CALNET AT&T Billing Consolidator:

User guide (for invoices dated July 1, 2020 or later)

Version 3.0

Contents

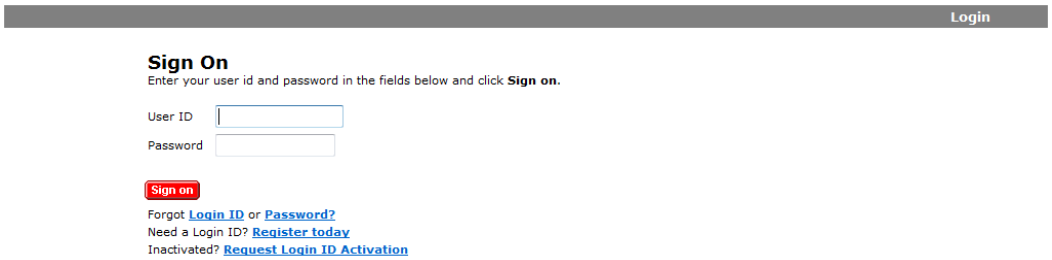
1. What is AT&T Billing Consolidator?

AT&T Billing Consolidator, formerly known as ACUS℠, is the tool for an agency to view bill detail online. It retains billing data, including usage detail and payment history, for the life of the contract. Users can run reports, search for specific information and download complete invoices into pdf format.

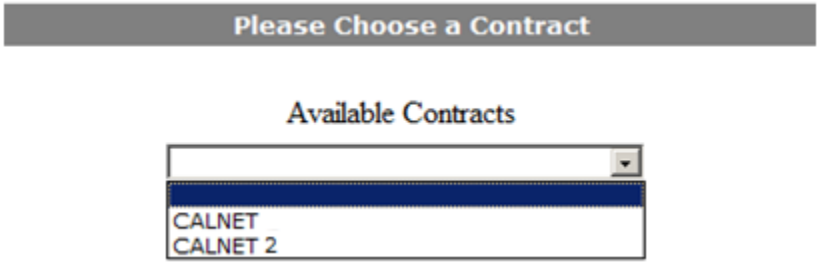
2. Accessing AT&T Billing Consolidator

Using any browser, go to https://singlebill.att.com, type in your User ID and Password and click **Sign on**.

Note: AT&T Billing Consolidator is optimized for Microsoft Internet Explorer. Some functionality may not work with your browser type; however, it is accessible from other browsers such as Firefox, Chrome or Safari.

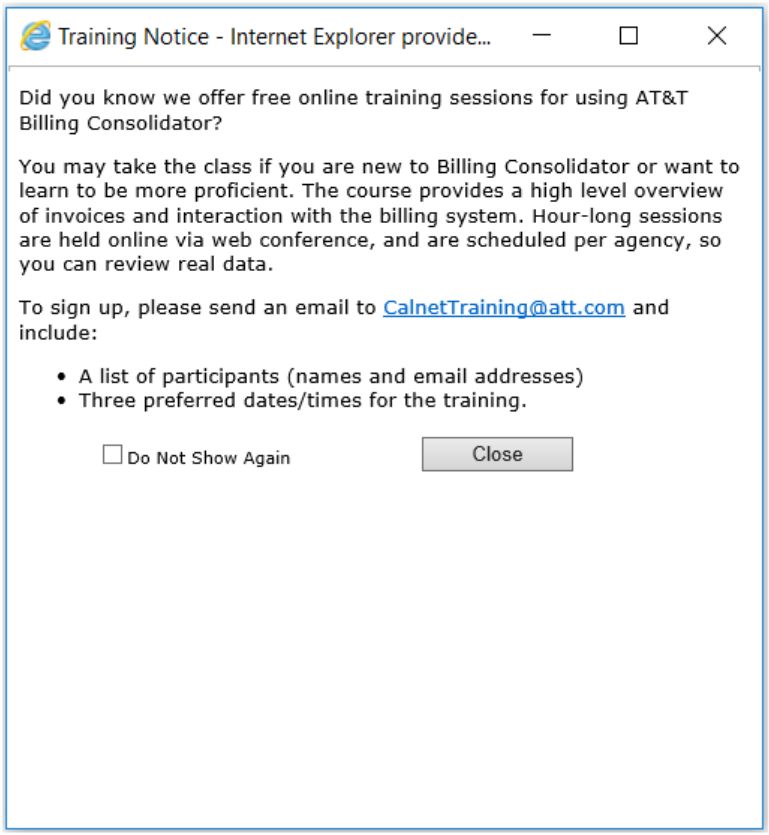


The URL is the same for all CALNET contracts. If an agency has a billing history under CALNET 2, the user will be prompted to select a contract at the start of each session. There is a ***Switch Contract*** option, within AT&T Billing Consolidator, to toggle between CALNET 2 and CALNET contracts.



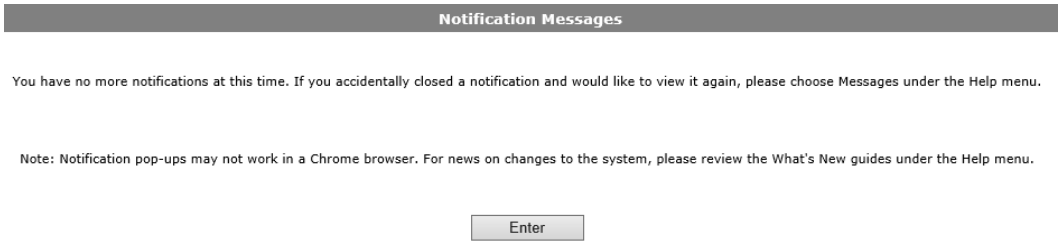
2.1. Customer Notifications

Upon login, the customer notification pop-up may be the first screen to appear. This feature alerts users to changes to the AT&T Billing Consolidator application and/or important messages about their bill.
If a new notification exists, it will pop-up in a separate window each time the user logs in.
The user has the option to dismiss each individual notification by checking the Do Not Show Again checkbox and selecting the Close button.
If the user simply closes the notification without checking the Do Not Show Again checkbox, the notification will appear again (like a new notification) the next time the user logs in.



If there is more than 1 new notification, they will each appear separately, and the user will be able to read and dismiss each notification independent of the other.

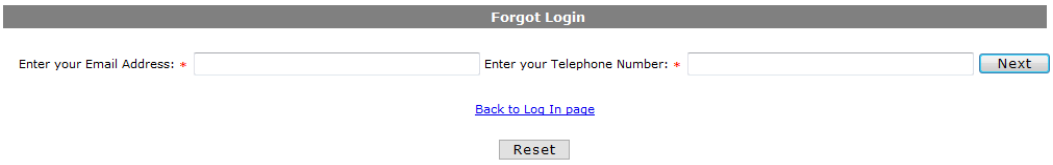
Once all notifications are closed, the user will see the Notification Messages window and must choose the **Enter** button to continue into the application.



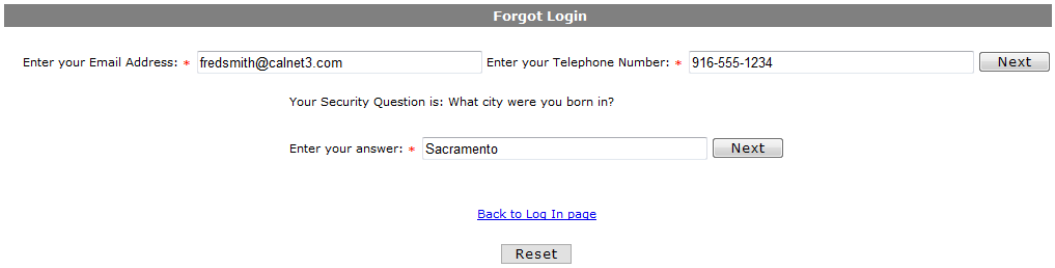
Note: This screen will not appear unless there are new notifications for the logged in user.

2.2. Forgotten Login

User ID and password will be provided via email. If you forgot your User ID, select **Login ID.** You will be prompted to enter your email address and telephone number (including extension, if provided during setup) and click **Next**.



Once validated, provide the answer to your Security Question and click **Next**.

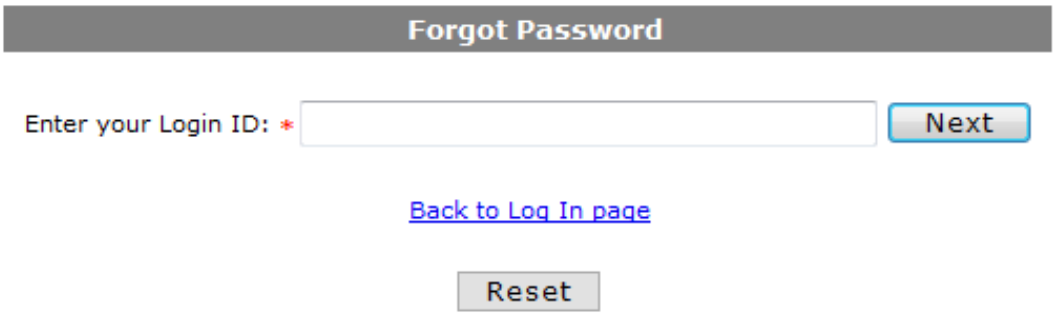


Your Login ID will be emailed to you.

2.3. Forgotten password

User ID and password will be provided via email. If you forgot your password, choose **Password?**

You will be prompted for your Login ID, which is your user ID, and select **Next**.



Enter the answer to your previously selected security question and select **Next**.

A new password will be sent to the email on file. It is valid for 4 hours and should be changed the first time you log in (see section 3.3.2).

2.4. New Login ID

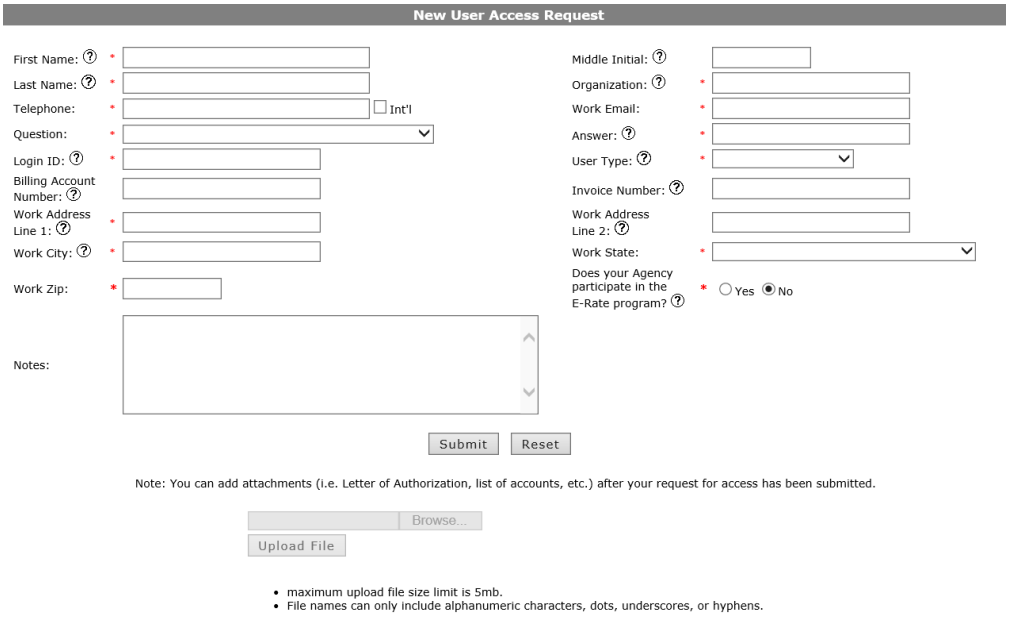
2.4.1. Requesting a new Login ID

You will need a new Login ID if you have never had access to AT&T Billing Consolidator or if your access was deleted after more than a year of non-use.

From the Sign On screen, select the link that says **Register today**.

Complete the ***New User Access Request*** by completing all required fields, which are marked with a red asterisk, and click **Submit**.

Note: If you are not sure what the field is requesting, hover your mouse over the circled question mark next to the field for additional information.



Tips for completing this form:

- Telephone number will automatically format as xxx-xxx-xxx. An extension of up to 7 digits can also be added with an x (i.e. 916-555-1234x123).
- Login ID must be between 5 and 10 characters.
- Billing Account Number and Invoice Number help us identify which accounts should be provisioned under your Login ID. You must complete at least one of these fields.

Additional help can be found on the AT&T CALNET Website.

An email confirming receipt of the request will be sent to new user. Once the new account is created (usually within 1 business day), the system emails the login details to the new user. A new user must log in and change their password, within 30 days of the profile being created.

Note: The ***AT&T Billing Consolidator Request form*** will still be accessible on the AT&T CALNET Website but should only be used when the web form is not working.

2.4.2. Levels of access

There are three levels of access that can be requested for each agency; agency administrator, agency user and bill payer user. Each agency should have at least one (1) agency administrator and can have as many total users as needed.

- An agency administrator has the highest-level access. They can access, review, print or save an invoice and generate basic reports. They will have access to all the Billing Account Numbers (BANs) for the selected agency and the EDS Agency Report. Agency administrators will receive notification when other users request access to their agency's accounts or are having problems with their profile. They will responsible for approving/adding/editing/deleting users within their agency. See section 6.3 for those instructions.
- An agency user can access, review, print or save an invoice and generate basic reports. They will have access to all the BANs for the selected agency and the EDS Agency Report. This level of access is just like an agency administrator, but without the responsibility of administering other users.
- A bill payer user can access, review, print or save an invoice and generate basic reports. They may have access to all BANs for their agency or be limited to viewing specific accounts. This level of access is most helpful when an agency only has a few accounts, or if the agency is very large but has bill review responsibilities divided amongst multiple people in different locations or departments.

The CALNET AT&T Billing Consolidator Helpdesk personnel completing the requests can help you determine what level of access you require.

2.5. Problems logging in

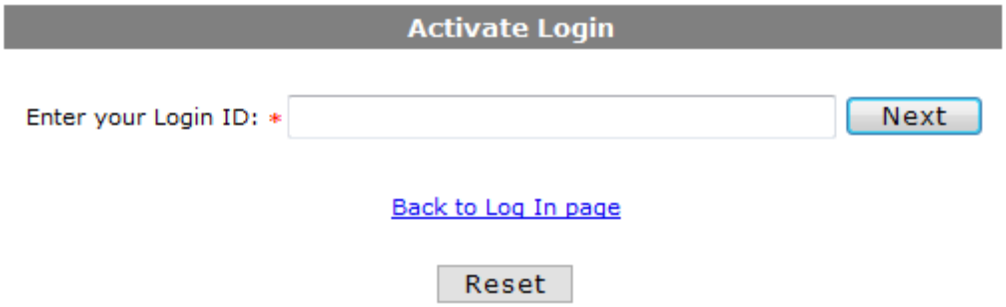
Login accounts can be deactivated if they are not used for 90 days or have multiple unsuccessful login attempts. An agency administrator can reactivate the login ID, you can contact the CALNET AT&T Billing Consolidator Helpdesk, or you can request reactivation from the sign on page. Once a Login ID has been reactivated, that user must log in and change the password within 4 hours, or it will be deactivated again.

Login accounts that are not used for 365 days will be deleted. If this occurs, you must request a new login ID (see section 2.3).

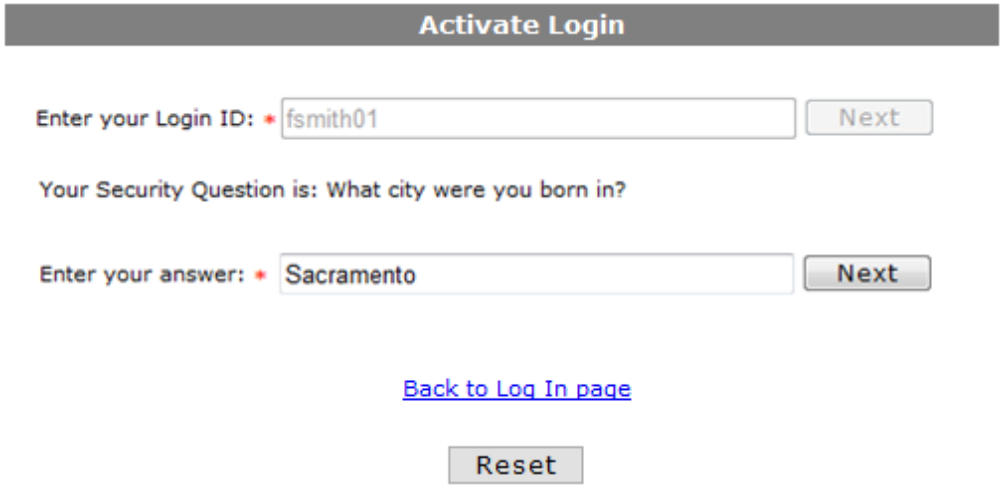
2.5.1. Request Login ID Activation

A user can request reactivation themselves by choosing **Request Login ID Activation**.

Enter the inactive Login ID and click **Next**.



Enter the answer to your previously selected security question and select **Next**.



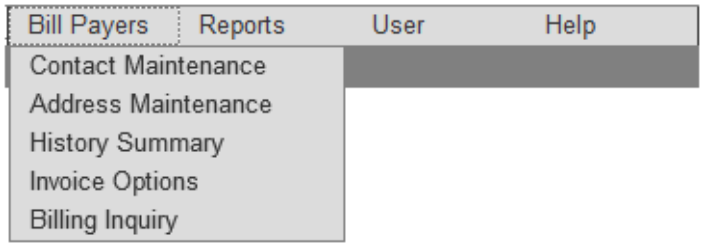
The account will be activated, and an email will be sent to the registered email address.

3. Home screen

A bill payer user will see AT&T Billing Consolidator open to the Bill Payer History Summary screen. Select the desired Billing Account Number (BAN) from the Bill Payer History Summary drop-down menu. This will display the Bill Payer History Summary (see section 3.1.3). The selected BAN will carry over from section to section but can be changed at any time by selecting another BAN from the drop-down menu.

Note: Agency Administrators will have a different home screen (see section 6).

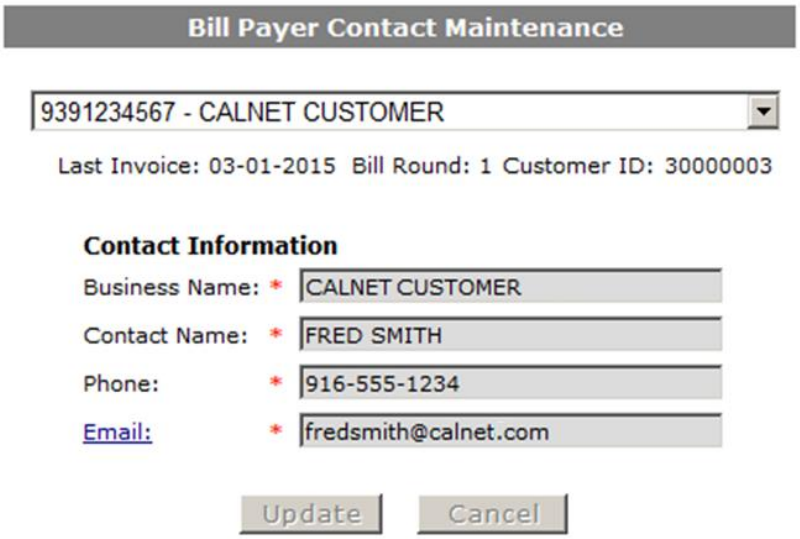
3.1. Bill Payers tab



3.1.1. Contact Maintenance

Select **Bill Payers** > **Contact Maintenance**

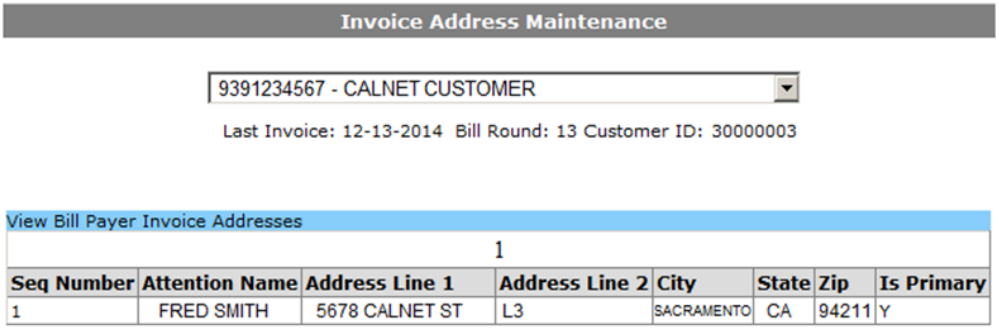
This screen displays the current contact information for the selected Billing Account Number (BAN) in a view-only format. Contact your dedicated AT&T order representative to update this information.



3.1.2. Address Maintenance

Select **Bill Payers** > **Address Maintenance**

Current mailing information for the specific Billing Account Number displays in a view-only format, to validate where bills are sent. Contact your dedicated AT&T order representative to change this information.

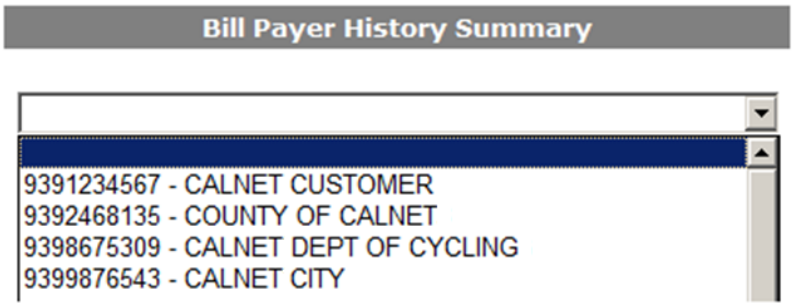


Seq Number	Attention Name	Address Line 1	Address Line 2	City	State	Zip	Is Primary
1	FRED SMITH	5678 CALNET ST	L3	SACRAMENTO	CA	94211	Y

3.1.3. History Summary

Select **Bill Payers** > **History Summary**

The History Summary screen is the first screen that appears when a bill payer logs into AT&T Billing Consolidator. Instead of using the **Back** button (from the browser toolbar), returning to the History Summary allows for the selection of additional invoices.



The ***Bill Payer History Summary*** displays the ***Open Invoice Activity***, which displays any activity since the last invoice date. Beneath that, it displays the ***History of Account Summary***, arranged by ***Invoice Date***. Each invoice is numbered, and each date is a hyperlink that opens the selected invoice in a separate window.

Bill Payer History Summary

9391234567 - CALNET CUSTOMER

Last Invoice: 11-13-2014 Bill Round: 13 Customer ID: 30000003

Bill Payer's Open Invoice Activity

Prev Balance	Charges	Adjustments	Payments	Est Balance Due		Disputes
$898.87	$0.00	$0.00	$0.00	$898.87		$0.00

History of Account Summary

1

No.	Invoice Date	Invoice #	Current Charges	Previous Balance	Total Due	Payments	Adjustments
1	11-13-2014	0000099999	$128.30	$770.57	$898.87	$0.00	$0.00
2	10-13-2014	0000088888	$128.30	$642.27	$770.57	$0.00	$0.00
3	09-13-2014	0000077777	$0.00	$642.27	$642.27	$0.00	$0.00
4	08-13-2014	0000066666	$128.30	$513.97	$642.27	$0.00	$0.00
5	07-13-2014	0000055555	$128.30	$385.67	$513.97	$0.00	$0.00
6	06-13-2014	0000044444	$128.30	$257.37	$385.67	$0.00	$0.00
7	05-13-2014	0000033333	$128.30	$129.07	$257.37	$0.00	$0.00
8	04-13-2014	0000022222	$0.77	$128.30	$129.07	$0.00	$0.00
9	03-13-2014	0000011111	$128.30	$0.00	$128.30	$0.00	$0.00
10	02-13-2014	0000000001	$0.00	$0.00	$0.00	$0.00	$0.00

3.1.4. Invoice Options

Select **Bill Payers** > **Invoice Options**

The media options (paper, online, remittance slip) in which you currently receive your bill are displayed in a view only screen.

Bill Payer Invoice Options

9391234567 - CALNET CUSTOMER

Last Invoice: 03-01-2015 Bill Round: 1 Customer ID: 30000003

View Invoice Options

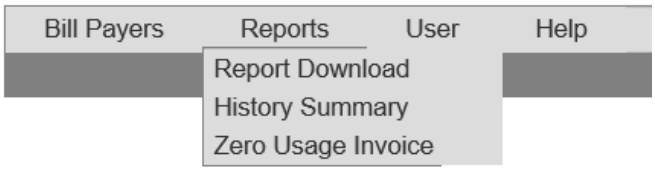
Media	Invoice Address	Quantity
Remit	5678 CALNET STREET LC3 SACRAMENTO, CA 94211	1
Invoice - Web	5678 CALNET STREET LC3 SACRAMENTO, CA 94211	1

3.1.5. Billing Inquiry

Select **Bill Payers** > **Billing Inquiry**

The Billing Inquiry screen opens an email template to send an email to the billing representative for the account. The subject line is prepopulated with the account number and agency ID. A response should be received within 48 hours.

3.2. Reports tab



3.2.1. Report Download

Select **Reports** > **Report Download**

If a report takes longer than 20 seconds to process, due to a large amount of data or high demand for reports, it will run in the background or during off-peak hours. An email will alert the user when the report is ready.

appsupport@ACUS.com
Sent: Thu 8/7/2014 3:49 PM
To: CUSTOMER, CALNET

Dear CALNET Customer,

Your request for the report "Zero Usage Report"
has been processed and is ready for download.
Please go to https://singlebill.att.com/RptDownloads.aspx to download your report.
This report will be available for the next 168 hours.

request-id: 1234

Thank you,

Once complete, the report will be available in this section for one week.

Available Reports for Download

Available reports for download

1

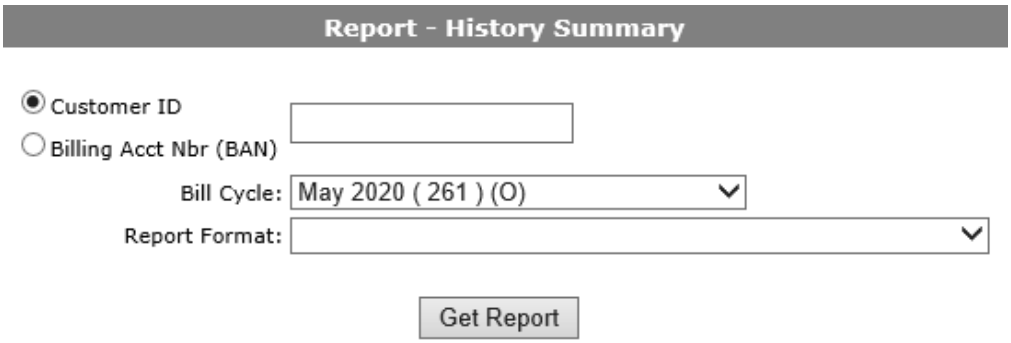
Request ID	Report Name	
1234	rpt_HS_3_20140724102256_UAT90BP.xls	Download

3.2.2. History Summary

Select **Reports** > **History Summary**

The ***Bill Cycle*** drop-down shows all the invoices stored online. The current billing cycle will be noted with an (O) to show it is still open. Running a report on an open billing cycle will show some, but not all of the data.

To run a report, fill in the desired report criteria, select the format and click the **Get Report** button. The report will display on the screen. Entering ***Customer ID*** or ***Bill Payer (BAN)*** will limit the data in your report.



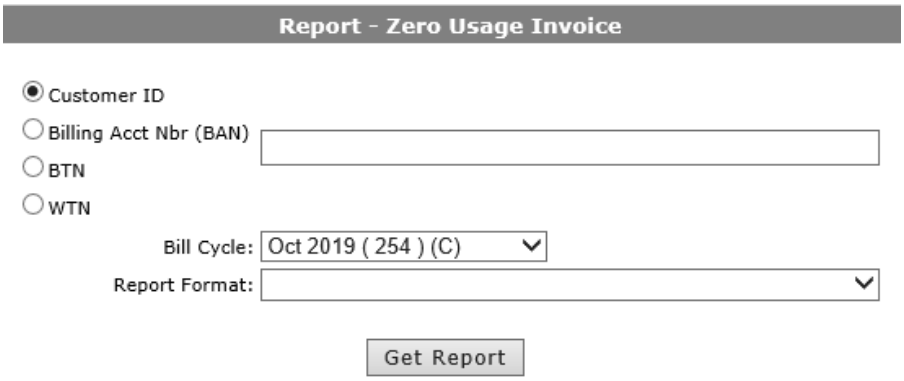
The report shows the previous balance, current charges, adjustments, payments and total due for all related accounts during the selected bill cycle.

A	B	C	D	E	F	G	H	I	J
Bill Payer (BAN)	Bill Payer Name	Attention Name	Bill Date	Invoice #	Previous Balance	Current Charges	Adjustments	Payments	Total Due
9391067055	Test Account #1	John Doe	07/01/2020	10023456	200.36	987.65	0	-200.36	987.65
9391067056	Test Account #2	Jane Doe	07/14/2020	10023457	0	555.55	0	0	555.55
9391067057	Test Account #3	Jane Doe	07/01/2020	10023458	90234.56	86753.09	-15.04	-90249.60	86753.09
9391067058	Test Account #4	Accounting Dept	07/01/2020	10023459	0	0	0	0	0
9391067059	Test Account #5	Jane Doe	07/19/2020	10023460	1234.56	789.12	0	0	2023.68

3.2.3. Zero Usage Invoice

Select **Reports** > **Zero Usage Invoice**

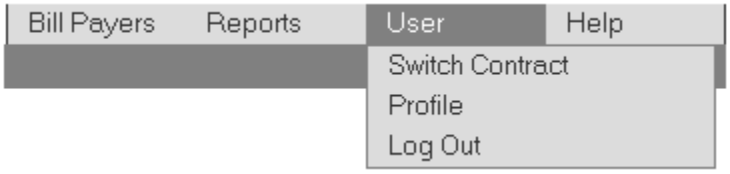
Fill in the desired report criteria, select the format and click the **Get Report** button.
The report will display on the screen. Entering ***Customer ID***, ***Bill Payer (BAN)***, ***BTN*** or ***WTN*** will limit the data in your report.



Note: This report shows individual lines that have no outbound long distance or toll usage for the selected month. Many will use this to gauge which lines can be disconnected. Some caution should be used when cancelling lines, because they may not have been used in the month the report was run but may have been used in a different month. This happens often with fax lines, 800 lines or lines tied to alarm systems.

A	B	C	D	E	F	G	H
Customer ID	Bill Round	Bill Payer Name	Attention Name	Bill Payer (BAN)	BTN	Extension Type	WTN
30000001	13	Test Account #1	John Doe	9391067055	9165551181		9165551181
30000001	13	Test Account #1	John Doe	9391067055	9165551181		9165551222
30000001	13	Test Account #1	John Doe	9391067055	9165551181		9165551223
30000001	13	Test Account #1	John Doe	9391067055	9165551183		9165551183
30000001	13	Test Account #1	John Doe	9391067055	9165551186		9165551186
30000001	13	Test Account #1	John Doe	9391067055	9165551186		9165551345
30000001	13	Test Account #1	John Doe	9391067055	9165551186		9165551347
30000001	13	Test Account #1	John Doe	9391067055	9165551186		9165551348
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551170
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551789
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551799
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551890
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551891
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551895
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551897
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551899
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551987
30000001	13	Test Account #2	Jane Doe	9391067056	9165551170		9165551988

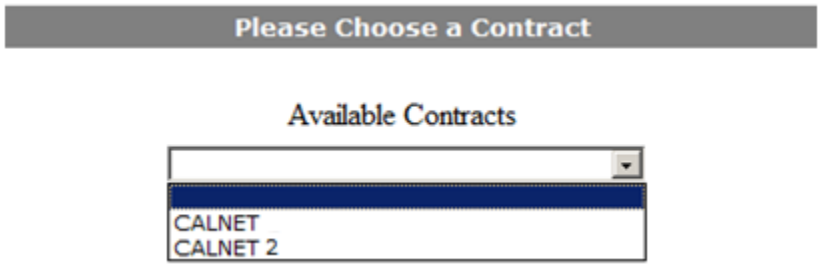
3.3. User tab



3.3.1. Switch Contract

Select **User** > **Switch Contract**

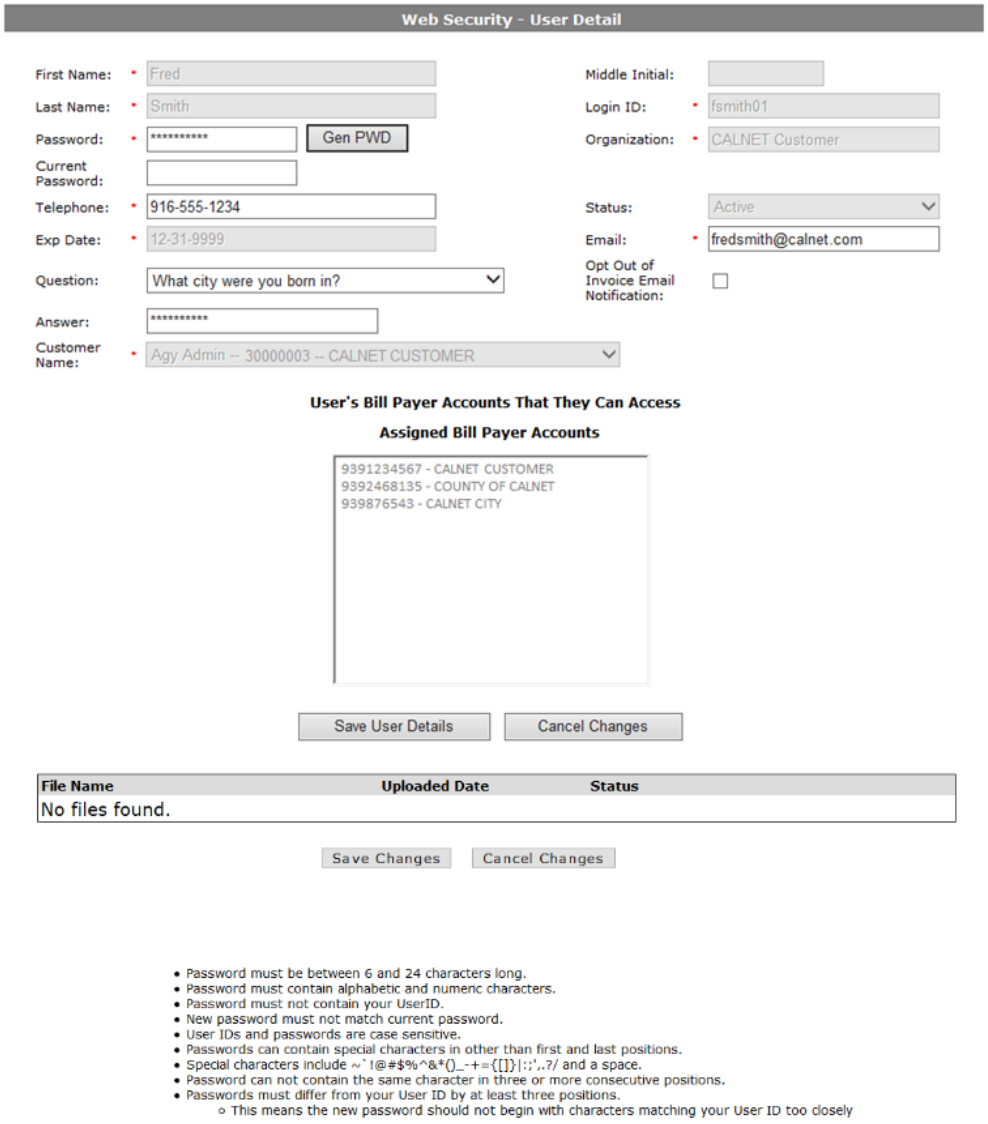
This option will only be applicable if the user is mapped with more than one contract. It allows a user to toggle between CALNET 2 and other CALNET invoices.



3.3.2. Profile

Select **User** > **Profile**

This option allows users to change their own password, security question, telephone number and registered email. It also enables the user to opt in or out of the email notifications. Greyed out fields are view-only.



Change your password:

- Clear the asterisks in the ***Password*** field and type what you choose as your new password.
  Note: Typing will be visible in this field until you save the changes and navigate away from the Profile screen.
- Type in the old or temporary password in the ***Current Password*** field.
- Choose **Save Changes** at the bottom.
- Make sure that you see the confirmation message in yellow font in the upper left corner to validate that your updates were completed successfully. It is also a good idea to log out and log back in to test your new password right away.

- The criteria for new passwords are listed at the bottom of the screen:
  - Password must be between 6 and 24 characters long.
  - Password must contain alphabetic and numeric characters.
  - Password must not contain your User ID
  - New password must not match current password.
  - User IDs and passwords are case sensitive.
  - Passwords can contain special characters in other than the first and last positions.
  - Special characters include ~`!@#$%%^&*()_-+={[]}|:;’,.?/ and a space.
  - Password cannot contain the same character in three or more consecutive positions.
  - Passwords must differ from your User ID buy at least three positions.
    - This means the new password should not begin with characters matching your User ID too closely

Change your security question:

- A security question is used to validate a user when a password is forgotten.
- There are 15 choices of security questions.
- Choose a question, provide an answer and save your changes.

Email Notifications:

- An email will be sent each day you have a new invoice ready to view.
- If you do not want to receive these notifications, check the box that says ***Opt Out of Invoice Notification*** and save your changes.

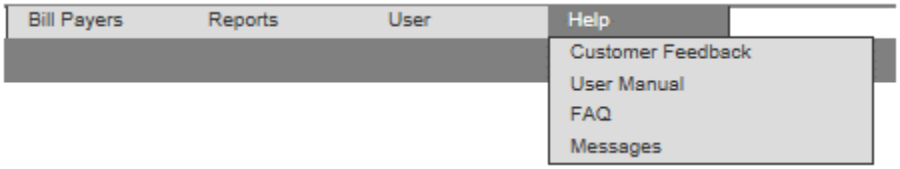
If additional content needs to be modified, please contact the CALNET AT&T Billing Consolidator Helpdesk.

3.3.3. Log Out

Select **User** > **Log Out**

This option and the **Log Out** button in the upper right corner will each log you out of the application securely.

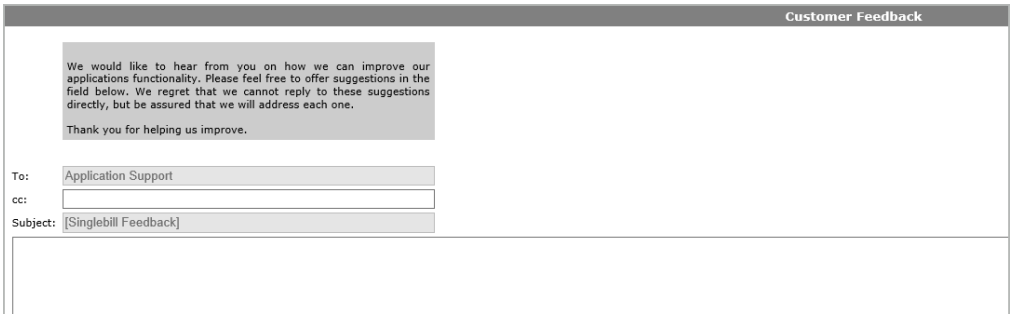
3.4. Help tab



3.4.1. Customer Feedback

Select **Help** > **Customer Feedback**

This option allows all users to provide feedback and offer suggestions for improving the Billing Consolidator application. Users can type an email directly to the Application Support team. To receive a copy of your message for your records, you may add your email address to the cc: field.



When complete, choose the **Send Email** button.

Please note: This link should NOT be used for password resets or other access or profile issues. Those should still be directed to CalnetBCHelpdesk@att.com.

3.4.2. User Manual

Select **Help** > **User Manual**

This option provides a link to available user guides, specific to CALNET users, including this document. If changes are made to the application in a given month, there will be a 'What's New' guide to highlight those changes.

User Manuals

User Manuals

1

Title	Version	Date	Size	
AT&T Billing Consolidator User Guide - June 2020 (and earlier)	Version 2.1	06-02-2020	1.74 MB	Download
AT&T Billing Consolidator What's New - July 2020	Version 1.0	06-02-2020	440 KB	Download

3.4.3. FAQ

Select **Help** > **FAQ**

This option provides answers to Frequently Asked Questions. It will be updated as new questions arise.

Frequently Asked Questions

Frequently Asked Questions

FAQ

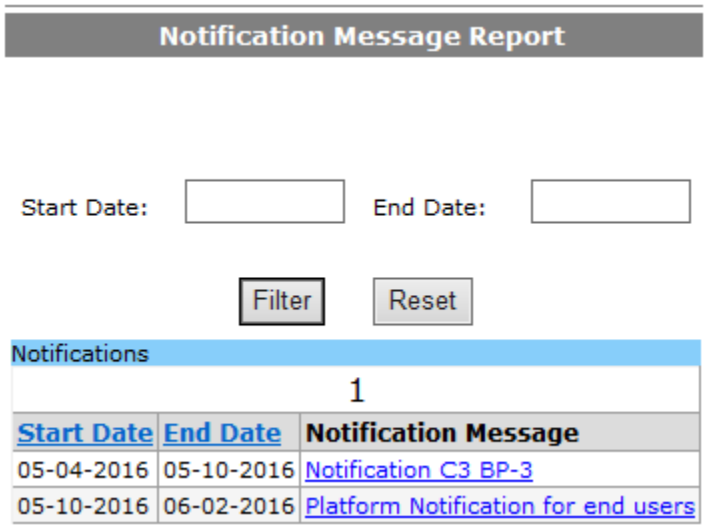
Q: How do I log into AT&T Billing Consolidator?
A: Go to https://singlebill.att.com, type in your User ID and Password and click Sign on.

3.4.4. Messages

Select **Help** > **Messages**

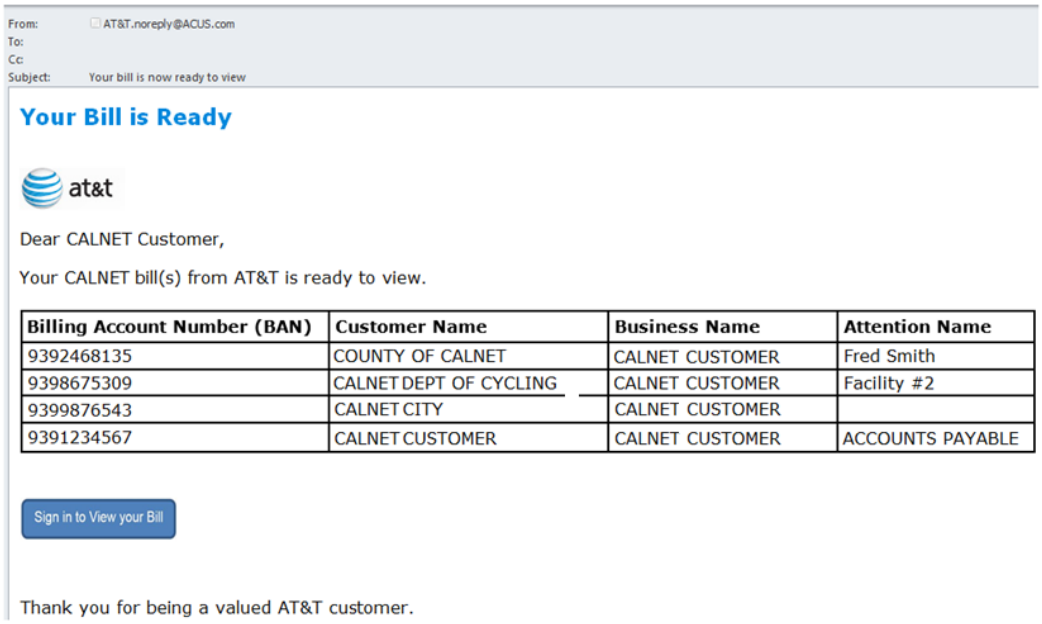
If a user accidentally dismisses a notification or wants to reread it at a later date, they can find it on the Notification Message Report. This page displays a list of all current and expired notifications. The notifications can be filtered based on a date range or sorted by Start Date or End Date by selecting the corresponding column heading.

Choosing the name of the notification (in blue), will display the pop-up message.



4. Accessing an invoice

Authorized users will receive an email notification when an invoice is ready. A user will only receive one (1) email for all invoices in each bill round.



From: AT&T.noreply@ACUS.com
To:
Cc:
Subject: Your bill is now ready to view

Your Bill is Ready

at&t

Dear CALNET Customer,

Your CALNET bill(s) from AT&T is ready to view.

Billing Account Number (BAN)	Customer Name	Business Name	Attention Name
9392468135	COUNTY OF CALNET	CALNET CUSTOMER	Fred Smith
9398675309	CALNET DEPT OF CYCLING	CALNET CUSTOMER	Facility #2
9399876543	CALNET CITY	CALNET CUSTOMER	
9391234567	CALNET CUSTOMER	CALNET CUSTOMER	ACCOUNTS PAYABLE

Sign in to View your Bill

Thank you for being a valued AT&T customer.

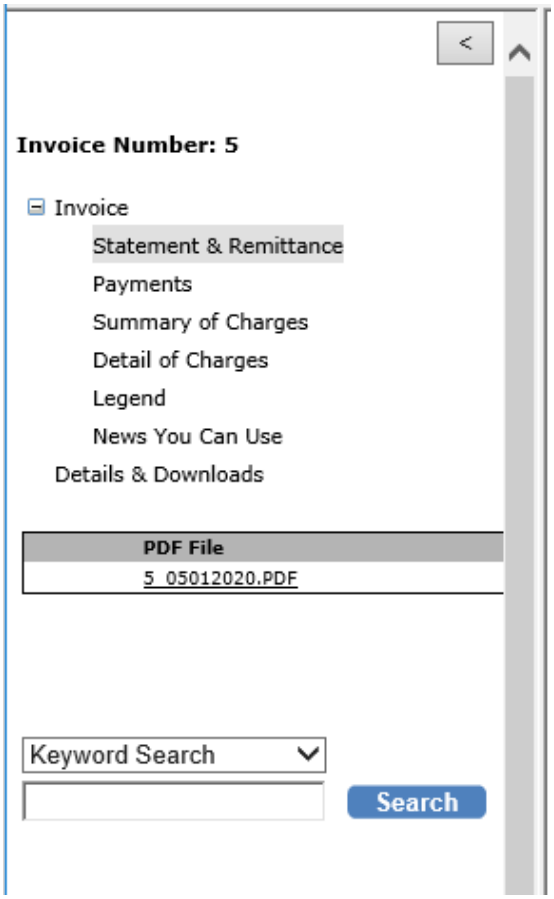
A bill payer can select an invoice by selecting **Bill Payers** > **History Summary**, as explained in section 3.1.4. Clicking on a particular invoice date will open the invoice in a separate tab or window.

5. Invoice detail

Please note: Content in this section applies to invoices dated July 1, 2020 or later. For invoices dated prior to July, please see the appropriate User Guide (version 2.1).

5.1. General navigation

An invoice will open in a separate tab or window, depending on your browser. The left-hand column displays the sections of that month's invoice, the links to Details & Downloads, and the PDF file, and the search feature. If there is no content in a particular section of the bill for the selected month, that section will not be listed on the left navigation menu. This menu can be collapsed by clicking the left-pointing arrow at the top of the menu.



Clicking on a section heading in the navigation menu will open the corresponding section of the invoice. It will automatically collapse the navigation menu, to make room for the invoice details. Simply click the right-pointing arrow in the upper left corner to expand the navigation menu again.

The top of each section has a blue bar that spans the width of the page.

On the left, it will display the name of the section currently being viewed.

Sometimes there will be a ***Select BTN…*** dropdown list. This is especially helpful on larger invoices that have a long list of Billing Telephone Numbers (BTNs). Choose a specific BTN to easily find it in the section you are reviewing.

The center of the blue bar displays the number of pages (screens) in the section. The arrows allow you to page forward or back. For quicker navigation, choose the page number dropdown to choose the page number to which you would like to advance.

The Excel icon allows you to export the data in the section you are viewing into an Excel spreadsheet.

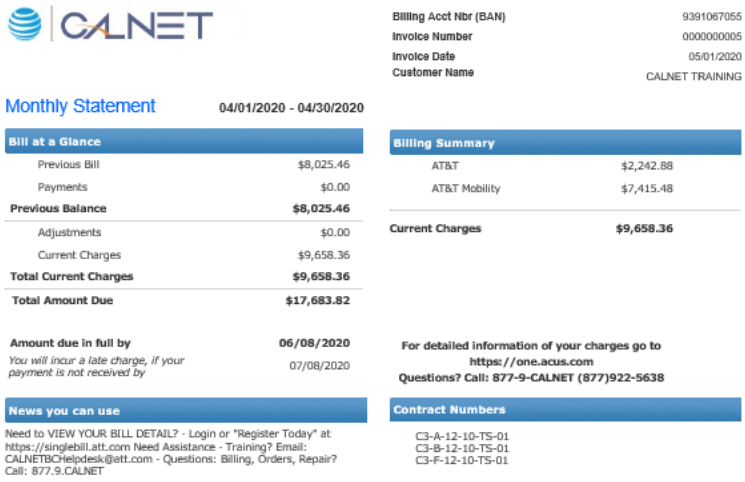
Search results are displayed with a default of 100 records per page. You can then choose if you want to show 200, 300, 400 or 500 records per page, instead.

The total number of records will display on the right side of the toolbar.

5.2. Statement & Remittance

The Statement & Remittance is the front page of the bill and it serves as a billing summary.

Bill-At-A-Glance section shows the previous balance, current charges and the total amount due. ***Billing Summary*** section provides a summary breakdown of the current charges. ***News you can use*** displays brief alert messages, as needed. On the right, you'll see the AT&T CALNET website URL and phone number for billing questions. Below that, the ***Contract Numbers*** section will list the Contract IDs for any products and services that are billed on the invoice. At the bottom of the page is the remittance slip that is mailed with payment.



CALNET

Billing Acct Nbr (BAN)	9391067055
Invoice Number	0000000005
Invoice Date	05/01/2020
Customer Name	CALNET TRAINING

Monthly Statement 04/01/2020 - 04/30/2020

Bill at a Glance

Previous Bill	$8,025.46
Payments	$0.00
Previous Balance	**$8,025.46**
Adjustments	$0.00
Current Charges	$9,658.36
Total Current Charges	**$9,658.36**
Total Amount Due	**$17,683.82**

Amount due in full by	**06/08/2020**
You will incur a late charge, if your payment is not received by	07/08/2020

Billing Summary

AT&T	$2,242.88
AT&T Mobility	$7,415.48
Current Charges	**$9,658.36**

For detailed information of your charges go to https://one.acus.com
Questions? Call: 877-9-CALNET (877)922-5638

News you can use

Need to VIEW YOUR BILL DETAIL? - Login or "Register Today" at https://singlebill.att.com Need Assistance - Training? Email: CALNETBCHelpdesk@att.com - Questions: Billing, Orders, Repair? Call: 877.9.CALNET

Contract Numbers

C3-A-12-10-TS-01
C3-B-12-10-TS-01
C3-F-12-10-TS-01

Remittance Please detach and return bottom portion when making a payment.

CALNET

Billing Acct Nbr (BAN)	9391067055	**Total Amount Due**	**$17,683.82**
Invoice Date	05/01/2020	**Due By**	**06/08/2020**

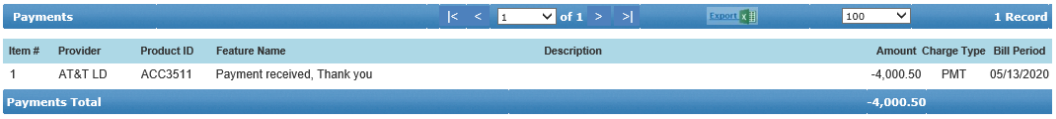
Please include your Billing Acct Nbr (BAN) on your check.

Test Account #1
John Doe
123 Main Street
Room 1
San Diego , CA 92127

Make checks payable to:
AT&T
PO BOX 9011
Carol Stream, IL 60197-9011

5.3. Payments

Any payments received during the bill period are itemized at the Billing Account Number (BAN) level.



Payments |< < 1 of 1 > >| Export 100 **1 Record**

Item #	Provider	Product ID	Feature Name	Description	Amount	Charge Type	Bill Period
1	AT&T LD	ACC3511	Payment received, Thank you		-4,000.50	PMT	05/13/2020
Payments Total					**-4,000.50**		

5.4. Summary of Charges

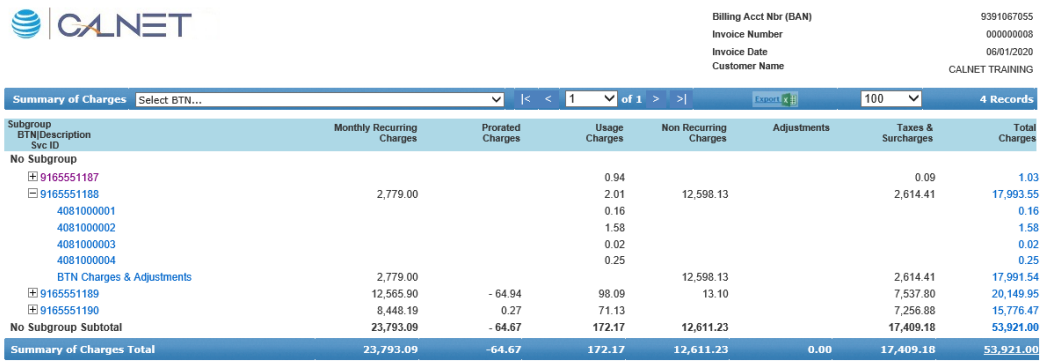
The Summary of Charges displays an account summary, with the charges and adjustments itemized by Billing Telephone Number (BTN). Depending on how your invoice is set up, these BTNs may be organized by subgroup. Some agencies do this to better organize their billing by department, building, floor, etc. If subgroups have not been set up on an invoice, it will show No Subgroup.

Choose a specific BTN from the top toolbar to filter this section and see the summary of charges associated to selected BTN.

Choose the plus sign next to a BTN to expand the item. This will list all the Service IDs associated to that BTN and the charges for each Service ID. At the bottom of the list is the BTN Charges & Adjustments, which show charges that are not broken down to the Service ID level, such as taxes or surcharges.

Choose the BTN, the Service ID or the BTN Charges & Adjustments links, to hyperlink directly to the Detail of Charges section of the invoice, which will be automatically filtered by whichever criteria you had selected.

Choose the dollar amount to hyperlink to the Details & Downloads section of the invoice, which will be automatically filtered to the criteria you had selected.



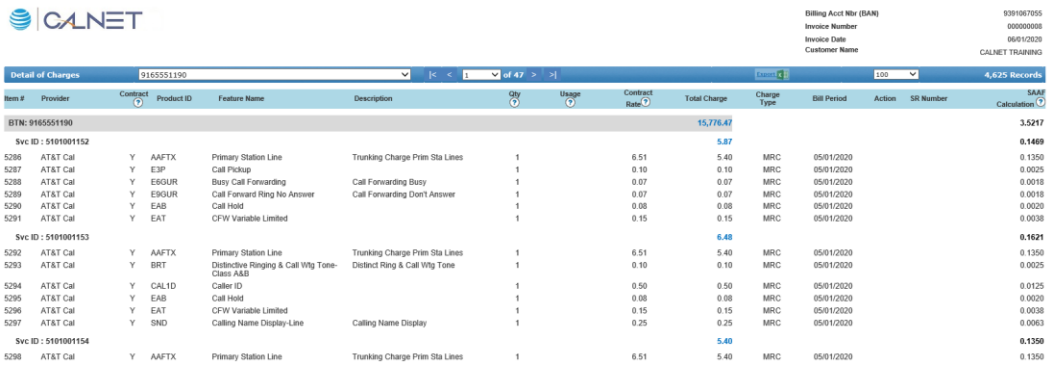
Billing Acct Nbr (BAN)	9391067055
Invoice Number	000000008
Invoice Date	06/01/2020
Customer Name	CALNET TRAINING

Summary of Charges | Select BTN... | |< < 1 of 1 > >| | Export | 100 | 4 Records

Subgroup BTN|Description Svc ID	Monthly Recurring Charges	Prorated Charges	Usage Charges	Non Recurring Charges	Adjustments	Taxes & Surcharges	Total Charges
No Subgroup							
⊞ 9165551187			0.94			0.09	1.03
⊟ 9165551188	2,779.00		2.01	12,598.13		2,614.41	17,993.55
4081000001			0.16				0.16
4081000002			1.58				1.58
4081000003			0.02				0.02
4081000004			0.25				0.25
BTN Charges & Adjustments	2,779.00			12,598.13		2,614.41	17,991.54
⊞ 9165551189	12,565.90	- 64.94	98.09	13.10		7,537.80	20,149.95
⊞ 9165551190	8,448.19	0.27	71.13			7,256.88	15,776.47
No Subgroup Subtotal	23,793.09	- 64.67	172.17	12,611.23		17,409.18	53,921.00
Summary of Charges Total	23,793.09	-64.67	172.17	12,611.23	0.00	17,409.18	53,921.00

5.5. Detail of Charges

The Detail of Charges section shows all charges and credits on the invoice. Previously, there were separate sections for each type of charge, but now the Charge Type column distinguishes the type of charge for each line item. This includes credits, adjustments, monthly recurring charges, non-recurring charges, usage, taxes and surcharges.



CALNET

Billing Acct Nbr (BAN)	9391067055
Invoice Number	000000008
Invoice Date	06/01/2020
Customer Name	CALNET TRAINING

Detail of Charges 9165551190 1 of 47 100 4,625 Records

Item #	Provider	Contract	Product ID	Feature Name	Description	Qty	Usage	Contract Rate	Total Charge	Charge Type	Bill Period	Action	SR Number	SAAF Calculation
BTN: 9165551190									15,776.47					3.5217
Svc ID : 5101001152									5.87					0.1469
5286	AT&T Cal	Y	AAFTX	Primary Station Line	Trunking Charge Prim Sta Lines	1		6.51	5.40	MRC	05/01/2020			0.1350
5287	AT&T Cal	Y	E3P	Call Pickup		1		0.10	0.10	MRC	05/01/2020			0.0025
5288	AT&T Cal	Y	E6GUR	Busy Call Forwarding	Call Forwarding Busy	1		0.07	0.07	MRC	05/01/2020			0.0018
5289	AT&T Cal	Y	E9GUR	Call Forward Ring No Answer	Call Forwarding Don't Answer	1		0.07	0.07	MRC	05/01/2020			0.0018
5290	AT&T Cal	Y	EAB	Call Hold		1		0.08	0.08	MRC	05/01/2020			0.0020
5291	AT&T Cal	Y	EAT	CFW Variable Limited		1		0.15	0.15	MRC	05/01/2020			0.0038
Svc ID : 5101001153									6.48					0.1621
5292	AT&T Cal	Y	AAFTX	Primary Station Line	Trunking Charge Prim Sta Lines	1		6.51	5.40	MRC	05/01/2020			0.1350
5293	AT&T Cal	Y	BRT	Distinctive Ringing & Call Wtg Tone-Class A&B	Distinct Ring & Call Wtg Tone	1		0.10	0.10	MRC	05/01/2020			0.0025
5294	AT&T Cal	Y	CAL1D	Caller ID		1		0.50	0.50	MRC	05/01/2020			0.0125
5295	AT&T Cal	Y	EAB	Call Hold		1		0.08	0.08	MRC	05/01/2020			0.0020
5296	AT&T Cal	Y	EAT	CFW Variable Limited		1		0.15	0.15	MRC	05/01/2020			0.0038
5297	AT&T Cal	Y	SND	Calling Name Display-Line	Calling Name Display	1		0.25	0.25	MRC	05/01/2020			0.0063
Svc ID : 5101001154									5.40					0.1350
5298	AT&T Cal	Y	AAFTX	Primary Station Line	Trunking Charge Prim Sta Lines	1		6.51	5.40	MRC	05/01/2020			0.1350

If you are not sure what the column represents, hover your mouse over the question mark for an explanation.

At the top of the Detail of Charges section, you will see Account Charges, when applicable. These are charges and credits at the account level (BAN) including things like Late Payment Fees and account-level adjustments.

The rest of the charges in this section are grouped together by BTN. The BTN is listed at the top of each section and highlighted in a grey bar. On the right side of the grey bar, is the subtotal for that section.

Beneath each BTN is the Service ID.

- When the Service ID is a mobile device, you will also see the Subscriber Name next to the Service ID.
- If the Service ID is a location-based (non-circuit), it will show the address next to Service ID.
- If the Service ID is location based and a circuit, it will display the node and the address next to the Service ID.

Each Service ID is subtotaled on the right, in blue font, to make it easier to distinguish individual charges and subtotals. The individual charges are listed below each Service ID, in numbered rows.

The right-most column in this section is the SAAF Calculation. This shows which services are assessed the State Associated Admin Fee. Previously, this amount was included in each charge posted on the invoice. As of July 2020, this number is separated from the contract rates and subtotaled under BTN Charges & Adjustments, as a Surcharge. This should also make calculations easier for our ERate customers. On the BTN header row, and the Service ID row, the SAAF amount is bolded, to make it easier to see that it is a subtotal.

5.6. Legend

The legend provides a translation of the various codes used within the bill, including call type, charge type, headings, rate period, and usage type.

Invoice Legend

Call Type

AC	Audio Conferencing
CL	Collect
CP	Caller Paid
DL	AT&T Digital Link
DS	Dial Station
MT	Mobile Terminated
OC	Operator Completed with Dial Rate Applied
OS	Operator Station
SD	Software Defined Data Network
SM	SMS
TF	Toll Free
VD	Voice Message Delivery
VH	Virtual Hold
VM	Voice Over IP Mobile Outbound
VO	Voice Over IP Outbound

Charge Type

ADJ	Adjustment
MRC	Monthly Recurring Charges
NRC	Non Recurring Charges
PRC	Prorated Charges
SUR	Surcharges
TAX	Tax Charges
USG	Usage Charges

Headings

BAN	Billing Account Number
BTN	Billing Telephone Number
Qty	Quantity
SAAF	State Associated Administrative Fee
Svc ID	Service ID (incl Working Telephone Number or Circuit ID)

5.7. News You Can Use

This displays the bill messages that AT&T provides inside each bill, including rate changes and new features or promotions.

Bill Messages - News You Can Use

Bill Messages By Service Provider

AT&T

CALNET BILLING QUESTIONS: Contact us at 877.9.CALNET (877.922.5638) or visit:
http://att.com/calnet3.
If you have a complaint you cannot resolve with us, contact the California
Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness
Ave,
Room 2003, San Francisco, CA 94102,
http://consumers.cpuc.ca.gov/complaints or
call 800.649.7570. The CPUC's DDTP program offers assistance to individuals
with
hearing and speaking limitations including California Relay Service available
by
dialing 711, more information is available at
http://ddtp.cpuc.ca.gov/relay.aspx.
If your complaint concerns interstate or international calling, write the FCC
at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call
888.225.5322 or TTY 888.835.5322.

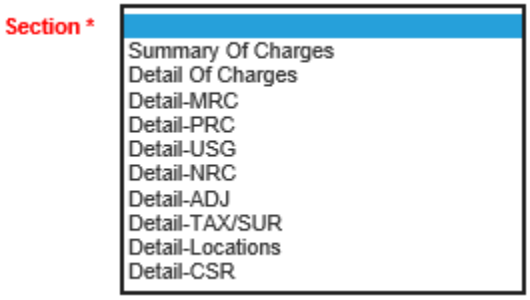
AT&T Cal

As set forth in the Government Code Section 927.6 and 927.7 the Late Payment Charge will change to 3.39% effective January 1, 2020.

5.8. Details & Downloads

The Details & Downloads section displays additional itemized charges, similar to what was previously found in the Monthly Recurring Detail, Usage Detail and CSR Detail sections. This section provides the ability to input specific criteria to generate a report that can be viewed on screen or exported into a text or Excel file, for a user to save and manipulate, as needed.

The Section field is the only required field for your search. It allows you to choose an entire section, like Summary of Charges or Detail of Charges, or a specific Charge Type.

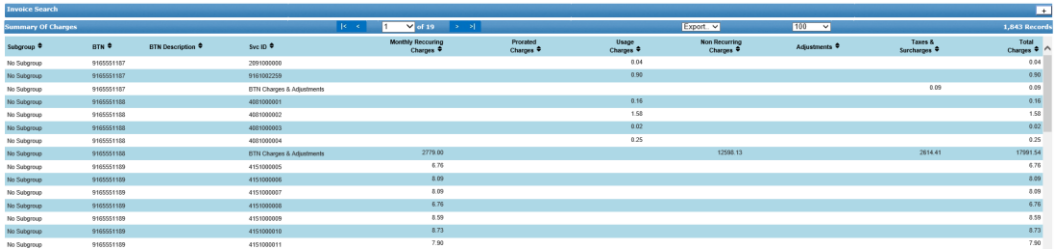


You can add additional search criteria, such as Product ID or Feature Name, and / or filter by BTN and Service ID or complete your search with just the selected section.

If you are do not need to view the results on the screen, but just need them in a spreadsheet, choose Export.

To display the results on the screen, choose Search to run the report. Data can be sorted by clicking any of the column headings with double arrows. You can still choose the Export dropdown to choose whether you would like to export to a text file or into Excel. The column names in the downloaded spreadsheets match the column headings displayed in the invoice.

The search criteria is automatically collapsed so you can see more of the results on your screen. Choose the plus sign in the top right corner, to expand the search criteria and start a new query.



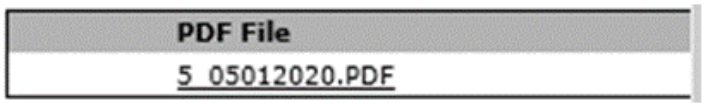
Invoice Search

Summary Of Charges | 1 of 19 | Export | 100 | 1,843 Records

Subgroup	BTN	BTN Description	Svc ID	Monthly Reccuring Charges	Prorated Charges	Usage Charges	Non Recurring Charges	Adjustments	Taxes & Surcharges	Total Charges
No Subgroup	9165551187		2091000000			0.04				0.04
No Subgroup	9165551187		9161002259			0.90				0.90
No Subgroup	9165551187		BTN Charges & Adjustments						0.09	0.09
No Subgroup	9165551188		4081000001			0.16				0.16
No Subgroup	9165551188		4081000002			1.58				1.58
No Subgroup	9165551188		4081000003			0.02				0.02
No Subgroup	9165551188		4081000004			0.25				0.25
No Subgroup	9165551188		BTN Charges & Adjustments	2779.00			12588.13		2614.41	17981.54
No Subgroup	9165551189		4151000005	6.76						6.76
No Subgroup	9165551189		4151000006	8.09						8.09
No Subgroup	9165551189		4151000007	8.09						8.09
No Subgroup	9165551189		4151000008	6.76						6.76
No Subgroup	9165551189		4151000009	8.59						8.59
No Subgroup	9165551189		4151000010	8.73						8.73
No Subgroup	9165551189		4151000011	7.90						7.90

5.9. PDF File

The PDF File link displays the invoice number and the date. Clicking the link opens a PDF version of the complete invoice. This file can be saved, shared and/or printed, as needed.



PDF File
5_05012020.PDF

5.10. Search Functionality

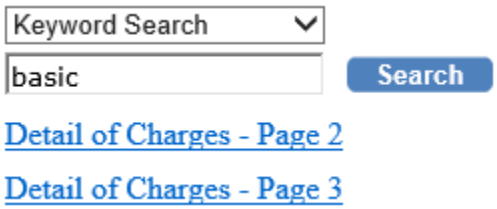
There are two ways to search the invoice. The search box defaults to Keyword Search, but you can also search by Item #.

5.10.1. Keyword Search

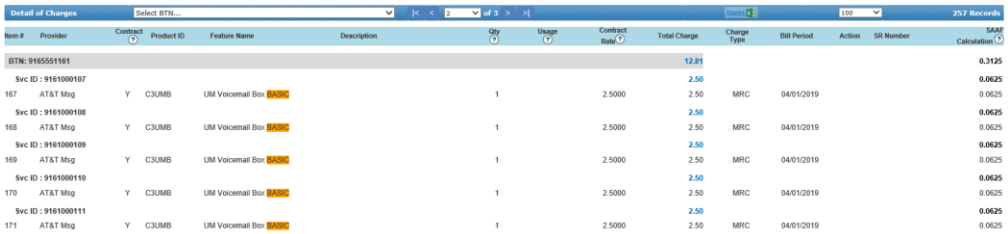
A keyword can be a Service ID, Provider, Product ID, Feature Name, Description, or Charge Type. It is not case sensitive.

Type the keyword in the search box and click **Search**. This displays a hyperlink beneath the search box. If the keyword appears on multiple pages, multiple links are displayed. If it appears multiple times on one page, only one link is displayed.

Note: an asterisk or percent sign at the beginning and/or end of the search criteria allows for a wildcard search



Click the hyperlink to go to the requested item on the invoice with the keyword highlighted.



5.10.2. Item # Search

Every line of the invoice is numbered in the left column.

Select Item # Search from the dropdown, type the item number into the search box and click **Search**. This displays a hyperlink beneath the search box.

Click the hyperlink to go to the requested item on the invoice with the item number highlighted.

Detail of Charges | Select BTN... | 1 of 100 | Items 1 | 100 | 9,909 Records

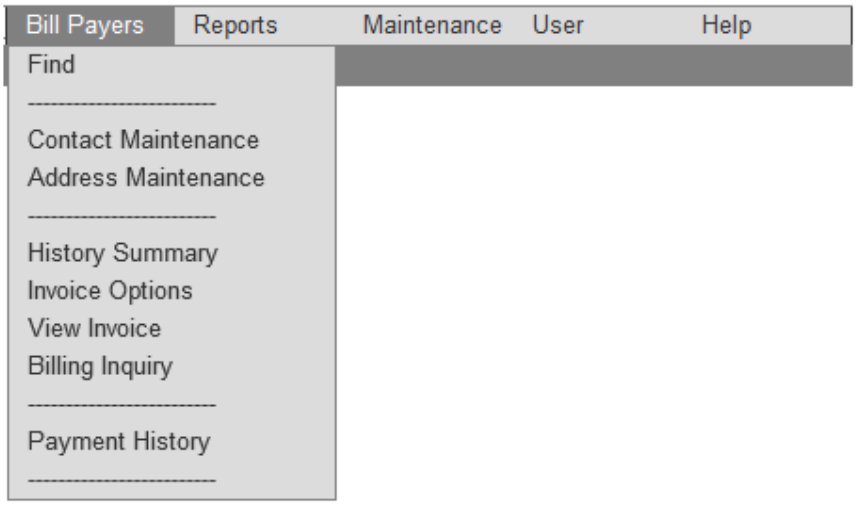
Item #	Provider	Contract	Product ID	Feature Name	Description	Qty	Usage	Contract Rate	Total Charge	Charge Type	Bill Period	Action	SR Number	SAAF Calculation
BTN: 9165551189									20,149.95					2.3901
Svc ID : 4151000005									6.76					0.1691
21	AT&T Cal	Y	AAFTX	Primary Station Line	Trunking Charge Prim Sta Lines	1		6.51	6.51	MRC	05/01/2020			0.1628
22	AT&T Cal	Y	DMSAL	Centrex Direct Connect		1		0.25	0.25	MRC	05/01/2020			0.0063
Svc ID : 4151000006									8.09					0.2024
23	AT&T Cal	Y	AAFTX	Primary Station Line	Trunking Charge Prim Sta Lines	1		6.51	6.51	MRC	05/01/2020			0.1628
24	AT&T Cal	Y	DMSCP	Call Park		1		0.50	0.50	MRC	05/01/2020			0.0125
25	AT&T Cal	Y	DMSLR	Last Number Redial		1		0.10	0.10	MRC	05/01/2020			0.0025
26	AT&T Cal	Y	EAB	Call Hold		1		0.08	0.08	MRC	05/01/2020			0.0020
27	AT&T Cal	Y	ESMCS	Cl Fwdg Variable Unlimited		1		0.15	0.15	MRC	05/01/2020			0.0038
28	AT&T Cal	Y	SAK	Ring back Notification	Automatic Callback	1		0.25	0.25	MRC	05/01/2020			0.0063
29	AT&T Cal	Y	SPC3O	Indiv Speed Clg 30 Numbers		1		0.50	0.50	MRC	05/01/2020			0.0125

6. Administrative functions

Agency administrators and agency users have additional options under each of the menu items across the top of the screen.

6.1. Bill Payers tab

The Bill Payers menu item contains three additional options for an agency administrator or agency user to access an invoice or review billing details.

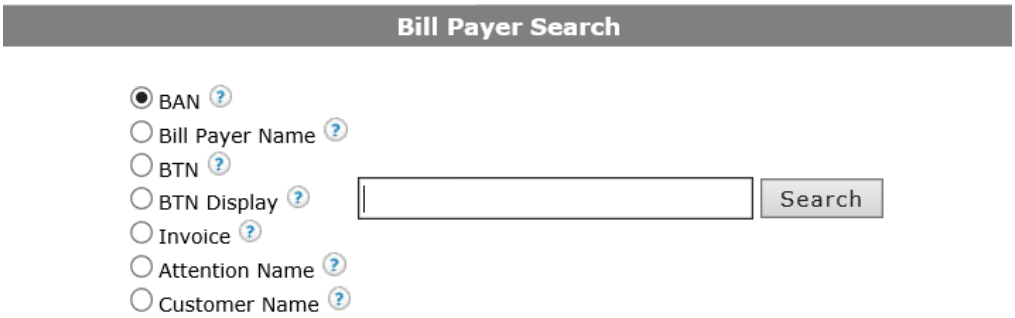


6.1.1. Find

Select **Bill Payers** > **Find**.

This can also be referred to as the ***Bill Payer Search*** screen. It is the first screen that appears when an agency administrator or agency user logs in to the system. This home screen allows for searches by ***BAN***, ***Bill Payer Name***, ***BTN Display***, ***Invoice, Attention Name*** or ***Customer Name***.

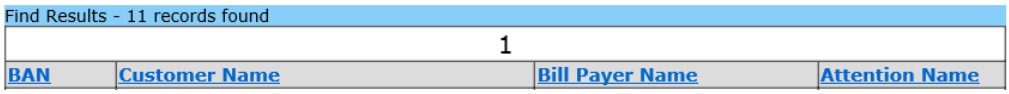
Type the desired search criteria (an asterisk or percent sign at the beginning and/or end of the search criteria allows for a wildcard search) and click **Search**.



If your search yields only one Billing Account Number (BAN), it will automatically open the ***History Summary*** screen (see section 3.1.3) for that account.

If your search yields multiple BANs, the page will list ***Customer Name***, ***Bill Payer Name*** and ***Attention Name*** for each Billing Account Number in your search results.

Clicking any of the column headings will sort the results list by that criterion in ascending order. Clicking that same column heading again will sort the results in descending order.

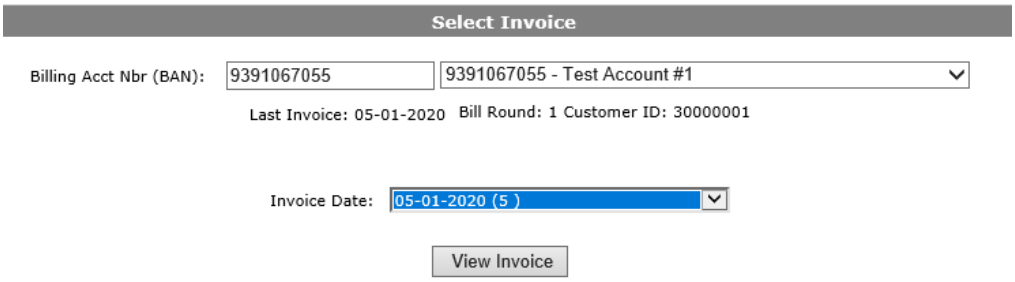


6.1.2. View Invoice

Select **Bill Payers** > **View Invoice**.

This is an alternate method for finding a specific invoice.

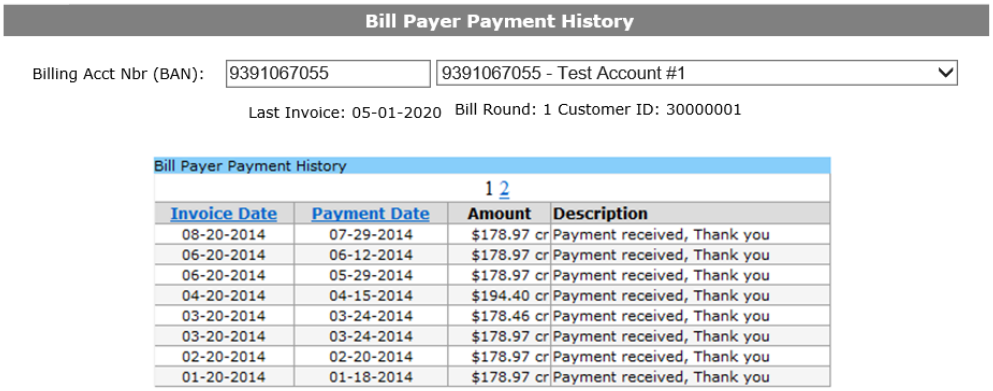
From the drop-down menu, select the **Invoice Date** and click **View Invoice**. The chosen invoice will open in a separate window.



6.1.3. Payment History

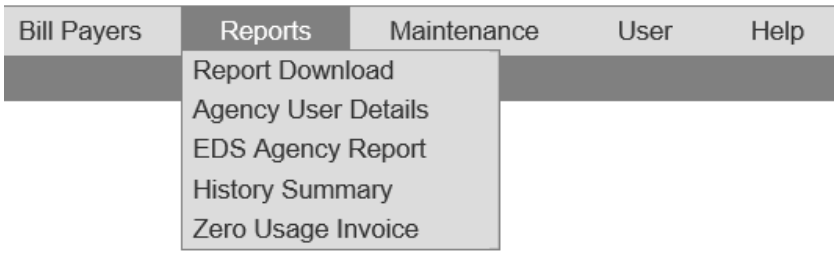
Select **Bill Payers** > **Payment History**

This screen lists the dates and amounts of all payments and refunds for the selected BAN.



Invoice Date	Payment Date	Amount	Description
08-20-2014	07-29-2014	$178.97 cr	Payment received, Thank you
06-20-2014	06-12-2014	$178.97 cr	Payment received, Thank you
06-20-2014	05-29-2014	$178.97 cr	Payment received, Thank you
04-20-2014	04-15-2014	$194.40 cr	Payment received, Thank you
03-20-2014	03-24-2014	$178.46 cr	Payment received, Thank you
03-20-2014	03-24-2014	$178.97 cr	Payment received, Thank you
02-20-2014	02-20-2014	$178.97 cr	Payment received, Thank you
01-20-2014	01-18-2014	$178.97 cr	Payment received, Thank you

6.2. Reports tab



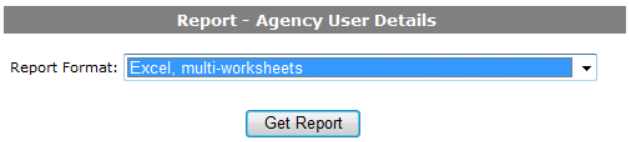
Agency administrators and agency users have additional reports available.

6.2.1. Agency User Details

Select **Reports** > **Agency User Details**

The Agency User Details report is available only to agency administrators. It enables them to monitor who has access to view their online bill detail.

To run a report, select the report format and click **Get Report**.



This report shows contact information for all users (agency administrator, agency user, or bill payer user), with access to that agency's accounts. The report shows their Login ID, Last Name, First Name, E-Mail Address, Phone Number, BPN (BAN), Active/Inactive Status, Customer Name and User Type.

A	B	C	D	E	F	G	H	I
Login IDs	Last Names	First Names	E-Mail Addresses	Phone Numbers	BPN (BAN)	Active/Inactive Status	Customer Name	User Type
trainingBP	Doe	John	john.doe@att.net	916-555-7890	9391067055	Active	CALNET TRAINING	BILL PAYER
trainingBP	Doe	John	john.doe@att.net	916-555-7890	9391067056	Active	CALNET TRAINING	BILL PAYER
trainingAA	Doe	Jane	jane.doe@att.net	916-555-1234	9391067055	Active	CALNET TRAINING	AGENCY ADMIN
trainingAA	Doe	Jane	jane.doe@att.net	916-555-1234	9391067056	Active	CALNET TRAINING	AGENCY ADMIN

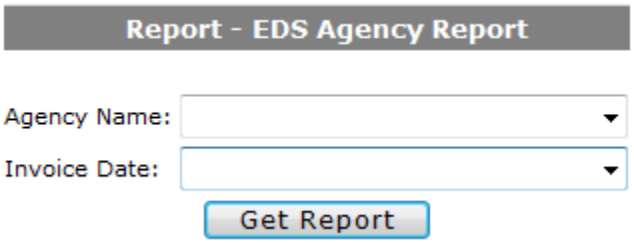
This will help administrators monitor who has access to which accounts, and what level of access each user has.

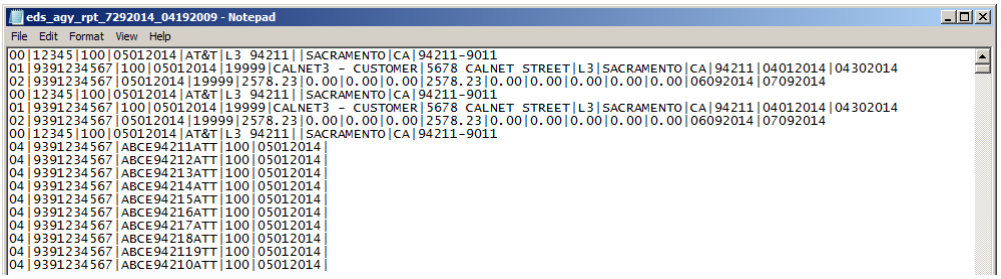
6.2.2. EDS Agency Report

Select **Reports** > **EDS Agency Report**

The EDS (Enhanced Data Stream) Agency Report is available to both agency users and agency administrators. It is a flat file of all the Billing Account Numbers (BANs) for the agency for a selected month. Previously, this had been available on a CD sent to agencies that requested it. This is now available to all agencies and provides data can be imported into an agency's cost accounting system for quicker data manipulation.

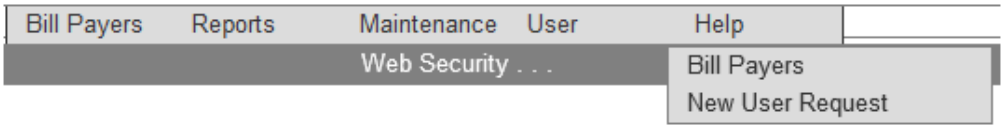
To run a report, select the agency name and desired invoice date and click **Get Report**.





The AT&T CALNET Website has more information that can be provided to IT developers, in order to set up the feed into an agency's billing system.

6.3. Maintenance tab



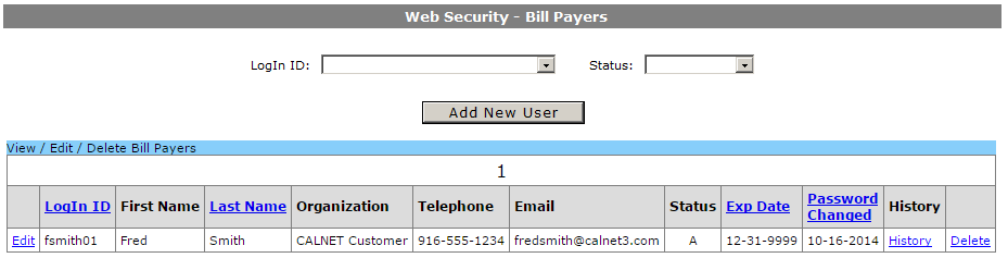
This menu item is only available to agency administrators and it enables them to add, view, edit or delete bill payer users' profiles, and approve or deny new user requests.

6.3.1. Bill Payers

Select **Maintenance** > **Web Security > Bill Payers**

A bill payer user is someone who assists the primary administrator with bill paying/reviewing responsibilities for select accounts within the agency.

The list of existing bill payer users can be sorted by clicking on any of the blue headings (***LogIn ID***, ***Last Name, Exp Date***, ***Password Changed***).



To add a new user:

1. Click the **Add New User** button.
2. Enter the requested data on the Web Security - Bill Payer Detail screen. Fields with a red asterisk are required.
   - Choose the Login ID for the user. The system will alert you if that ID already exists.
   - The **Gen PWD** button will generate a high security password for the new user. You may use this or manually type in a temporary password for the new user. The new user should change the password the first time they log in.
   - The ***Customer Name*** dropdown list may have multiple options, depending on the administrator's access. Choose each customer name one at a time to see and select the accounts available.
3. From the list of ***Available Bill Payer Accounts***, select the ones to assign to the new user. Multiple accounts can be selected at once by holding the CTRL key.
4. Click **Add**.
5. Choose another customer name if more accounts need to be added.
6. Once all accounts are selected, click **Save User Details**.
7. A message at the top of the screen will appear indicating "End User Added Successfully."
8. The new user will receive an email with their login details.
9. To add another user, choose the **Add Another Bill Payer User** button at the bottom of the screen. This will clear the screen and allow you to add another bill payer user.

Please note: If another agency administrator or agency user is needed, a request needs to be submitted via the AT&T Billing Consolidator site. Instructions are in section 2.4.1.

To edit an existing user's profile:

1. Click **Edit** next to the user's name.
2. On the ***Web Security - Bill Payer Detail*** Screen, overtype the information that needs to be changed.
3. Add or remove bill payer accounts by highlighting the account and clicking **Add** or **Remove**, as appropriate.
4. Click **Save User Details**.
5. To edit an additional user, choose another name from the ***Select Different User*** drop-down list.

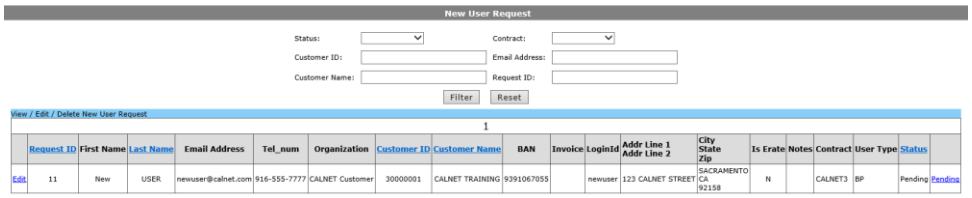
6.3.2. New User Request

Select **Maintenance** > **Web Security > New User Request**

When a new user request arrives, an agency administrator can approve, modify or deny the request. This screen displays a list of pending user requests. If there are many requests awaiting approval you can sort by ***Request ID***, ***Last Name***, ***Agency ID*** or ***Agency Name*** by clicking on each of the column headings. If there are more than 15 new user requests, they will be separated into multiple pages for you to tab through.

To approve a new user request:

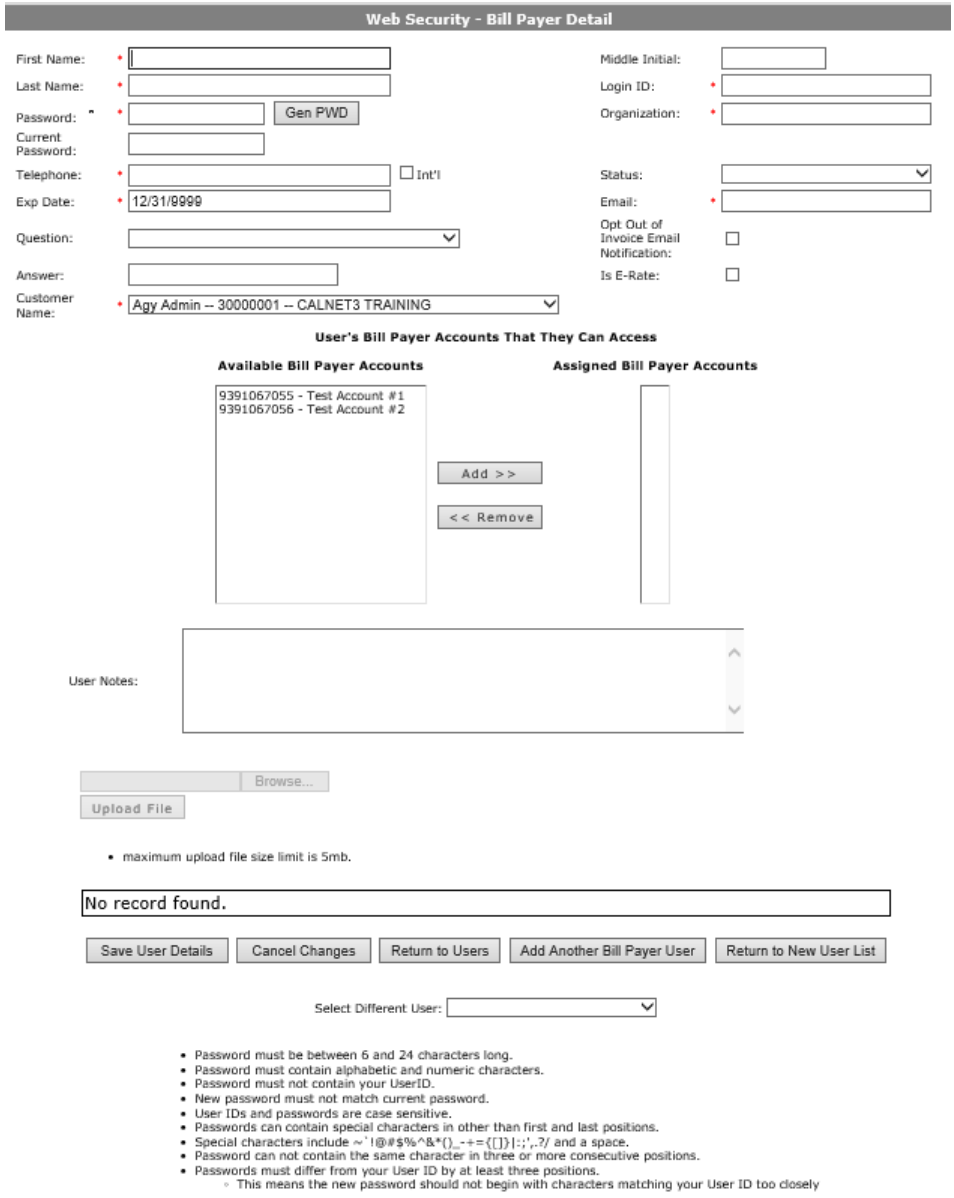
1. Choose the **Pending** link.



	Request ID	First Name	Last Name	Email Address	Tel_num	Organization	Customer ID	Customer Name	BAN	Invoice	LoginId	Addr Line 1 Addr Line 2	City State Zip	Is Erate	Notes	Contract	User Type	Status	
Edit	11	New	USER	newuser@calnet.com	916-555-7777	CALNET Customer	30000001	CALNET TRAINING	9391067055		newuser	123 CALNET STREET	SACRAMENTO CA 92158	N		CALNET3	BP	Pending	Pending

2. Completing the request is just like adding a new bill payer user, where you can choose a temporary password and designate which accounts the new user will be able to access. Once the request is completed, the new user will receive an email with their login details.

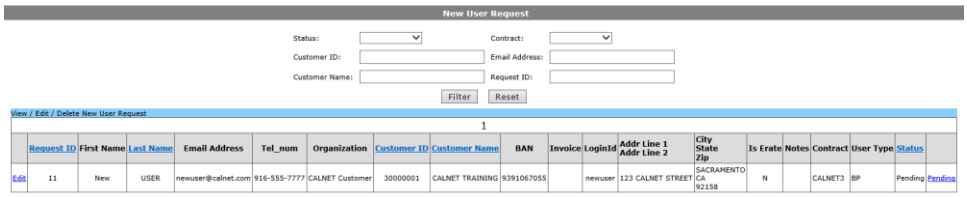
3. To return to the list of new user requests and process another request, choose **Return to New User List** at the bottom of the screen.



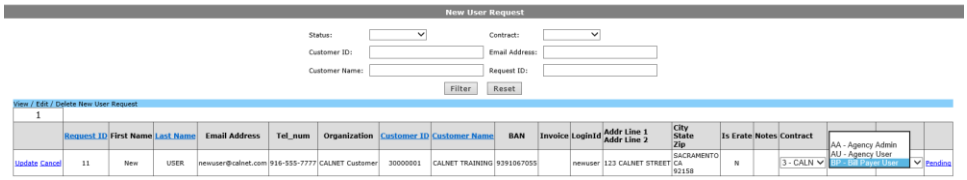
If an administrator wants to provide the new user with an access level other than what had been requested (bill payer, agency user, agency administrator), you have the option to edit the user type.

To modify a new user request:

1. Click the **Edit** button.

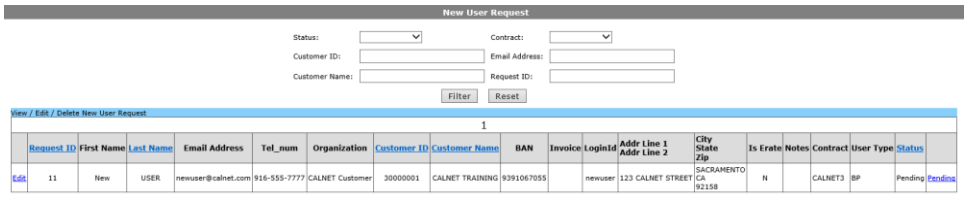


2. Change the user type to the appropriate level of access.
3. Click **Update**, where the **Edit** button once appeared.

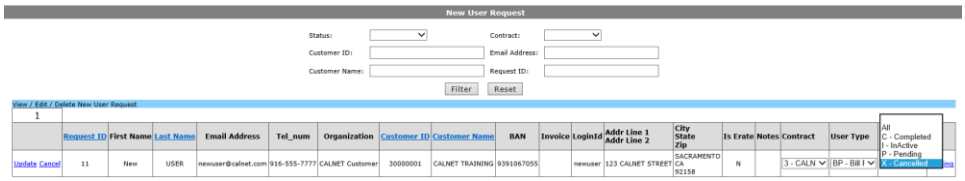


To deny a new user request:

1. Click the **Edit** button.



2. Change the status to **X- Cancelled**.
3. Click **Update**, where the **Edit** button once appeared.



Note: The CALNET AT&T Billing Consolidator Helpdesk will continue to monitor these notifications and assist agency administrators in completing the requests. If you are an agency administrator and no longer want these notifications or this responsibility, please email CalnetBCHelpdesk@att.com and have your access changed to agency user. This will not affect access to any of the accounts you can currently view or access to the EDS Agency Report.

7. Appendix

7.1. CALNET terms

The following table converts the CALNET 3 field name/term to CALNET field name/term.

CALNET 3 term	CALNET term
BAN Summary	Summary of Charges
Bill Payer (BAN)	Billing Acct Nbr (BAN)
Bill Payer Credits and Adjustments	Detail of Charges-ADJ
BTN Credits and Adjustments	Detail of Charges-ADJ
Circuit ID / WTN	Svc ID
CSR Detail	Detail-CSR
Monthly Recurring Detail Charges	Detail of Charges-MRC
Non-Recurring Charges (one-time charges)	Detail of Charges-NRC
Non-Recurring Charges (prorated charges)	Detail of Charges-PRC
Service Taxes & Surcharges	Detail of Charges-TAX/SUR
Statement of Accounts / Remittance Slip	Statement & Remittance
Usage Detail	Detail of Charges-USG

Table of CALNET Terms

7.2. Glossary

The following table lists fields/terms and their definition.

Field	Definition
Adjustments	Credits or debits on an account to correct previous billing - including SLA credits.
Bill Period	Previously called From Date / To Date, this is the duration of time for which the charges apply
Billing Acct Nbr (BAN)	A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs.
BTN	Billing Telephone Number: A specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call.
City	City where circuit/service is physically located.
Contract	A Yes/No identifier indicating if the service is billed through CALNET.
Contract Number	The Contract agreement number issued on the STD 213 for each Contractor.
CSR	Customer Service Record Detail: displays account record detail.
Current Charges	All debits and credits posted to the current invoice.
Customer Name	Customer name as defined in Customer Naming Conventions (IFB-A Section A.4.2).
Feature Name	The Feature Name in the Bidder's Catalog A.

FID	Field Identifier, Field Identification Delineators: An alpha or alphanumeric code used to identify data and provide instructions on service orders.
Invoice Date	The date the invoice was issued to the Customer.
Invoice Number	The unique number assigned to the invoice.
Item #	A number assigned to the specific line on which each Product ID resides.
Monthly Recurring Charges	Monthly Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidders response or as negotiated in an IPR.
Node	A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop points.
Non-Recurring Charges	One-time Non-Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidder's response or as negotiated in an IPR.
Payment	Physical payments received for the specified account.
Previous Balance	The amount due from the bill cycle prior to the current invoice, less any payments that had been received.
Previous Bill	The amount due on the bill cycle prior to the current invoice.

Product ID	A unique Contractor-defined code specific to the service or feature name as included in the Bidder's Response and as identified in Catalog A. If a bundled set of features are offered together at a single price in Catalog A, a unique Product ID shall be assigned to the represent the bundle.
Pro-rated Charges	A charge on any service or feature for a portion of the month of service.
Provider	The division of AT&T that is billing a particular service (i.e. CALNET Contract, Long Distance, etc.)
Qty	Quantity: Total number of billable units for the specified Product ID in the reporting month.
Remittance Slip	The bottom of the first page of the invoice that should be submitted with a payment.
SAAF Calculation	State Associated Administrative Fee. A surcharge assessed to specific Product ID, as established in the CALNET contract.
SR Number	Entity's service request number as provided on the Telecommunications Service Request.
Svc ID	Service ID. General term for the Working Telephone Number (End-User telephone number) or the Circuit ID.
Total Amount Due	Total dollar amount due on the account.

Glossary

7.3. Training

For questions not covered in this user guide, or to request live training on AT&T Billing Consolidator, please visit the AT&T CALNET Training website, and select Instructor-Led Training or email CalnetTraining@att.com directly.

