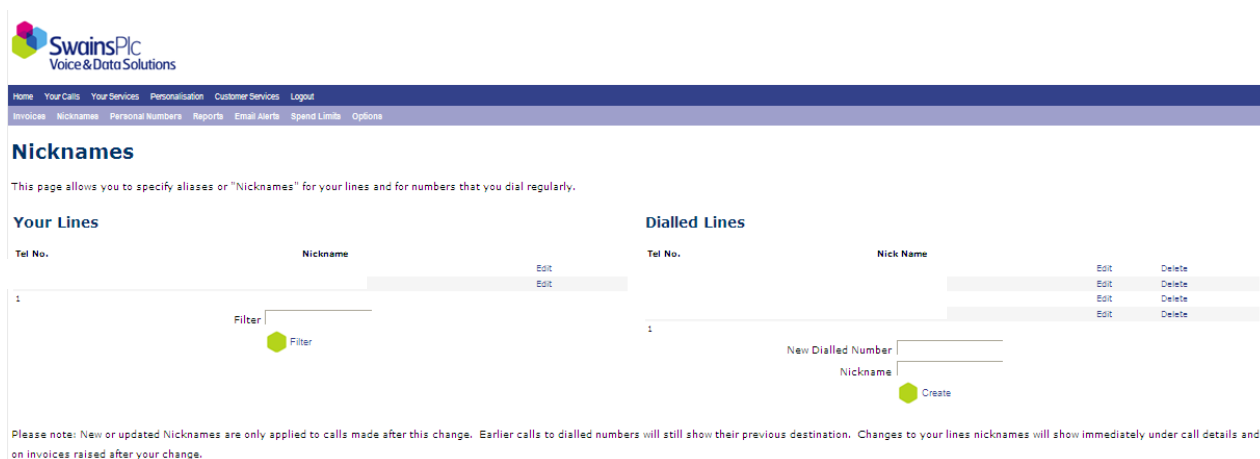
Nicknames

This page allows you to specify aliases or ‘Nicknames’ for your lines and for numbers that you dial regularly. For example, your home number could appear on your invoice as ‘Home’ instead of the telephone number itself.

From the homepage under the ‘Personalisation’ heading click on ‘Nicknames’. To add a Nickname simply enter the dialled number and name that you have chosen into the space provided. Click  **Create** and your new Nickname will appear.

If you have more than one line on your account you can choose to ‘Filter’ so that one is shown at a time. Simply enter the number in the ‘Filter’ box and click  **Filter**

You can also delete Nicknames using the same screen by selecting ‘Delete’ against the Nickname to be removed.



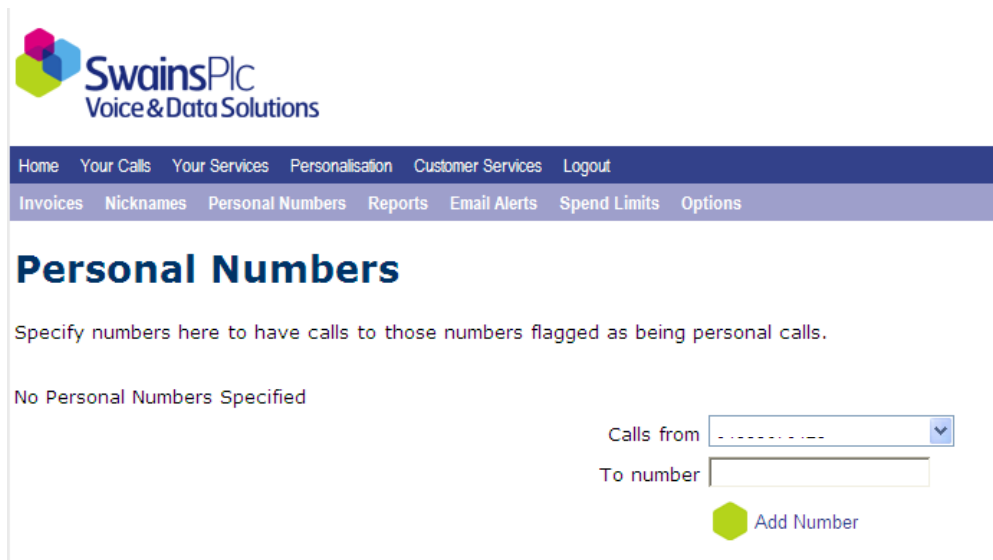
The screenshot shows the 'Nicknames' page in the SwainsPlc user interface. At the top, there is a navigation menu with options like 'Home', 'Your Calls', 'Your Services', 'Personalisation', 'Customer Services', and 'Logout'. Below the menu, the page title is 'Nicknames' and a brief description states: 'This page allows you to specify aliases or "Nicknames" for your lines and for numbers that you dial regularly.'

The page is divided into two main sections: 'Your Lines' and 'Dialled Lines'.
 - **Your Lines:** This section has a table with columns for 'Tel No.', 'Nickname', and 'Edit'. There is a 'Filter' input field with a 'Filter' button below it.
 - **Dialled Lines:** This section has a table with columns for 'Tel No.', 'Nick Name', 'Edit', and 'Delete'. Below the table, there are input fields for 'New Dialed Number' and 'Nickname', followed by a 'Create' button.


A note at the bottom of the page reads: 'Please note: New or updated Nicknames are only applied to calls made after this change. Earlier calls to dialled numbers will still show their previous destination. Changes to your lines nicknames will show immediately under call details and on invoices raised after your change.'

Personal Numbers

From the home page under the 'Personalisation' heading click on 'Personal Numbers'. Here you can specify numbers so that these can be flagged as being personal calls.

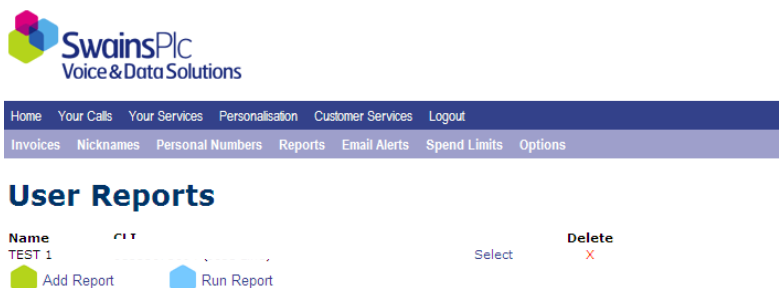


The screenshot shows the SwainsPlc Voice & Data Solutions interface. At the top left is the logo. Below it is a navigation menu with the following items: Home, Your Calls, Your Services, Personalisation, Customer Services, Logout. A secondary menu below that includes: Invoices, Nicknames, Personal Numbers, Reports, Email Alerts, Spend Limits, Options. The main heading is 'Personal Numbers'. Below the heading is the instruction: 'Specify numbers here to have calls to those numbers flagged as being personal calls.' Underneath, it says 'No Personal Numbers Specified'. To the right, there are two input fields: 'Calls from' with a dropdown menu showing '-----' and a downward arrow, and 'To number' with a text input field. Below these fields is a green hexagonal button with the text 'Add Number'.

- **Calls from** – Use the drop down menu to select the number the call was made from.
- **To number** – enter the number the call/s was made to and click  Add Number

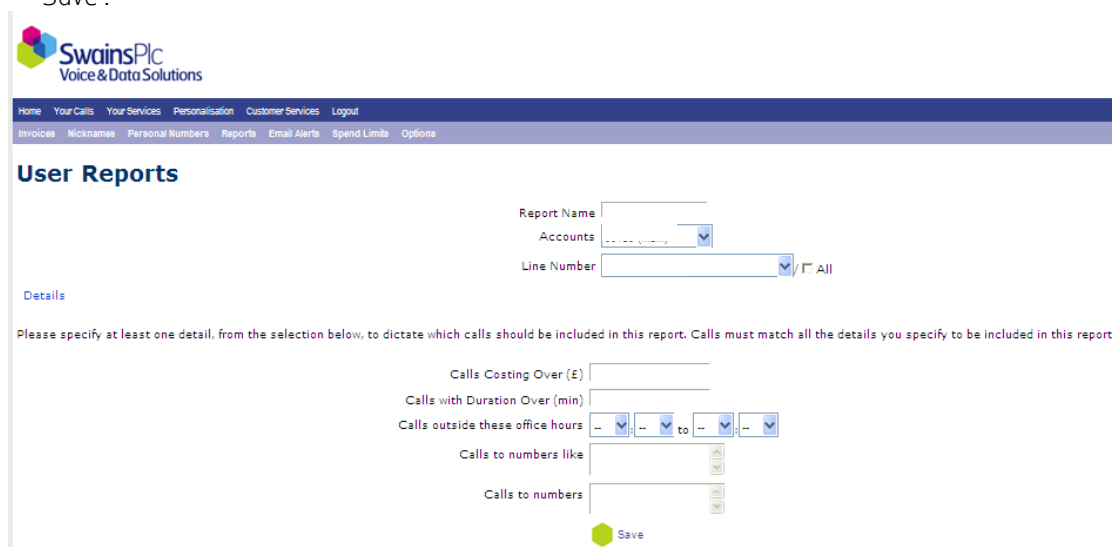
Reports

Under the Personalisation heading click on 'Reports'. Here you can create your own bespoke call reports. You can set parameters such as calls outside of office hours. Set your business opening and closing time and any calls made outside of these hours will appear on the report.





Click add  to create a report. Complete at least one field in the section below or as many as required:


- **Report Name** - Add the name of the report you wish to set up.
- **Accounts** - Select the required account number using the drop down arrow; this only applies if you have more than one site.
- **Telephone Number** - Select the required telephone number by using the drop down key or click 'All' if you want the parameter to apply to all of your numbers.
- **Calls Costing Over (£)** - add the amount you wish to flag from.
- **Calls with a duration over (min)** - enter the length of call in minutes you require to be highlighted.
- **Calls Outside these Office Hours** - use the dropdown menu to select your business opening hours.
- **Calls to numbers like** - This enables you to trace calls to certain area codes or calls to premium rate numbers. Just enter the area code or for premium rate numbers enter 090 or international 00. Click 'Save'.




The screenshot shows the 'User Reports' form in the SwainsPlc interface. It includes the following fields and options:

- Report Name**: A text input field.
- Accounts**: A dropdown menu.
- Line Number**: A dropdown menu with an 'All' option.
- Details**: A section header.
- Please specify at least one detail, from the selection below, to dictate which calls should be included in this report. Calls must match all the details you specify to be included in this report.**: A note.
- Calls Costing Over (£)**: A text input field.
- Calls with Duration Over (min)**: A text input field.
- Calls outside these office hours**: A dropdown menu with 'to' and 'from' options.
- Calls to numbers like**: A text input field with a dropdown arrow.
- Calls to numbers**: A text input field with a dropdown arrow.
- Save**: A green hexagon button.

Once a report has been created, to run a report click on . On the next screen select the report you wish to run from the drop down menu and then the period required. Click .



Home	Your Calls	Your Services	Personalisation	Customer Services	Logout	
Invoices	Nicknames	Personal Numbers	Reports	Email Alerts	Spend Limits	Options

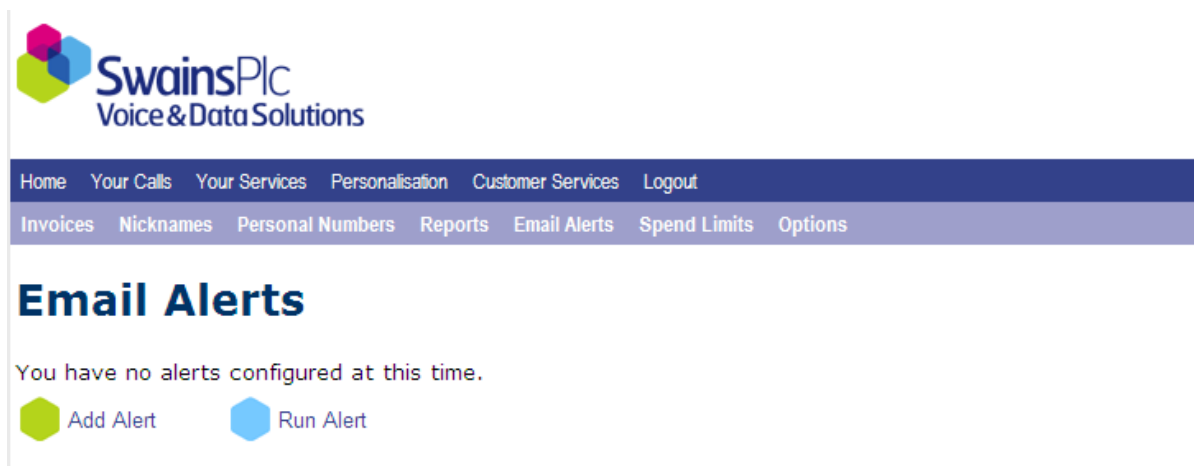
Report you wish to run Period  Run Report

Email Alerts

Email Alerts allow you to manage your telephone activity by setting parameters to monitor your calls.


Any calls that breach the parameters that have been set are reported automatically to the email address listed on your Swains Plc account.

From the home page click on 'Email Alerts' under the Personalisation section.



The screenshot shows the SwainsPlc user interface. At the top left is the SwainsPlc logo. Below it is a navigation bar with links: Home, Your Calls, Your Services, Personalisation, Customer Services, and Logout. A secondary navigation bar contains: Invoices, Nicknames, Personal Numbers, Reports, Email Alerts (highlighted), Spend Limits, and Options. The main content area has the heading 'Email Alerts' and the message 'You have no alerts configured at this time.' Below this message are two buttons: a green 'Add Alert' button and a blue 'Run Alert' button.

To create an email alert with your parameters click on  Add Alert

- **Alert Name** - Give each parameter a name to refer to for instance if you are setting it for calls over £5.00 then enter 'Calls over £5.00'.
- **Accounts** - Select the required account number using the drop down arrow; this only applies if you have more than one site. Alternatively check the 'All' box to view all numbers on the account.
- **Telephone Number** - Select the required telephone number by using the drop down key or click 'All' if you want the parameter to apply to all of your numbers.
- **Email Address** - Enter the email address you wish the Alert to be sent to or leave blank and it will be sent to the default for your account (as stated to the right-hand side of the box).
- **Calls outside office hours** - In the first box enter the time you start your working day and in the second box the time you finish. These parameters see all calls within these times as authorised, so you will be emailed for any calls made outside of these hours.
- **Calls to numbers like** - This enables you to trace calls to certain area codes or calls to premium rate numbers. Just enter the area code or if its premium rate numbers enter 090 or international 00.
- **Calls to numbers** - This is for any specific numbers you want to be informed of, just enter the whole number and then click on  Save

To run an alert that you have already created click on  Run Alert



Email Alerts

Alert Name

Accounts

Line Number / All

Email Address (leave blank to use the default: jose.veloso@swainsplc.co.uk)

Details

Please specify at least one detail, from the selection below, to dictate which calls should be included in this alert. Calls must match all the details you specify to be included in this alert.


Calls Costing Over (£)

Calls with Duration Over (min)

Calls outside these office hours -- -- to -- --

Calls to numbers like

Calls to numbers

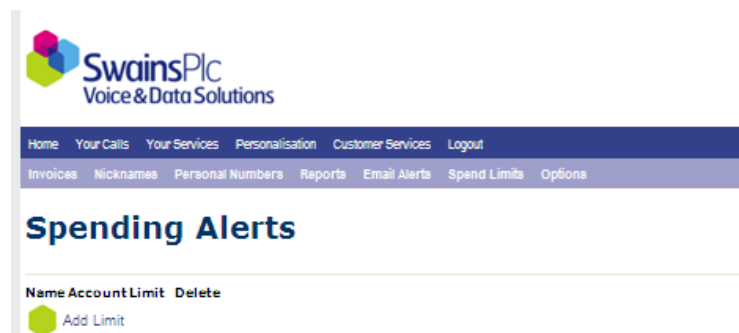
 Save


You may access and change call parameters as often as you wish.


From time to time data can be delayed due to a server or technical problem. Swains Plc has an email system set up to inform our customers of any delays through an email bulletin. To subscribe simply send us the address you would like to receive the bulletins to telecoms@swainsplc.co.uk. This email system is used to broadcast to our customers up-to-date information about UK telecom networks for example, any major faults, STD changes etc.

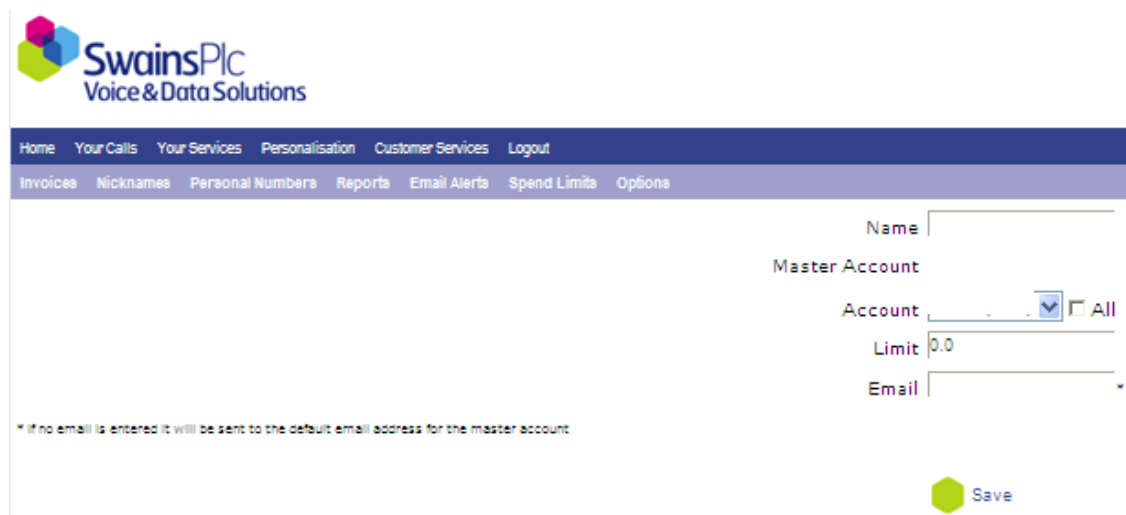
Spend Alerts

Any calls that breach the parameters that have been set are reported automatically to the email address listed on your Swains Plc account.




To create an email alert with your parameters click  Add Limit

- **Name** - Give each parameter a name to refer to for instance if you are setting it for calls over £5.00 then enter 'Calls over £5.00'.
- **Account** - Select the required account number using the drop down arrow; this only applies if you have more than one site. Alternatively check the 'All' box to view all numbers on the account.
- **Calls costing over (£)** - Enter an amount and you will be emailed details of any calls that cost more than this.
- **Email Address** - Enter the email address you wish the Alert to be sent to or leave blank and it will be sent to the default for your account (as stated to the right-hand side of the box). Click 



Options

To set the frequency of your alerts to Never, Daily, Weekly or Monthly click on 'Options' under the personalisation section on the homepage, then click . 



Notify me of alert calls by email with the following interval.

- Never
- Daily
- Weekly
- Monthly
-  Save

Customer Services

Contact

Click on 'Contact' and complete the required fields. A member of the Swains Plc's team will look into your query and contact you with a response as soon as possible.

Change Password

Click on 'Change Password' and complete the requested fields to reset your password.

Feedback

Swains Plc hope that this guide will provide you with a useful insight into the power of Internet telephone billing, enabling your business to benefit fully from the financial and service aspects.

Should you have any queries or problems regarding any aspect of the service, please contact us:

Tel: 0844 257 2800

Fax: 0844 257 2822

Email: telecoms@swainsplc.co.uk

Website: www.swainsplc.co.uk

We hope our service will prove to be a valuable management asset for your company.