Allstream Portal User Guide

April 2024

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Contents

Introduction

The Allstream portal provides powerful, secure online account management that allows you to:

- View detailed account information
- Pay your monthly invoice or use Autopay
- Open trouble tickets
- Receive immediate status on trouble resolution
- Receive billing notification
- Generate, view, and export reports related to long distance, usage, billing, and custom data

Accessing the Portal

Your account is automatically set up for you, and upon initiating your Allstream services, an email is sent to you providing a direct link to activating your account. Accounts must be activated within 30 days. If you do not yet have an account or have not received the activation email, you can create an account manually. For more information, see Creating a Portal Account, page 2.

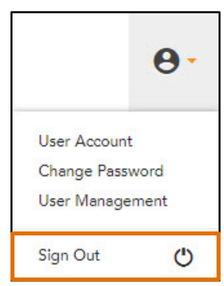
To access the portal:

1. Using your web browser, visit https://my.allstream.com.
   The **Sign In** page displays.
2. Enter your username and password and click **SIGN IN**. If you have forgotten your password, click forgotten your password to retrieve your password.
   The **My Dashboard** page displays.

Note: The first time you log in to the portal, you are prompted to enter your password and to select a security question and answer.

Logging Out

To log out of the portal, click the **User** icon at the top of the portal and select **Sign Out**.

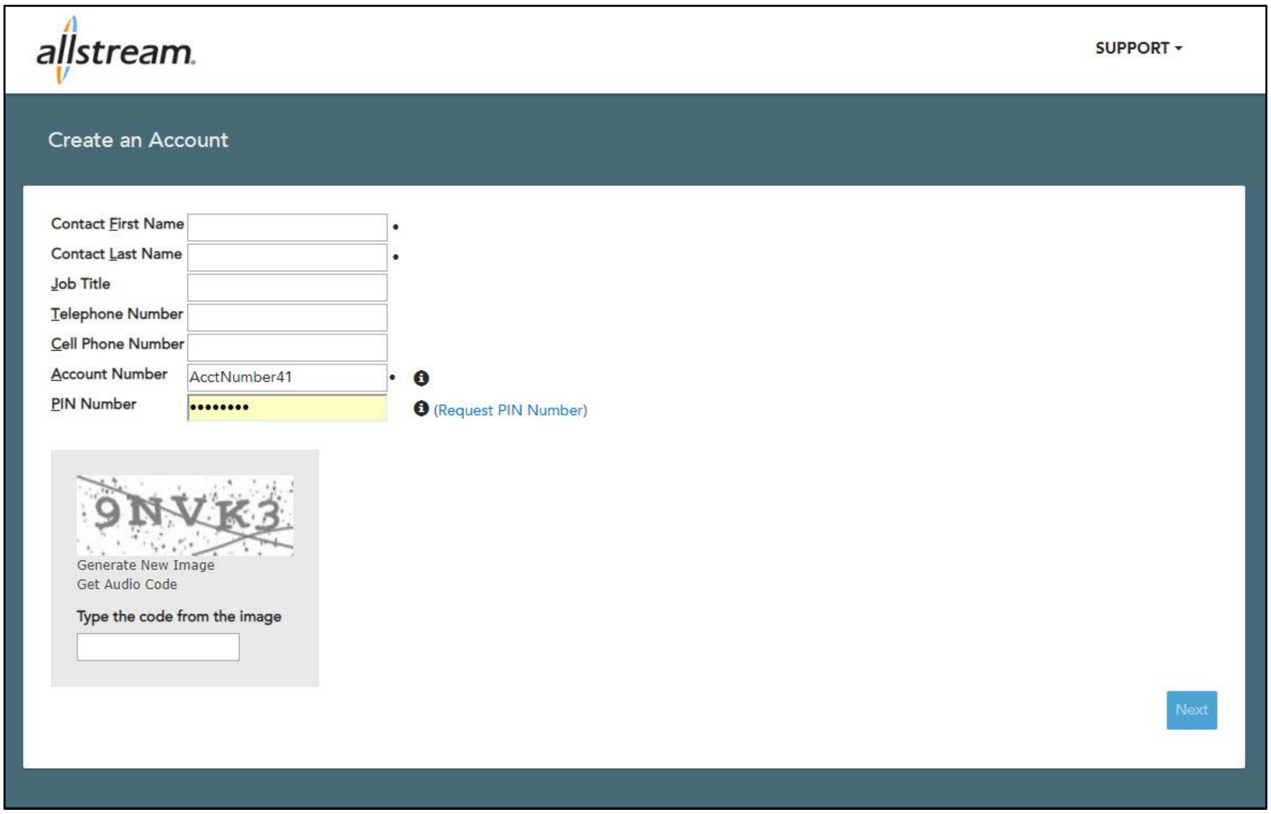


Creating a Portal Account

Your account is automatically set up for you, and upon initiating your Allstream services, an email is sent to you providing a direct link to activating your account. Accounts must be activated within 30 days. If you do not yet have an account or have not received the activation email, you can create an account manually.

To create an account:

1. Using your web browser, visit https://my.allstream.com.
   The **Sign In** page displays.
2. Click the create a new account link.
   The **Create an Account** page displays.



Create an Account Page

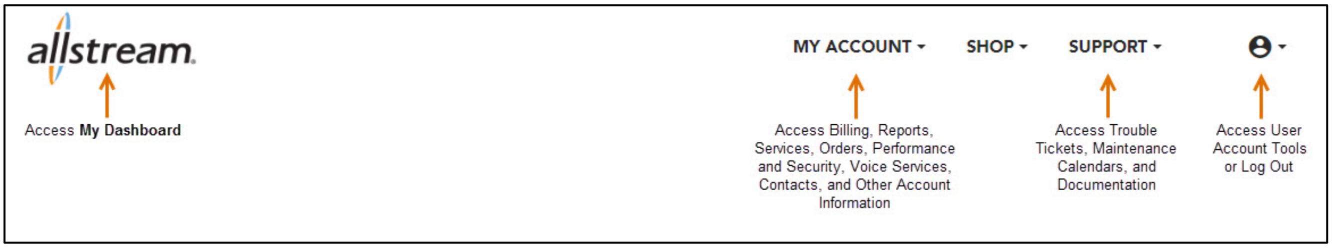
3. Enter the account information as needed. The **Contact First Name**, **Contact Last Name**, **Account Number**, and **PIN Number** fields are required.

   Note: You must enter your account PIN to continue. If you do not know the account PIN, click **Request PIN Number** to have it sent by email (recommended) or telephone.

4. Type the code from the image in the field at the bottom of the page.
5. Click **Next**.
   The **Login Information** page displays allowing you to define the user name and password used to log in to the portal, the email address, and a security question/answer used to verify your account in case you forget your log in credentials in the future.
6. Click **Create User**.
   A confirmation message displays, and a confirmation email is sent to the email address entered on the **Login Information** page.

Navigating the Portal

The navigation bar at the top of the portal provides all of the tools needed to manage your account, run reports, view invoices and payment history, make payments, manage orders, services, and contacts, get help and support, and access user management tools or log out of the portal.

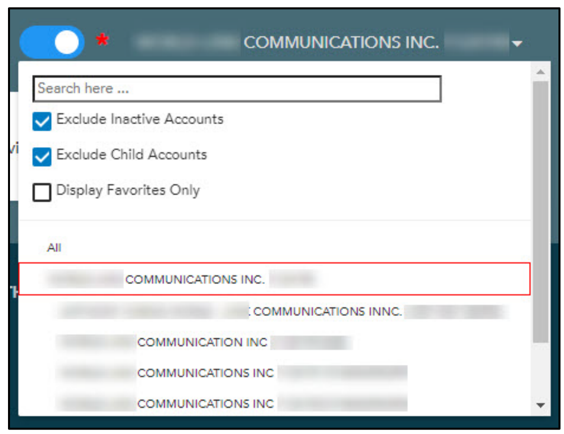


Portal Navigation Bar

The links provided at the bottom of the portal allow you to quickly access account management and billing and payment tasks, access portal documentation, get help and support, place hosted voice and business line orders online, connect with Allstream online and through social media, as well as view Allstream's Privacy Policy, Terms and Conditions, and a site map with links to every page within the portal.

Selecting an Account

If you are managing multiple accounts, a drop-down list is available at the top of the **Billing Center**, **Services**, **Trouble Tickets**, and selected **Reports** pages which allows you to select one account at a time. To display the drop-down list, click the account displayed at the top of the page.



Inactive accounts are excluded from the drop-down list by default. To include inactive accounts in the list, uncheck the **Exclude Inactive Accounts** checkbox.

Child accounts are excluded from the drop-down list by default. To include child accounts in the list, uncheck the **Exclude Child Accounts** checkbox.

To quickly locate an account in the list, type your search criteria in the **Search here…** field, and the list automatically populates as results matching your criteria are found. The selected account remains the same screen to screen, but resets to the root account when you return to the **My Dashboard** page.

Working with Favorites

Favorite accounts are those that you work with most often. Once an account is selected from the list, click the **Favorite** icon next to the selected account at the top of the drop-down list. Favorite accounts are indicated by a red icon at the top of the accounts list and a red box within the list. To display only those accounts you have marked as favorites, check the **Display Favorites Only** checkbox.

Setting a Billing Center Default Account

The account selector in the **Billing Center** also allows you to set a selected account as your default. The portal remembers your default account and displays it first each time you visit the **Billing Center**. To set a selected account as default, first mark the account as a favorite, then use the toggle next to the selected account at the top of the drop-down list.

Note: Only accounts marked as favorites may be set as the default account. For more information, see Working with Favorites, page 3.

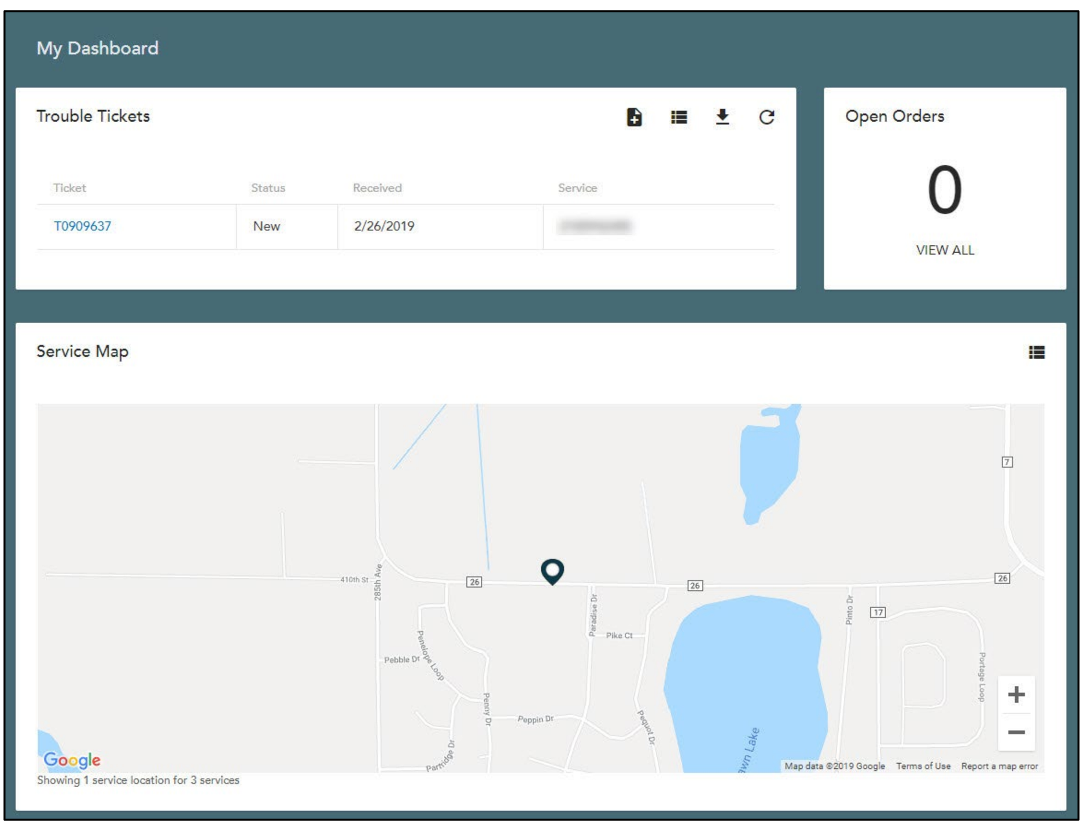
Using Live Chat

Note: Live Chat is an enhanced feature of the Allstream Portal. Depending on your account settings, this feature may not be available.

While logged in to the portal, a **Live Chat** icon is available at the bottom of each page that allows you to start a chat session with an Allstream representative and save a transcript of your chat as a text file. The **Live Chat** icon is inactive outside of support business hours.

Using My Dashboard

My Dashboard is the first page displayed after signing in to the portal and may be accessed at any time by clicking the Allstream logo at the top of the portal screen. **My Dashboard** provides a quick glimpse at any service-related trouble tickets, open orders, and service locations associated with your account.



My Dashboard Page

Trouble Tickets

Trouble tickets are requests for help with all service-related issues. Trouble tickets can be quickly created, viewed, or exported from the **My Dashboard** page but are fully managed using the **Trouble Tickets** page within the portal. The **Trouble Tickets** page is accessible by clicking the **View All Tickets** icon on the **My Dashboard** page or by selecting **Trouble Tickets** from the **SUPPORT** menu. For more information about managing trouble tickets, see Working with Trouble Tickets, page 41.

Customer Care Cases

Your dedicated Account Consultant can assist you with billing and payments, orders, moving or transferring services, accounts, and general information.

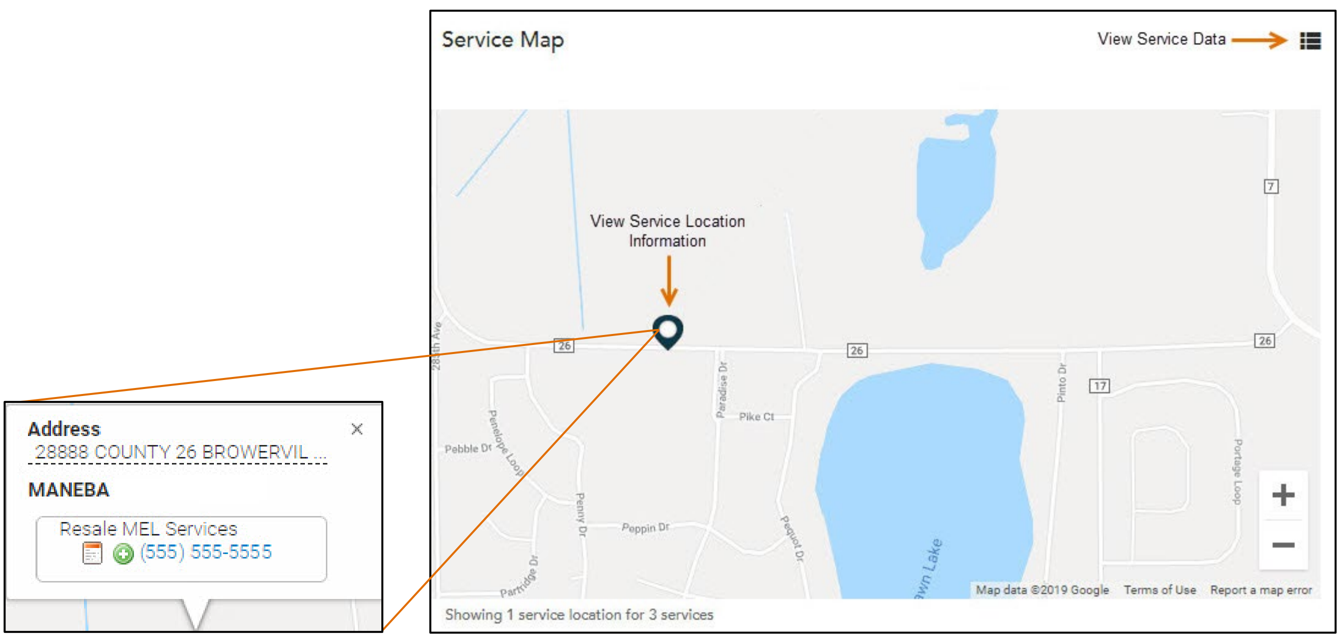
If you do not have a dedicated Account Consultant, a list of previously submitted account support request cases may display at the bottom of the **My Dashboard** page. To view details about a case, click a case number in the list. To create a case or further manage your existing cases, click the icon at the top of the list. For more information, see Contacting an Allstream Representative, page 45.

Open Orders

The number of open orders is displayed on the **My Dashboard** page. Click **View All** to view all orders using the **Orders** page. For more information, see Viewing Orders, page 17.

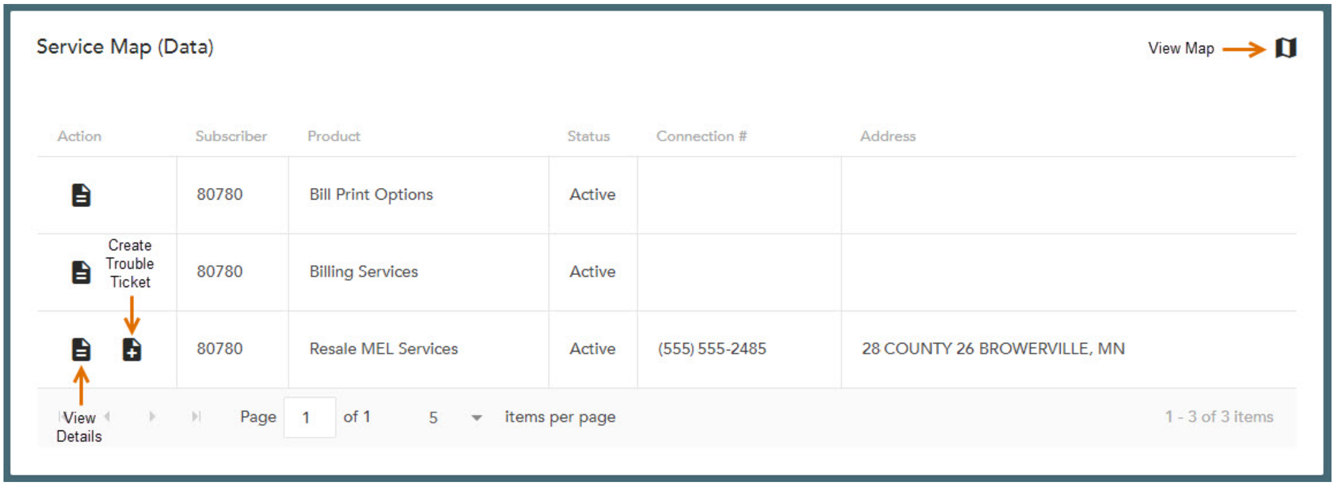
Service Map

The **Service Map** provides a visual representation of your account service locations.



The service location popup displays after clicking a location on the **Service Map**. Click the **View Details** icon or phone number to view features and trouble tickets related to the service. To create a new trouble ticket for the service, click the **Create New Ticket** icon.

The **Service Map (Data)** section displays after clicking the **View Data** icon at the top of the **Service Map**.



Service Map (Data)Section

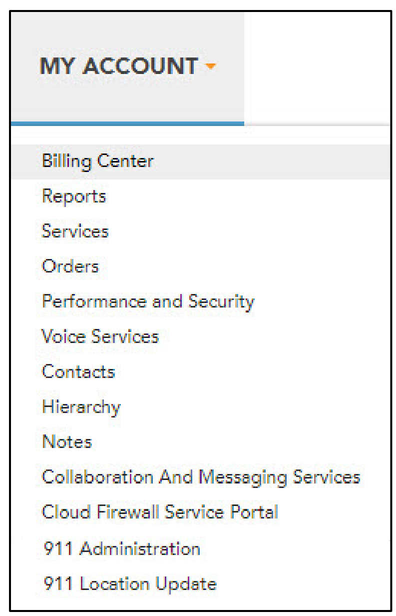
- Click the **View Map** icon to return to the **Service Map**.
- Click the **View Details** icon to view or export a list of related features or trouble tickets related to the selected service. For more information, see Viewing Service Details, page 6.
- Click the **Create New Ticket** icon to create a trouble ticket for the selected service. For more information, see Creating a Trouble Ticket, page 42.

Viewing Service Details

Service details are for viewing by clicking the **View Details** icon from the service location popup or the **View Details** icon from the **Service Map (Data)** section of **My Dashboard**. When viewing service details using this method, related features and tickets are read-only, but the lists of features and tickets may be exported to an Excel spreadsheet. For full access service details, view a service using the **My Services** page. For more information, see Managing Subscribed Services, page 15.

Account Management

The **MY ACCOUNT** menu provides a robust set of tools to help you manage your account, information, and services.



Billing Center

- Access invoice and payment history, balance information, pending transactions, tax exemption information, billing reports
- Manage payment accounts, configure autopay, make single payments
- Update billing address and manage paperless billing

Reports

- Generate, view, and export data from a library of pre-defined long distance, usage, and billing reports, all fixed charges and usage reports, custom reports, and schedule reports for automated generation and delivery

Services

- View and export a list of current services that are active, disconnected, or pending disconnection

Orders

- View orders and order history related to installations, changes, or disconnections

Performance and Security

- Monitor the utilization and performance of your network, including ethernet services, VPLS and VPN solutions, and Dedicated Internet Access (DIA)
- View network security reports that include threats, blocked activities, and internet traffic for Cloud Firewall Service

Note: This document does not address network services.

Voice Services

- Access administration interfaces, and view reports related to hosted voice services, SIP trunking services, toll-free numbers, account codes, and DID numbers
- Change your voicemail PIN number
- View or export hunt groups associated with your account

Note: This document does not address hosted voice or SIP trunking services. For more information, refer to the *SIP Portal User Guide* available by selecting **User Guides** from the **SUPPORT** menu.

Contacts

- View an account summary and current balance information
- Quickly view your current bill, set up automatic payments, and manage paperless billing
- Manage your customer contacts

Hierarchy

- View and export your account hierarchy, including parent and child accounts

Notes

- View and export account notes, including the dates, times, and creators of requests made and notifications sent

Collaboration And Messaging Services

- Access the sign in page to the **Collaboration And Messaging Services** portal

Note: This document does not address the **Collaboration And Messaging Services** portal.

Cloud Firewall Service Portal

- Access the sign in page to the **Cloud Firewall Service Portal**

Note: This document does not address the **Cloud Firewall Service Portal**. For more information, see the *Cloud Firewall Service User Guide* available by selecting **User Guides** from the **SUPPORT** menu.

911 Administration

- Access the **911 Administration** system for 911 end user management and 911 location updates for US telephone numbers

  Note: This option is available only to users that have been assigned the **911 Administration** persona. This document does not address the **911 Administration** system.

911 Location Update

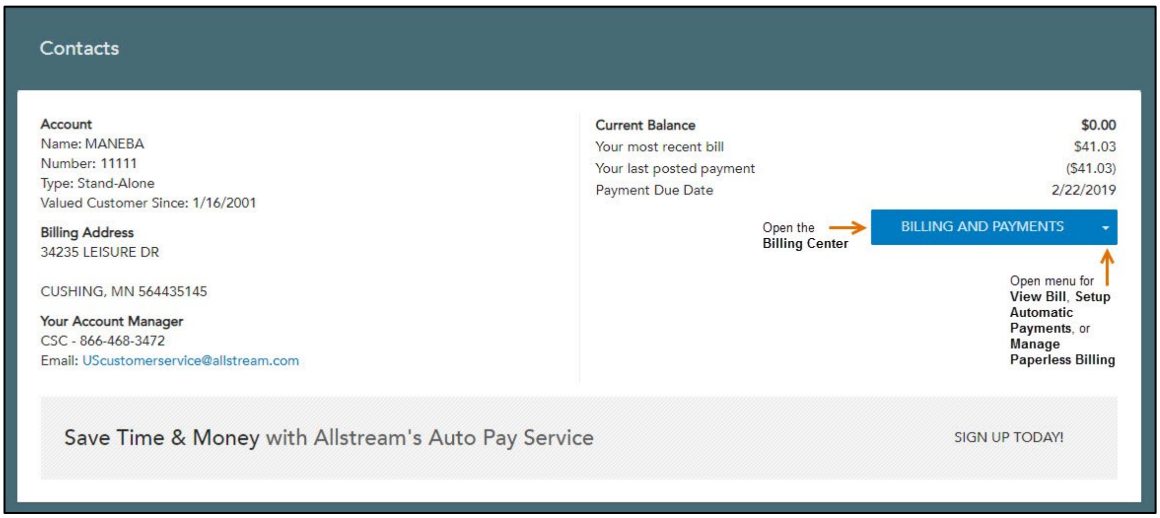
- Access the **911 Location Update** system for 911 end user management of emergency location information for US telephone numbers

  Note: This option is available only to users that have been assigned the **911 User** persona. This document does not address the **911 Location Update** system.

Viewing an Account Summary

An account summary, including a current account balance is available for viewing on the **Contacts** page.

To view an account summary, from the **MY ACCOUNT** menu, select **Contacts**.
The **Contacts** page displays, and the top section of the page displays an account summary.



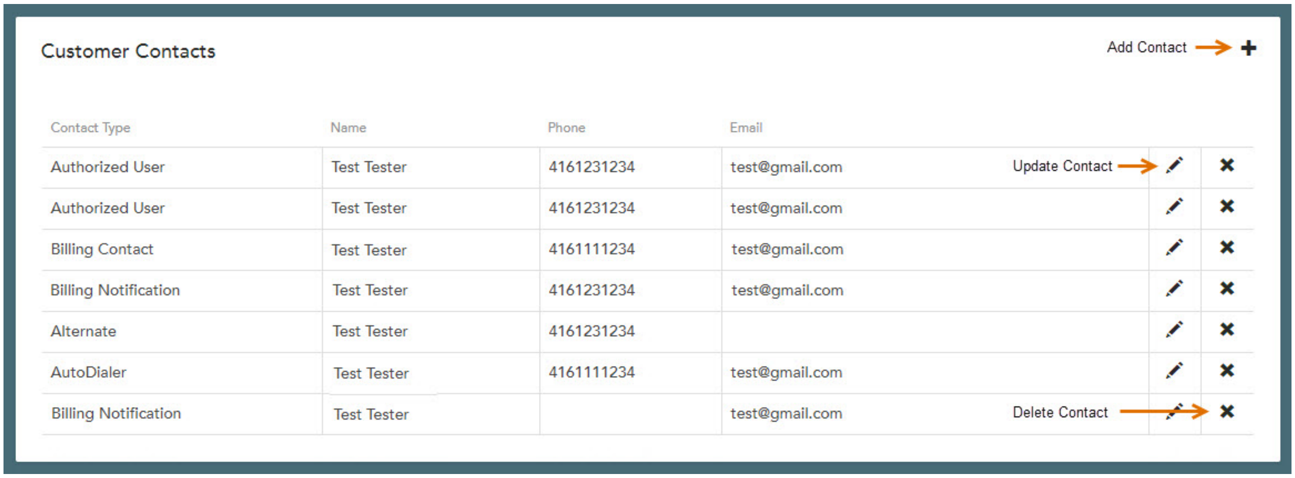
Contacts Page, Account Summary Section

Managing Contacts

Contact information is added, updated, or removed from the **Customer Contacts** section of the **Contacts** page.

To access the **Customer Contacts** list, from the **MY ACCOUNT** menu, select **Contacts**. Select an account specific to the contacts you are managing from the account selector at the top of the **Contacts** page (see Selecting an Account, page 3 for more information).

The lower section of the page displays a list of customer contacts for the selected account.



Contacts Page, Customer Contacts Section

- Click the **Add New Contact** icon to add a contact. For more information, see [Adding a Contact](#).
- Click the **Edit** icon to update a contact. For more information, see [Updating a Contact, page 10](#).
- Click the **Delete** icon to remove a contact. When the confirmation message displays, click **Delete** to remove the contact.

Adding a Contact

To add a contact:

1. From the **Customer Contacts** section of the **Contacts** page, click the **Add New Contact** icon to add a contact.
   The **Contact Maintenance** section displays.

Contacts Page, Contact Maintenance Section

2. Enter the **First Name**, **Last Name**, **Phone**, and **Email** information as needed.
3. Click the **Contact Type** field to select a contact type from a list.
4. Click **SAVE**.
   The record is created and displays in the **Customer Contacts** section of the **Contacts** page.

Updating a Contact
To update a contact:

1. From the **Customer Contacts** section of the **Contacts** page, click the **Edit** icon in the row of the contact you want to modify.
   The **Contact Maintenance** section displays (see image above).
2. Enter the **First Name**, **Last Name**, **Phone**, and **Email** information as needed.
3. Click the **Contact Type** field to select a contact type from a list.
5. Click **SAVE**.
   The contact record is updated and displays in the **Customer Contacts** section of the **Contacts** page.

Viewing Account Hierarchy
The **Account Hierarchy** page displays the relationships between the parent (primary) account and their child (secondary) accounts. The information on this page reflects the account that was used to create your login name and password. If you created your account using a child account, only that child account and its parent account are displayed. If you created your account using a parent account, all child accounts associated with the parent account are displayed.

To access the **Account Hierarchy** page, from the **MY ACCOUNT** menu, select **Hierarchy**.

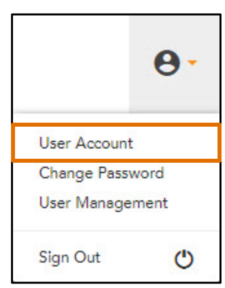
- Enter your search criteria in the **Filter** field and click the **Search** icon to narrow the list of accounts.
- Check the **Active Only** box to narrow the list to active accounts.
- Click the **Export** icon to export the list of accounts to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

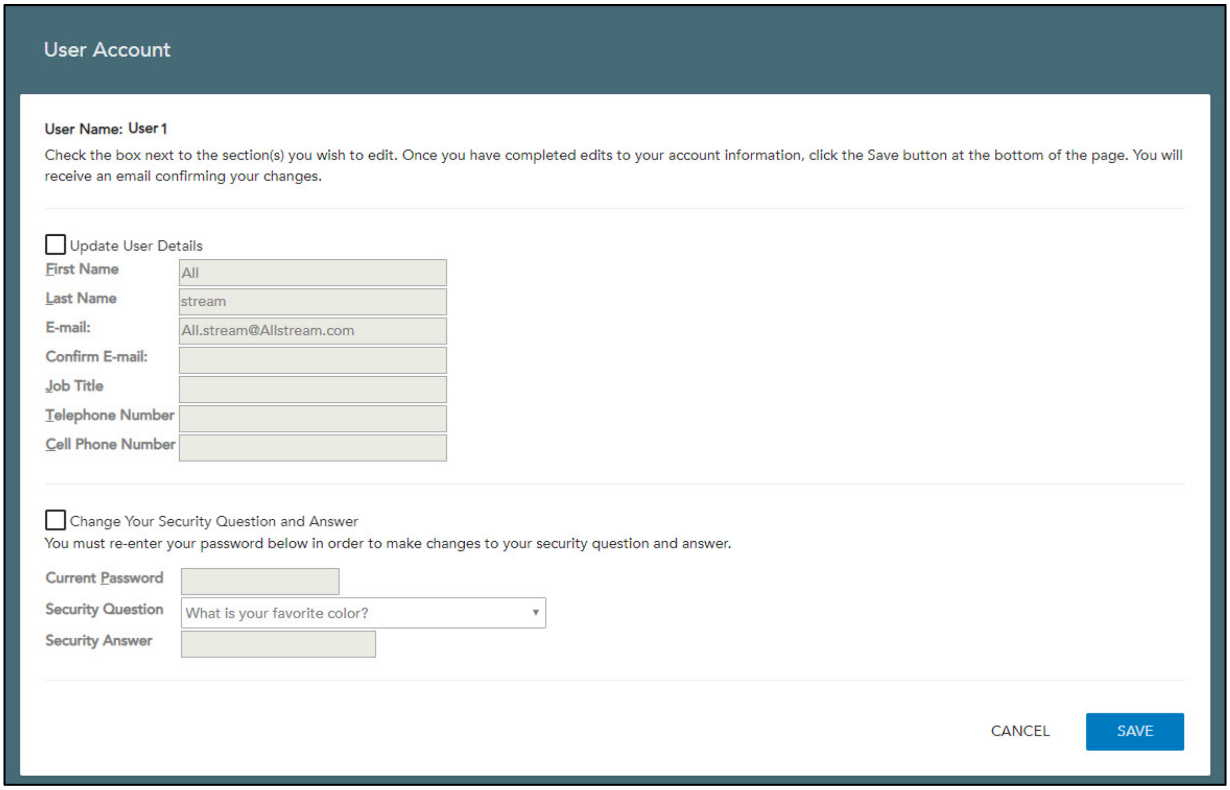
Viewing Account Notes
Accounts notes are made whenever a notification is sent, or a request or change is made. To view account notes, from the **MY ACCOUNT** menu, select **Notes**.
The **Notes** page displays.

To specify a date range, enter a start date in the **From** field and an end date in the **To** field. To select a date from a calendar, click the calendar icon.

Information on the **Notes** page is read-only. Click the **Export** icon to export the list of notes to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Updating Account Details
Account information such as your name, email address, job title, and phone numbers, as well as your account security question and answer may be updated at any time using the **User Account** page. To access the **User Account** page, click the **User** icon at the top of the portal and select **User Account**.





User Account Page

Updating User Details

To update user details:

1. On the **User Account** page, check the **Update User Details** box.
2. Modify your information as needed.
3. Click **SAVE**.
   Your account is updated, the **My Dashboard** page displays, and an email notification is sent to the email address on your user account.

Changing Your Security Question

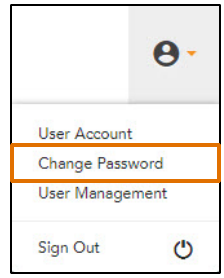
Your security question and answer are used to verify you on the account in case you forget or lose your password.

To change your security question:

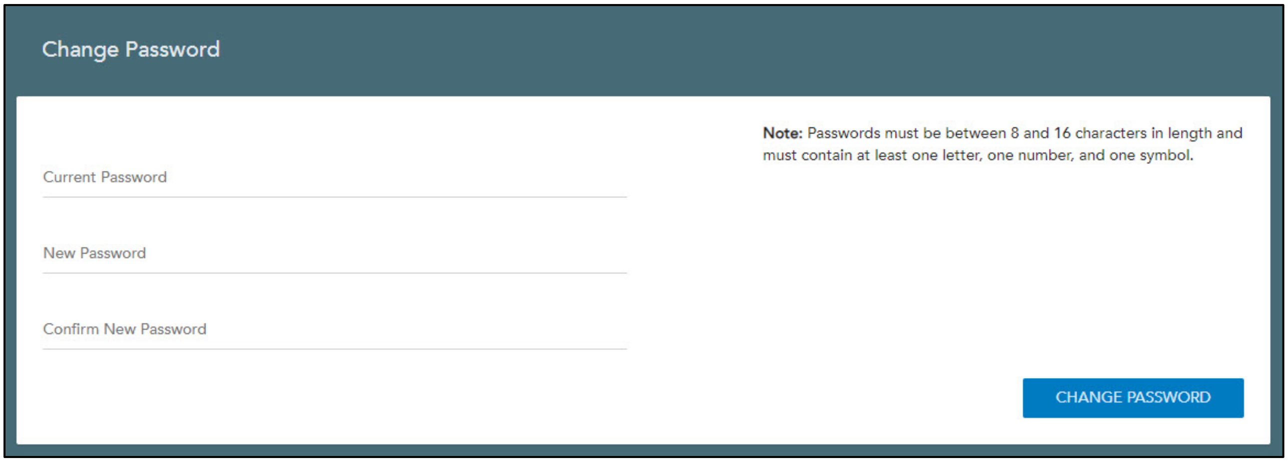
1. On the **User Account** page, check the **Change Your Security Question and Answer** box.
2. Enter your current password.
3. Select a new security question from the drop-down list.
4. Enter your answer to the selected question.
5. Click **SAVE**.
   The question and answer are updated, the **My Dashboard** page displays, and an email notification is sent to the email address on your user account.

Changing Your Password

To change your password:



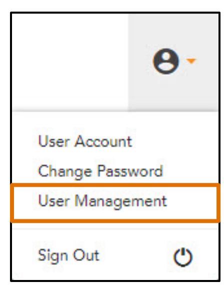
1. Click the **User** icon at the top of the portal and select **Change Password**.
   The **Change Password** page displays.



Change Password Page

2. Enter your current password. Passwords must be between 8 and 16 characters in length and must contain at least one letter, one number, and one symbol.
3. Enter and confirm your new password.
4. Click **CHANGE PASSWORD**.
   A confirmation message displays, an email notification is sent to the email address on your account, and you are logged in using the new password.

Managing Users on the Account



Administrators can add and remove users from the account using the **User Management** page of the portal.

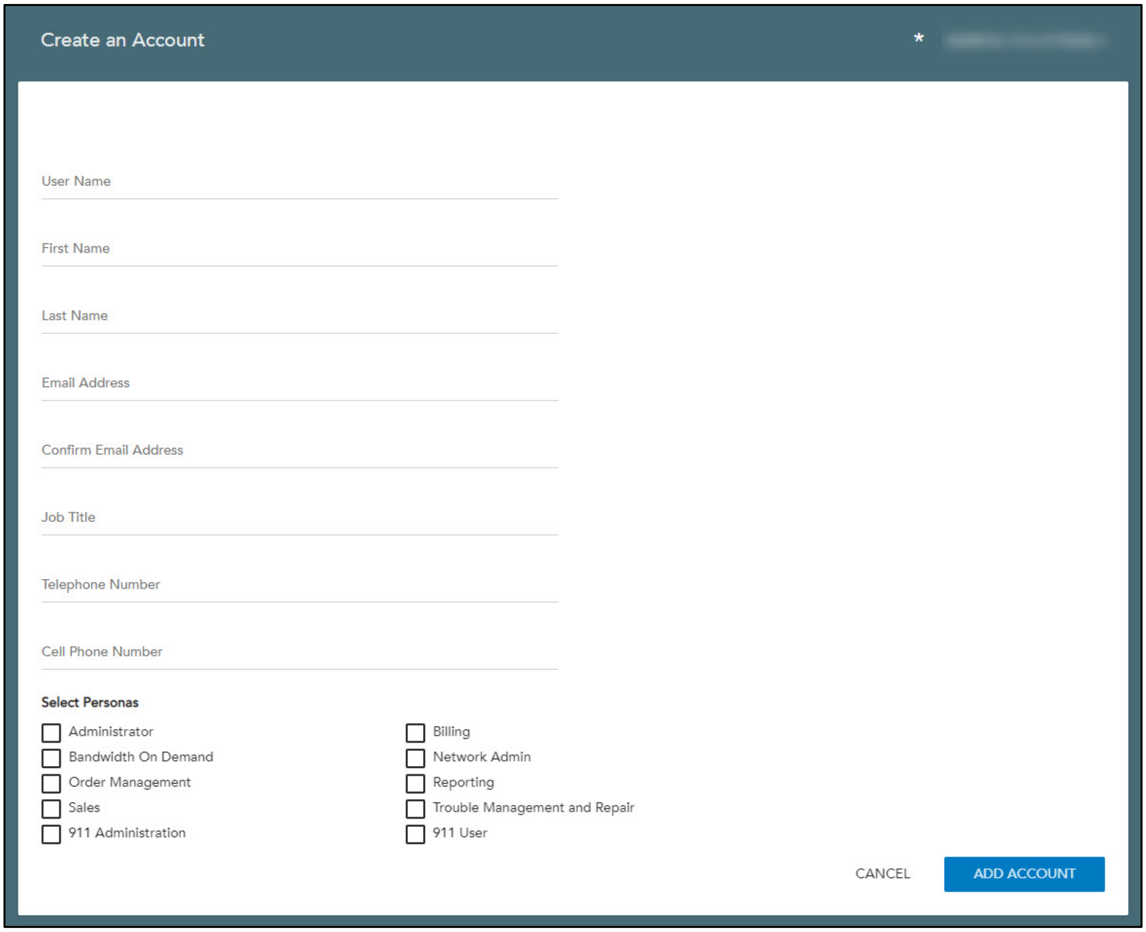
To access the **User Management** page, click the **User** icon at the top of the portal and select **User Management**.

The **User Management** page displays a list of all authorized users on the account.

Adding a User to the Account

To add a user:

1. Click the **Add a user** icon ✚ at the top of the user list.
   The **Create an Account** page displays.



Create an Account Page

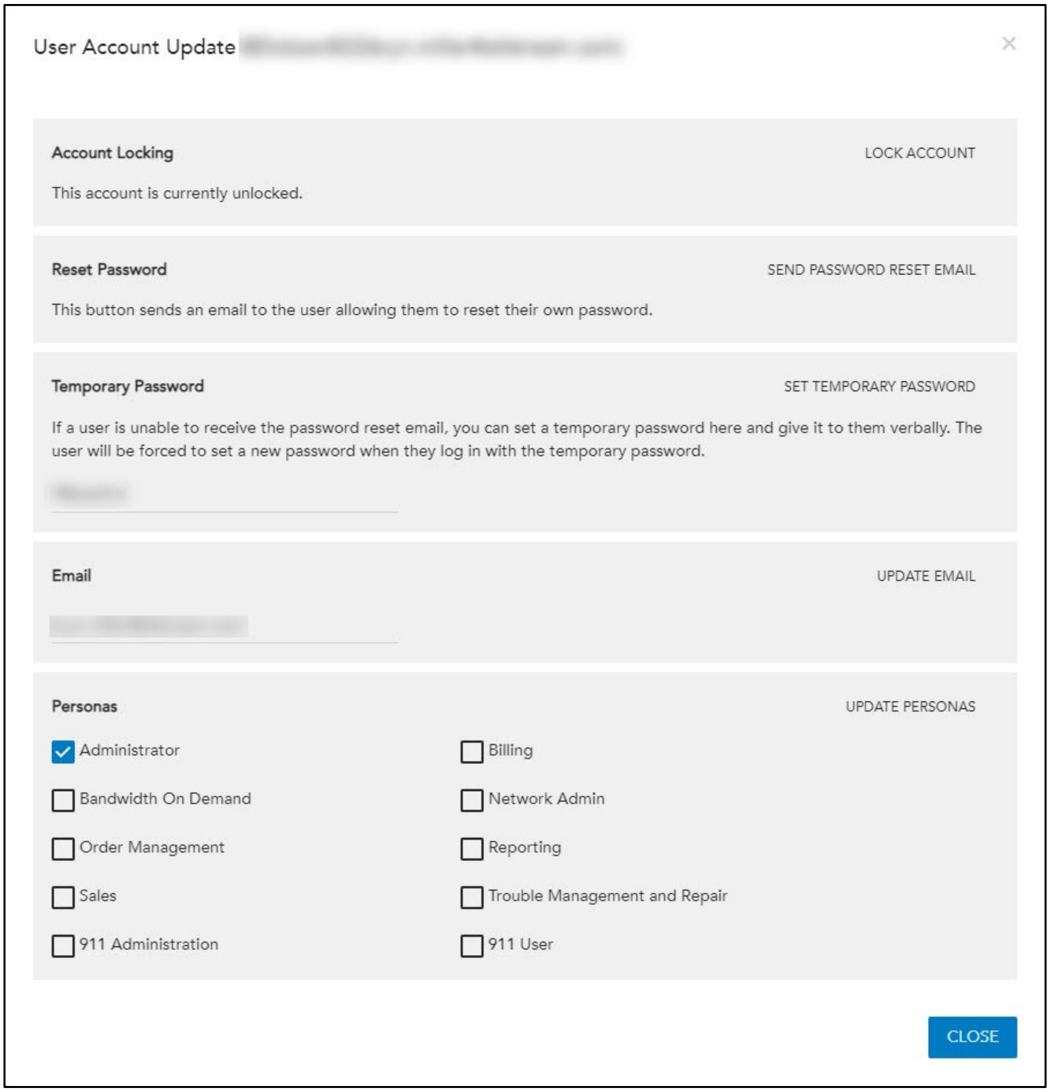
2. Provide the user's information and select one or more personas to apply. Each persona applies a specific set of permissions to the user and a description displays when the cursor hovers over each persona.
3. When finished, click **ADD ACCOUNT**.
   The user is created and displays in the list on the **User Management** page.

Modifying a User Account

When modifying a user account, you can lock or unlock the account, reset a user's password, set a temporary password, update the user's email address, and manage the personas applied to the user.

To modify a user account:

1. From the list of users on the **User Management** page, click the **Edit** icon next to the user you want to modify.
   The **User Account Update** page displays.



User Account Update Page

2. The actionable items on the account are in ALL CAPS. To perform an action, click the appropriate link:

   - **LOCK/UNLOCK ACCOUNT**
   - **SEND PASSWORD RESET EMAIL**
   - **SET TEMPORARY PASSWORD**
   - Enter a new email address in the **Email** field and click **UPDATE EMAIL**

3. To add or remove applicable personas, check or uncheck each persona as needed.
4. When finished, click **CLOSE**.

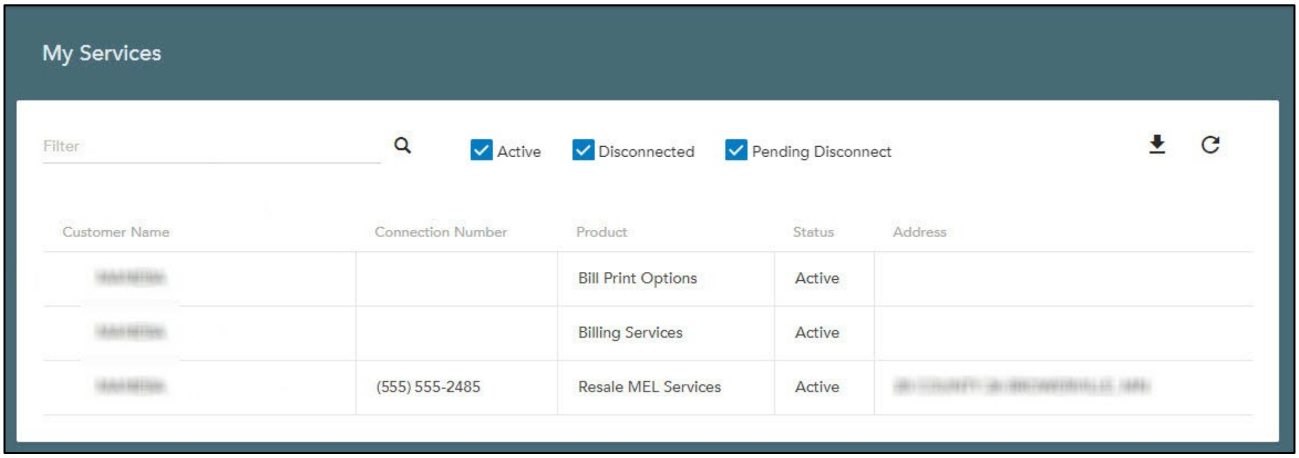
Removing a User from the Account

To remove a user from the account:

1. From the list of users on the **User Management** page, click the **Delete** icon next to the user you want to remove.
   A confirmation message displays.
2. Click **OK** to delete the user.

Managing Subscribed Services

A list of all services that you currently subscribe to (active, disconnected, or pending disconnection) is available for viewing on the **My Services** page. To access the **My Services** page, from the **MY ACCOUNT** menu, select **Services**, then select an account from the account selector at the top of the page (see Selecting an Account, page 3 for more information).



My Services Page

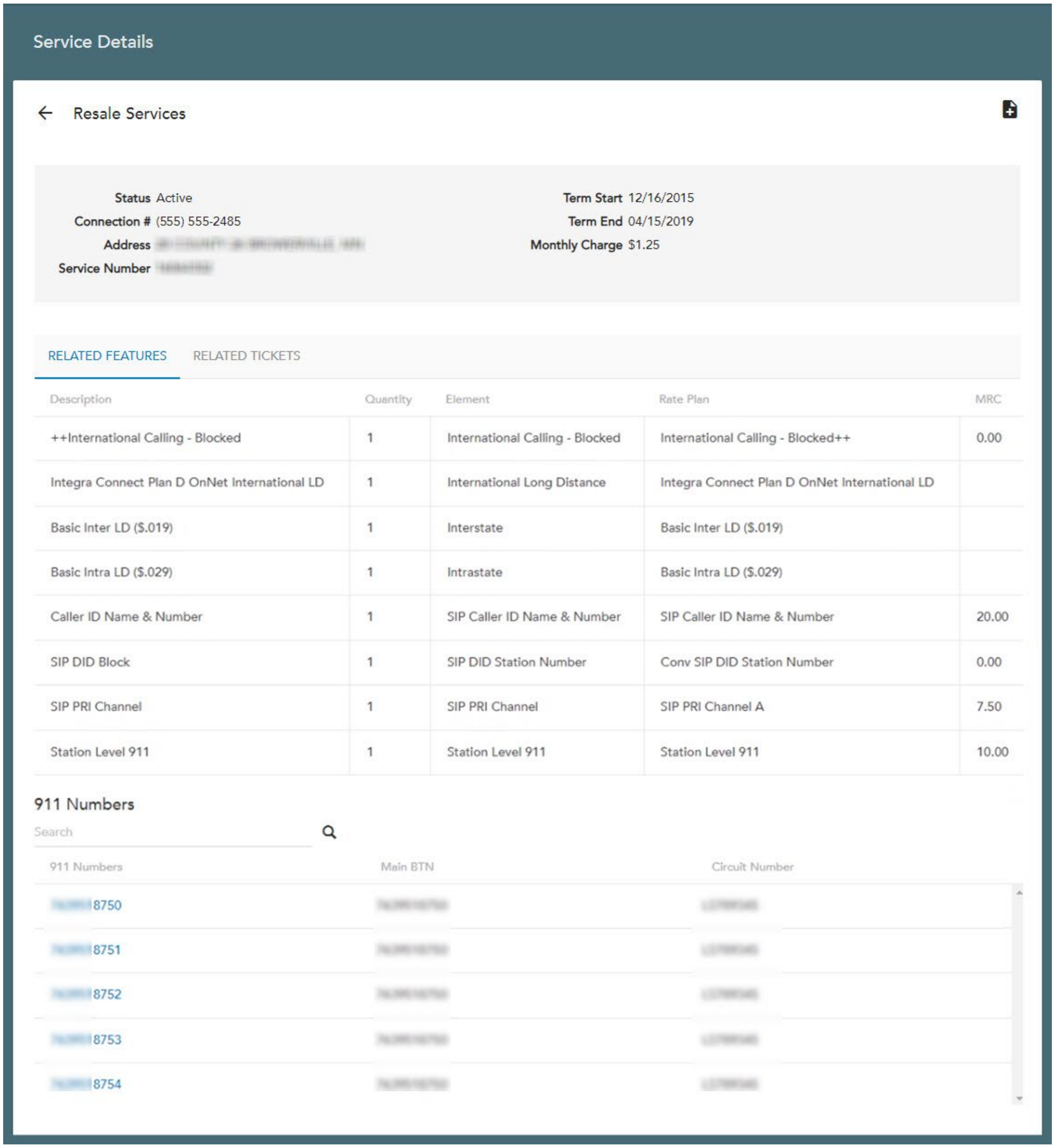
- Enter search criteria in the **Filter** field to quickly search for and locate services.
- Check the **Active**, **Disconnected**, and/or **Pending Disconnect** boxes to view services by the selected status.
- Click the **Refresh** icon to refresh the list of services.
- Click the **Export** icon to export the list of services to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.
- Click on a row to view service details, including related features and trouble tickets. For more information, see **Viewing Service Features and Tickets** below.

Viewing Service Features and Tickets

The **Service Details** page displays after a service is selected from the **My Services** page. Service details include general service information and lists of features and trouble tickets related to the selected service.

Note: Service details are also available by clicking the **View Details** icon from the service location popup on the **Service Map** or the **View Details** icon from the **Service Map (Data)** section of **My Dashboard**. When viewing service details using these methods, the **Create New Ticket** feature is unavailable.

To access service details, click a row from the list of services on the **My Services** page.
The **Service Details** page displays.



Service Details Page

- Click the **Create New Ticket** icon to create a trouble ticket for the service. For more information, see Creating a Trouble Ticket, page 42.
- Click **RELATED FEATURES** or **RELATED TICKETS** to view features or tickets associated with the service.
- When viewing the **RELATED TICKETS** tab, click the up arrow next to a ticket to view ticket details.

Updating 911 Locations

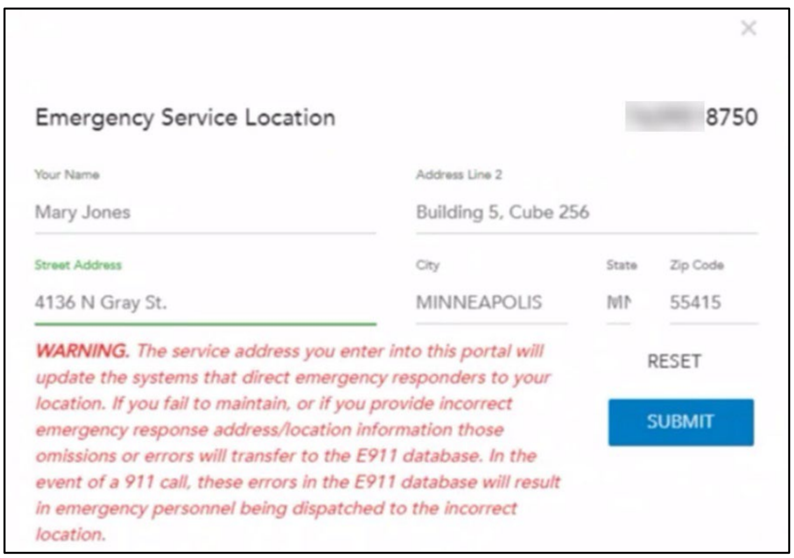
Note: This feature is available only to customers with SIP or ISDN PRI signaling who have the Allstream Station Level 911 feature active on their services. Users needing to update 911 location information for other applicable services will use our **911 Administration** and **911 Location Update** systems, which require that the **911 Administration** or **911 User** personas be applied to their Allstream Portal user profiles (see Managing Users on the Account, page 12).

Note: 911 administrator documentation is made available from the **Manage 911 Addresses** and **Manage User Access** pages of the 911 Administration system. 911 end user documentation is available from the **User Guides** page of the Allstream Portal.

Allstream Station Level 911 applicable service details allow you to view 911 location information and submit updates to the emergency service location information for a selected number. 911 numbers for the selected service are displayed at the bottom of the **Service Details** page. You can search the **911 Numbers** list using the **Search** field at the top.

To view or update a 911 number location:

1. From the **911 Numbers** list, click on the number you want to update.
   The **Emergency Service Location** dialog box displays.



Emergency Service Location Dialog Box

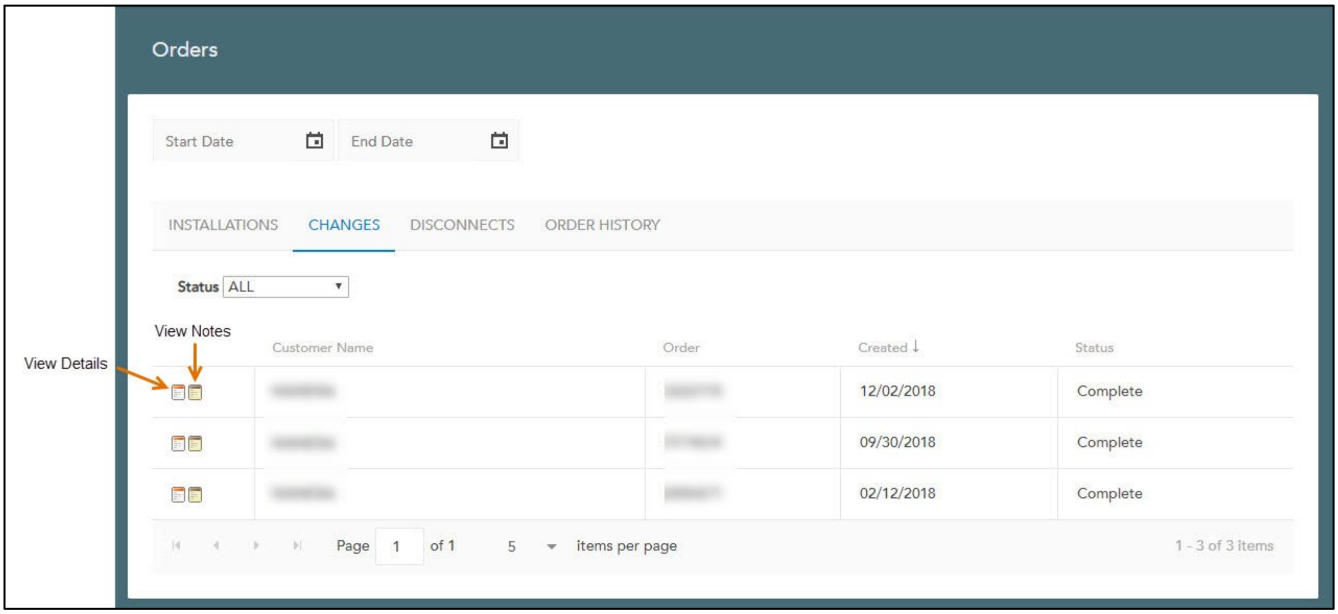
2. If no changes are needed, click the **X** in the upper right-hand corner to close the dialog box.
   If updates are necessary, revise the required fields and click **SUBMIT**.
   A confirmation message displays.
3. Click **YES** to update the 911 number location.
   The 911 number location is updated.

WARNING! The service address entered in the portal updates the systems that direct emergency responders to your location. For 911 dialing to work properly from your location, the address you enter in this portal must correspond to the physical location of the telephone that could be used to dial 911. Therefore, it is the Customer's responsibility to maintain accurate address information so that in the event of an emergency 911 call the correct address is provided to emergency responders.

CUSTOMER'S INCORRECT LOCATION REGISTRATION OR FAILURE TO UPDATE ITS EMERGENCY RESPONSE SERVICE LOCATION OR ADDRESS INFORMATION: If you fail to maintain and update, or if you provide incorrect emergency response address/location information for phone numbers, DIDs, or market expansion DIDs using this portal, those omissions or errors will transfer to the E911 database. In the event of a 911 call, these errors in the E911 database will result in emergency personnel being dispatched to the incorrect location.

Viewing Orders

Orders and order history related to installations, changes, or disconnections associated with your account are viewable on the **Orders** page. To access the **Orders** page, from the **MY ACCOUNT** menu, select **Orders**.



Orders Page

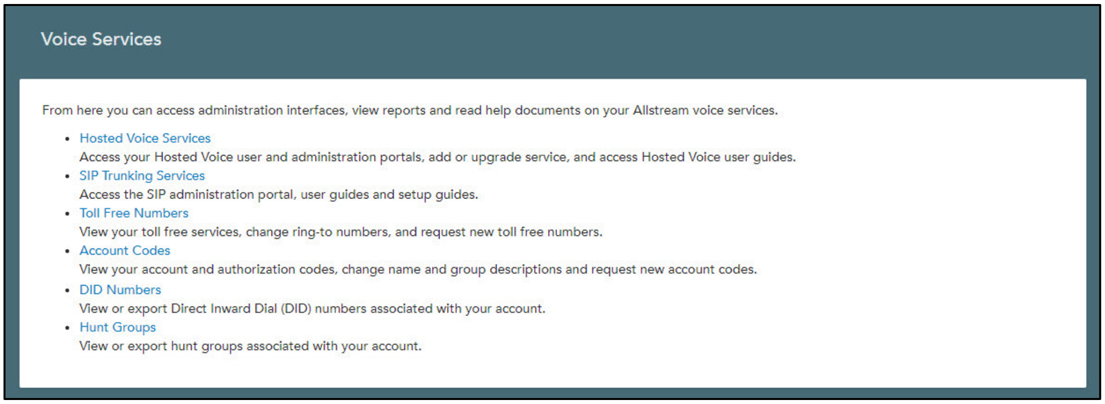
- Select a **Start Date** and **End Date** to filter the list of orders by a date range.
- Click **INSTALLATIONS**, **CHANGES**, **DISCONNECTS**, or **ORDER HISTORY** to view orders by type.
- Select a status from the **Status** drop-down list to filter order results by status.
- Click the **View Details** icon to view products, notes, and tasks related to the order.
- Click the **View Notes** icon to view notes associated with an order.

Maintaining Voice Services

Note: This section discusses the maintenance features for voice services. Information related to **Hosted Voice Services** or **SIP Trunking Services** is not discussed in this document.

Voice services maintenance features include viewing and managing toll-free numbers, account codes, Direct Inward Dial (DID) numbers, hunt groups, and your voicemail PIN number.

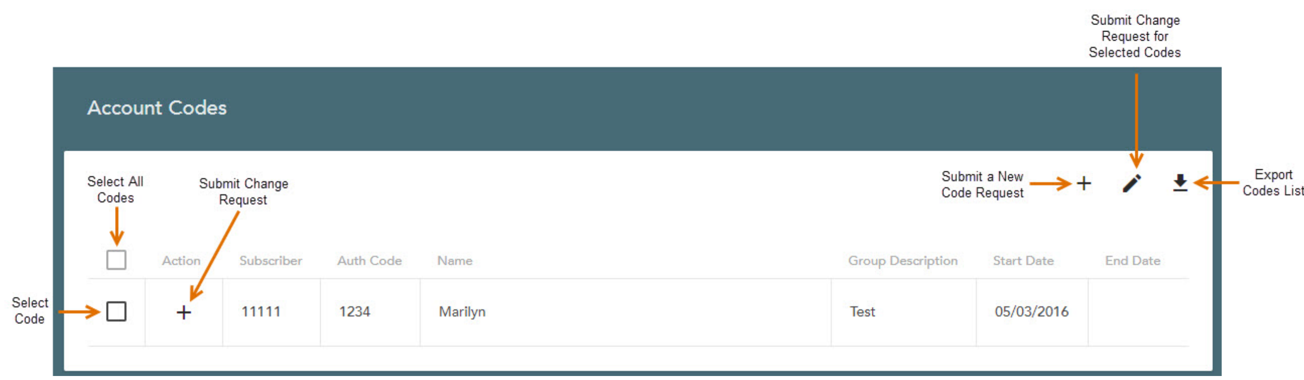
To access the maintenance features for voice services, from the **MY ACCOUNT** menu, select **Voice Services**.



Voice Services Page

Managing Account Codes

The **Account Codes** page is used to view the account codes, contact names, and service dates associated with your voice service account. To access the **Account Codes** page, click **Account Codes** on the **Voice Services** page.



Account Codes Page

Account codes are created and modified by submitting requests to Allstream.

- Click the plus icon + at the top of the table to submit a new code request. The **Request Account Codes** dialog box displays requesting your contact information and the account for which you are requesting the code. Provide the necessary information and click **CREATE**. A confirmation message displays.
- Click the plus icon + in the **Action** column to submit a change request to a single selected account code.
- Check the box next to one or more account codes or the box in the column header to select all account codes and click the **Edit Selected Rows** icon to submit a change request to multiple account codes. The **Edit Account Codes** dialog box displays allowing you to change the **Name** and **Group Description** of the account code. Provide your contact information, make any necessary changes, and click **SEND REQUEST**. A confirmation message displays.
- Click the **Export** icon to export the list of account codes to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Viewing DID Numbers

Direct Inward Dialing (DID) is offered to subscribers who operate a *Private Branch Exchange (PBX)* system. This feature provides service for multiple telephone numbers over one or more physical circuits to the PBX and transmits the dialed telephone number to the PBX so that a PBX extension is directly accessible for an outside caller. If you are using a DID service, you can view all of your DID numbers on the **DID Numbers** page.

To access the **DID Numbers** page, click **DID Numbers** on the **Voice Services** page.

By default, numbers related to all main Billing Telephone Numbers (BTNs) and all circuits are displayed. Use the **Main BTN** and **Circuit** drop-down lists to select a single BTN or circuit.

The information displayed on the **DID Numbers** page is read-only. Click the **Export** icon to export the list of DID numbers to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Viewing Hunt Groups

A *hunt group* is configured as a way of distributing phone calls from a single telephone number to a group of extension numbers. When callers ring in, they call one telephone number and are routed easily to a group of members to answer. If you are using hunt groups, you can view them and their primary connection and destination numbers on the **Hunt Groups** page.

To access the **Hunt Groups** page, click **Hunt Groups** on the **Voice Services** page.

To narrow the list of hunt groups, enter your search criteria in the **Filter** field and click the **Search** icon .

The information displayed on the **Hunt Groups** page is read-only. Click the **Export** icon to export the list of hunt groups to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Updating Ring-to-Toll Free Numbers

Toll-free numbers are telephone numbers with distinct three-digit codes that can be dialed from landlines with no charge to the person placing the call. Toll-free numbers allow callers to reach businesses and/or individuals out of the area without being charged a long-distance fee for the call. Each toll-free number is associated to a *Ring-To* number, which is the direct telephone number that would normally be called if the toll-free number didn't exist.

Toll-free numbers are particularly common for customer-service calling and have traditionally provided potential customers and others with a free and convenient way to contact businesses. Wireless callers, however, will be charged for the airtime minutes used during a toll-free call unless they have an "unlimited calling" plan.

The **Toll-Free Numbers** page allows you to request new toll-free numbers and view existing toll-free numbers and request changes to the Ring-To numbers associated with them.

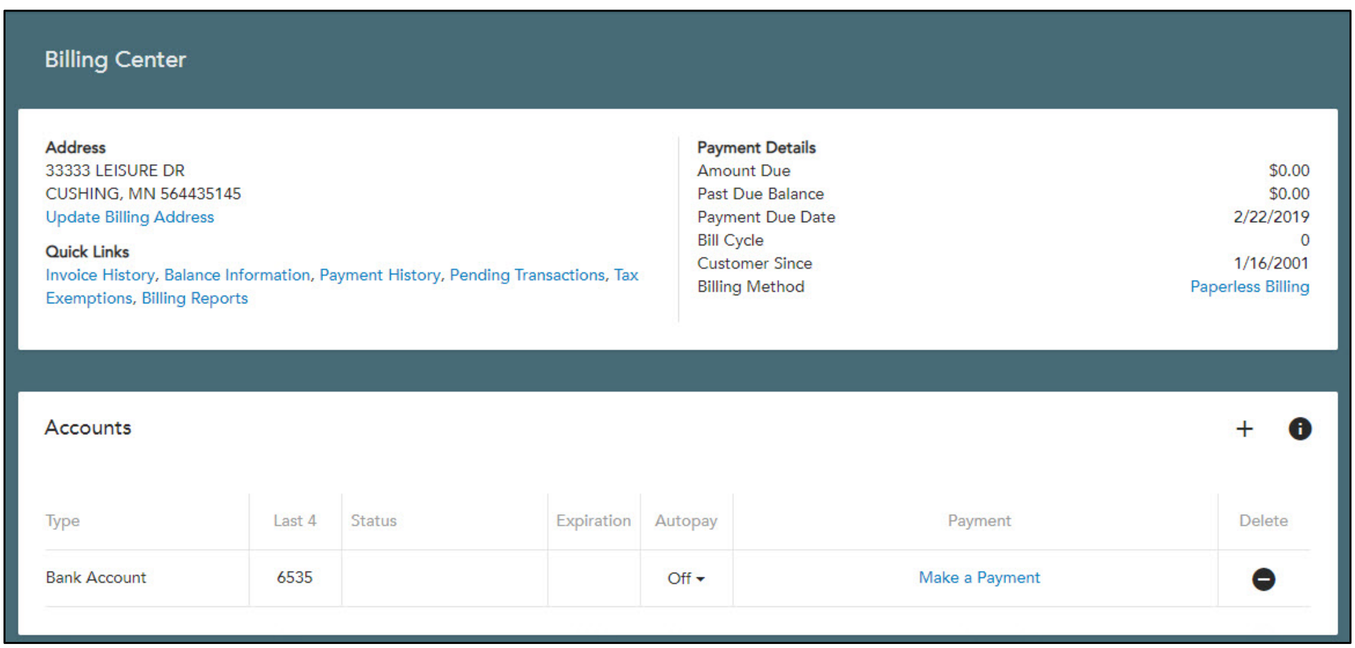
Note: Toll-free numbers are assigned and modified by submitting requests to Allstream. You cannot request a change to the toll-free number itself.

To access the **Toll-Free Numbers** page, click **Toll Free Numbers** on the **Voice Services** page.

- To narrow the list of toll-free numbers, enter your search criteria in the **Filter** field and click the **Search** icon .
- Click the **Request a new tollfree number** icon at the top of the table to submit a new number request. The **Request Toll-Free Number** dialog box displays requesting your contact information, the account for which you are requesting the number, and the **Ring-To Number** you want to associate. Provide the necessary information and click **SEND REQUEST**. A confirmation message displays.
- Click the plus icon + in the **Action** column to submit a change request to a single selected toll-free number.
- Check the box next to one or more toll-free numbers or the box in the column header to select all numbers and click the **Edit Selected Rows** icon to submit a change request to multiple numbers. The **Edit Toll-Free Number** dialog box displays allowing you to change the **Ring-To Number** of the toll-free number. Provide your contact information, make any necessary changes, and click **SEND REQUEST**. A confirmation message displays.
- Click the **Export** icon to export the list of toll-free numbers to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Billing Management

The **Billing Center** is a central location for all billing management tasks. To access the **Billing Center** page, select **Billing Center** from the **MY ACCOUNT** menu, then select an account from the account selector at the top of the page. For more information, see Selecting an Account, page 3.



Billing Center Page

Updating Your Billing Address

To update your billing address:

1. Click **Update Billing Address** in the upper left corner of the **Billing Center**.
   The **Update Billing Address** dialog box displays.
2. Make changes to the street address, city, state, and ZIP code as needed and click **SAVE**.

Managing Paperless Billing

When paperless billing is inactive, printed invoices are sent by mail to you each billing cycle. When paperless billing is active, invoices are sent electronically, and printed invoices are not sent by mail.

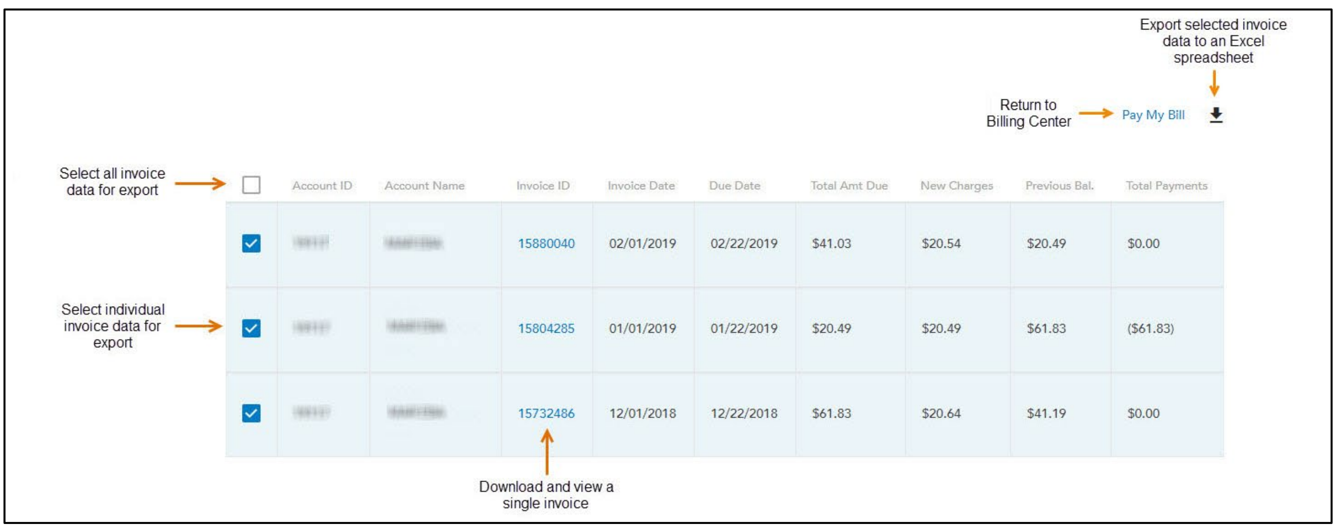
To enroll in paperless billing, click the **Paper Billing** link from the upper right portion of the **Billing Center**, or click **ACTIVATE TODAY!** from the **Go Paperless** banner. Read and accept the terms and conditions and click **ACTIVATE PAPERLESS BILLING**. The **Billing Method** is *Pending* until enrollment processing is complete.

To cancel paperless billing, click the **Paperless Billing** link from the upper right portion of the **Billing Center**. Once the cancellation is confirmed, the **Billing Method** is *Pending* until cancellation processing is complete.

Viewing Invoice History

The **Billing Center** allows you to access and export past invoices as PDF files. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document. Once an invoice has been exported, you may view and print the file.

To view invoice history, click **Invoice History** from the **Quick Links** list on the **Billing Center**.
The **Invoice History** page displays.



Invoice History Page

- Click an **Invoice ID** number to export a selected invoice.
- Check the box next to one or more invoices or the box in the column header to select all invoices and click the **Export** icon to export the list to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.
- To return to the **Billing Center** for bill payments and more, click the **Pay My Bill** link.

Viewing Tax Exemptions

Tax exemptions are configured for your account upon subscribing to Allstream products and services. The **Tax Exemptions** page allows you to view and export a list of tax exemptions that exist on your account.

To view tax exemptions, click **Tax Exemptions** from the **Quick Links** list on the **Billing Center**.
The **Tax Exemptions** page displays.

- Enter your search criteria in the **Filter** field and click the **Search** icon to narrow the list of exemptions.
- Click the **Export** icon to export the list of exemptions to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Viewing Balance Information

The **Account Information** page displays any past due amounts and collections history related to your account. To access the **Account Information** page, click **Balance Information** from the **Quick Links** list on the **Billing Center**. Collection history periods available for viewing are **Current**, **Past 6 Months**, **Past 12 Months**, or **All**.

Online Payments

The Billing Center allows you to make payments through the portal using either a bank account or a credit card. To access the Billing Center, select **Billing Center** from the **MY ACCOUNT** menu.

Note: The Billing Center is also accessible using the **Pay My Bill** link at the bottom of the portal screen.

Managing Payment Accounts

Payment accounts are managed using the **Accounts** section of the **Billing Center**.

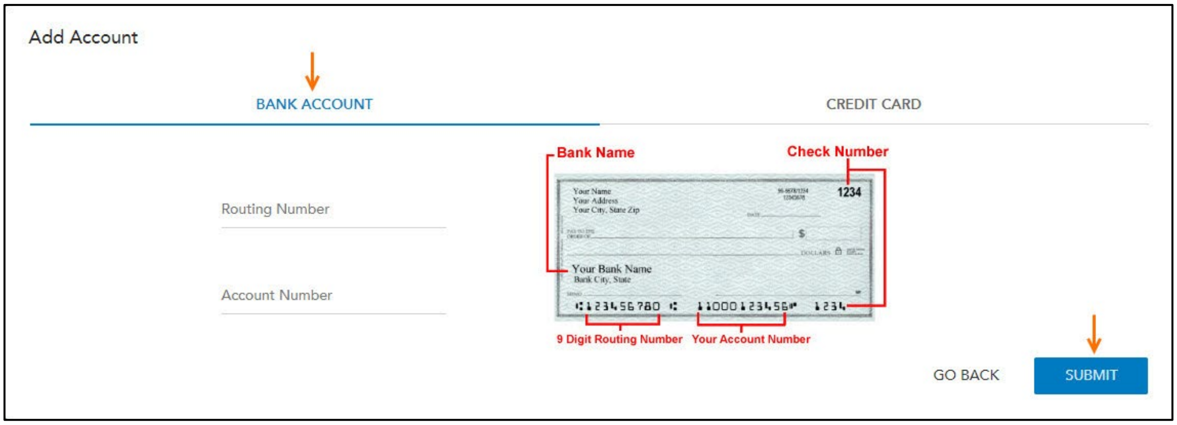
Adding a Payment Account

To add a payment account:

1. Click the **Add Account** icon located at the top of the **Accounts** section of the **Billing Center**.
   The **Add Account** section displays.
2. Click the account type you want to add and provide the requested information.

Adding a Bank Account

1. Click **BANK ACCOUNT** at the top of the **Add Account** section.



Add Account, BANK ACCOUNT

2. Enter the bank account **Routing Number** and **Account Number** and click **SUBMIT**.
   The account is added and displays in the list of **Accounts**.

Adding a Credit Card

1. Click **CREDIT CARD** at the top of the **Add Account** section.

Add Account, CREDIT CARD

3. Provide the credit card and card billing information and click **SUBMIT**.
   The account is added and displays in the list of **Accounts**.

Configuring Autopay

Autopay is used to automatically process the amount due for each billing cycle, alleviating the need to make a manual payment toward the amount due. You may use Autopay with bank accounts or credit cards, but Autopay may be activated for only one payment account at a time. Autopay is activated using the **Autopay** toggle in the **Accounts** list of the **Billing Center**.

Note: Autopay is not available on payment accounts having pending transactions. Wait until the payment is processed to enable Autopay.

Billing Center Accounts List, Autopay

To activate Autopay, click the **Off** toggle in the row of the account you want to activate. To deactivate Autopay, click the **Active** toggle.

Note: If Autopay is **Active**, the selected payment account is unavailable for making single payments.

Removing a Payment Account

To remove a payment account:

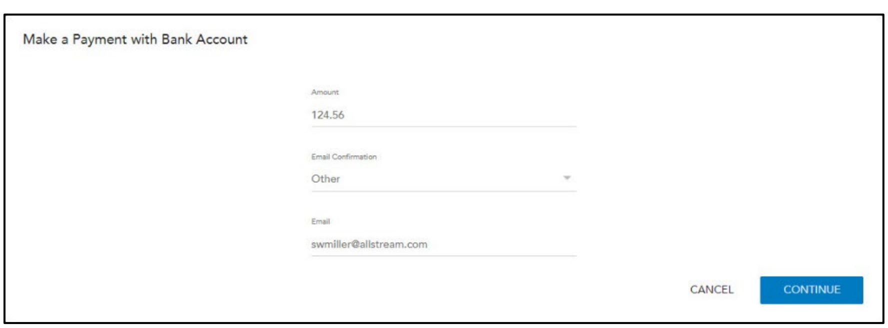
1. From the **Accounts** section of the **Billing Center**, locate the account you want to remove and click the corresponding **Delete** icon .
   The account is deleted and removed from the list of **Accounts**.

Making a One-Time Payment

To make a one-time payment:

1. From the **Accounts** section of the **Billing Center** page, locate the account you want to use to make a payment and click the corresponding **Make a Payment** link.

   The **Make a Payment** section displays.



Make a Payment Section

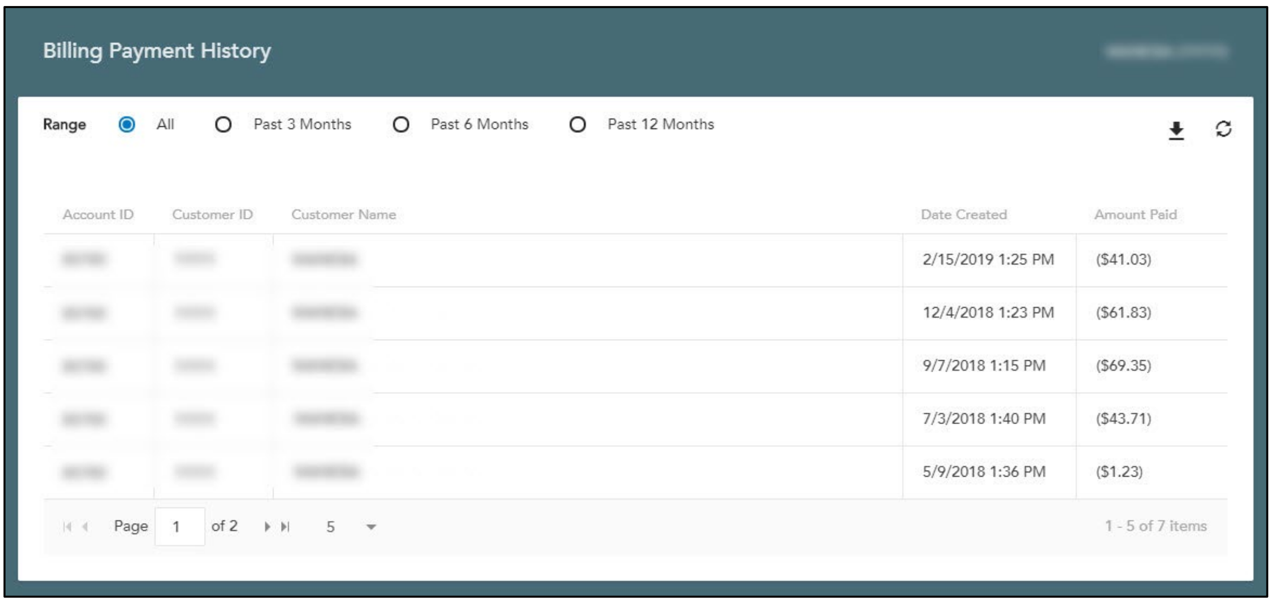
2. Enter the amount of the payment.
3. Select the email recipient for the email confirmation. If you select **Other**, enter the recipient email address in the **Email** field.
4. Click **CONTINUE**.
   A confirmation message displays.
5. Click **SUBMIT** to make the payment.

Viewing Payment History

You can view payment history and export historical payment information to an Excel spreadsheet at any time.

To view payment history, from the **Quick Links** list in the Billing Center, click **Payment History**.
The **Billing Payment History** page displays.

The information displayed here is read-only.



Billing Payment History Page

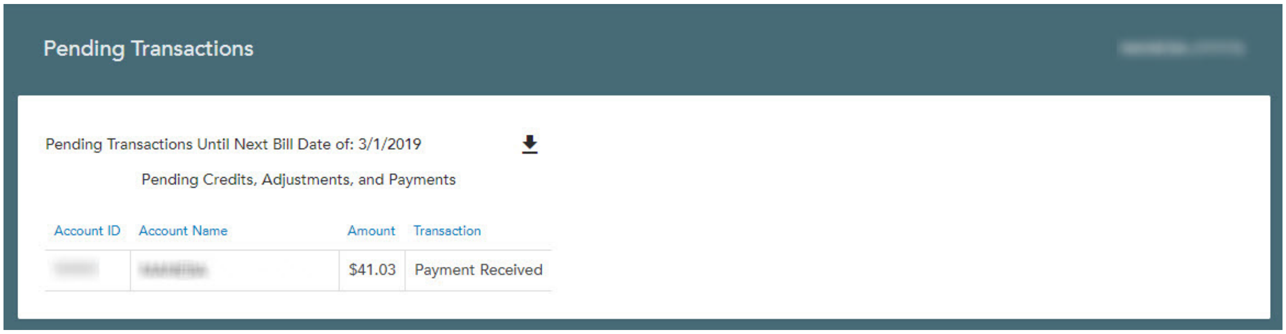
- Select the range of payments you want to view: **All**, **Past 3 Months**, **Past 6 Months**, or **Past 12 Months**.
- Click the **Export** icon to export the list to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Viewing Pending Transactions

Pending transactions are credits, adjustments, and payments that are waiting for processing until the next billing date.

To view pending transactions, from the **Quick Links** list in the Billing Center, click **Pending Transactions**.
The **Pending Transactions** page displays.

The information displayed here is read-only.



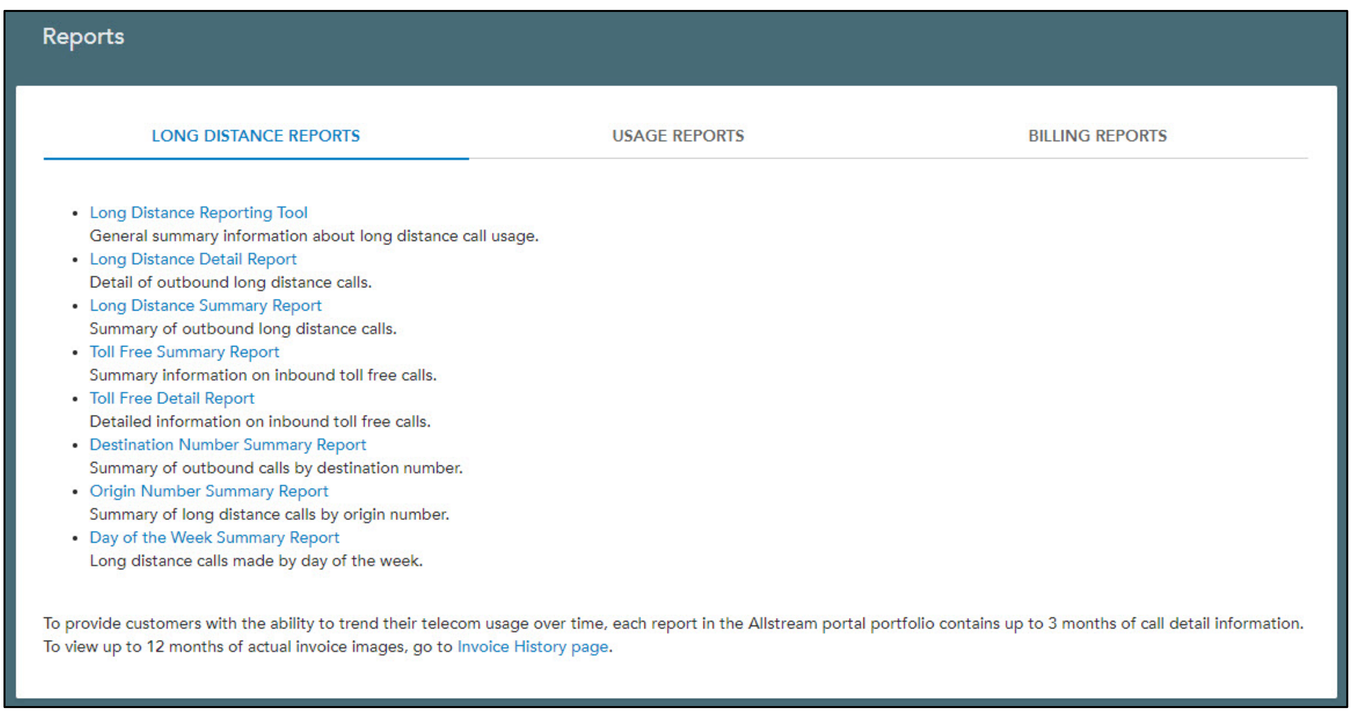
Pending Transactions Page

Click the **Export** icon to export the list to an Excel spreadsheet. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.

Report Management

The **Reports** page of the portal provides access to a variety of reports related to long distance, usage, billing, and more. Each report in the portal portfolio provides up to three (3) months of call detail information. To view up to 12 months of actual invoice images, access the **Invoice History** page (for more information, see Viewing Invoice History, page 22).

To access the **Reports** page, from the **MY ACCOUNT** menu, select **Reports**. Some reports allow you to select a specific account for which you want to view report data. To specify an account, select an account from the account selector at the top of the report page (see Selecting an Account, page 3 for more information).



Reports Page

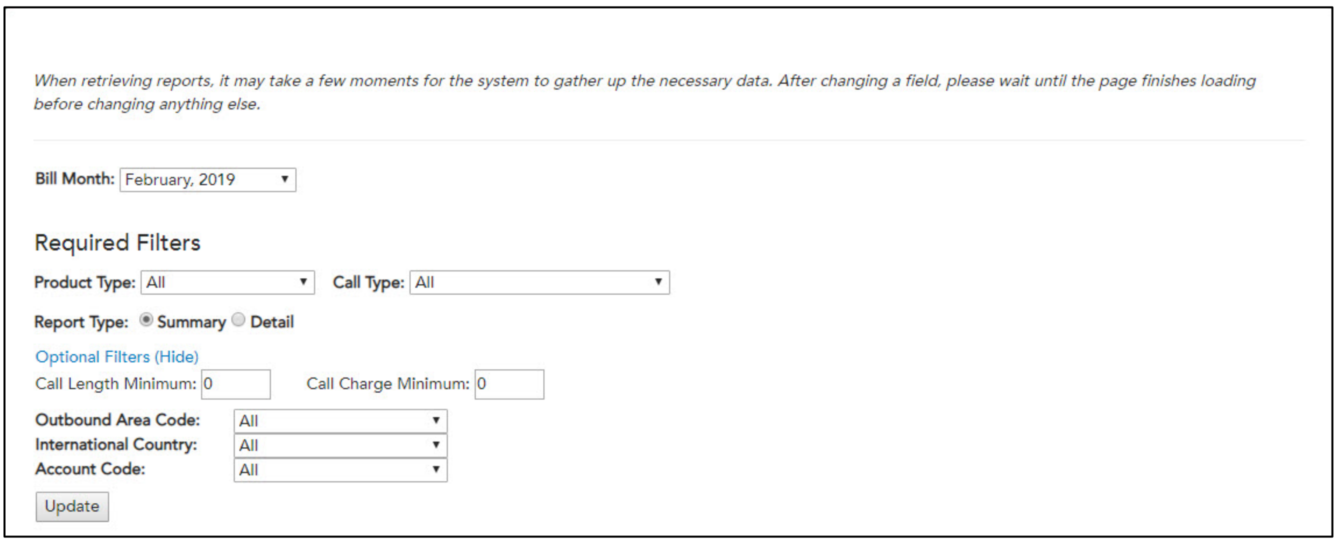
Understanding Time Zone Data

The time zone data provided in various portal reports is listed based on the time zone of the number terminating the call. For example, if the call is terminated in Toronto, the time zone is listed in EST, but if the call is terminated in Seattle, the time zone is in PST.

Toll-free calls are an exception. These kinds of calls use the time zone of the toll-free number's location. For example, if the toll-free number is based in Toronto, the time zone is listed in EST, but if the toll-free number is based in Seattle, the time zone is listed in PST.

Filtering Standard Report Data

The top portion of any standard report page provides filters that allow you to set your parameters for the data you want returned in the report. The filters provided for *Long Distance* or *Usage Reports* depend on the type of report you are generating and the data available within a selected **Bill Month**. *Billing Reports* are filtered by **Bill Date**. The image below depicts an example of the filters portion of a report page.



Long Distance Reporting Tool Filters

After you have set your report criteria, click **Update**.
The page redisplays reporting data based on the criteria selected.

Exporting Standard Reports

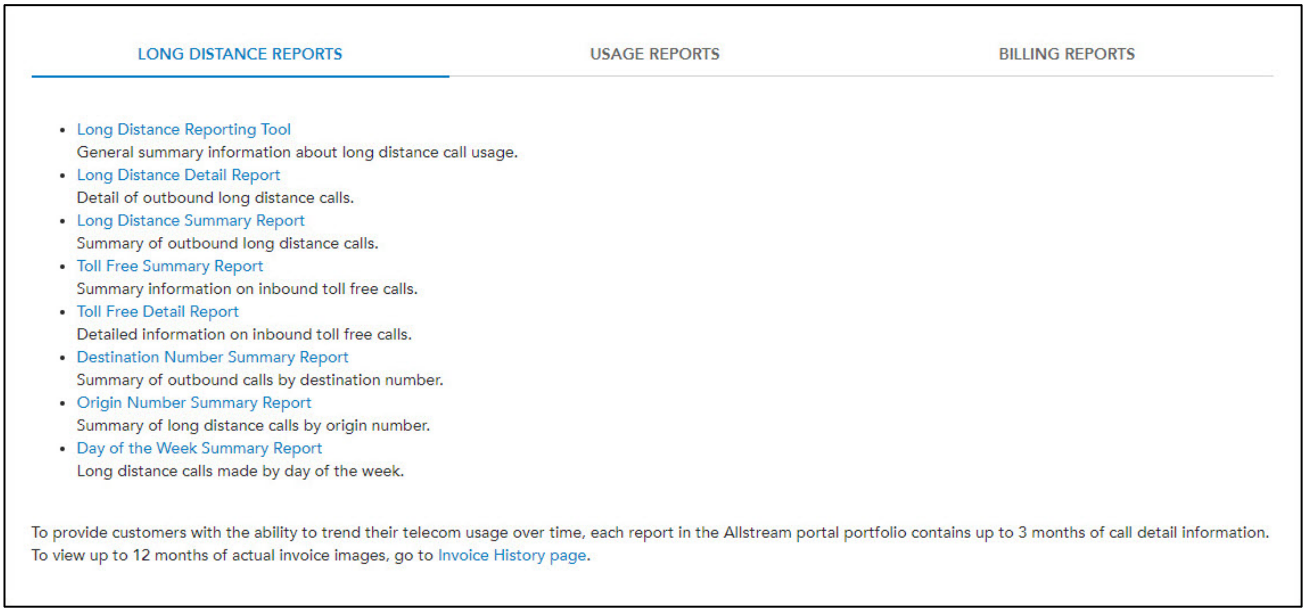
To export an Excel file of a report, click the **Export** icon next to or at the bottom of the report you want to export. Depending on the configuration of your web browser, reports may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to specify a file name and select a location where you want to save the file.

Note: Only those reports containing data are exportable.

Important: If your report data includes account numbers that begin with zeros, Excel removes these zeros after opening the CSV file. If you import this report data into your own systems, it is recommended that you do not open the CSV file in Excel prior to your import process.

Long Distance Reports

This section discusses the types of long-distance reports available in the portal. To access these reports, from the **Reports** page, click **LONG DISTANCE REPORTS**.



Reports Page, Long Distance Reports

Long Distance Reporting Tool

The **Long Distance Reporting Tool** provides a general summary about long distance call usage. To access the **Long Distance Reporting Tool**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Long Distance Reporting Tool**.

Viewing Report Details

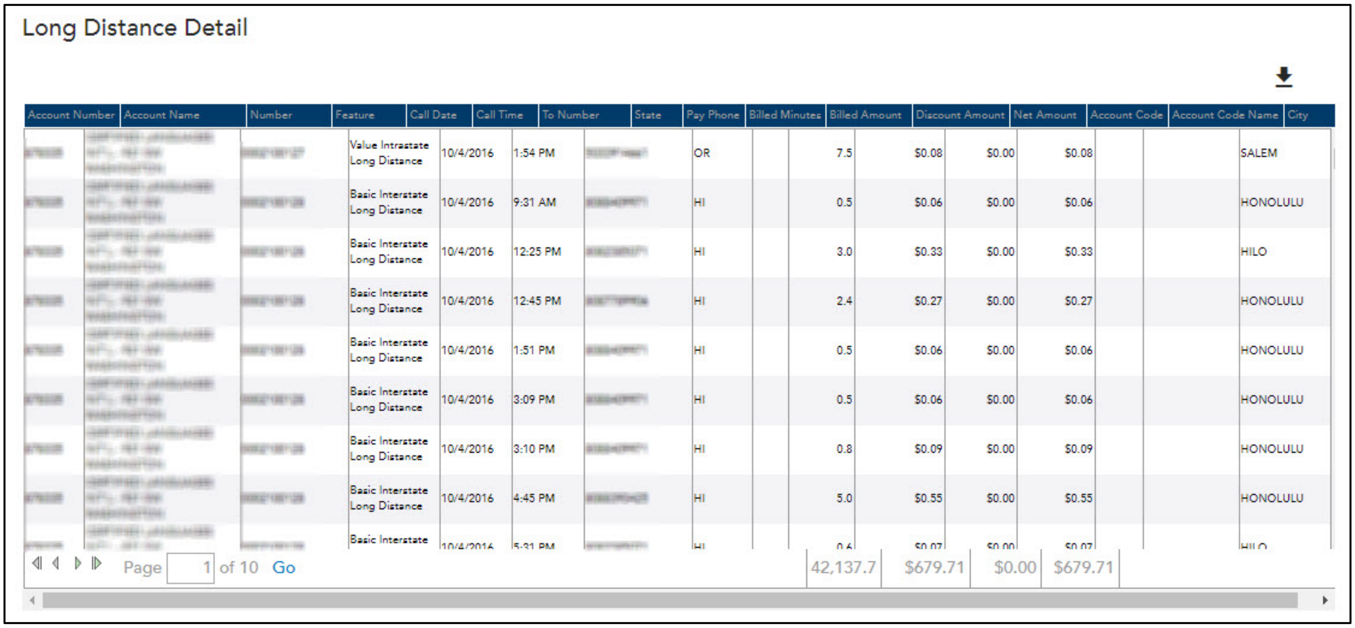
Once your criteria is applied, the report information displays on the page. There are four reports available providing data based on account, connection number, outbound long distance, and toll-free calls.

Report Data Item	Summary Report	Connection Number Summary	Outbound Call Detail by Connection Number	Toll Free Call Detail by Connection Number
Account Number	✓	✓	✓	✓
Account Name	✓	✓	✓	✓
Feature	✓	✓	✓	✓
Number		✓	✓	✓
From Number				✓
To Number			✓	
State			✓	✓
Calls (# of)	✓	✓		
Call Date			✓	✓
Call Time			✓	✓
Billed Minutes	✓	✓	✓	✓
Billed Amount	✓	✓	✓	✓
Discount Amount	✓	✓	✓	✓
Net Amount	✓	✓	✓	✓
Account Code		✓	✓	
Account Code Name		✓	✓	

Long Distance Detail Report

The **Long Distance Detail Report** provides data related to all long distance calls within a single billing month. To access the **Long Distance Detail Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Long Distance Detail Report**.

The top portion of the **Long Distance Detail** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.



Long Distance Detail

Account Number	Account Name	Number	Feature	Call Date	Call Time	To Number	State	Pay Phone	Billed Minutes	Billed Amount	Discount Amount	Net Amount	Account Code	Account Code Name	City
[illegible]	[illegible]	[illegible]	Value Intrastate Long Distance	10/4/2016	1:54 PM	[illegible]	OR		7.5	$0.08	$0.00	$0.08			SALEM
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	9:31 AM	[illegible]	HI		0.5	$0.06	$0.00	$0.06			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	12:25 PM	[illegible]	HI		3.0	$0.33	$0.00	$0.33			HILO
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	12:45 PM	[illegible]	HI		2.4	$0.27	$0.00	$0.27			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	1:51 PM	[illegible]	HI		0.5	$0.06	$0.00	$0.06			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	3:09 PM	[illegible]	HI		0.5	$0.06	$0.00	$0.06			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	3:10 PM	[illegible]	HI		0.8	$0.09	$0.00	$0.09			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	10/4/2016	4:45 PM	[illegible]	HI		5.0	$0.55	$0.00	$0.55			HONOLULU
[illegible]	[illegible]	[illegible]	Basic Interstate	10/4/2016	5:31 PM	[illegible]	HI		0.6	$0.07	$0.00	$0.07			HILO
									42,137.7	$679.71	$0.00	$679.71			

Page 1 of 10 Go

Long Distance Detail Report

Long Distance Summary Report

The **Long Distance Summary Report** provides a summary of outbound long distance calls within a single billing month. To access the **Long Distance Summary Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Long Distance Summary Report**.

The top portion of the **Long Distance Summary Report** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

Long Distance Summary

Account Number	Account Name	Number	Feature	Calls	Billed Minutes	Billed Amount	Discount Amount	Net Amount	Account Code	Account Code Name
[illegible]	[illegible]	[illegible]	Value Intrastate Long Distance	1	7.5	$0.08	$0.00	$0.08		
[illegible]	[illegible]	[illegible]	International Long Distance	27	326.0	$32.60	$0.00	$32.60		
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	21	111.6	$12.39	$0.00	$12.39		
[illegible]	[illegible]	[illegible]	Value Interstate Long Distance	1,717	16,348.0	$171.19	$0.00	$171.19		
[illegible]	[illegible]	[illegible]	Value Intrastate Long Distance	14	49.3	$0.56	$0.00	$0.56		
[illegible]	[illegible]	[illegible]	International Long Distance	14	55.6	$5.56	$0.00	$5.56		
[illegible]	[illegible]	[illegible]	Basic Interstate Long Distance	11	69.6	$7.71	$0.00	$7.71		
[illegible]	[illegible]	[illegible]	Value Interstate Long Distance	1,015	9,661.9	$101.29	$0.00	$101.29		
[illegible]	[illegible]	[illegible]	Value Intrastate	15	111.7	$1.17	$0.00	$1.17		
				4703	42,137.7	$679.71	$0.00	$679.71		

Long Distance Summary Report

Toll Free Summary Report

The **Toll Free Summary Report** provides summary information related to all inbound toll-free calls within a single billing month. To access the **Toll Free Summary Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Toll Free Summary Report**.

The top portion of the **Toll Free Summary** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

Toll Free Detail Report

The **Toll Free Detail Report** provides detailed information related to all inbound toll-free calls within a single billing month. To access the **Toll Free Detail Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Toll Free Detail Report**.

The top portion of the **Toll Free Detail Report** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

Destination Number Summary Report

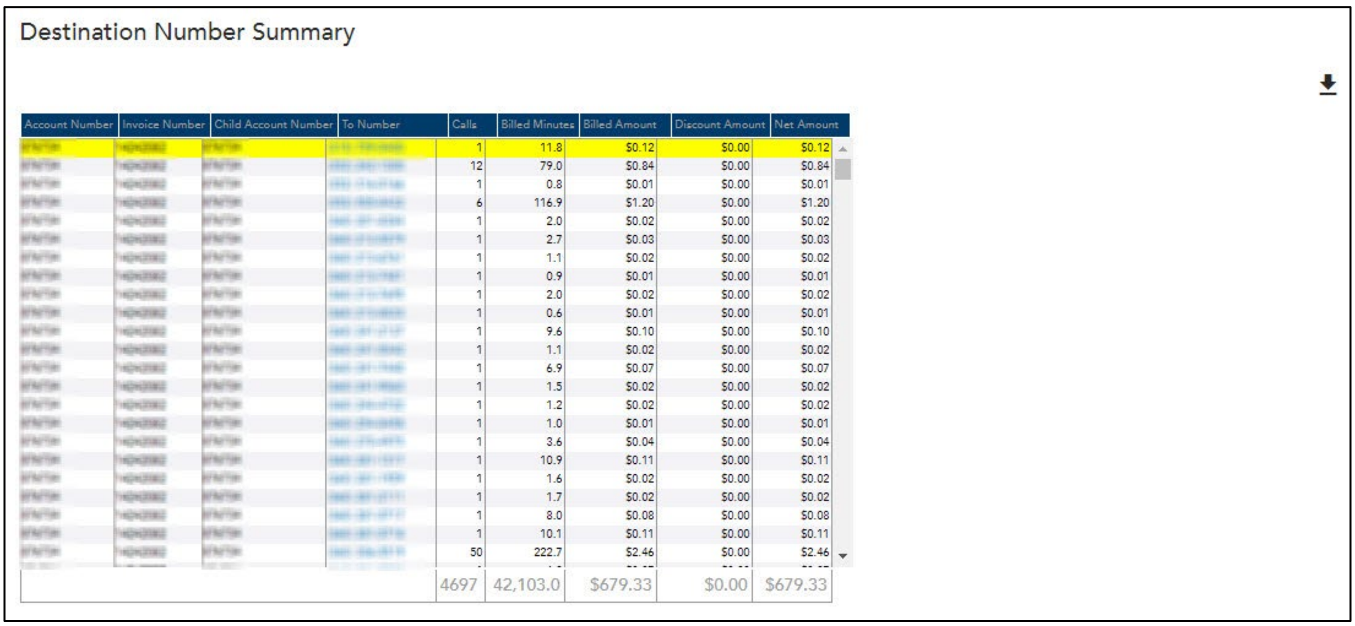
The **Destination Number Summary Report** provides a general summary of outbound calls by destination number. To access the **Destination Number Summary Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Destination Number Summary Report**.

The top portion of the **Destination Number Summary Report** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

Viewing Report Details

Once your criteria is applied, the report information displays on the page. There are two reports available providing data based on summary and detail information.

Report Data Item	Destination Number Summary	Destination Number Detail
Account Number	✓	✓
Invoice Number	✓	✓
Child Account Number	✓	
Feature		✓
To Number	✓	✓
Number		✓
Date/Time		✓
City		✓
State		✓
Calls	✓	
Billed Minutes	✓	✓
Billed Amount	✓	✓
Discount Amount	✓	✓
Net Amount	✓	✓



Destination Number Summary

Account Number	Invoice Number	Child Account Number	To Number	Calls	Billed Minutes	Billed Amount	Discount Amount	Net Amount
[illegible]	[illegible]	[illegible]	[illegible]	1	11.8	$0.12	$0.00	$0.12
[illegible]	[illegible]	[illegible]	[illegible]	12	79.0	$0.84	$0.00	$0.84
[illegible]	[illegible]	[illegible]	[illegible]	1	0.8	$0.01	$0.00	$0.01
[illegible]	[illegible]	[illegible]	[illegible]	6	116.9	$1.20	$0.00	$1.20
[illegible]	[illegible]	[illegible]	[illegible]	1	2.0	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	2.7	$0.03	$0.00	$0.03
[illegible]	[illegible]	[illegible]	[illegible]	1	1.1	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	0.9	$0.01	$0.00	$0.01
[illegible]	[illegible]	[illegible]	[illegible]	1	2.0	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	0.6	$0.01	$0.00	$0.01
[illegible]	[illegible]	[illegible]	[illegible]	1	9.6	$0.10	$0.00	$0.10
[illegible]	[illegible]	[illegible]	[illegible]	1	1.1	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	6.9	$0.07	$0.00	$0.07
[illegible]	[illegible]	[illegible]	[illegible]	1	1.5	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	1.2	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	1.0	$0.01	$0.00	$0.01
[illegible]	[illegible]	[illegible]	[illegible]	1	3.6	$0.04	$0.00	$0.04
[illegible]	[illegible]	[illegible]	[illegible]	1	10.9	$0.11	$0.00	$0.11
[illegible]	[illegible]	[illegible]	[illegible]	1	1.6	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	1.7	$0.02	$0.00	$0.02
[illegible]	[illegible]	[illegible]	[illegible]	1	8.0	$0.08	$0.00	$0.08
[illegible]	[illegible]	[illegible]	[illegible]	1	10.1	$0.11	$0.00	$0.11
[illegible]	[illegible]	[illegible]	[illegible]	50	222.7	$2.46	$0.00	$2.46
				4697	42,103.0	$679.33	$0.00	$679.33

Destination Number Summary Report

Origin Number Summary Report

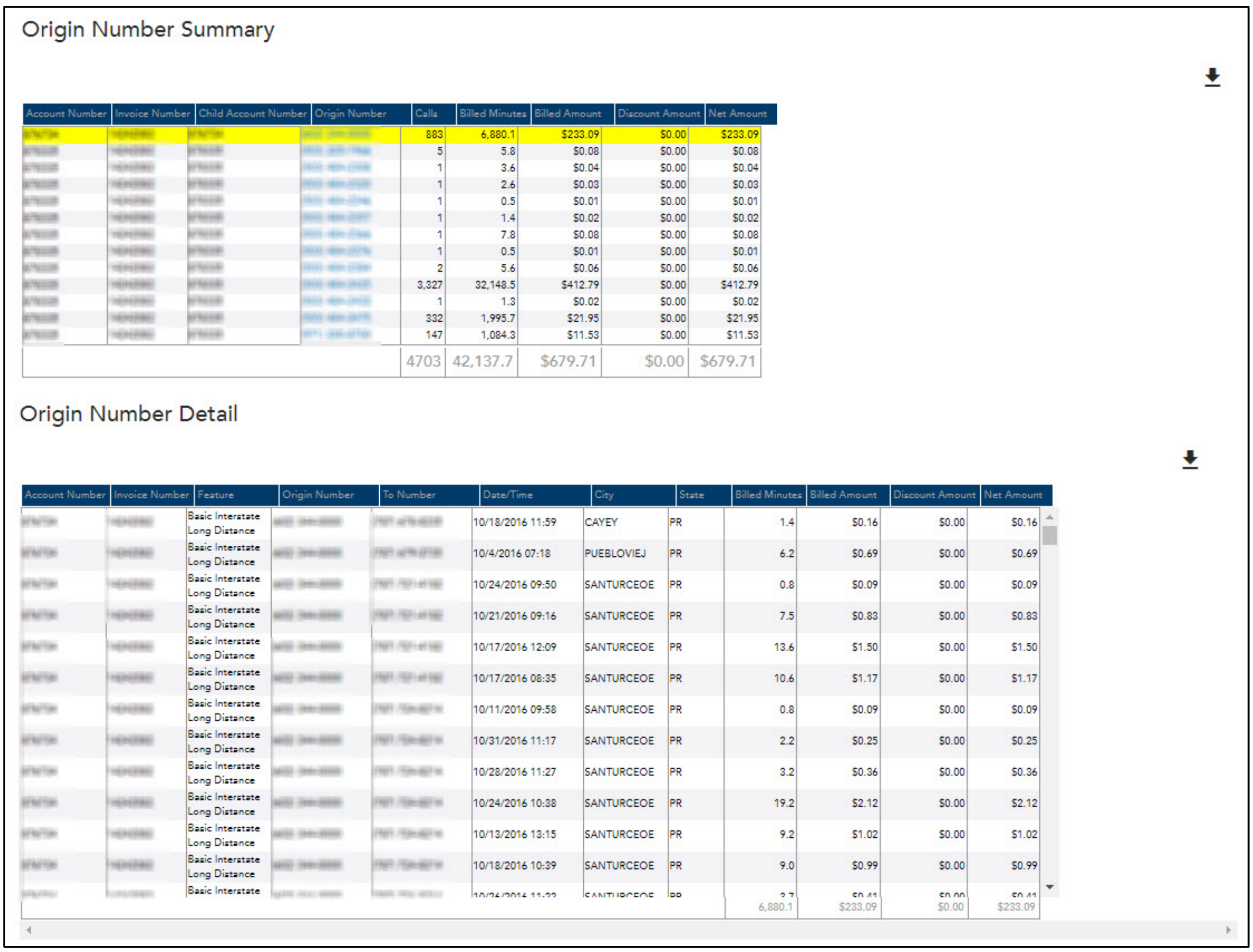
The **Origin Number Summary Report** provides a general summary of long-distance calls by origin number. To access the **Origin Number Summary Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Origin Number Summary Report**.

The top portion of the **Origin Number Summary Report** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

Viewing Report Details

Once your criteria are applied, the report information displays on the page. There are two reports available providing data based on summary and detail information.

Report Data Item	Origin Number Summary	Origin Number Detail
Account Number	✓	✓
Invoice Number	✓	✓
Child Account Number	✓	
Origin Number	✓	✓
To Number		✓
Calls	✓	
Feature		✓
Date/Time		✓
City		✓
State		✓
Billed Minutes	✓	✓
Billed Amount	✓	✓
Discount Amount	✓	✓
Net Amount	✓	✓


Origin Number Summary

Account Number	Invoice Number	Child Account Number	Origin Number	Calls	Billed Minutes	Billed Amount	Discount Amount	Net Amount
				883	6,880.1	$233.09	$0.00	$233.09
				5	5.8	$0.08	$0.00	$0.08
				1	3.6	$0.04	$0.00	$0.04
				1	2.6	$0.03	$0.00	$0.03
				1	0.5	$0.01	$0.00	$0.01
				1	1.4	$0.02	$0.00	$0.02
				1	7.8	$0.08	$0.00	$0.08
				1	0.5	$0.01	$0.00	$0.01
				2	5.6	$0.06	$0.00	$0.06
				3,327	32,148.5	$412.79	$0.00	$412.79
				1	1.3	$0.02	$0.00	$0.02
				332	1,995.7	$21.95	$0.00	$21.95
				147	1,084.3	$11.53	$0.00	$11.53
				4703	42,137.7	$679.71	$0.00	$679.71

Origin Number Detail

Account Number	Invoice Number	Feature	Origin Number	To Number	Date/Time	City	State	Billed Minutes	Billed Amount	Discount Amount	Net Amount
		Basic Interstate Long Distance			10/18/2016 11:59	CAYEY	PR	1.4	$0.16	$0.00	$0.16
		Basic Interstate Long Distance			10/4/2016 07:18	PUEBLOVIEJ	PR	6.2	$0.69	$0.00	$0.69
		Basic Interstate Long Distance			10/24/2016 09:50	SANTURCEOE	PR	0.8	$0.09	$0.00	$0.09
		Basic Interstate Long Distance			10/21/2016 09:16	SANTURCEOE	PR	7.5	$0.83	$0.00	$0.83
		Basic Interstate Long Distance			10/17/2016 12:09	SANTURCEOE	PR	13.6	$1.50	$0.00	$1.50
		Basic Interstate Long Distance			10/17/2016 08:35	SANTURCEOE	PR	10.6	$1.17	$0.00	$1.17
		Basic Interstate Long Distance			10/11/2016 09:58	SANTURCEOE	PR	0.8	$0.09	$0.00	$0.09
		Basic Interstate Long Distance			10/31/2016 11:17	SANTURCEOE	PR	2.2	$0.25	$0.00	$0.25
		Basic Interstate Long Distance			10/28/2016 11:27	SANTURCEOE	PR	3.2	$0.36	$0.00	$0.36
		Basic Interstate Long Distance			10/24/2016 10:38	SANTURCEOE	PR	19.2	$2.12	$0.00	$2.12
		Basic Interstate Long Distance			10/13/2016 13:15	SANTURCEOE	PR	9.2	$1.02	$0.00	$1.02
		Basic Interstate Long Distance			10/18/2016 10:39	SANTURCEOE	PR	9.0	$0.99	$0.00	$0.99
		Basic Interstate									
								6,880.1	$233.09	$0.00	$233.09

Origin Number Summary Report

Day of the Week Summary Report

The **Day of the Week Summary Report** provides a general summary of long-distance calls by day of the week. To access the **Day of the Week Summary Report**, from the **LONG DISTANCE REPORTS** list on the **Reports** page, click **Day of the Week Summary Report**.

The top portion of the **Day of Week Summary Report** page allows you to set your parameters for the data you want returned in the report. After you have set your report criteria, click **Update**. The page redisplays reporting data based on the criteria selected.

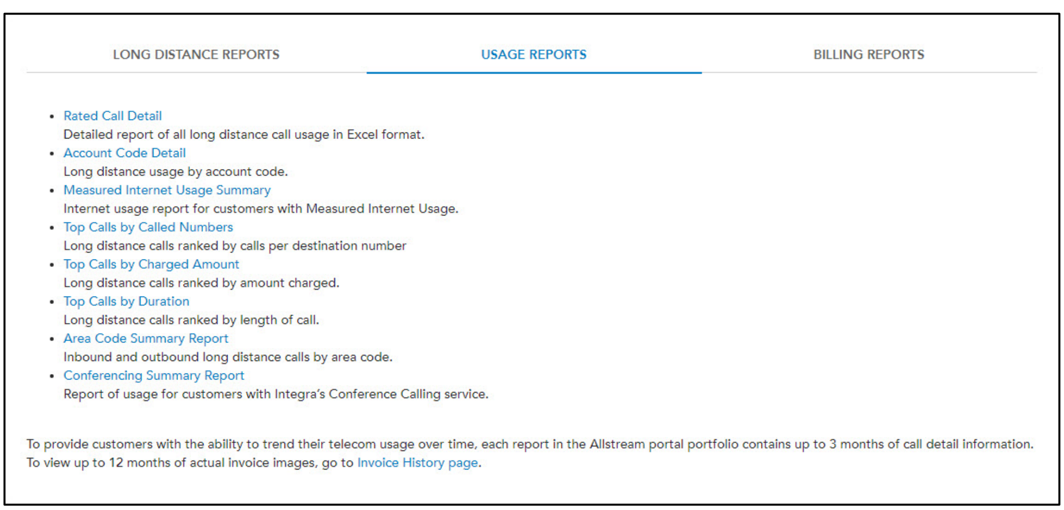
Viewing Report Details

Once your criteria are applied, the report information displays on the page. There are two reports available providing data based on summary and detail information.

Report Data Item	Day of Week Summary	Day of Week Detail
Day of Week	✓	
Total Calls	✓	
Total Minutes	✓	
Total Billed Amount	✓	
Total Discount Amount	✓	
Total Net Amount	✓	
Account Number		✓
Invoice Number		✓
Feature		✓
Number		✓
Date/Time		✓
City		✓
State		✓
Billed Minutes		✓
Billed Amount		✓
Discount Amount		✓
Net Amount		✓

Usage Reports

This section discusses the types of usage reports available in the portal. To access these reports, from the **Reports** page, click **USAGE REPORTS**.



Reports Page, Usage Reports

Rated Call Detail Report

The **Rated Call Detail Report** provides data related to all long-distance call usage on an invoice. To access the **Rated Call Detail Report**, from the **USAGE REPORTS** list on the **Reports** page, click **Rated Call Detail**, and select a billable account for the report you want to generate.

From the **Available Invoices** drop-down list, select the invoice for the rated call detail you want to export. To include any pay phone indicators on the report, check the **Include Pay Phone Indicator in Report** box.

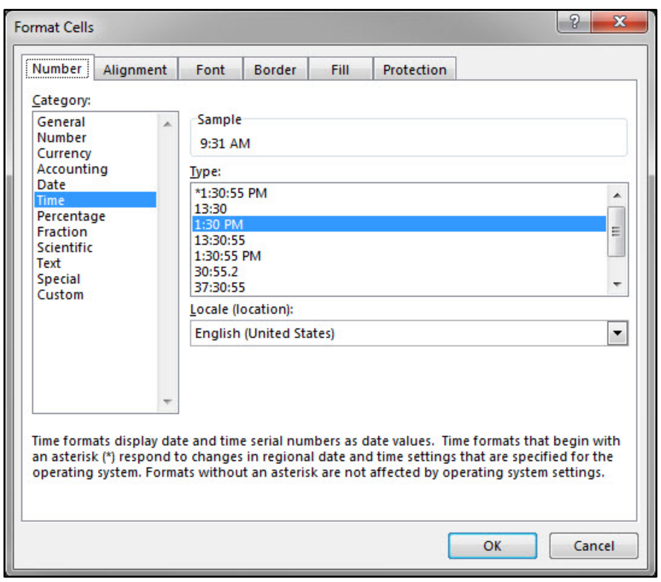
Note: Rated Call Detail Reports are compressed into a ZIP file. You will need a utility such as WinZip to extract reports from this file.

Viewing Call Times on the Report

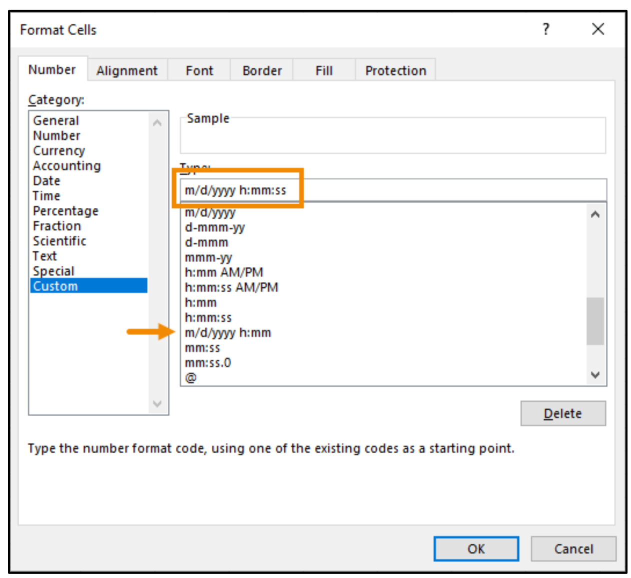
After the report is exported, you can view the times of each call as well as the date. The times are stored in the **Call Date** field.

To customize the view of call times on the report:

1. Open the report in Excel and select all data in the **Call Date** column of the report.
2. From the **Home** menu bar in Excel, click **Format** and select **Format Cells**.
   The **Format Cells** dialog box displays.
3. Click the **Number** tab.
4. To view the time only, from the **Category** list, select **Time** and select the desired format from the **Type** list and click **OK**.
   OR
   To view both the date and the time, from the **Category** list, select **Custom** and select **m/d/yyyy h:mm** from the **Type** list. You can modify the format as needed. When finished, click **OK**.



Format Cells Dialog Box, Time Only Format



Format Cells Dialog Box, Custom Format

Account Code Detail

The **Account Code Detail** report provides data related to all long-distance call usage by account code. To access the **Account Code Detail** report, from the **USAGE REPORTS** list on the **Reports** page, click **Account Code Detail**. Select the billing month for the report from the **Bill Month** drop-down list and click **Run Report**.

Measured Internet Usage Summary

The **Measured Internet Usage Summary** report is for those customers using Measured Internet Usage. To access the **Measured Internet Usage Summary** report, from the **USAGE REPORTS** list on the **Reports** page, click **Account Code Detail**. Select the billing date for the report from the **Bill Date** drop-down list.

Top Calls By Called Numbers

The **Top Calls By Called Numbers** report lists the top 100 long-distance calls ranked by destination phone number and includes minutes and cost. To access the **Top Calls By Call Numbers** report, from the **USAGE REPORTS** list on the **Reports** page, click **Top Calls By Called Numbers**.

The top portion of the **Top Calls By Called Numbers Report** page allows you to select a **Bill Month** and **Service Type** for the data you want returned in the report. After you have set your report criteria, click **Run Report**. The page redisplays reporting data based on the criteria selected.

Account Name	Account Number	Invoice Date	Number	Total Calls	Total Minutes	City	State	Billed Amount	Discount Amount	Net Amount
[illegible]	[illegible]	2016/11/02	[illegible]	244	2886.6	CLERMONT	FL	$29.92	$0.00	$29.92
[illegible]	[illegible]	2016/11/02	[illegible]	101	1300.9	LACEY	WA	$13.52	$0.00	$13.52
[illegible]	[illegible]	2016/11/02	[illegible]	93	963.8	OLYMPIA	WA	$10.11	$0.00	$10.11
[illegible]	[illegible]	2016/11/02	[illegible]	69	901.6	GAINESVL	FL	$9.33	$0.00	$9.33
[illegible]	[illegible]	2016/11/02	[illegible]	68	66.3	MT VERNON	WA	$0.93	$0.00	$0.93
[illegible]	[illegible]	2016/11/02	[illegible]	51	423.1	SALEM	OR	$4.48	$0.00	$4.48
[illegible]	[illegible]	2016/11/02	[illegible]	8	73.6	ATLANTA NE	GA	$0.78	$0.00	$0.78
[illegible]	[illegible]	2016/11/02	[illegible]	8	65.9	NWYRCYZN03	NY	$0.69	$0.00	$0.69

Top Calls By Number Report

Top Calls By Charged Amount Report

The **Top Calls By Charged Amount** report lists the top 100 long-distance calls ranked by amount charged and includes destination numbers, minutes, and cost. To access the **Top Calls By Charged Amount** report, from the **USAGE REPORTS** list on the **Reports** page, click **Top Calls By Charged Amount**.

The top portion of the **Top Calls By Charged Amount Report** page allows you to select a **Bill Month** and **Service Type** for the data you want returned in the report. After you have set your report criteria, click **Run Report**. The page redisplays reporting data based on the criteria selected.

Account Number	Account Name	Invoice Date	Call Date	Origin Number	To Number	Pay Phone Indicator	Origin City	Origin State	To City	To State	To Country	Call Duration	Billed Amount	Discount Amount	Net Amount
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	PONT VIAU	PQ		127.3	$12.73	$0.00	$12.73
[illegible]	[illegible]	11/2/2016	10/4/2016	[illegible]	[illegible]		PHOENIX	AZ	LIHUE	HI		66.1	$7.28	$0.00	$7.28
[illegible]	[illegible]	11/2/2016	10/4/2016	[illegible]	[illegible]		PHOENIX	AZ	PONT VIAU	PQ		63.5	$6.35	$0.00	$6.35
[illegible]	[illegible]	11/2/2016	10/25/2016	[illegible]	[illegible]		PHOENIX	AZ	RIOPIEDRAS	PR		51.7	$5.69	$0.00	$5.69
[illegible]	[illegible]	11/2/2016	10/31/2016	[illegible]	[illegible]		PHOENIX	AZ	FLORIDA	PR		50.0	$5.50	$0.00	$5.50
[illegible]	[illegible]	11/2/2016	10/17/2016	[illegible]	[illegible]		PHOENIX	AZ	JUANA DIAZ	PR		48.5	$5.34	$0.00	$5.34
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	PTCOQUITLM	BC		9.3	$0.93	$0.00	$0.93
[illegible]	[illegible]	11/2/2016	10/4/2016	[illegible]	[illegible]		PORTLAND	OR	WINDSOR	ON		9.2	$0.92	$0.00	$0.92

Top Calls By Charged Amount Report

Top Calls by Duration Report

The **Top Calls By Duration** report lists the top 100 long-distance calls ranked by the length of the call and includes destination numbers, minutes, and cost. To access the **Top Calls By Duration** report, from the **USAGE REPORTS** list on the **Reports** page, click **Top Calls By Duration**.

The top portion of the **Top Calls By Duration** page allows you to select a **Bill Month** and **Service Type** for the data you want returned in the report. After you have set your report criteria, click **Run Report**. The page redisplays reporting data based on the criteria selected.

Run Report

Account Number	Account Name	Invoice Date	Call Date	Origin Number	To Number	Pay Phone Indicator	Origin City	Origin State	To City	To State	To Country	Call Duration	Billed Amount	Discount Amount	Net Amount
[illegible]	[illegible]	11/2/2016	10/4/2016	[illegible]	[illegible]		PORTLAND	OR	ALLENTOWN	PA		176.3	$1.77	$0.00	$1.77
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	PONT VIAU	PQ		127.3	$12.73	$0.00	$12.73
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	PASSAIC	NJ		121.6	$1.22	$0.00	$1.22
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	BELLEVIEW	FL		116.3	$1.17	$0.00	$1.17
[illegible]	[illegible]	11/2/2016	10/5/2016	[illegible]	[illegible]		PORTLAND	OR	PASSAIC	NJ		47.7	$0.48	$0.00	$0.48
[illegible]	[illegible]	11/2/2016	10/4/2016	[illegible]	[illegible]		PORTLAND	OR	NO DEERING	ME		47.3	$0.48	$0.00	$0.48

Top Calls By Duration Report

Area Code Summary Report

The **Area Code Summary Report** lists inbound and outbound long-distance calls by area code. To access the **Area Code Summary Report**, from the **USAGE REPORTS** list on the **Reports** page, click **Area Code Summary Report**.

The top portion of the **Area Code Summary Report** page allows you to select a **Bill Month** and **Report Type** for the data you want returned. By default, the report is first populated using the last billing month and both outbound and inbound report types. After you have set your report criteria, click **Run Report**. The page redisplays reporting data based on the criteria selected.

Area Code Report - Outbound

Area Code	State	Calls	% of Total - Calls	Billed Minutes	% of Total - Minutes	Billed Amount	Discount Amount	Net Amount
201	NJ	40	0.85%	232.4	0.55%	$2.54	$0.00	$2.54
202	DC	29	0.62%	233.4	0.55%	$2.46	$0.00	$2.46
203	CT	16	0.34%	155.0	0.37%	$1.61	$0.00	$1.61
206	WA	39	0.83%	314.6	0.75%	$3.33	$0.00	$3.33
207	ME	10	0.21%	90.5	0.21%	$0.95	$0.00	$0.95
208	ID	7	0.15%	70.8	0.17%	$0.76	$0.00	$0.76
209	CA	32	0.68%	342.9	0.81%	$3.59	$0.00	$3.59
210	TX	26	0.55%	209.5	0.50%	$2.22	$0.00	$2.22
212	NY	9	0.19%	52.4	0.12%	$0.57	$0.00	$0.57
213	CA	2	0.04%	14.9	0.04%	$0.16	$0.00	$0.16
214	TX	11	0.23%	52.9	0.13%	$0.59	$0.00	$0.59
215	PA	2	0.04%	33.9	0.08%	$0.35	$0.00	$0.35
216	OH	10	0.21%	83.0	0.20%	$0.87	$0.00	$0.87
217	IL	6	0.13%	6.8	0.02%	$0.10	$0.00	$0.10
218	MN	4	0.09%	23.2	0.06%	$0.24	$0.00	$0.24
228	MS	2	0.04%	13.2	0.03%	$0.15	$0.00	$0.15
229	GA	2	0.04%	26.9	0.06%	$0.28	$0.00	$0.28
234	OH	4	0.09%	7.6	0.02%	$0.09	$0.00	$0.09
239	FL	6	0.13%	44.4	0.11%	$0.47	$0.00	$0.47
240	MD	17	0.36%	274.5	0.65%	$2.83	$0.00	$2.83
248	MI	1	0.02%	5.8	0.01%	$0.06	$0.00	$0.06
253	WA	21	0.45%	209.2	0.50%	$2.20	$0.00	$2.20
254	TX	12	0.26%	96.0	0.23%	$1.00	$0.00	$1.00
		4,703	100.00%	42,137.7	100.00%	$679.71	$0.00	$679.71

Area Code Report - Inbound

Area Code	State	Calls	% of Total - Calls	Billed Minutes	% of Total - Minutes	Billed Amount	Discount Amount	Net Amount
No Records Found								
		4,703	100.00%	42,137.7	100.00%	$679.71	$0.00	$679.71

Area Code Summary Report

Conferencing Summary Report

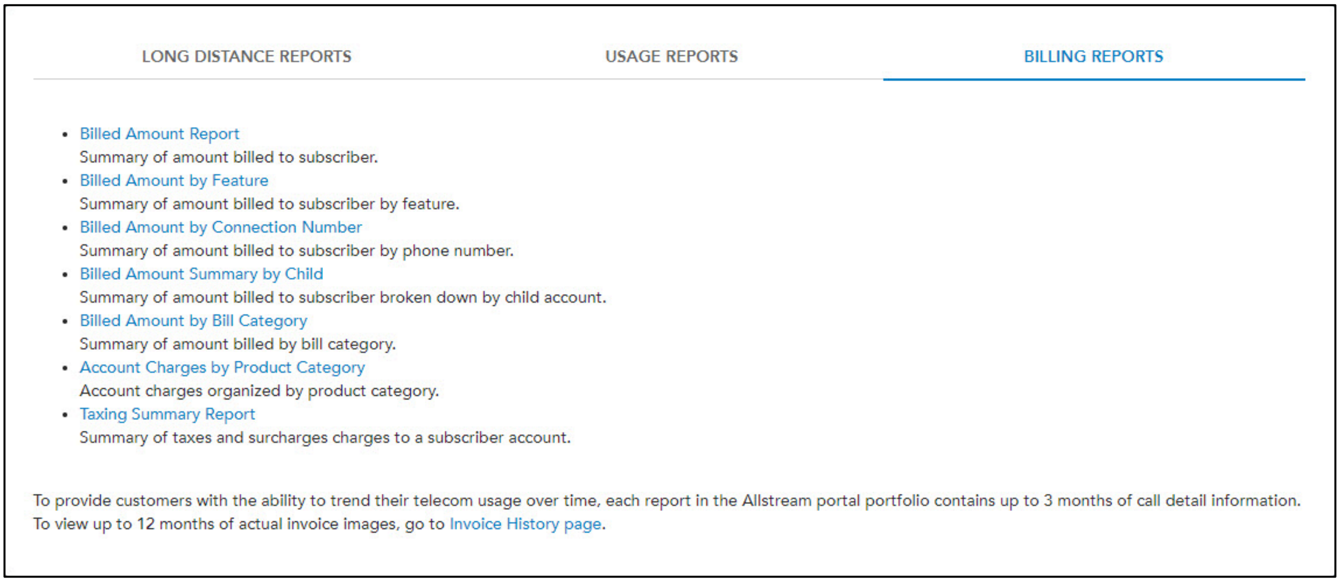
The **Conferencing Summary Report** is for those customers using the Conference Calling service. To access the **Conferencing Summary Report**, from the **USAGE REPORTS** list on the **Reports** page, click **Conferencing Summary Report**.

The top portion of the **Conferencing Summary Report** page allows you to select a **Bill Date** and **Call Type** for the data you want returned. Additional filters are available that allow you to further focus report data by call length, frequency, and charge minimum, or by area code, country, or account code. To access the optional filters, click **Show**.

After you have set your report criteria, click **Apply Filters**. The page redisplays summary and detailed reporting data based on the criteria selected.

Billing Reports

This section discusses the types of billing reports available in the portal. To access these reports, from the **Reports** page, click **BILLING REPORTS**.



Reports Page, Billing Reports

Billed Amount Report

The **Billed Amount Report** provides a summary of data related to the amount billed to your account. To access the **Billed Amount Report**, from the **BILLING REPORTS** list on the **Reports** page, click **Billed Amount Report**.

The top portion of the **Billed Amount Report** page allows you to select a billable account and a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Data displayed in the **Billed Amount** report can be summarized by **Category**, **Feature**, **Connection**, or **Detail Data**. Check the box next to one of these methods to view a more focused summary in the table.

Billed Amount by Feature Report

The **Billed Amount by Feature** report provides a summary of data related to the amount billed for each feature on your account. To access the **Billed Amount by Feature** report, from the **BILLING REPORTS** list on the **Reports** page, click **Billed Amount by Feature**.

The top portion of the **Feature Summary** page allows you to select a billable account and a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Billed Amount by Connection Number Report

The **Billed Amount by Connection Number** report provides a summary of data related to the amount billed for each connection number on your account. To access the **Billed Amount by Connection Number** report, from the **BILLING REPORTS** list on the **Reports** page, click **Billed Amount by Connection Number**.

The top portion of the **Connection Number Summary** page allows you to select a billable account and a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Billed Amount Summary by Child Report

The **Billed Amount Summary by Child** report provides a summary of the amount billed broken down by child account. To access the **Billed Amount Summary by Child** report, from the **BILLING REPORTS** list on the **Reports** page, click **Billed Amount Summary by Child**.

The top portion of the **Child Account Summary Report** page allows you to select a billable account and a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Billed Amount by Bill Category Report

The **Billed Amount by Bill Category** report provides a summary of the amount billed by bill category. To access the **Billed Amount by Bill Category** report, from the **BILLING REPORTS** list on the **Reports** page, click **Billed Amount by Bill Category**.

The top portion of the **Subscriber Category Summary Report** page allows you to select a billable account and a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Account Charges by Product Category

The **Account Charges by Product Category** report provides a summary of the account charges by product or service. To access the **Account Charges by Product Category** report, from the **BILLING REPORTS** list on the **Reports** page, click **Account Charges by Product Category**.

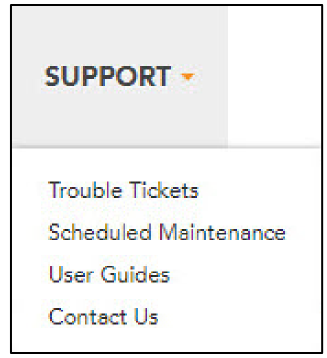
The top portion of the **Account Charges By Category** page allows you to select a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Taxing Summary Report

The **Taxing Summary Report** provides a summary of taxes and surcharges to your account. Tax results are generated for rated call detail cost. To access the **Taxing Summary Report**, from the **BILLING REPORTS** list on the **Reports** page, click **Taxing Summary Report**.

The top portion of the **Taxing Summary Report** page allows you to select a **Bill Date** (Invoice Date) for the data you want returned. After selecting a **Bill Date**, click **View Report**. The page redisplays summary and detailed reporting data based on the criteria selected.

Getting Support

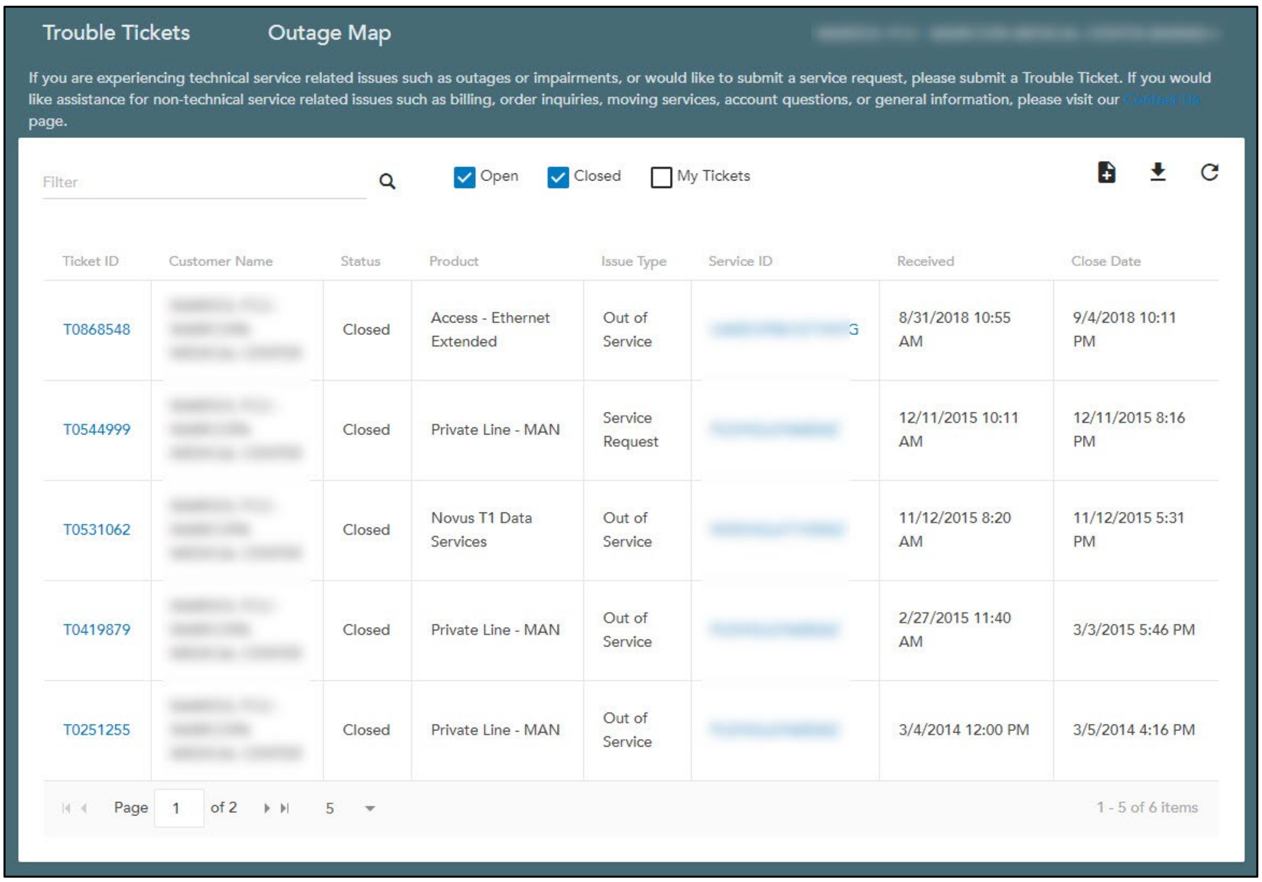


The **SUPPORT** menu at the top of the portal provides several methods of communicating with support teams and getting more information about using the portal.

Working with Trouble Tickets

Trouble tickets are requests for help with all technical service-related issues such as outages, service disruptions, or impairments. Trouble tickets are managed by selecting **Trouble Tickets** from the **SUPPORT** menu. To manage tickets for a specific account, select an account from the account selector at the top of the page (see Selecting an Account, page 3 for more information).

Note: This page also displays after clicking the **View All Tickets** icon on the **My Dashboard** page.



Trouble Tickets Page

- Use the **Filter** field to quickly search for and locate tickets displayed on the page. After entering the search criteria, click the **Filter** icon to update the list.
- Check the box next to **Open** and/or **Closed** to filter the list by status. Check both boxes to view all. To view only the tickets that you have submitted, check the box next to **My Tickets**.
- Click the **Create a Ticket** icon to create a new ticket. This icon is also available on the **My Dashboard** page. For more information, see Creating a Trouble Ticket, page 42.

- Click the **Export** icon to export the list to an Excel spreadsheet. This icon is also available on the **My Dashboard** page. Depending on the configuration of your web browser, the document may be automatically exported to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.
- Click the **Refresh** icon to update the list to include the most recently added tickets and changes in ticket status. This icon is also available on the **My Dashboard** page.
- Click a **Ticket ID** to view the details of a selected ticket, such as a ticket description, status log, notes, contact information and any related outage. This feature is also available on the **My Dashboard** page. While viewing ticket details, you may also raise the urgency of the ticket by clicking the **Escalate** link at the top of the **NOTES** tab of the dialog box. For more information, see Escalating a Trouble Ticket, page 44.
- Click a **Service ID** to view or export a list of related features and existing tickets for the selected service.

Creating a Trouble Ticket

Trouble tickets are created for all technical service-related issues. To contact an Allstream representative about an account-related issue, use the **CONTACT US** page. For more information, see Contacting an Allstream Representative, page 45.

Trouble Tickets can be created from several areas within the portal:

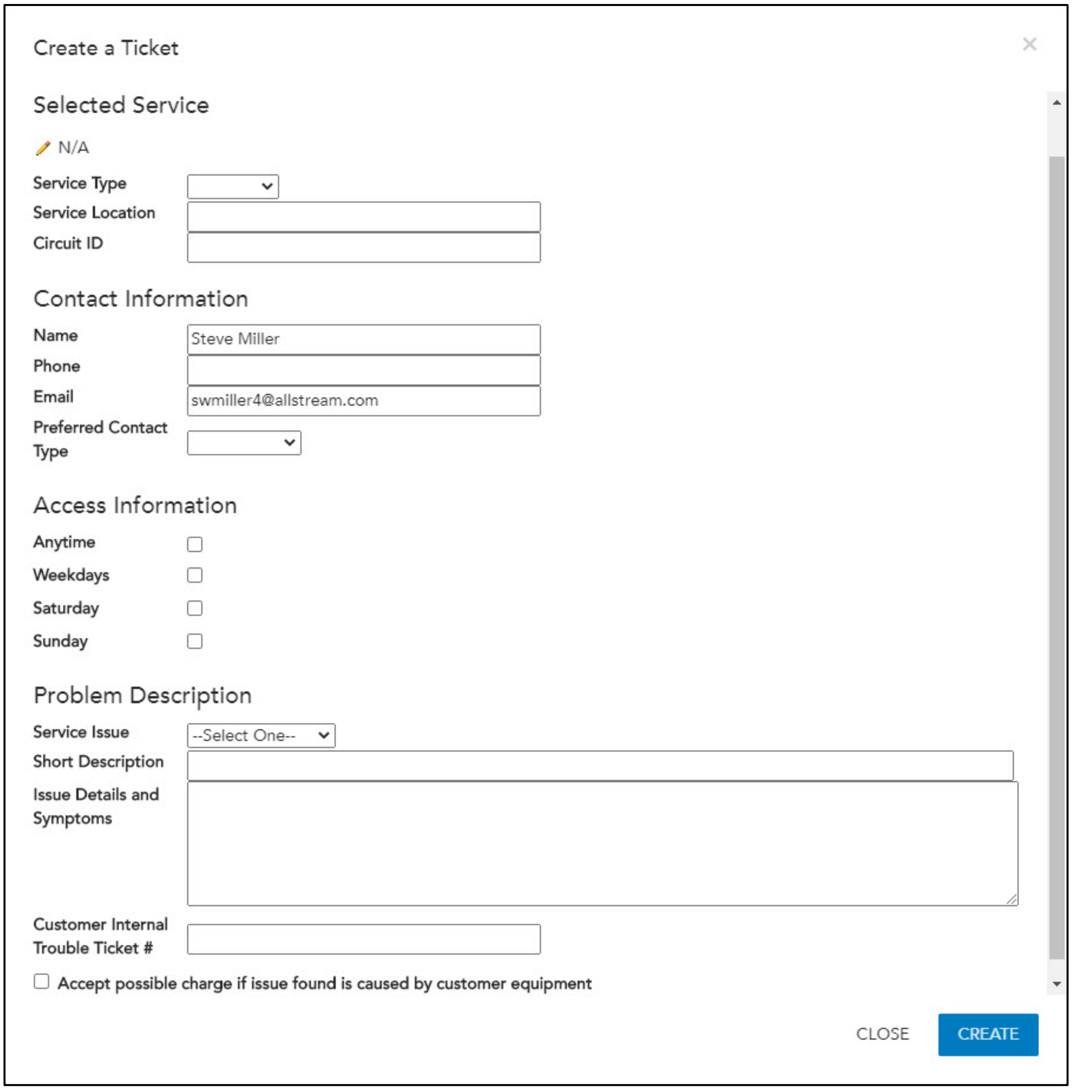
- The **Trouble Ticket** section of the **My Dashboard** page (see Trouble Tickets, page 5)
- The **Service Map** and **Service Map (Data)** sections of the **My Dashboard** page (see Service Map, page 5)
- While viewing service-related features and tickets on the **Service Details** page (see Viewing Service Details, page 6)
- The **Trouble Tickets** page accessible from the **SUPPORT** menu at the top of the portal

To create a trouble ticket:

1. Access the **Trouble Ticket** page from one of the portal areas as listed above.
2. When accessing the **Trouble Ticket** page from **Trouble Tickets** section of the **My Dashboard** page or from the **SUPPORT** menu, click the **Service Description** in the list for which you are creating the ticket or click **SERVICE NOT LISTED** to skip. To search for a service, use the **Filter** field to quickly search for and locate tickets displayed on the page. After entering the search criteria, click the **Filter** icon to update the list.

   Note: This step does not apply to tickets created directly from service-specific areas of the portal (**Service Map**, **Service Map (Data)**, or **Service Details**).

   The **Create a Ticket** dialog box expands.



Create a Ticket Dialog Box

3. Provide as much information about the service as possible by selecting a **Service Type** and providing a **Service Location** and **Circuit ID**.
4. By default, the name, phone number, and email address in the **Contact Information** section is populated based on the user who is logged in to the portal and creating the ticket and may be modified as needed.
5. In the **Access Information** section, indicate the days and hours during which the service site is accessible.

- Check the **Any time** box to indicate that the service site is always accessible.
- Check the **Weekdays** box to indicate that the service site is accessible on weekdays. Use the **Start Time** and **End Time** fields to specify the window of time in which the service site is accessible.
- Check the **Saturday** box to indicate that the service site is accessible on Saturdays. Use the **Start Time** and **End Time** fields to specify the window of time in which the service site is accessible.
- Check the **Sunday** box to indicate that the service site is accessible on Sundays. Use the **Start Time** and **End Time** fields to specify the window of time in which the service site is accessible.

6. In the **Problem Description** section, specify the issue by first selecting an issue type from the **Service Issue** drop-down list, and then entering a short description and further details about the issue as needed. When an **Out of Service** ticket is created, the outage is pinned on the **Outage Map**. For more information about the **Outage Map**, see [Viewing the Outage Map](#).
7. If you have your own internal customer ticket number related to this issue, provide this number in the **Customer Internal Trouble Ticket #** field.
8. Acknowledge acceptance of any charges for service if the issue is caused by your equipment by checking the **Accept possible charge if issue is caused by customer equipment** box.
9. Click **CREATE** to submit the ticket.
   The ticket is created and displays as *Work in Progress* in the **Trouble Tickets** lists on the My Dashboard and **Trouble Tickets** pages.

Escalating a Trouble Ticket

Escalating a ticket raises the urgency of an issue. For example, if an issue is affecting a large number of users or if communications regarding its status and progress seem to have stopped, you have the option to escalate the ticket.

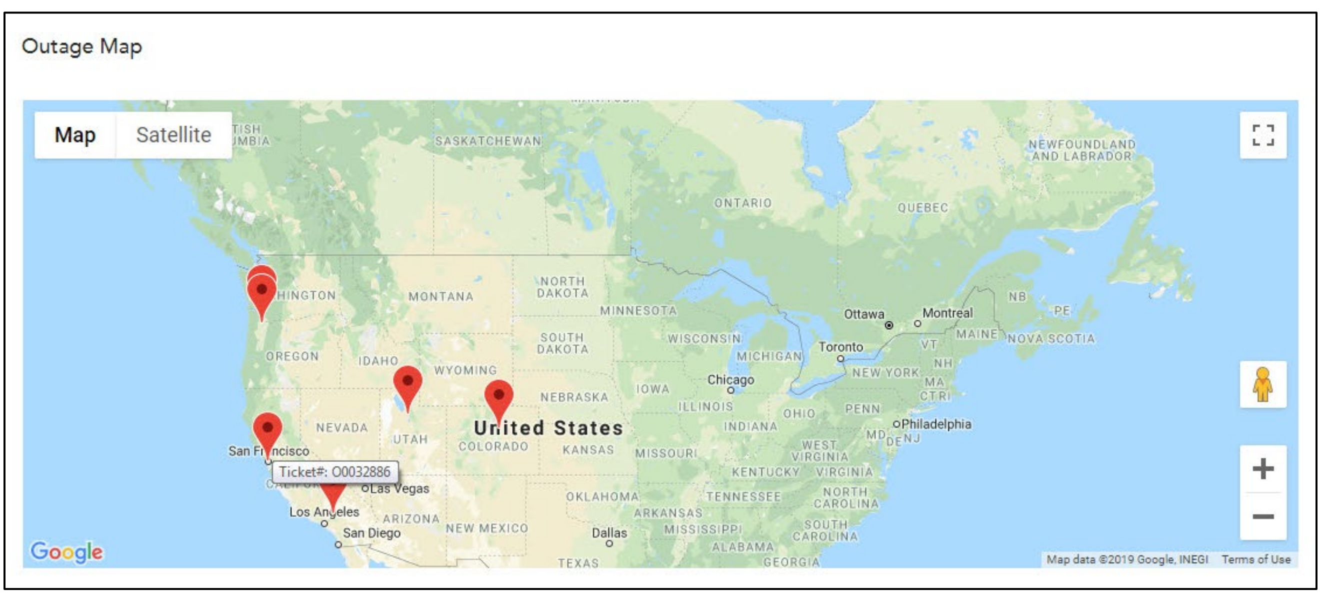
Note: It is important that you review all of the ticket's notes before escalating the ticket.

To escalate a ticket:

1. From the **Trouble Tickets** page, click a **Ticket ID** to view ticket details (see [Working with Trouble Tickets, page 41](#)).
   The **Ticket Detail** dialog box displays.
2. Click the **NOTES** tab and review all of the notes related to the ticket.
3. If escalation is necessary, click the **Escalate** link at the top of the **NOTES** tab.
4. Provide the information as requested by the prompts.

Viewing the Outage Map

The **Outage Map** displays a map of the US and Canada using pins to mark locations with service outages reported using Trouble Tickets. To view the **Outage Map**, click **Outage Map** at the top of the **Trouble Tickets** page.



Outage Map

When an **Out of Service** ticket is created, a pin is placed on the map at the outage location. To view details about an outage, hover your cursor over a pin to see the associated outage ticket number. Once an **Out of Service** ticket is resolved, the related pin is removed from the map.

Viewing Scheduled Maintenance

To view a calendar of all upcoming scheduled maintenance, from the **SUPPORT** menu, select **Scheduled Maintenance**. The maintenance calendar allows you to check for scheduled maintenance tasks by selecting a specific day, week, or month. This information is read-only.

Accessing User Guides

Additional instructions and helpful tips about using your selected Allstream products and services are available by selecting **User Guides** from the **SUPPORT** menu or by clicking **User Guides** under the **HELP AND SUPPORT** section of the quick links at the bottom of the portal.
The **USER GUIDES** tab on the **Support** page displays.

Contacting an Allstream Representative

Allstream representatives are happy to help with any account-related issues that may arise by selecting **Contact Us** from the **SUPPORT** menu or by clicking **Contact Us** under the **HELP AND SUPPORT** section of the quick links at the bottom of the portal.

Your designated contacts can assist you with billing and payments, orders, moving or transferring services, accounts, and general information, or you can submit a request to our Customer Care team from the **CONTACT US** page. A list of previously submitted support request cases may display at the bottom of the page. To view details about a case, click a case number in the list. Once the selected case is in view, you can view and add comments to the case using the **NOTES** tab. To add a comment, provide your comment in the **Note** field and click **Add Note**.

Note: To request help regarding a technical service-related issue, please submit a trouble ticket. For more information, see Working with Trouble Tickets, page 41.

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