



Fact Sheet BillView

Change your view on bill management

LinxOnline™ BillView is Telstra Wholesale's user-friendly, web-based application that lets you view, print and manage your bills online.

With BillView you can:

- receive email notification as soon as bills are available
- access invoices through a user-friendly, web-based interface
- see detailed reporting and analysis of up to 13 months of data
- download billing data in various formats for compatibility with your own systems.

There's no charge to use BillView – it's one of the enhanced services Telstra Wholesale provides to support your business. As part of Telstra Wholesale's strategy we have chosen electronic billing as our preferred method of billing moving forward. Paper bills will no longer be available. Make the switch now to take advantage of billing in an electronic format, to give you a smooth transition to a simpler bill management system.



Benefit	Feature
Increase productivity	All your billing data is available online – no need to enter data from paper bills into your systems. BillView contains up to 13 months of billing data which you can download to your local network.
Peace of mind with secure data delivery	BillView is one of Telstra Wholesale's LinxOnline systems. With LinxOnline you can do all your ordering, tracking and bill management in a secure online environment.
Efficient	Profile call usage across multiple accounts simultaneously – you can see usage trends and identify where you can make savings. This is particularly effective for larger bills where significant data entry is required to perform similar analysis with paper bills.
Save time	Notify Telstra Wholesale how you wish to allocate payments across multiple accounts with EFT payments. BillView retains details of EFT payment notifications made for all accounts and associated bills. The EFT payment notification history function lets you view a list of all payment notifications.
Customer Transparency	Export files in CSV, PDF, Word, Excel, txt and XML – use the reports for your regular management dashboards to assess customers' performance and key indicators.

Reporting capabilities

We have a range of online reports to help you analyse trends in your telecommunications usage. Reports can be scheduled on a regular basis and exported into a number of formats including CSV, PDF, Word, Excel, txt and XML.

- service ons and offs report
- call analysis by call type, service type or day/time
- expenditure by report account group, service type or month/year
- other charges and credits
- service and equipment.

MAKE THE SWITCH NOW TO TAKE ADVANTAGE OF THE BENEFITS OF A SIMPLER BILL MANAGEMENT SYSTEM.

Customer support

There's an online help function if you need assistance while using BillView and we also offer a help desk service during business hours for day to day queries and to report any faults. For assistance with BillView, email our help desk at billview.helpdesk@telstrawholesale.com or call (07) 3005 3789.

We offer one on one training to you and your staff on:

- using BillView in a way that suits your business
- running reports to meet your business needs
- setting up initial user accounts, exporting and importing data into existing accounting systems.

More information

To see how easy it is to use BillView, try the online guided tour at <http://telstrawholesale.com//operationalsupport/billing/training.htm>

You'll also find answers to frequently asked questions about BillView on our website http://telstrawholesale.com//operationalsupport/docs/billview_faqs_formatted.pdf

Talk to your account manager or business operations manager today about making the switch to BillView.

