



AT&T Switched Ethernet on Demand

Billing Overview

About Your Bill

Sample Bill (Paper & Digital)



About Your Bill

Each bill is provided in two formats: summary paper bill (1-2 page remit only) and digital (provides billing details)

Paper Bill: 1-2 Page Remit Only

- The paper bill summary will always show your account number, amount due and general billing information
- Each Invoice will show:
 1. Bill-At-A-Glance
 2. Billing Summary
 3. News You Can Use
 4. Remit Page (account #, due by date, amount due and remit mailing address)

Digital Billing (Business Center): Provides Billing Details

- View current billing details sooner, check payment history, and easily access the past 16 months of statements
- Manage costs by analyzing your billing data through month over month variances and customizable reports
- Initiate inquires on any items on your bill and track the progress of resolution
- Control access to and display of your billing information
- Export data to your own systems
- Pay your bills conveniently and with SSL security



Access Current Charges Online to See Invoice Breakdowns

The screenshot shows the AT&T Business Center Billing interface. The top navigation bar includes 'Business Center', 'Manage', 'Billing', and 'Support'. A search bar is present with the text 'Go to...'. The user's profile is identified as 'My Profile'. The main navigation menu includes 'Accounts', 'Charge Details', 'Reports', 'Payments', 'Disputes', 'Billing Profile', and 'Alternate Media'. A 'View current charges' button is highlighted. The page title is 'Current Charges' with a help icon and a 'Print' button. A message states: 'Account level discounts may not be included in the detail below.' The account information section shows: Account Number: 1717883210340, Invoice Date: 11 Apr, 2017, Group Number: All, Account Label: Test Account - ABN Inc 11, and Subaccount Number: All. The 'Current Charges' table is as follows:

Service Type	Recurring Charges	One-Time Charges	Usage Charges	Discounts	Regulatory Fees	Taxes, Fees, and Surcharges	Total Current Charges
Account 1717883210340 Test Account - ABN Inc 11							
Plan Charges	\$55.00	\$0.00	\$0.00	-\$55.00	\$0.00	\$0.00	\$0.00
Group 000004 Test Account 3-13-10							
Subaccount 829-000-1003 860 test example							
Digital Subscriber Li...	\$139.95	\$0.00	\$0.00	-\$139.95	\$0.00	\$0.00	\$0.00
T1.5 Services	\$4,081.70	\$0.00	\$0.00	-\$4,081.70	\$0.00	\$0.00	\$0.00
PL Administration	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Subaccount 82...	\$4,221.65	\$0.00	\$0.00	-\$4,221.65	\$0.00	\$0.00	\$0.00
Total Group 000004 Te...	\$4,221.65	\$0.00	\$0.00	-\$4,221.65	\$0.00	\$0.00	\$0.00
Total Account 171788321...	\$4,276.65	\$0.00	\$0.00	-\$4,276.65	\$0.00	\$0.00	\$0.00

For detailed instructions on how to use the Digital Billing tool, go to:

https://www.att.com/ebiz/ebcsupport/eBCSupport.jsp?module_id=billing#/c/topic_billing



Retrieve Activity Details for Class of Service (COS), Speed Changes (CIR), or Enhanced Multi-Case (EMC) Through the Use of Reports

The screenshot displays the Business Center interface with the 'Reports' tab selected. The navigation bar includes 'Accounts', 'Charge Details', 'Reports', 'Payments', 'Disputes', 'Billing Profile', and 'Alternate Media'. The 'View reports' link is highlighted. Below the navigation, there are radio buttons for 'By Month' and 'By Date'. The main content area is divided into three columns:

- MAIN REPORTS**:
 - At a Glance**: Department/Sub-Department Summary, Inventory, Invoice List, Provider Report, Summary of Accounts, Summary of Groups, Summary of Service IDs, Summary of Services, Summary of Subaccounts, Usage at a Glance.
 - Charges and Credits**: Charges and Credits Detail, Charges and Credits Summary, Circuit Details, Circuit Summary, Circuit/Port Location, Interruption Activity Summary, Monthly Charges, One Time Charges, PVC Summary, Port Summary.
 - Discounts**: Discount Summary by Group, Discount Summary by Service ID, Discount Summary by Subaccount.
 - Payments and Adjustments**: Adjustment Details, Payment Details.
 - Plans & Commitments**: Commitment Tracking Summary, Plans and Promotions.
 - Regulatory Fees**: Regulatory Fees, Regulatory Fees Summary.
 - Taxes, Fees & Surcharges**: Taxes, Fees and Surcharges by Subaccount.
- USAGE REPORTS**:
 - Consolidated Inbound, Outbound and Data**: Connected Usage Summary, Cost Per Minute Analysis, International Usage Summary, Loyalty Connected Usage Summary, Pay Phone Charges Summary, Summary of Usage by Service ID, Summary of Usage by Service Type.
 - Wireless Services**: Usage by Wireless Number, Wireless Copay Summary, Wireless Detail (Data), Wireless Detail (Voice), Wireless Device Purchases, Wireless Group Plan Promotion Summary, Wireless Group Plan Rollover Summary, Wireless Group Plan Summary (Data), Wireless International Voice Detail, Wireless Package Information, Wireless Pooling Summary, Wireless Purchases & Downloads, Wireless Rollover Summary, Wireless Unbilled Detail (Data), Wireless Unbilled Detail (Voice), Wireless Unbilled Group Plan Summary, Wireless Unbilled Usage Summary.
- Templates**:
 - Saved Report Templates**: Includes a 'New Folder' button, a 'Default' folder with an 'Options' button, and a report named 'Jeff Test' with a red 'X' icon.
 - Company Report Templates**: Includes a 'New Folder' button, a 'Default' folder with an 'Options' button, and reports named 'summary of account test' and 'invoice list test', both with red 'X' icons.

At the bottom, there are sections for 'TRENDING AND VARIANCE':

- Trending**: Account Charges Trending, Circuit Charges Trending by Location, Subaccount Charges Trending.
- Variance**: Account Charges Variance, Circuit Charges Variance by Location, Subaccount Charges Variance.



Frequently Asked Questions



Frequently Asked Questions

1. **What are the billing dates?**

The billing date is the 19th of the month, however the date can be changed by the client.

2. **How do you prorate a bill for partial month charges?**

Proration is calculated right down to the second.

3. **How is access to Business Center Billing granted?**

Customers must register in Business Center and be provisioned for billing. Once access is granted to the portal, the customer can access billing tools from the navigation menu at the top of the screen.

4. **What if I registered for the portal but I can't see any bill?**

There may not be a bill that has been generated yet.

5. **What does it mean when you access the portal, and Billing shows in a Provisioned status?**

The portal setup has not yet been completed.

6. **Can a customer customize their billing? For example, can a customer see detail by region then by location?**

Customers can customize their billing experience with the use of bookmarks, favorites and custom labels. For details by region and location, a custom report can be created to display that view.

7. **When do we start billing the customer for the ports? Day of install or day of EVC and traffic?**

When the port activation is completed.

8. **How often can I make changes to my network and how will it show on the bill?**

Every 24 hours a customer can change the port bandwidth and/or COS. The bill is pro-rated according to the customer's use.



Frequently Asked Questions

9. How much does the EVC cost?

There is no charge for the EVC.

10. Can I create separate subaccounts?

No, there is only one subaccount per customer, per contract.

11. Can I send the invoice to another country?

Yes. However, there is no splitting of invoices. For example, certain ports billing to one address while others billing to another. One bill goes to one address.

12. On the ASEoD proration, what is the smallest unit of measurement used for the proration?

AT&T uses a time stamp to accurately capture date/time right down to the second.

Need more information?

Contact Us

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YOUR
WORLDSM

