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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
- View reports on your long-distance calling, usage, and billing

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.

To access the portal:

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

   ![Create an Account Page](image)

   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 each portal page allowing 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.

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.

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.
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 drop-down list. For more information about managing trouble tickets, see Working with Trouble Tickets, page 38.

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 15.

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.

- 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 39.
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 Viewing Subscribed Services, page 14.

Account Management
The MY ACCOUNT drop-down list 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 long distance, usage, and billing report data

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.

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.

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 drop-down list, select Contacts. The Contacts page displays, and the top section of the page displays an account summary.

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 drop-down list, select Contacts. The Contacts page displays, and the lower section of the page displays a list of customer contacts.
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 9.
- 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.

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.
4. 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 drop-down list, 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 downloaded 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 drop-down list, 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 downloaded 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.

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.
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.
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.
Viewing 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 drop-down list, select Services.

![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 downloaded 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.
Click the **Create New Ticket** icon to create a trouble ticket for the service. For more information, see Creating a Trouble Ticket, page 39.

- 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.

### 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** drop-down list, 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 drop-down list, select Voice Services.
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 downloaded 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 (BTN) 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 downloaded 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 downloaded 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 downloaded to your **Downloads** folder, or a dialog box may display prompting you to select a location where you want to save the document.
**Resetting Your Voicemail PIN**
When at least one voice mailbox service is configured for your account, a Welcome email is sent that includes a mailbox PIN number. It is recommended that you change this PIN number using a 4-15 digit number combination that you will use to access your voice mailbox.

**Note:** If you do not receive a Welcome email containing a mailbox PIN, contact an Allstream Support representative.

To change your voicemail PIN number:

1. Click **Voicemail PIN Reset** from the **Voice Services** page. The **Voicemail PIN Reset** page displays.
2. If there are multiple mailboxes associated with your account, each is listed on the **Voicemail PIN Reset** page. You can narrow the list of mailboxes by entering search criteria in the **Filter** field.
3. To change a mailbox PIN number, click **Change PIN** for the desired mailbox. A dialog box displays, prompting you to enter and confirm your new PIN.
4. Click **Change PIN**.

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**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** drop-down list.

![Billing Center Page](image)

**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 download past invoices as PDF files. Depending on the configuration of your web browser, the document may be automatically downloaded 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 downloaded, 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 download 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 downloaded to your Downloads folder, or a dialog box may display prompting you to select a location where you want to save the document.

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 downloaded 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 drop-down list.

*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](image)

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.

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.
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.

   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 downloaded 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 downloaded 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, and billing. Each report in the portal portfolio contains 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 20).

To access the Reports page, from the MY ACCOUNT drop-down list, select Reports.
Filtering Report Data
The top portion of any 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](image)

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

Exporting 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, the document may be automatically downloaded to your *Downloads* folder, or a dialog box may display prompting you to select a location where you want to save the document.

**Note:** Only those reports containing data are exportable.

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.

<table>
<thead>
<tr>
<th>Report Data Item</th>
<th>Summary Report</th>
<th>Connection Number Summary</th>
<th>Outbound Call Detail by Connection Number</th>
<th>Toll Free Call Detail by Connection Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Account Name</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Feature</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Number</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>From Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls (# of)</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Time</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Billed Minutes</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Billed Amount</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discount Amount</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Amount</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account Code</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account Code Name</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**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 redisplay reporting data based on the criteria selected.

---

**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 redisplay reporting data based on the criteria selected.
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.

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.

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.
### 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 redisplay 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.
<table>
<thead>
<tr>
<th>Report Data Item</th>
<th>Origin Number Summary</th>
<th>Origin Number Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Invoice Number</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Child Account Number</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Origin Number</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>To Number</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Calls</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Feature</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Date/Time</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>City</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>State</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Calls</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Billed Minutes</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Billed Amount</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Discount Amount</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Net Amount</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
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 redisplay 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.

<table>
<thead>
<tr>
<th>Report Data Item</th>
<th>Day of Week Summary</th>
<th>Day of Week Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day of Week</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Total Calls</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Total Minutes</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Total Billed Amount</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Total Discount Amount</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Total Net Amount</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Account Number</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Invoice Number</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Date/Time</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Billed Minutes</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Billed Amount</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Discount Amount</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Net Amount</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

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.
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.

From the Available Invoices drop-down list, select the invoice for the rated call detail you want to download. 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, but by default, Excel does not display them.

To view the times of the calls 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.

   Format Cells Dialog Box (Excel)

3. Click the Number tab and select Time.
4. In the Type: list, select the time format for the report and click OK.

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 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 redispays reporting data based on the criteria selected.

| Account Name | Account Number | Account Number In Stone | Number | Total Calls | Total Minutes Cost | State | Default Amount | Discounted Amount
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CLERMONT FL</td>
<td>2886.6</td>
<td></td>
<td>4</td>
<td>244</td>
<td>2886.6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LACEY WA</td>
<td>1300.9</td>
<td></td>
<td>1</td>
<td>101</td>
<td>1300.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OLYMPIA WA</td>
<td>963.8</td>
<td></td>
<td>1</td>
<td>93</td>
<td>963.8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GAINESVL FL</td>
<td>901.6</td>
<td></td>
<td>1</td>
<td>69</td>
<td>901.6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MT VERNON WA</td>
<td>66.3</td>
<td></td>
<td>1</td>
<td>68</td>
<td>66.3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SALEM OR</td>
<td>423.1</td>
<td></td>
<td>1</td>
<td>51</td>
<td>423.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATLANTA NE</td>
<td>73.6</td>
<td></td>
<td>1</td>
<td>8</td>
<td>73.6</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>NY 659</td>
<td></td>
<td></td>
<td>1</td>
<td>8</td>
<td>659</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Top Calls By Charged Amount Report
The Top Calls By Charged Amount report lists 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 redispays reporting data based on the criteria selected.

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Account Name</th>
<th>Service Date</th>
<th>Service Date</th>
<th>Destination</th>
<th>Origin City</th>
<th>Destination</th>
<th>Origin City</th>
<th>Service Date</th>
<th>Service Date</th>
<th>Service Date</th>
<th>Service Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PORTLAND OR</td>
<td></td>
<td>11/2/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PONTYPAU</td>
<td></td>
<td>10/5/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAFAYETTE</td>
<td></td>
<td>10/17/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RICHLAND</td>
<td></td>
<td>11/2/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PORTLAND OR</td>
<td></td>
<td>10/4/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PONTOQUILIP</td>
<td></td>
<td>10/23/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PORTLAND OR</td>
<td></td>
<td>10/25/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINSTON</td>
<td></td>
<td>11/2/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Top Calls by Duration Report

The **Top Calls By Duration** report lists 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.

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Account Name</th>
<th>Invoice Date</th>
<th>Call Date</th>
<th>Origin Number</th>
<th>Destination Name</th>
<th>Call Duration</th>
<th>Bill Amount</th>
<th>Minutes</th>
<th>Line Item Amount</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0123</td>
<td>John Smith</td>
<td>11/2/2016</td>
<td>11/3/2016</td>
<td>012345</td>
<td>Portland, OR</td>
<td>123.45</td>
<td>5.67</td>
<td>12345</td>
<td>6.78</td>
<td>0.00</td>
</tr>
<tr>
<td>B0234</td>
<td>Jane Doe</td>
<td>11/2/2016</td>
<td>11/3/2016</td>
<td>67890</td>
<td>Allentown, PA</td>
<td>234.56</td>
<td>7.89</td>
<td>67890</td>
<td>8.90</td>
<td>0.00</td>
</tr>
<tr>
<td>C0345</td>
<td>Robert Lee</td>
<td>11/2/2016</td>
<td>11/3/2016</td>
<td>123456</td>
<td>Ponte Vedere, FL</td>
<td>345.67</td>
<td>9.01</td>
<td>123456</td>
<td>10.12</td>
<td>0.00</td>
</tr>
</tbody>
</table>

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.
The **Area Code Summary Report** is for those customers using the Conference Calling service. To access the **Conference 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.

<table>
<thead>
<tr>
<th>BILLING REPORTS</th>
<th>BILLING REPORTS</th>
</tr>
</thead>
<tbody>
<tr>
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To provide customers with the ability to trend their telecom usage over time, each report in the Allstream portal portfolio contains up to 3 months of call detail information. To view up to 12 months of actual invoice images, go to Invoice History page.

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 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 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 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 Bill Date (Invoice Date) for the data you want returned. After selecting a Bill Date, click View Report. The page redisplay 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 Bill Date (Invoice Date) for the data you want returned. After selecting a Bill Date, click View Report. The page redisplay 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 redisplay 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 redisplay summary and detailed reporting data based on the criteria selected.

Getting Support
The SUPPORT drop-down list 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 service-related issues. Trouble tickets are managed by selecting Trouble Tickets from the SUPPORT drop-down list.

Note: This page also displays after clicking the View All Tickets icon on the My Dashboard page.
Trouble Tickets are created for all service-related issues. To contact an Allstream representative about a non-service related issue, use the CONTACT US page. For more information, see Contacting an Allstream Representative, page 42.

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

- The Trouble Ticket section of the My Dashboard page (see Trouble Tickets, page 4)
- The Service Map and Service Map (Data) sections of the My Dashboard page (see Service Map, page 4)
- 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 drop-down list 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 drop-down list, 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](image)

   3. 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.
4. 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.

5. 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.

6. 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.

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.

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 drop-down list, 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 drop-down list 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 non-service related issues that may arise by selecting Contact Us from the SUPPORT drop-down list or by clicking Contact Us under the CONNECT WITH US section of the quick links at the bottom of the portal.

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

If you don't have a dedicated Account Manager, a form is available on the CONTACT US page for submitting a request. A list of previously submitted support 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 service-related issue, please submit a trouble ticket. For more information, see Working with Trouble Tickets, page 38.
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