



Frequently Asked Questions LinxOnline BillView

Change your view on bill management

What is it?

LinxOnline BillView is Telstra Wholesale's electronic interface that lets us deliver your Telstra Wholesale bills electronically. It's the web-based, user-friendly solution that enables you to access, view and print bills, view payment history and generate reports for your BillView accounts.

PREREQUISITES

What is required to access this service?

To use BillView, you must have Microsoft Internet Explorer version 5 or higher and you need to ensure that HTML is enabled on your web browser.

You must also be registered in the Telstra Wholesale LinxOnline services environment with a digital certificate.

What are the contractual and service requirements?

You must be an existing Telstra Wholesale customer with fewer than 20 accounts, as well as being under a Telstra Wholesale Agreement. The BillView service cannot be used for Local Call Resale or services billed via eBill.

ORDERING

Am I eligible to apply for BillView?

BillView is currently offered to our ISP and Carrier customers. The service is not available to eBill or Rebill customers. If you are an existing LinxOnline customer please contact your account manager. If you are a new Telstra Wholesale customer please complete a Business Enquiry Form available on our website www.telstrawholesale.com.

How do I order BillView?

If you have an existing Telstra Wholesale Agreement, you can ask your Telstra Wholesale account manager to register you for BillView. BillView is accessed through Telstra Wholesale's website but you must first become registered in the Telstra Wholesale LinxOnline services environment. If you have any questions regarding registration, please contact your account manager.

Once you have gone through the application process to register for BillView, you will be issued with your digital certificate which will allow you to access the service. Existing LinxOnline customers will have their digital certificate updated as part of the application process.



What do I do if I'm a new customer and I want to connect to BillView?

If you'd like to become a Telstra Wholesale customer please complete the Business Enquiry Form on our website. One of our New Business consultants will then be in contact with you to discuss your requirements.

CONFIGURATION

What does the BillView service consist of?

- LinxOnline BillView consists of five main components:
- Administration
- Accounts Home and All Bills
- Reports
- Payments
- Your Bill

BillView allows you to access your invoices as soon as they are available. In-built reporting mechanisms will help you meet your business requirements. These reports are based on bill data received from our core customer billing system.

As there may be a large number of services under each of your accounts, BillView provides a Bill Summary, Service List, Service and Equipment, Call Details and Directory Charges, Payments and Adjustments across all services for each account.

BillView gives you the ability to download information held in your invoices to your computer in CSV (Comma Separated Value) format. The Print Bill function enables you to download the front page and payment slip, displaying the bill summary and payment options for printing in PDF format.

MAKE THE SWITCH NOW AND YOU'LL HAVE NEXT FINANCIAL YEAR'S BILLING IN ELECTRONIC FORMAT, GIVING YOU A SMOOTH TRANSITION TO SIMPLER BILL MANAGEMENT.

How do I access BillView?

You can access BillView through the Telstra Wholesale website www.telstrawholesale.com. It is available from 6am to 10pm, Monday to Saturday.

You will be registered as a 'primary' user of the system, and can choose which members of your organisation you wish to register as 'secondary' users. Individual secondary users can be granted different levels of access to BillView, depending on their needs in your organisation.

For example, secondary users can be granted access to discrete groups of accounts and services that are relevant to their work area. Within this group of accounts, they can be authorised to generate a variety of reports based on the account data.

Does BillView have any special features or options?

LinxOnline BillView provides a range of functions so you can manage your bills online, including:

- Bill reports - online trend analysis reporting
- Payment notifications - Electronic Funds Transfer (EFT) payment notification to Telstra Wholesale and an historic record of EFT payment notifications
- User administration
- New accounts added to BillView are highlighted online
- Email notification when a bill has been delivered to BillView.

PAYMENT & CHARGES

Do I pay for BillView?

We do not currently charge you for accessing BillView or for the associated generic online reports. However, you may incur a cost to access the Internet in order to access BillView.

Is BillView an invoice payment system?

No - LinxOnline BillView is not a bill payment system. However, payment allocation can be made using BillView. Payment of invoices will still be made via the existing methods indicated in your Telstra Wholesale Agreement.

Can I get an online payment notification?

Yes - the payment notification capability enables you to notify Telstra Wholesale Credit Management (WCM) of the intention to allocate funds across multiple accounts and bills where payments are to be made via EFT. You select the accounts and bills to be paid and enter the payment amount against each bill online.

To send a notification, you must have an Account Receivable ID.

OPERATIONS & DELIVERY

How do I use BillView?

BillView is user-friendly, web-browser based and easy to learn. You can navigate to the different areas of the application by moving the mouse on your computer to the relevant 'tab' along the top of the BillView home page, and clicking on that tab. Within the 'All Bills' tab, you can then click on the icon for the individual bill(s) you wish to view.

Once a bill is posted to BillView and it becomes available for you to view, it is deemed to have been delivered to you in accordance with your existing Agreement with Telstra Wholesale, for the supply of services covered by the BillView service.

What training is available?

To see how easy it is to use BillView, try the guided tour available on our website www.telstrawholesale.com. This guided audio and visual tour is available in a simulated online environment to demonstrate the key features of BillView. There is also a User Guide available on our website.

Our Help Desk Consultants will provide you with operations and training information to help you get to know BillView. Please also talk to your Account Manager if you have any questions regarding training.

How do the bills appear on screen?

Bills appear on screen in the form of a valid tax invoice and contain all of the same information that you are familiar with from other billing mediums (ie; EBS, OBS or paper bills). All bills have the date of issue clearly displayed.

You can follow the prompts to download and print bills from the BillView screen. Bills remain accessible through BillView for a period of 13 months.

How will I know when a new bill has been generated?

You will be sent an email notification each time new bill information is available online. This will depend on your billing cycle, for example monthly. The email will include your account and bill numbers. All new BillView accounts added to BillView appear in bold for a period of 30 days so that you can easily identify when a new BillView account has been added and allocate it to the required user groups.

Telstra Wholesale will make all reasonable efforts to ensure that this email message is sent to you. Regardless of what is stated in your Supply Agreement, the due date for payment of a bill posted to BillView is the date indicated on the bill. The period for payment will be no less than what is allowed under your Supply Agreement.

How is BillView different from other electronic billing services?

BillView is available directly from the Internet. This means there is no need for bill data to be printed or saved to tape/disk and then delivered to you.

Can I download or print a bill?

All customers can download various bill data to their computer in CSV (Comma Separated Value) format for analysing and printing. The BillView 'print bill' option will only print the front summary page and payment options for the bill. However, some bill information presented online will have a print option.

What reporting is available?

There is a range of online reports available to help you analyse trends in your telecommunications usage. These online reports use data from our billing systems and can be viewed via a Crystal Reports Online Viewer – a system used by Telstra Wholesale to create, extract and customise reports.

Report Types

The predefined report types include:

- Service Ons and Offs Report
- Call Analysis by Call Type
- Call Analysis by Service Type
- Call Analysis by Day/Time
- Expenditure by Report Account Group
- Expenditure by Service Type
- Expenditure by Month/Year
- History

- Other Charges and Credits
- Service and Equipment

How do I request a report?

You can select a report from a predefined list. This report may be regular, ad hoc or overnight:

- Regular report - scheduled to be generated on a regular basis (ie for a specified date each month)
- Specific date reports - scheduled to be generated as a once only report to be generated on a specified date
- Overnight report - scheduled to run on the day of request (ie within 24 hours of your request)

What information is provided in the BillView reports?

Each BillView report is available as a summary or as a detailed report, which provide information at invoice, service or product level on your invoices. Features of the reporting function include:

- Graphing capability for selective reports
- Reports can be exported into a number of formats such as PDF, TXT, XLS, RFT and RPT (Crystal Report Format).
- Drill down analysis on Summary reports.
- Reports can be generated in Detailed or Summary format.
- Ability to report on up to 13 months of billing data per account.
- Ability to request ad hoc or regular reports.
- A report can be run overnight, on a specific date or on a regular basis.
- User groups receive email notification when reports are available.
- Generated reports remain online for 30 days.
- You can determine parameters on reports, such as Sorting and Filtering Options and the bills you want to be included on your reports.
- You can define a set of accounts to be used in the generation of reports. These are saved as report account groups and enable you to select a set of accounts (or multiple sets of accounts) when requesting reports.

When creating a report, you have the option of scheduling regular reports by calendar month or a specific day of the month.

How is my transition to BillView managed?

To ensure a smooth transition/migration to BillView, the first four bills that are delivered via the service for each of the BillView accounts will also be made available in the billing medium that is currently provided to you eg paper, EBS, OBS, etc. This medium is specified in your Supply Agreement ('Duplicate Bills').

Duplicate Bills are provided only to assist you to migrate to BillView and are not invoices for the purposes of your existing Agreements with Telstra for the supply of services covered by the BillView bills.

Telstra Wholesale will stop sending duplicate bills after the first four bills have been delivered. We will send you a reminder email after the third bill. However, you may request to stop receiving duplicate bills before the delivery of the first four bills.

SERVICE ASSURANCE

How can I get help if I have a problem using BillView?

You can get help online when using BillView by clicking on the Help Tab. A pop-up box will appear containing information relating to key capabilities and frequently asked questions. You can navigate through BillView while you are accessing the help function.

Users can also obtain assistance from the Telstra Wholesale BillView Help Desk by emailing billview.helpdesk@telstrawholesale.com or by calling (07) 3005 3789 between 8.30am to 5.00pm, Monday to Friday

A feedback function has also been incorporated into BillView so you can forward us comments relating to any aspect of the application.

What is the role of the BillView help desk?

- Assist you with system problems (faults & errors)
- Help you with navigation and use of BillView
- Report faults to second level support
- Transfer calls to the appropriate billing team if required

Can I make an online enquiry about my bill directly from BillView?

Your existing billing enquiry processes will remain unchanged.

FOR FURTHER INFORMATION

How can I get further information about BillView?

You can talk to your Telstra Wholesale account manager or visit our website www.telstrawholesale.com to view our BillView fact sheet and online demonstration.

