

Bill Analyzer: Frequently Asked Questions

Overview

1. What is the new Bill Analyzer capability?

A robust online bill reporting and analysis solution that allows you to transform your billing data into valuable business information that can be leveraged throughout your entire organization. Bill Analyzer allows you to:

- **Create standard and customized invoice reports**

Create reports specific to your organizations' analysis needs. View, download, and analyze invoices in multiple formats including PDF, XML, or CSV for offline use. Email notifications will alert you of new bills, new accounts added, and scheduled reports that are ready to view and download.

- **Allocate charges among cost centers**

Customized hierarchies align costs to your unique organizational structure, enabling the monthly cost allocation process to be done in just minutes.

- **Go green by turning off paper invoice**

Billing and usage data identical to your paper bill can be found within Bill Analyzer. You have access to:

- 13 months of historical statements which can be saved or printed for offline storage.
- 4 months of detail data which can easily be filtered to quickly find specific data.

2. What are the key features of Bill Analyzer?

- Bill Presentment
- Bill Analysis
- Cost Allocation
- Setup & Options
- Help

See pages 3-4 of this document for detailed information regarding each of these features.

3. Which CenturyLink customers can use these new capabilities?

- Any business customer with access to Control Center can use these new capabilities.

4. Who are typical users of Bill Analyzer?

Bill Analyzer can be used by all customer verticals, including Financial, Government, Fortune 500, Retail, Supermarket chains, Education, Sporting teams, Transportation, Communications, Software, Energy, etc.

Customers with the following attributes:

- Rank telecommunications expenses as a significant budget item
- Many accounts/services
- Need to allocate costs across multiple departments or locations
- Need to control user behavior and costs (i.e. phones, call centers, expenses)
- Need to track calling patterns for sales and marketing
- Need to share costs and usage throughout organization

5. Which organizational roles typically use Bill Analyzer?

- Telecommunications Manager
- Finance
- Management
- Marketing
- Sales

6. What are the key customer benefits of Bill Analyzer?

Convenience “Anytime, anywhere access...Quicker, faster, less clicks”

- Simple access: Single login through the CenturyLink Portal
- Bill presentment: Consolidated statements for easy review
- Bill analysis: Reports automatically delivered via email to specified distribution list
- Cost allocation: Generate cost allocation reports with just a few clicks

Control “What I want, when I want it, how I want it”

- Bill presentment: Single or consolidated statements with the ability to drill down – from summary to detail; paperless billing enrollment available
- Bill analysis: Mark-ups for re-billing
- Cost allocation: Multiple hierarchy functionality for various cost-allocation reports

Customization “My data presented in way that’s relevant to my needs”

- Bill presentment: User-defined statement and account descriptions
- Bill analysis: Customizable reports and filters with multiple designs, fields, calculations, delivery methods, file types, frequency and distribution preferences
- Cost allocation: Hierarchies and cost allocation to align with unique organizational structures

Confidence “Reliable and designed for security...a solution I can depend on”

- Bill presentment: Accurate online statements consistent with paper bills
- Bill analysis: Easy access to detailed data
- Cost allocation: Automated reports remove ‘human error’ associated with manual allocation
- Online help: Online tutorials and Help to accelerate learning curves

7. What are some examples of how end users can benefit from the Bill Analyzer functionality?

- Large enterprises get a detailed view into telecom spend, monitor spending trends and allocate charges to specific internal cost centers.
- School districts use these reports to monitor employee spend on a monthly basis and identify misuse of personal and international calling.
- A large transportation company runs a charge summary report for each employee and then bills back any spend over \$50.
- Law firms, landlords, and other wholesale customers use these reports to mark-up communications services and re-bill to customers and tenants.
- Two employees at one enterprise were working three and a half weeks per month parsing telecom data to allocate it to different departments. With Bill Analyzer, they now do it in less than two hours per month.
- A large university uses the scheduled reports feature to automatically generate and distribute monthly billing reports to each academic department for review. This used to be an extremely time-consuming process for the telecom manager. Now, the speed of the bill approval and payment process has dramatically increased.
- Sales and marketing departments run reports on their 800 numbers to determine which regions or markets are producing the highest responses to advertising campaigns.

8. Why did CenturyLink invest in developing these capabilities?

As part of CenturyLink’s ongoing efforts to improve the customer experience and provide customers with better visibility into your telecommunications cost and usage, CenturyLink made a sizable investment in deploying new online bill reporting and analysis.

Access

9. How can I access Bill Analyzer?

They can be accessed seamlessly via Control Center under the Analysis tab.

10. What are the browser requirements for the new capabilities?

Microsoft® Internet Explorer® (version 6.0 or greater) or Mozilla® Firefox® (version 2.0 or greater) browsers.

Cost

11. What is the cost of Bill Analyzer?

There is no cost for using Bill Analyzer.

Features

12. What functionality is available with each key feature?

- Bill Presentment
 - View current statements and 12 months of historical statements for all CenturyLink accounts
 - View detail data for 4 months for all CenturyLink accounts
 - View single statement or consolidate multiple statements to easily see total costs

- Compare current costs to historical data to quickly identify unanticipated variances and analyze cost and usage trends
- Print or export (PDF, CSV, XML)
- Bill Analysis
 - Gain immediate access to pre-defined Summary and Detail reports:
 - Inventory Reporting
 - BTN Summary
 - RSB Summary
 - USOC Reporting
 - Product Summary
 - Call detail reports
 - Toll free and Long distance
 - Intrastate calling
 - Interstate calling
 - Develop customized reports to meet specific reporting needs
 - Develop customized filters to quickly extract specific information from high volumes of data (Examples: calls made to a specific number, costs greater than a specific value, calls made during a certain timeframe)
 - Schedule automated reports for recurring delivery to user and additional recipients
 - Run reports against multiple levels of the organizational structure (corporate, departmental, individual, geographical)
 - Print or export table and graph reports (PDF, CSV, XML, JPG, PNG)
- Cost Allocation
 - Allocate accounts and services to a unique organizational hierarchy with built-in hierarchy functionality
 - Run a monthly Cost Allocation report with just a few clicks
 - Print or export (PDF, CSV)
- Download Center
 - Download completed report orders, including statement data sets in XML, CSV, PDF and Raw File TXT formats
- Paperless Billing
 - Eliminate unnecessary paper bills by accessing all statements online
 - Receive email notifications when new statements are available
- Setup & Options
 - Add and manage users by selecting permissions and aligning visibility to a specific area within the organizational hierarchy
 - Apply customized mark-ups to reports for re-billing
 - Define account descriptions and time periods make reports more meaningful
 - Create and modify SFTP locations

Bill Presentment

13. How often will new statements appear online?

New statements are posted to the site once per month, shortly after a bill is created. An e-mail will be sent notifying the user that a new statement is available.

14. Is the data in Bill Analyzer Unrated (pre-billed call detail records) or Rated (invoiced call detail records)?

Only rated data is displayed in Bill Analyzer.

Reporting

15. What would I do if I am receiving reports that are auto generated but I no longer want to receive these reports?

You would need to contact the person within your organization who has arranged for the scheduled report. If you are unable to determine this person, the Control Center helpdesk can assist.

16. Can I filter per product type on the markup?

No. Markup applies to all charges on the report. You would need to create the report of the items that you want to mark up and then apply the markup to that report.

17. Can I create a cost allocation report for a full year?

No, you would need to run the report monthly and collect the data.

Download Center

18. How many reports can I order?

There is no limit on the number of reports ordered, but the maximum storage is 10 reports and up to 10MB. On the Completed Orders page, you can see your remaining storage capacity.

19. If I delete a report order, is there a way to retrieve it without recreating?

No, you will need to recreate the order.

Customer Experience Changes

19. Will the new Bill Analyzer capability impact billing account hierarchies, account codes, numbers, service charges, total amount due or other details?

No. The new Bill Analyzer capability is only a tool helping customers to better view and analyze your CenturyLink invoices. It will have NO impact on the way your charges, total amount due, billing account numbers, billing hierarchies, etc are set up in the billing system(s).

Support and Training

20. Who do I contact if I have questions?

Contact the Control Center helpdesk at **877-726-6875**, option 3.

21. What kind of training or educational materials will be available for Bill Analyzer?

As part of the launch activities, customers will be able to access a detailed user guide, online tutorials, and FAQs under the Help section of Bill Analyzer. In addition, we will be scheduling webinars to help customers with adoption of the new capabilities. Visit the Control Center homepage to register for upcoming webinars.