

Chapter 8: eBilling Module

Overview

Introduction The **eBilling** module allows you to access your online bills (eBills), specify your delivery options, request and view a history of your charges and add more billing accounts to your Control Center Enterprise ID.

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Overview, continued

Confidential

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View eBill List

Introduction

The **View eBill** screen provides you a listing of the account numbers associated to your Control Center Enterprise ID that are established for eBilling. From this screen you can access your online bills (eBills). This screen is divided into three sections: Functions, Filters and View eBill.

- The **Functions** section allows you to access to various functions that can be performed on the data on this screen or guide you to the appropriate screens.
- The **Filters** sub-section of the screen (under **Advanced** button) allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **View eBill** section displays the account numbers associated with your Control Center Enterprise ID.

Note: If you have been assigned an **eBill Admin User** role, you will receive notification that your current eBill invoice is available in the Control Center system for review.





Fields and Descriptions

The table below describes the fields and buttons displayed on the **View eBills** screen.

| Field Name | Description |
|------------------------------|---|
| Functions Section | |
| Refresh | This link allows you to refresh the application for new data. |
| Advanced | This button allows access to filtering criteria for the data. |
| Search For | This drop-down allows you to search for specific data. |
| Download Account List | This button allows you to download the account list. |
| Make a Payment | This drop-down takes you to the appropriate screen for the selection made on the payment criteria in this drop-down. |
| Filters Section | |
| Invoice Group | This field allows you to enter the unique identifier of the invoice group you want to filter. Note: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. Or you may use commas to filter multiple specific values. |
| Account Number | This field allows you to enter the unique identifier of the account you want to filter. Note: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. Example: If you enter a partial value as follows: 3032* , the system may return 30321, 30322, 30323. etc. Or you may use commas to filter multiple specific values. |

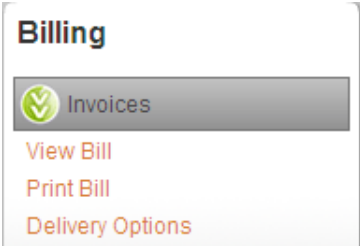
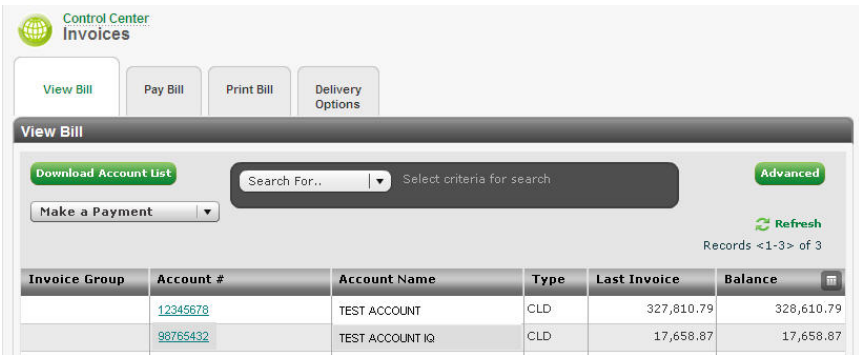
Continued on next page

View eBill List, continued**Fields and Descriptions** (continued)

| Field Name | Description |
|---|---|
| Account Name | This field allows you to enter the name of the account you want to filter Note: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. Example: If you enter San* , the system will return account names Santa Claus . etc. Or you may use commas to filter multiple specific values. |
| Account Type | This lists the checkboxes which allows you to select the kind of account you want to filter. Your options include CLD (CenturyLink Long Distance) , CLS and CPE. |
| Balance | This field allows you to enter the current balance owed for each account you want to filter. |
|  | This button allows you to apply your filter. |
|  | This button allows you to clear the current filter. |
|  | This button minimizes/maximizes the filtering widget. |
|  | This button closes the filtering widget. |
| View eBill List Section | |
| Invoice Group | This column displays the invoice group that the account belongs to (if any). |
| Account # | This column displays the unique provider maintained identifier assigned for each account in the list. |
| Account Name | This column displays the customer maintained identifier assigned for each account in the list. |
| Type | This column provides the type of account for each listed item. Values include CLD (CenturyLink Long Distance) . |
| Last Invoice | This column displays the total dollar amount of each account's previous invoice. |
| Balance | This column displays the current balance owed for each account listed. |

Viewing eBills


Procedure Follow the steps in the procedure below to **access** the **View eBills** screen.

| Step | Action | | | | | | | | | | | | | | | | | | |
|---------------|--|-----------------|-----------|--------------|------------|--------------|---------|--|--------------------------|--------------|-----|------------|------------|--|--------------------------|-----------------|-----|-----------|-----------|
| 1 | <p>From the Landing page, click on the Invoices in the Billing section.</p> <p>Result: The Invoices drop down appears.</p>  | | | | | | | | | | | | | | | | | | |
| 2 | <p>From the Invoices dropdown, click on the View Bill link.</p> <p>Result: The View Bill screen appears.</p>  <table border="1" data-bbox="613 1163 1442 1247"> <thead> <tr> <th>Invoice Group</th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Last Invoice</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td></td> <td>12345678</td> <td>TEST ACCOUNT</td> <td>CLD</td> <td>327,810.79</td> <td>328,610.79</td> </tr> <tr> <td></td> <td>98765432</td> <td>TEST ACCOUNT IQ</td> <td>CLD</td> <td>17,658.87</td> <td>17,658.87</td> </tr> </tbody> </table> | Invoice Group | Account # | Account Name | Type | Last Invoice | Balance | | 12345678 | TEST ACCOUNT | CLD | 327,810.79 | 328,610.79 | | 98765432 | TEST ACCOUNT IQ | CLD | 17,658.87 | 17,658.87 |
| Invoice Group | Account # | Account Name | Type | Last Invoice | Balance | | | | | | | | | | | | | | |
| | 12345678 | TEST ACCOUNT | CLD | 327,810.79 | 328,610.79 | | | | | | | | | | | | | | |
| | 98765432 | TEST ACCOUNT IQ | CLD | 17,658.87 | 17,658.87 | | | | | | | | | | | | | | |

3 From the **Account #** column, click on the account number hyperlink to view the listed eBill.
Result: The **eBill invoice** screen appears.


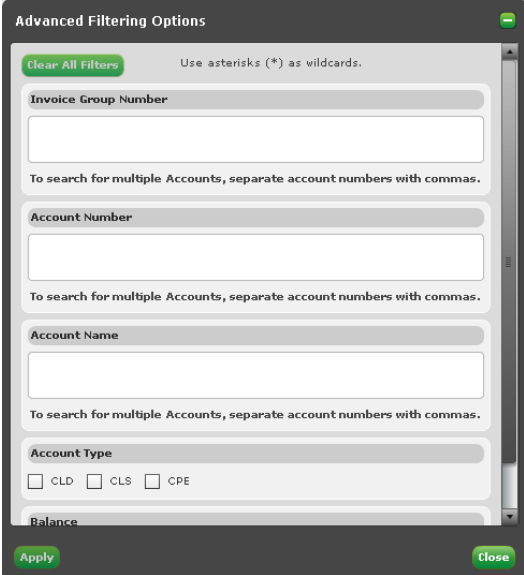
Refresh the View eBills List

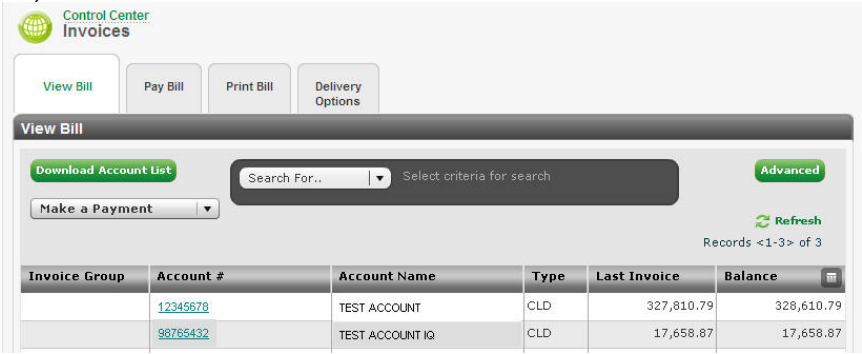
Procedure Follow the steps in the procedure below to **refresh** the **View eBill** screen.

| Step | Action |
|------|--|
| 1 | <p>From the View eBills list screen, click on the Refresh link/icon () on the right hand side of the screen (above the table).</p> <p>Result: The View eBills screen refreshes.</p> |

Filtering the View eBills List

Procedure Follow the steps in the procedure below to **filter** the **View eBill** list.

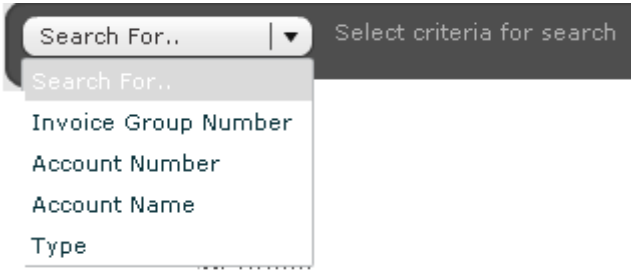
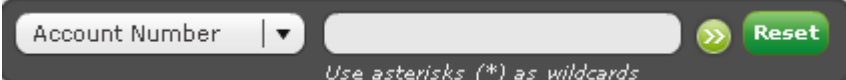
| Step | Action |
|------|---|
| 1 | <p>From the View eBills list screen, click on the Advanced button ().</p> <p>Result: A widget for Advanced Filtering Options is displayed</p>  |
| 2 | <p>In the Advanced Filtering Options widget, enter the unique identifier for your account in the Account Number field (if applicable).</p> |
| 3 | <p>In the Account Name field (if applicable), enter the name of your account.</p> |
| 4 | <p>In the Account Type section (if applicable), select CLD for CenturyLink Long Distance.</p> |
| 5 | <p>In the Balance section (if applicable), from the drop-down list, select an operator (greater than [>], less than [<] or equal to [=]) and enter a value in the available field.</p> <p>Note: The drop-down list and field work together to create the value for your filter. For example, selecting ">" and typing "500" in Step 5 would return all accounts that have an outstanding balance of greater than 500 dollars.</p> |

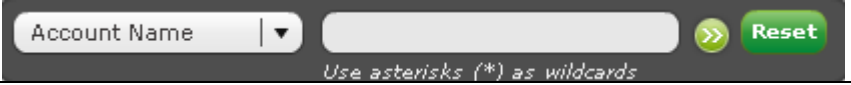




| | |
|---|---|
| 6 | <p>Click Apply</p> <p>Result: The View eBill list refreshes and displays only the account numbers that match your filtering criteria. (Note: You may have to minimize the Advanced Filtering Options widget by clicking [-] or close the widget by clicking Close in order to view/access the refreshed list)</p>  |
| 7 | <p>If needed, click Clear All Filters button in the Advanced Filtering Options widget to view all the account numbers without a filter.</p> |

Quick Search on View eBills List

Procedure

Follow the steps in the procedure below to **search** the **View eBill** list.


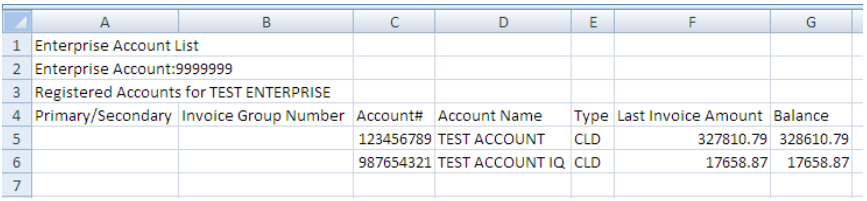
| Step | Action |
|------|--|
| 1 | <p>From the View eBills list screen, click on the Search For drop-down field and select one of the available search criteria.</p>  <p>Result: A field is made available to enter the value for the search criteria.</p> |
| 2 | <p>Enter the unique identifier for your account in the field for the Account Number search criteria (if applicable).</p>  <p style="text-align: right; font-size: small;"><i>Use asterisks (*) as wildcards</i></p> |

| | |
|---|--|
| 3 | <p>For the Account Name search criteria (if applicable), enter the name of your account in the field.</p>  |
| 4 | <p>For the Type search criteria (if applicable), enter the account type (e.g. CLD for CenturyLink Long Distance) in the field.</p>  |
| 5 | <p>Click .</p> <p>Result: The View eBill list refreshes and displays only the account numbers that match your search criteria.</p>  |
| 6 | <p>If needed, click  to view all the account numbers without a search criteria.</p> |

Downloading the eBill List

Procedure

Follow the steps in the procedure below to **download** your **View eBill** list.

| Step | Action |
|------|---|
| 1 | <p>From the View eBills list screen, click on the  button.</p> <p>Result: Your View eBill list is exported to a CSV (comma separated value) file – which can open as an excel file if desired.</p>  |

Delivery Options

Introduction

The **Delivery Options** screen provides you a listing of the accounts associated with your Control Center Enterprise ID. This screen is divided into three sections: Functions, Filters and Delivery Options.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Delivery Options** section displays a list of accounts associated to your Control Center Enterprise ID.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Delivery Options** list screen.

| Field Name | Description |
|----------------------------|--|
| Functions Section | |
| Delivery Options | This link allows you to view a listing of the available Delivery Options . |
| Paperless Billing | This option is not available to Wholesale customers. |
| Paper Billing | This link allows you to add accounts to receive a full paper bill; this is not recommended for Wholesale customers. |
| One Page Direct | This link allows you to reduce the size of your paper invoice by receiving a one-page bill summary and remittance slip in the mail, while still receiving your eBill online. |
| Request Paper Bill | This option is not available to Wholesale customers. |
| Bill Reports | This link allows you to select reporting details that will be included in your monthly invoice. |
| Application Refresh | This link allows you to refresh the application for new data. |
| Filters Section | |
| Account Number | This field allows you to enter the unique identifier of the account you want to filter. Note: The system automatically applies a wildcard character to the value entered. Example: If you enter a partial value of 3032 , the system will return account numbers 30321 , 30322 , 30323 . etc. |
| Name | This field allows you to enter the name of the account you want to filter Note: The system automatically applies a wildcard character to the value entered. Example: If you enter San , the system will return account names Santa Claus , Sanitation , etc. |

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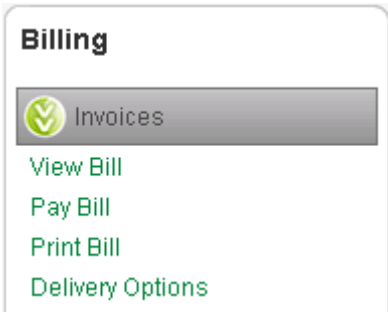
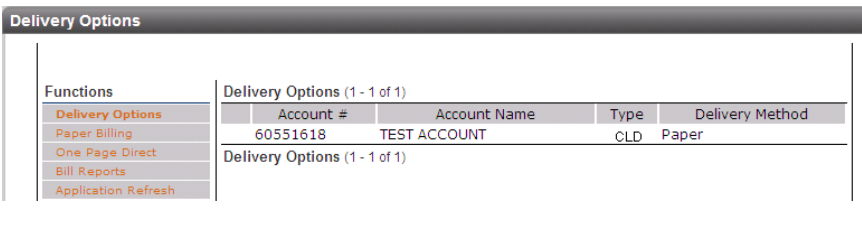
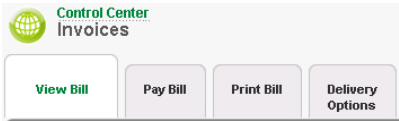
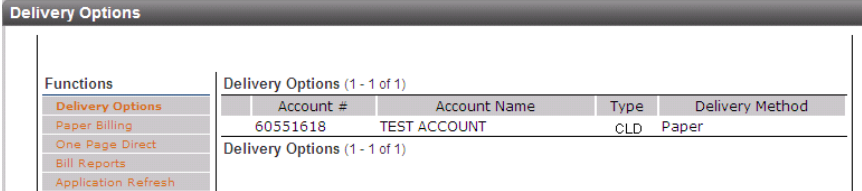
Delivery Options, continued

Fields and Descriptions (continued)

| Field Name | Description |
|--------------------------------------|--|
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include CLD (CenturyLink Long Distance) . |
| Delivery Methods | This drop-down list allows you to select the means by which bills are sent to the account(s) you want to filter. |
| Balance | The field allows you to enter the dollar amount of the balance on the accounts you want to filter. Note: This field displays only under the Bill Reports function. |
| <input type="button" value="Go"/> | This button allows you to apply your filter. |
| <input type="button" value="Clear"/> | This button allows you to clear the current filter. |
| Delivery Options Section | |
| Account # | This column displays the unique provider maintained identifier for each account listed. |
| Account Name | This column displays the unique customer maintained identifier for each account listed. |
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (CenturyLink Long Distance) . |
| Delivery Method | This column identifies the delivery method for each account listed. |
| Balance | This column displays the current balance owed for each account listed. Note: This field displays only under the Bill Reports function. |

Viewing the Delivery Options

Procedure Follow the steps in the procedure below to **view** the **Delivery Options** screen.

| Step | Action |
|------|--|
| 1 | <p>From the Landing page, click on the Invoices in the Billing section.</p> <p>Result: The Invoices drop down appears.</p>  |
| 2 | <p>From the Invoices dropdown, click on the Delivery Options link.</p> <p>Result: The Delivery Options screen appears.</p>  |
| 3 | <p>OR alternatively, you could click on the View Bill link (or any other link) from the Invoices dropdown (as seen in #1 above) and then from the Invoices section, click on the Delivery Options tab.</p>  <p>Result: The Delivery Options screen appears.</p>  |

Paper Billing

Introduction

The **Enroll Full Paper** screen allows you to begin the process of signing accounts to receive only paper bills; this option is not recommend for the Wholesale customer.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Enroll Full Paper** section displays a list of accounts that are available to enroll for Paper Billing.

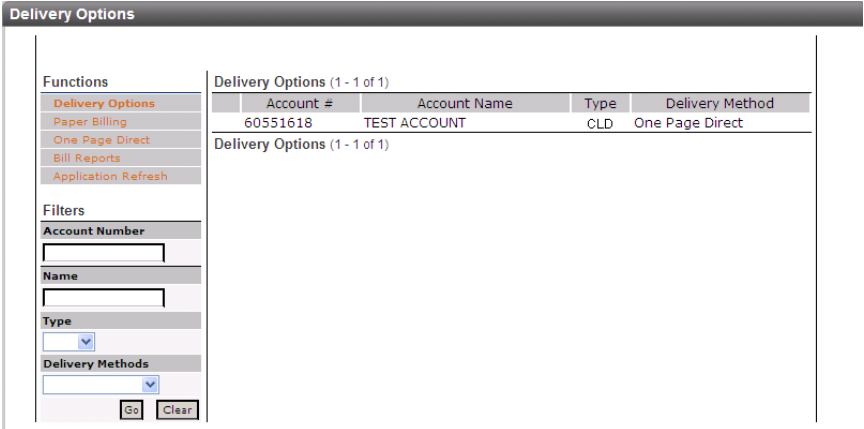
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Enroll in Full Paper** screen.

| Field Name | Description |
|--------------------------|--|
| Enroll Full Paper | |
| <input type="checkbox"/> | This checkbox allows you to select the account(s) you want to enroll for Full Paper billing. |
| Account # | This column displays the unique provider maintained identifier for each account listed. |
| Account Name | This column displays the unique customer maintained identifier for each account listed. |
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (CenturyLink Long Distance) . |
| Delivery Method | This column identifies the delivery method for each account listed. |

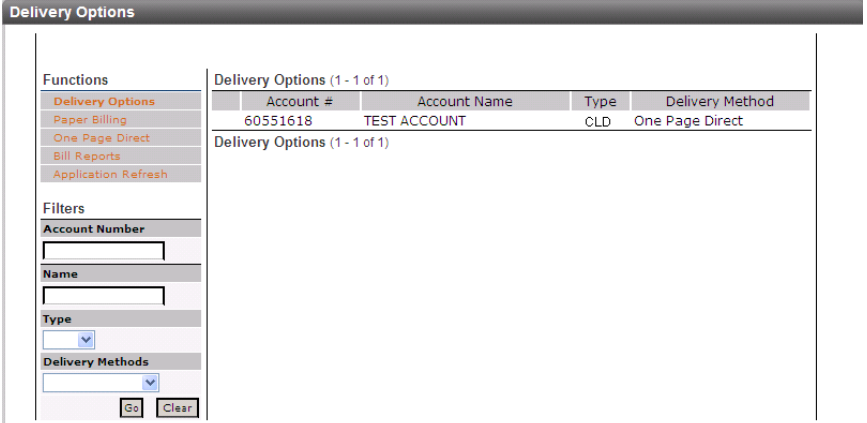
Accessing Paper Billing

Procedure Follow the steps in the procedure below to **access** the **Paper Billing** screen.

| Step | Action |
|------|--|
| 1 | <p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Enroll Full Paper screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, there is a 'Functions' menu with 'Paper Billing' highlighted. Below it are 'Filters' for Account Number, Name, Type, and Delivery Methods. On the right, a table displays 'Delivery Options (1 - 1 of 1)' with columns for Account #, Account Name, Type, and Delivery Method. The table contains one entry: Account # 60551618, Account Name TEST ACCOUNT, Type CLD, and Delivery Method One Page Direct.</p> |

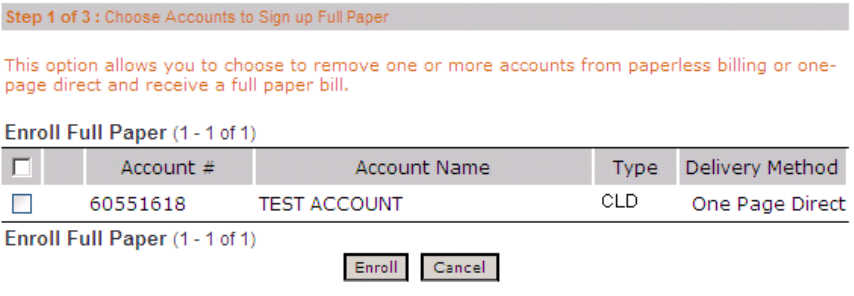
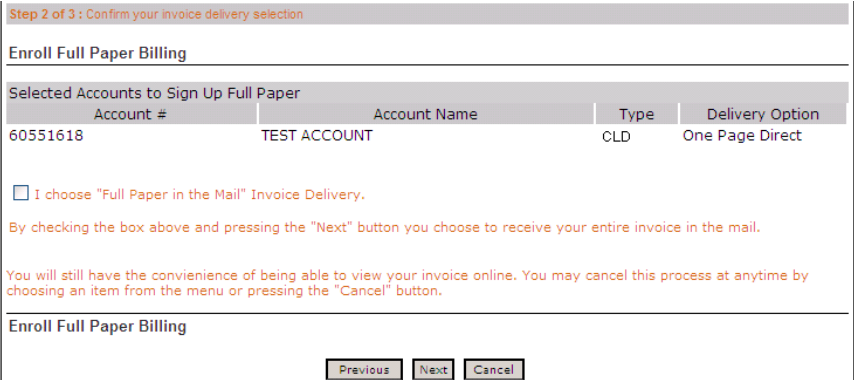
Filtering the Paper Billing List

Procedure Follow the steps in the procedure below to **filter** the **Paper Billing** list.

| Step | Action |
|------|---|
| 1 | From the Enroll Full Paper list screen, enter the unique identifier for your account in the Account Number field (if applicable). |
| 2 | In the Name field (if applicable), enter the name of your account. |
| 3 | From the Type drop down list (if applicable), select CLD for CenturyLink Long Distance. |
| 4 | From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter. |
| 5 | <p>Click Go.</p> <p>Result: The Enroll Full Paper list refreshes and displays only the account numbers that match your filtering criteria.</p>  |
| 6 | If needed, click Clear to view all the account numbers without a filter. |

Enrolling Accounts in Full Paper Billing

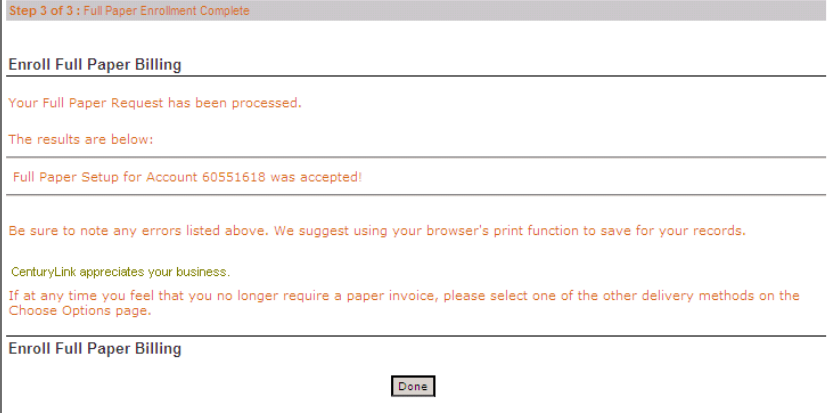
Procedure Follow the steps in the procedure below to **enroll** an account for **Full Paper** billing.

| Step | Action |
|------|--|
| 1 | <p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up Full Paper screen appears.</p>  |
| 2 | <p>From the Enroll Full Paper list, select the checkbox for each account listed you want to enroll in Full Paper billing.</p> |
| 3 | <p>Click Enroll.</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p>  |

Continued on next page

Enrolling Accounts in Full Paper Billing, continued

Procedure (continued).

| Step | Action |
|------|---|
| 4 | Select the I choose “Full Paper in the Mail” Invoice Delivery checkbox. |
| 5 | <p>Click Next.</p> <p>Result: The Step 3 of 3: Full Paper Enrollment Complete confirmation screen appears.</p>  |
| 6 | <p>Click Done.</p> <p>Result: The system returns you to the Delivery Options screen.</p> |

One Page Direct

Introduction

The **Enroll in One Page Direct** screen allows you to select One Page Direct billing for one or all of your listed accounts; this is the recommended delivery option for Wholesale customers. This screen is divided into three sections: Functions, Filters and Enroll in One-Page Direct.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Enroll in One Page Direct** section displays a list of accounts that are available for One Page Direct billing.

Note: One-Page Direct is only available for **CLD** accounts.

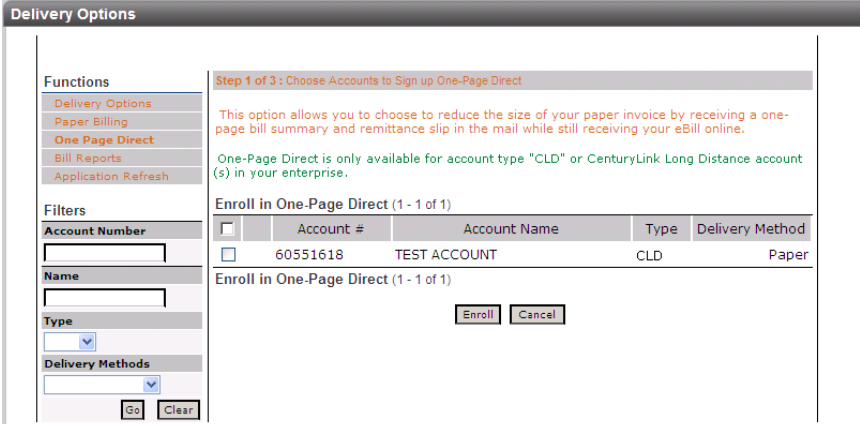
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Enroll in One Page Direct** screen.

| Field Name | Description |
|----------------------------------|--|
| Enroll in One Page Direct | |
| <input type="checkbox"/> | This checkbox allows you to select the account(s) you want to enroll for One Page Direct billing. |
| Account # | This column displays the unique provider maintained identifier for each account listed. |
| Account Name | This column displays the unique customer maintained identifier for each account listed. |
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include CLD (CenturyLink Long Distance) . |
| Delivery Method | This column identifies the delivery method for each account listed. |

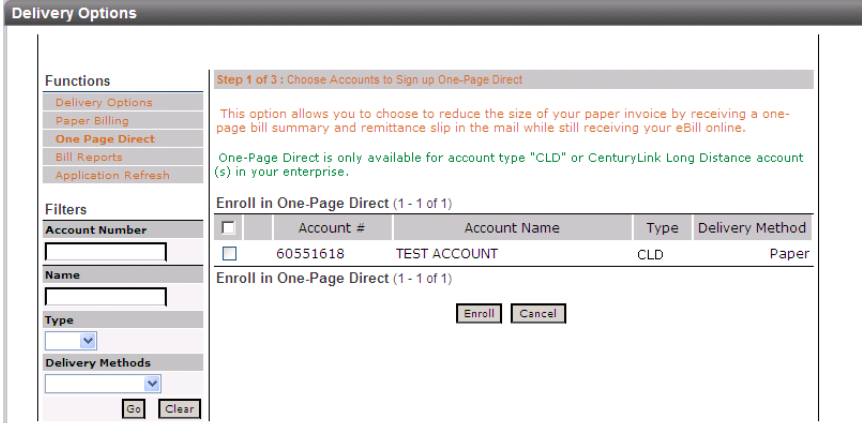
Accessing One Page Direct

Procedure Follow the steps in the procedure below to **access** the **One Page Direct** screen.

| Step | Action |
|------|--|
| 1 | <p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Enroll in One Page Direct screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, there is a 'Functions' menu with 'One Page Direct' highlighted. Below it are 'Filters' for Account Number, Name, Type, and Delivery Methods. The main area displays 'Step 1 of 3: Choose Accounts to Sign up One-Page Direct' with explanatory text. A table lists accounts for enrollment, with one account selected: 60551618 TEST ACCOUNT (Type: CLD, Delivery Method: Paper). 'Enroll' and 'Cancel' buttons are visible at the bottom of the enrollment section.</p> |

Filtering the One Page Direct List

Procedure Follow the steps in the procedure below to **filter** the **One Page Direct** list.

| Step | Action |
|------|---|
| 1 | From the Enroll in One Page Direct list screen, enter the unique identifier for your account in the Account Number field (if applicable). |
| 2 | In the Name field (if applicable), enter the name of your account. |
| 3 | From the Type drop down list (if applicable), select CLD for CenturyLink Long Distance. |
| 4 | From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter. |
| 5 | <p>Click Go.</p> <p>Result: The Enroll in One Page Direct list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows a web interface titled "Enroll in One-Page Direct". On the left, there are navigation links for "Functions" (Delivery Options, Paper Billing, One Page Direct, Bill Reports, Application Refresh) and "Filters" (Account Number, Name, Type, Delivery Methods). The main area displays "Step 1 of 3: Choose Accounts to Sign up One-Page Direct" with explanatory text. Below this is a table with columns: Account #, Account Name, Type, and Delivery Method. One row is visible: 60551618, TEST ACCOUNT, CLD, Paper. At the bottom of the table are "Enroll" and "Cancel" buttons.</p> |
| 6 | If needed, click Clear to view all the account numbers without a filter. |

Enrolling Accounts in One Page Direct Billing


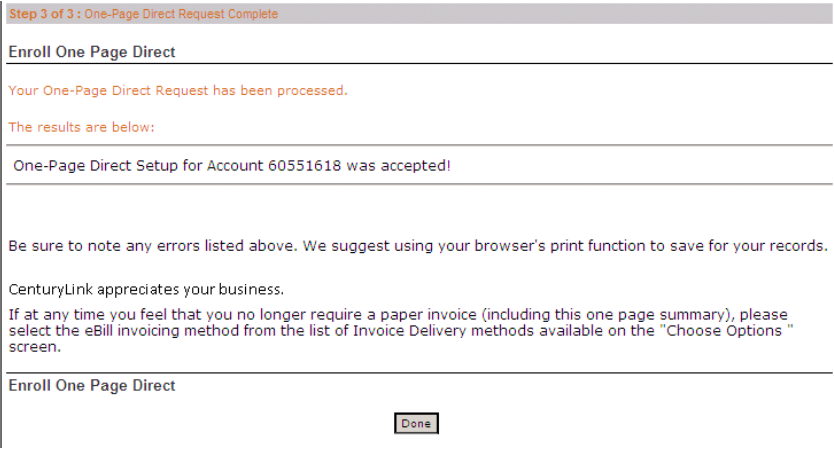

Procedure Follow the steps in the procedure below to **enroll** an account for **One Page Direct** billing.

| Step | Action | | | | | | | | | | |
|--------------------------|---|--------------------------|-----------------|-----------------|-----------------|-----------------|--------------------------|----------|--------------|-----|-------|
| 1 | <p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up One-Page Direct screen appears.</p> <p>Step 1 of 3 : Choose Accounts to Sign up One-Page Direct</p> <p>This option allows you to choose to reduce the size of your paper invoice by receiving a one-page bill summary and remittance slip in the mail while still receiving your eBill online.</p> <p>One-Page Direct is only available for account type "CLD" or CenturyLink Long Distance account (s) in your enterprise.</p> <p>Enroll in One-Page Direct (1 - 1 of 1)</p> <table border="1" data-bbox="602 842 1446 915"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Method</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>60551618</td> <td>TEST ACCOUNT</td> <td>CLD</td> <td>Paper</td> </tr> </tbody> </table> <p>Enroll in One-Page Direct (1 - 1 of 1)</p> <p style="text-align: right;"><input type="button" value="Enroll"/> <input type="button" value="Cancel"/></p> | <input type="checkbox"/> | Account # | Account Name | Type | Delivery Method | <input type="checkbox"/> | 60551618 | TEST ACCOUNT | CLD | Paper |
| <input type="checkbox"/> | Account # | Account Name | Type | Delivery Method | | | | | | | |
| <input type="checkbox"/> | 60551618 | TEST ACCOUNT | CLD | Paper | | | | | | | |
| 2 | <p>From the Enroll in One Page Direct list, select the checkbox for each account listed you want to enroll in One Page Direct billing.</p> | | | | | | | | | | |
| 3 | <p>Click <input type="button" value="Enroll"/>.</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p> <p>Step 2 of 3 : Confirm your invoice delivery selection</p> <p>Enroll One Page Direct</p> <p>Selected Accounts to Sign-Up One-Page Direct</p> <table border="1" data-bbox="602 1356 1446 1413"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Option</th> </tr> </thead> <tbody> <tr> <td>60551618</td> <td>TEST ACCOUNT</td> <td>CLD</td> <td>Paper</td> </tr> </tbody> </table> <p><input type="checkbox"/> I choose "One-Page Direct" Invoice Delivery.</p> <p>By checking the box above and pressing the "Next" button you choose to receive a summary of your invoice in the mail and view your entire invoice online for the above accounts.</p> <p>You may cancel this process at anytime by choosing an item from the menu or pressing the "Cancel" button.</p> <p>Enroll One Page Direct</p> <p style="text-align: right;"><input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p> | Account # | Account Name | Type | Delivery Option | 60551618 | TEST ACCOUNT | CLD | Paper | | |
| Account # | Account Name | Type | Delivery Option | | | | | | | | |
| 60551618 | TEST ACCOUNT | CLD | Paper | | | | | | | | |

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Enrolling Accounts in One Page Direct Billing, continued

Procedure (continued)

| Step | Action |
|------|---|
| 4 | Select the I choose “One Page Direct” Invoice Delivery checkbox. |
| 5 | <p>Click .</p> <p>Result: The Step 3 of 3: One-Page Direct Request Complete confirmation screen appears.</p>  |
| 6 | <p>Click .</p> <p>Result: The system returns you to the Delivery Options screen.</p> |

Request a Paper Bill

Introduction The **Request Paper Bill** functionality is not available for Wholesale customers and has been disabled by a CenturyLink System Administrator.


Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Bill Reports

Introduction The **Choose Bill Reports** screen allows you to select an account and generate reporting details that will be included in your monthly invoice. This screen is divided into three sections: Functions, Filters and Choose Bill Reports.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Choose Bill Reports** section displays a list of accounts that are available for monthly reporting.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Choose Bill Reports** screen.

| Field Name | Description |
|---|--|
| Choose Bill Reports | |
|  | This radio button allows you to choose the account for which you want to select reports. |
| Account # | This column displays the unique provider maintained identifier for each account listed. |
| Account Name | This column displays the unique customer maintained identifier for each account listed. |
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include CLD (CenturyLink Long Distance) . |
| Balance | This column displays the current balance owed for each account listed. |
| Report Selections | |
| PAC Summary | This option allows you to include a PAC (Project Account Code) Summary report with your monthly invoice. |
| Total Usage | This option allows you to include a Total Usage report with your monthly invoice. |

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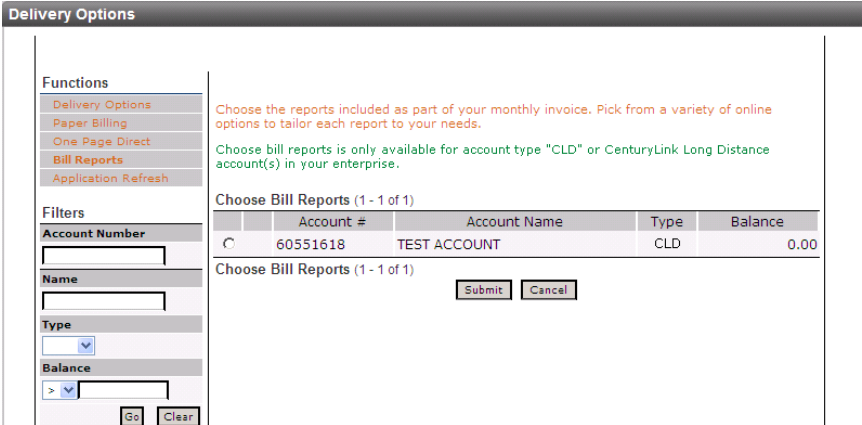
Bill Reports, continued

Fields and Descriptions (continued)

| Field Name | Description |
|--------------------------|--|
| High Call Volume | <p>This option allows you to include a High Call (HC) Volume report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a HC Unit of Measure and a Threshold Value. The values may include the following:</p> <ul style="list-style-type: none"> • HC Unit of Measure = Minutes of Usage, Dollars Charged or No. of Calls. • Threshold Value = This value must be between 5 and 999. |
| Long Duration | <p>This option allows you to include a Long Duration (LD) report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a LD Unit of Measure and a Threshold Value. The values may include the following:</p> <ul style="list-style-type: none"> • LD Unit of Measure = Minutes of Usage or Dollars Charged • Threshold Value = This value must be between 30 and 999. |
| Unanswered Call | <p>This option allows you to include an Unanswered Call report with your monthly invoice.</p> |
| Top City | <p>This option allows you to include a Top City report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a Threshold Value. This value must be between 5 and 100.</p> |
| Area Code Summary | <p>This option allows you to include an Area Code Summary report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a Sort Order. This value may include Sort by Area Code (numeric), Sort by State then Area Code or Sort by Total Charges in Area Code.</p> |
| LATA Summary | <p>This option allows you to include a LATA Summary report with your monthly invoice.</p> |

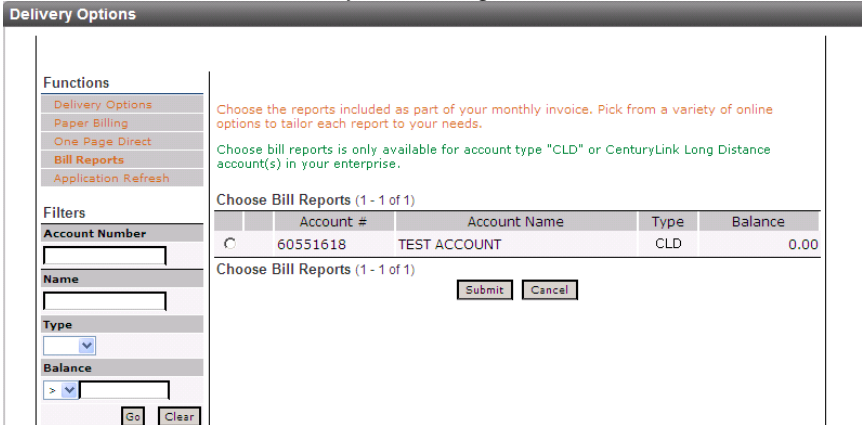
Accessing Bill Reports

Procedure Follow the steps in the procedure below to **access** the **Choose Bill Reports** screen.

| Step | Action |
|------|---|
| 1 | <p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, a sidebar lists functions: Delivery Options, Paper Billing, One Page Direct, Bill Reports (highlighted), and Application Refresh. Below this are filter sections for Account Number, Name, Type, and Balance. The main content area shows a table titled 'Choose Bill Reports (1 - 1 of 1)' with columns for Account #, Account Name, Type, and Balance. A single row is visible with Account # 60551618, Account Name TEST ACCOUNT, Type CLD, and Balance 0.00. At the bottom of the table area are 'Submit' and 'Cancel' buttons.</p> |

Filtering the Bill Reports List

Procedure Follow the steps in the procedure below to **filter** the **Bill Reports** list.

| Step | Action |
|------|--|
| 1 | From the Choose Bill Reports list screen, enter the unique identifier for your account in the Account Number field (if applicable). |
| 2 | In the Name field (if applicable), enter the name of your account. |
| 3 | From the Type drop down list (if applicable), select CLD for CenturyLink Long Distance. |
| 4 | From the Balance drop-down list (if applicable), select an operator (greater than [>], less than [<] or equal to [=] for the value you enter in Step 5 . |
| 5 | In the Balance field (if applicable), enter the dollar amount of the balance on the account(s) for your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting ">" in Step 4 and enter "300" in Step 5 would return all accounts that have an outstanding balance greater than \$300. |
| 6 | Click Go . Result: The Choose Bill Repots list refreshes and displays only the account numbers that match your filtering criteria.  <p>The screenshot shows the 'Choose Bill Reports' interface. On the left, there are 'Functions' (Delivery Options, Paper Billing, One Page Direct, Bill Reports, Application Refresh) and 'Filters' (Account Number, Name, Type, Balance). The 'Balance' filter is set to '>' and the 'Go' button is highlighted. On the right, there is a table titled 'Choose Bill Reports (1 - 1 of 1)' with columns: Account #, Account Name, Type, and Balance. The table contains one row: 60551618, TEST ACCOUNT, CLD, 0.00. Below the table are 'Submit' and 'Cancel' buttons.</p> |
| 7 | If needed, click Clear to view all the account numbers without a filter. |

Selecting Bill Reports

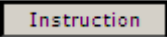


Procedure Follow the steps in the procedure below to **select** the **Bill Reports** that shall be included in your monthly invoice.

| Step | Action | | | | | | | | | | | | |
|-----------------------|--|---------------------|-----------|--------------|--------------|---------|-----------------------|----------|--------------|----------|-------|----------|------|
| 1 | <p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p> <p>Choose the reports included as part of your monthly invoice. Pick from a variety of online options to tailor each report to your needs.</p> <p>Choose bill reports is only available for account type "CLD" or CenturyLink Long Distance account(s) in your enterprise.</p> <p>Choose Bill Reports (1 - 1 of 1)</p> <table border="1" data-bbox="602 762 1446 827"> <thead> <tr> <th></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>60551618</td> <td>TEST ACCOUNT</td> <td>CLD</td> <td>0.00</td> </tr> </tbody> </table> <p>Choose Bill Reports (1 - 1 of 1)</p> <p style="text-align: right;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> | | Account # | Account Name | Type | Balance | <input type="radio"/> | 60551618 | TEST ACCOUNT | CLD | 0.00 | | |
| | Account # | Account Name | Type | Balance | | | | | | | | | |
| <input type="radio"/> | 60551618 | TEST ACCOUNT | CLD | 0.00 | | | | | | | | | |
| 2 | <p>From the Choose Bill Reports list, select the radio button for each account that should be included in your request.</p> | | | | | | | | | | | | |
| 3 | <p>Click <input type="button" value="Submit"/>.</p> <p>Result: The Select the path to take screen appears.</p> <p>Select the path to take</p> <table border="1" data-bbox="602 1157 1446 1283"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>CenturyLink offers you a number of different reports to be included with your invoice.</p> <ul style="list-style-type: none"> You may choose to get only those reports that you need. The content of each of these reports can be tailored to meet the needs of your business. You will be able to view the reports you choose on-line <p>The links below provide you with the following options:</p> <ul style="list-style-type: none"> INSTRUCTIONS: Get instructions on how to use the bill report selection tool. CALL: Call Customer Service to get help with reporting selections. NEXT: Go directly to the bill report selection tool. <p>Select the path to take</p> <p style="text-align: right;"><input type="button" value="Instruction"/> <input type="button" value="Call"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p> | Account Information | | Name: | TEST ACCOUNT | Number: | 60551618 | Type: | StandAlone | Invoice: | Paper | Payment: | Cash |
| Account Information | | | | | | | | | | | | | |
| Name: | TEST ACCOUNT | | | | | | | | | | | | |
| Number: | 60551618 | | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | | | |
| Invoice: | Paper | | | | | | | | | | | | |
| Payment: | Cash | | | | | | | | | | | | |

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Selecting Bill Reports, continued

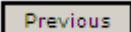


Procedure (continued)

| Step | Action | | | | | | | | | | | | |
|---------------------|--|---------------------|--|-------|--------------|---------|----------|-------|------------|----------|-------|----------|------|
| 4 | <p>Click  for help in completing the report request.</p> <p>Result: The Get Instructions screen appears.</p> <p>Get Instructions</p> <table border="1" data-bbox="599 600 1450 726"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>Changes made below are for example only and will not result in any modifications. The "Choose Bill Reports" tool provides you with the following options</p> <ul style="list-style-type: none"> • Select or unselect individual bill reports. • Tailor report content. • Review your selections. • Save your selections. <p>Use the links above find out more about each option or scroll down this page to read about all of the options. Additional information is available via the help link located in the upper right hand corner of this page.</p> | Account Information | | Name: | TEST ACCOUNT | Number: | 60551618 | Type: | StandAlone | Invoice: | Paper | Payment: | Cash |
| Account Information | | | | | | | | | | | | | |
| Name: | TEST ACCOUNT | | | | | | | | | | | | |
| Number: | 60551618 | | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | | | |
| Invoice: | Paper | | | | | | | | | | | | |
| Payment: | Cash | | | | | | | | | | | | |
| 5 | <p>Click  to return to the Select the path to take screen.</p> | | | | | | | | | | | | |
| 6 | <p>Click  to obtain contact information for further assistance.</p> <p>Result: The Call CenturyLink Customer Service screen appears.</p> <p>Call CENTURYLINK Customer Service</p> <table border="1" data-bbox="599 1182 1450 1308"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>CenturyLink understands that you may not be in the business of personally monitoring aspects of your account details. CenturyLink's Customer Service Agents are always available to help you manage your customer account. Our Customer Service Agents have the ability to help you:</p> | Account Information | | Name: | TEST ACCOUNT | Number: | 60551618 | Type: | StandAlone | Invoice: | Paper | Payment: | Cash |
| Account Information | | | | | | | | | | | | | |
| Name: | TEST ACCOUNT | | | | | | | | | | | | |
| Number: | 60551618 | | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | | | |
| Invoice: | Paper | | | | | | | | | | | | |
| Payment: | Cash | | | | | | | | | | | | |

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Selecting Bill Reports, continued




Procedure (continued)

| Step | Action | | | | | | | | | | | | |
|---------------------|---|---------------------|--|-------|--------------|---------|----------|-------|------------|----------|-------|----------|------|
| 7 | Click  to return to the Select the path to take screen. | | | | | | | | | | | | |
| 8 | <p>Click  to continue the process of selecting the reports to be included with your monthly invoice.</p> <p>Result: The Step 1 of 3: Make Report Selection screen appears.</p> <p>Step 1 of 3: Make Report Selection</p> <table border="1" data-bbox="597 684 1451 814"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>This tool provides you with the ability to select those reports that you wish CenturyLink to generate each month with your invoice. It also provides you with the ability to tailor the content of those reports.</p> <p>Use the dialog below to make your selections:</p> <ol style="list-style-type: none"> 1. SELECT REPORTS: To select, or de-select, a report click on the checkbox next to the the report name. 2. TAILOR CONTENT: To tailor the content of any specific report, select any applicable options to the right of the report name. (Only options applicable to your account will be available). 3. NEXT: To review and save your selections, press the "Next" button located at the bottom of this page. 4. RESET: Reset the selections on this page to those currently on your invoice, press the "Reset" button located at the bottom of this page. 5. CANCEL: To leave this tool without making any changes, press the "Cancel" button located at the bottom of this page. 6. StandAlone <p><input type="checkbox"/> PAC Summary</p> <p><input type="checkbox"/> Total Usage</p> | Account Information | | Name: | TEST ACCOUNT | Number: | 60551618 | Type: | StandAlone | Invoice: | Paper | Payment: | Cash |
| Account Information | | | | | | | | | | | | | |
| Name: | TEST ACCOUNT | | | | | | | | | | | | |
| Number: | 60551618 | | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | | | |
| Invoice: | Paper | | | | | | | | | | | | |
| Payment: | Cash | | | | | | | | | | | | |
| 9 | From the Make Report Selection checkbox(es), select each report that should be included in your monthly invoice. | | | | | | | | | | | | |
| 10 | <p>Click .</p> <p>Result: The Step 2 of 3: View and Save Report Selections screen appears.</p> <p>Step 2 of 3: View and Save Report Selections</p> <table border="1" data-bbox="597 1444 1383 1541"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>Reports Added</p> <p>PAC Summary</p> <p>Total Usage</p> <p>Top City</p> <p>LATA Summary</p> <p>Reports Removed</p> <p>High Call Volume</p> <p>Long Duration</p> <p>New Report Profile</p> <p>PAC Summary</p> <p>Total Usage</p> <p>Top City</p> <p>Threshold Value 50</p> <p>LATA Summary</p> | Account Information | | Name: | TEST ACCOUNT | Number: | 60551618 | Type: | StandAlone | Invoice: | Paper | Payment: | Cash |
| Account Information | | | | | | | | | | | | | |
| Name: | TEST ACCOUNT | | | | | | | | | | | | |
| Number: | 60551618 | | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | | | |
| Invoice: | Paper | | | | | | | | | | | | |
| Payment: | Cash | | | | | | | | | | | | |

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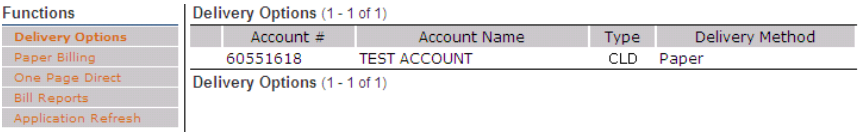
Selecting Bill Reports, continued

Procedure (continued)

| Step | Action | | | | | | | | | | |
|----------|--|-------|-------------|---------|--|-------|------------|----------|---------------|----------|--|
| 11 | <p>Click  to confirm your selections.</p> <p>Result: The Step 3 of 3: Report Selection Complete screen appears.</p> <div data-bbox="597 569 1455 888" style="border: 1px solid black; padding: 5px;"> <p>Step 3 of 3: Report Selection Complete</p> <p>Account Information</p> <table border="1"> <tr> <td>Name:</td> <td>XS8533 TEST</td> </tr> <tr> <td>Number:</td> <td></td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>OnePageDirect</td> </tr> <tr> <td>Payment:</td> <td></td> </tr> </table> <p>Your report profile has been updated.</p> <p>Your selections will be reflected on your next invoice.</p> <p>If you wish to modify your selections at any time, use the "Choose Bill Reports" tool located under the "Invoice Tools" menu.</p> <p>Step 3 of 3: Report Selection Complete</p> <p style="text-align: right;"></p> </div> | Name: | XS8533 TEST | Number: | | Type: | StandAlone | Invoice: | OnePageDirect | Payment: | |
| Name: | XS8533 TEST | | | | | | | | | | |
| Number: | | | | | | | | | | | |
| Type: | StandAlone | | | | | | | | | | |
| Invoice: | OnePageDirect | | | | | | | | | | |
| Payment: | | | | | | | | | | | |
| 12 | <p>Click .</p> <p>Result: The system returns you to the Delivery Options screen.</p> | | | | | | | | | | |

Refresh the Delivery Options List

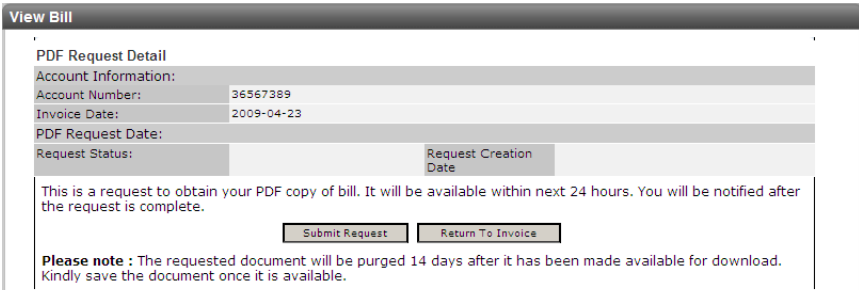
Procedure Follow the steps in the procedure below to **refresh** the **Delivery Options** screen.

| Step | Action |
|------|---|
| 1 | <p>From the Delivery Options list screen, click on the Application Refresh link from the Functions section.</p> <p>Result: The Delivery Options screen refreshes.</p>  |

Request Bill Copy [PDF]

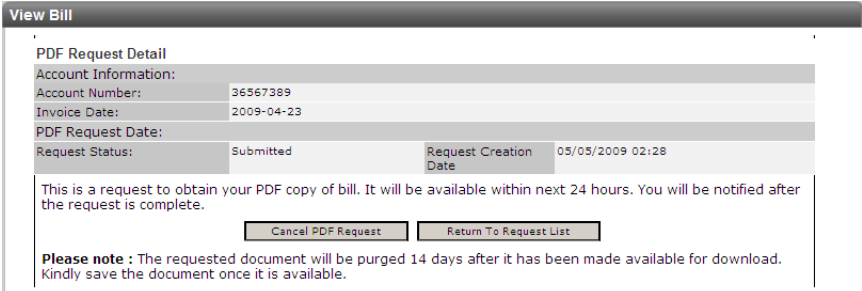
Introduction The **Request Bill Copy [PDF]** allows you to create a full PDF copy of your bill and download it to your own computer. You will submit a request for a particular month by account. You can request the previous 12 months. Once you submit a request an email will be sent to you within 24 hours letting you know the PDF is available. Once it is available you will click on the PDF REQUEST tab and click on the appropriate account.

Procedure Follow the steps in the procedure below to **request** the **Request Bill Copy [PDF]**.

| Step | Action |
|------|--|
| 1 | From the View eBills list screen under table of contents click on Request Bill Copy . |
| 2 | <p>Result: The PDF Request Detail screen appears.</p>  |

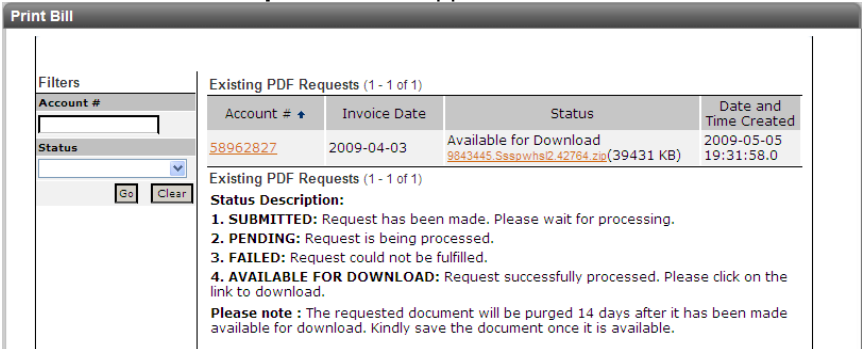
3 Make sure that the information is correct and click on **Submit Request**

You will then get a confirmation that the PDF Request Status: Submitted



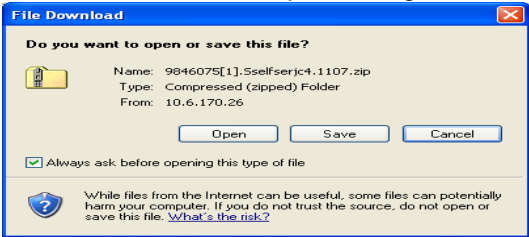
4 Once you receive an email stating that your PDF is ready click on **Print Bill** tab.

Result: The PDF Request screen appears.




5 Click on the hyperlink that is available for Download

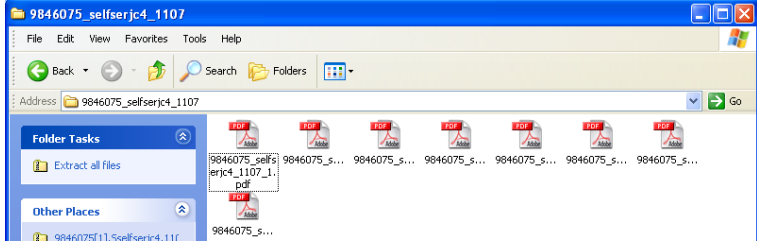
Result: A window will open asking what action you want to take.



Note: For large accounts that are over 500 pages the resulting PDF(s) will be “zipped” to better accommodate the resulting size. This may take several minutes depending on the performance of your personal computer.

6 Click on .

Result: A separate window will be opened with your PDFs. You will then be able to open any of the PDF(s) files.



If there are multiple PDFs they will be labeled _1, _2, _3 etc.

eBill Summary Report

Introduction

The **eBill Summary Report** screen allows you to generate an online summary of billing information across one or more accounts participating in your Control Center Enterprise ID. You may select a view of one month or six months to display your the most recent billing information. This screen is divided into three sections: Functions, Filters and eBill Summary.

- The **Functions** section allows you to generate a new report.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **eBill Summary** section displays a list of accounts available to generate your report.

Fields and Descriptions


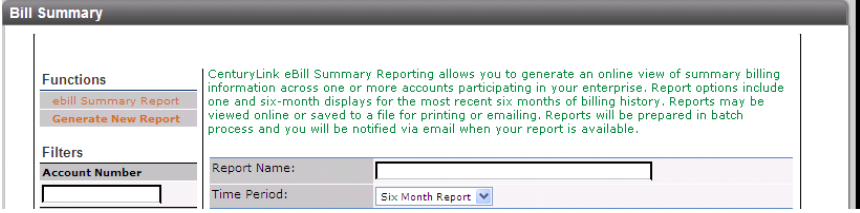
The table below describes the fields and buttons displayed on the **eBill Summary Report** screen.

| Field Name | Description |
|-----------------------------|---|
| Functions Section | |
| eBill Summary Report | This link allows you view a list of reports generated and available for review. |
| Generate New Report | This link allows you to generate a new eBill Summary report. |
| Filters Section | |
| Account Number | <p>This field allows you to enter the unique identifier of the account you want to filter.</p> <p>Note: The system automatically applies a wildcard character to the value entered. Example: If you enter a partial value of 3032, the system will return account numbers 30321, 30322, 30323, etc.</p> |

| Field Name | Description |
|---|--|
| Account Name | This field allows you to enter the name of the account you want to filter Note: The system automatically applies a wildcard character to the value entered. Example: If you enter San , the system will return account names Santa Claus , Sanitation , etc. |
| Type | This drop-down list allows you to select the kind of account you want to filter. Your options include CLD (CenturyLink Long Distance) . |
| Last Invoice | This field allows you to enter the total dollar amount of each account's previous invoice. |
| <input type="button" value="Go"/> | This button allows you to apply your filter. |
| <input type="button" value="Clear"/> | This button allows you to clear the current filter. |
| eBill Summary Section | |
| Report Name | This field allows you to enter a descriptive name for the eBill Summary report. |
| Time Period | This drop-down list allows you to select the period for your report. Note: You may choose to generate the report for one of the previous six months or the entire six-month period. |
| <input type="checkbox"/> | This checkbox allows you select the accounts you want to include in the report. Note: If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both. |
| Account # | This column displays the unique provider maintained identifier for each account listed. |
| Account Name | This column displays the unique customer maintained identifier for each account listed. |
| Type | This drop-down list allows you to select the type of account. Your options include CLD (CenturyLink Long Distance) . |
| <input type="button" value="Submit Request"/> | This button allows you to generate your eBill Summary report. |

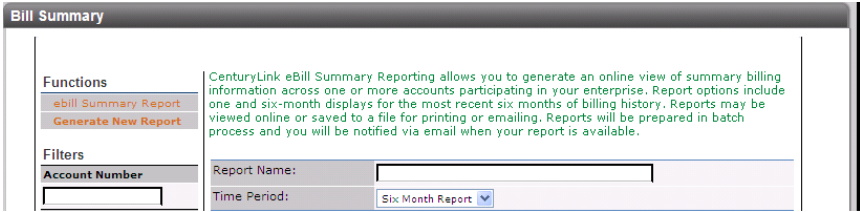
Viewing the eBill Summary Report List

Procedure Follow the steps in the procedure below to **access** the **eBill Summary** report list screen.

| Step | Action |
|------|---|
| 1 | <p>From the Landing page, click on the Reports in the Billing section.</p> <p>Result: The Reports drop down appears.</p>  |
| 2 | <p>From the Reports dropdown, click on the Bill Summary link.</p> <p>Result: The Bill Summary screen appears.</p>  |

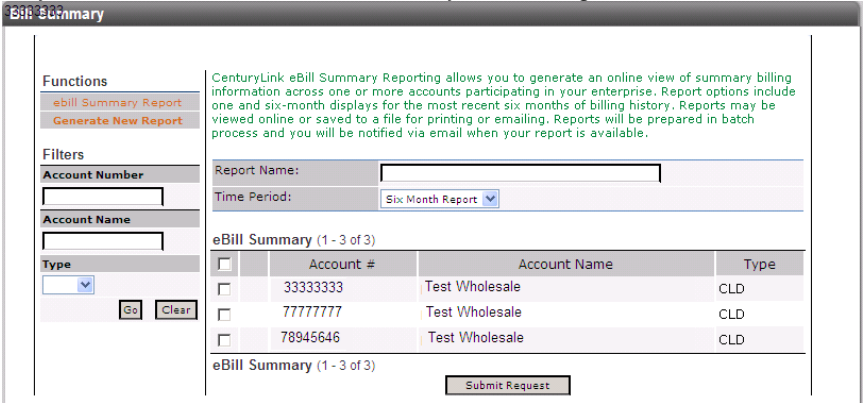
Accessing the Generate New Report

Procedure Follow the steps in the procedure below to **access** the **Generate New Report** screen.

| Step | Action |
|------|---|
| 1 | <p>From the eBill Summary Report screen, click on the Generate New Report functions link.</p> <p>Result: The Generate New Report screen appears.</p>  <p>The screenshot shows a web interface titled "Bill Summary". On the left, there is a "Functions" section with two links: "eBill Summary Report" and "Generate New Report", with the latter highlighted in orange. Below this is a "Filters" section with an "Account Number" input field. On the right side of the page, there is a text block explaining the reporting functionality, followed by a "Report Name:" input field and a "Time Period:" dropdown menu currently set to "Six Month Report".</p> |

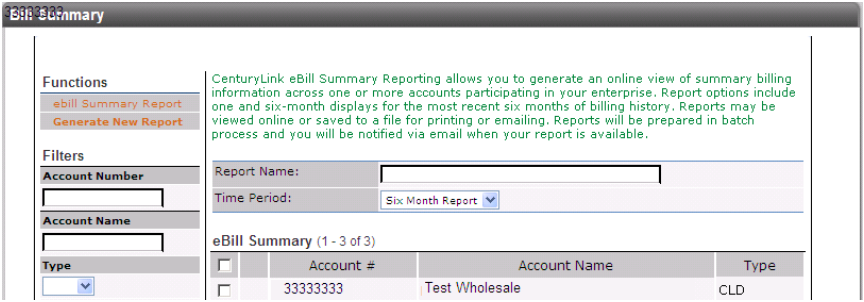
Filtering the eBill Summary Account List

Procedure Follow the steps in the procedure below to **filter** the **eBill Summary Report** list.

| Step | Action |
|------|--|
| 1 | From the Generate New Report list screen, enter the unique identifier for your account in the Account Number field (if applicable). |
| 2 | In the Account Name field (if applicable), enter the name of your account. |
| 3 | From the Type drop down list (if applicable), select CLD for CenturyLink Long Distance. |
| 4 | <p>Click Go.</p> <p>Result: The Generate New Report account list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows the 'eBill Summary' interface. On the left, there are 'Functions' (eBill Summary Report, Generate New Report) and 'Filters' (Account Number, Account Name, Type). The 'Type' filter is set to 'CLD'. On the right, there are fields for 'Report Name' and 'Time Period' (set to 'Six Month Report'). Below these is a table titled 'eBill Summary (1 - 3 of 3)' with columns for 'Account #', 'Account Name', and 'Type'. The table contains three rows of test data. At the bottom right, there is a 'Submit Request' button.</p> |
| 5 | If needed, click Clear to view all the account numbers without a filter. |

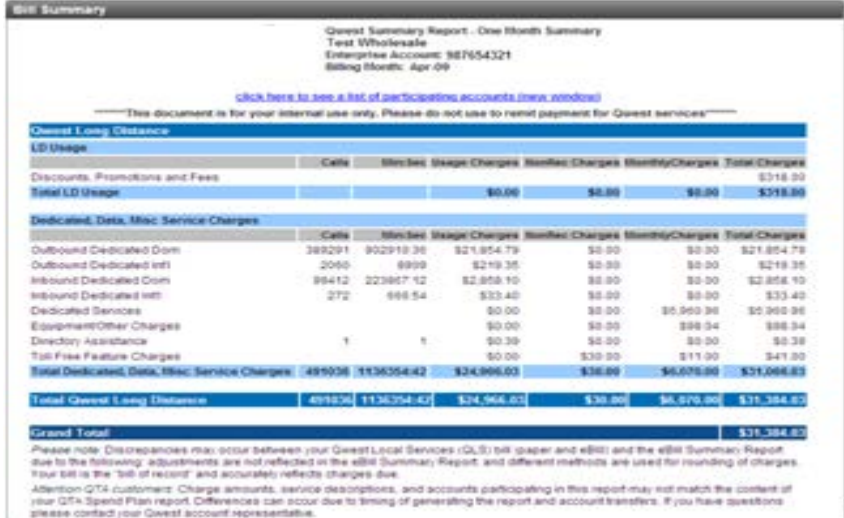
Generating an eBill Summary Report

Procedure Follow the steps in the procedure below to **generate** the **eBill Summary** report.

| Step | Action |
|------|---|
| 1 | From the Reports application, click on the eBill Summary Report menu. |
| 2 | <p>From the Functions section, click on the Generate New Report link.</p> <p>Result: The Generate eBill Summary Report screen appears.</p>  |
| 3 | In the Report Name field, enter a brief description to name your report. |
| 4 | From the Time Period drop-down list, select a specific Month/Year or all Six Months . |
| 5 | <p>Select the checkbox(es) for the accounts that should be included in your report.</p> <p>Note: If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both.</p> |
| 6 | <p>Click Submit Request.</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p> <p>Note: This may take several minutes for reports to be available.</p> |


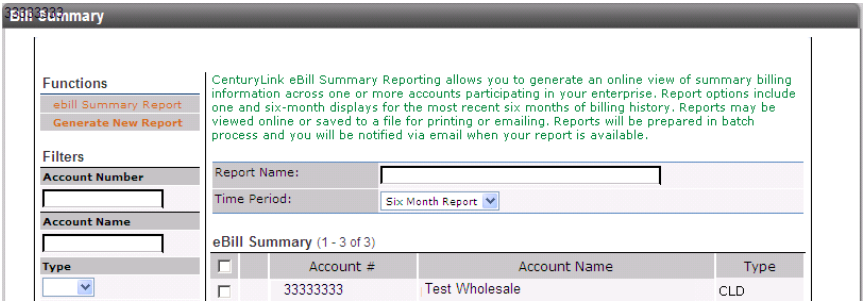

Viewing the eBill Summary Report Details

Procedure Follow the steps in the procedure below to **view** the **eBill Summary** report details screen.

| Step | Action |
|------|--|
| 1 | <p data-bbox="597 474 1414 531">From the eBill Summary Report screen, click on the desired Report Name link.</p> <p data-bbox="597 579 1321 611">Result: The eBill Summary Report Details screen appears.</p>  <p data-bbox="597 1150 1414 1207">Note: To view in a PDF file version, click on the PDF hyperlink under the Report Name column name.</p> |


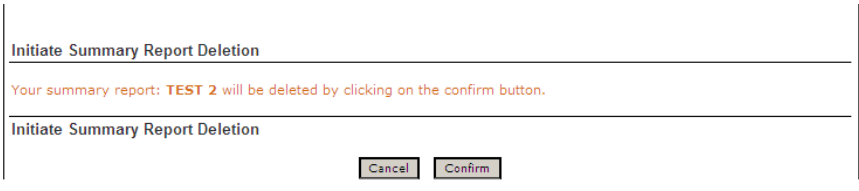

Modifying an eBill Summary Report

Procedure Follow the steps in the procedure below to **modify** the **eBill Summary** report criteria.

| Step | Action |
|------|---|
| 2 | From the eBill Summary Report screen, click on the radio button next to the report that needs modify. |
| 3 | <p>Click .</p> <p>Result: The Generate eBill Summary Report screen appears.</p>  |
| 4 | Modify the fields on the screen, as needed. |
| 5 | <p>Click .</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p> |

Deleting an eBill Summary Report

Procedure Follow the steps in the procedure below to **delete** an **eBill Summary** report.

| Step | Action |
|------|---|
| 1 | From the eBill Summary Report screen, click on the radio button next to the report that needs deleted. |
| 2 | Click  . Result: The Initiate Summary Report Deletion screen appears.  |
| 3 | Click  . Result: The system processes your request and returns you to the Available Reports screen. |

QTA Spend Report

Introduction The **Spend Report** functionality is not available for Wholesale customers and has been disabled by a CenturyLink System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Analysis Application

Introduction The **Analysis Application** (including Information, eBill Companion and LEC Data Files) functionality is not available for Wholesale customers and has been disabled by a CenturyLink System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

eBill Companion

Introduction The **eBill Companion** (including: Data Files, Account Groups, Application Downloads) functionality is not available for Wholesale customers and has been disabled by a CenturyLink System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

LEC Data Files

Introduction The **LEC Data Files** (including: Data Files and Accounts Groups) functionality is not available for Wholesale customers and has been disabled by a CenturyLink System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Service Records

Introduction The **Service Records** functionality is not available to Wholesale customers and has been disabled by a CenturyLink System Administrator.

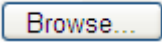
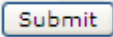
Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Add Accounts

Introduction The **Add Accounts** application allows you to register your accounts within the Control Center system. You can enter accounts one at a time or bulk upload accounts using a single file.

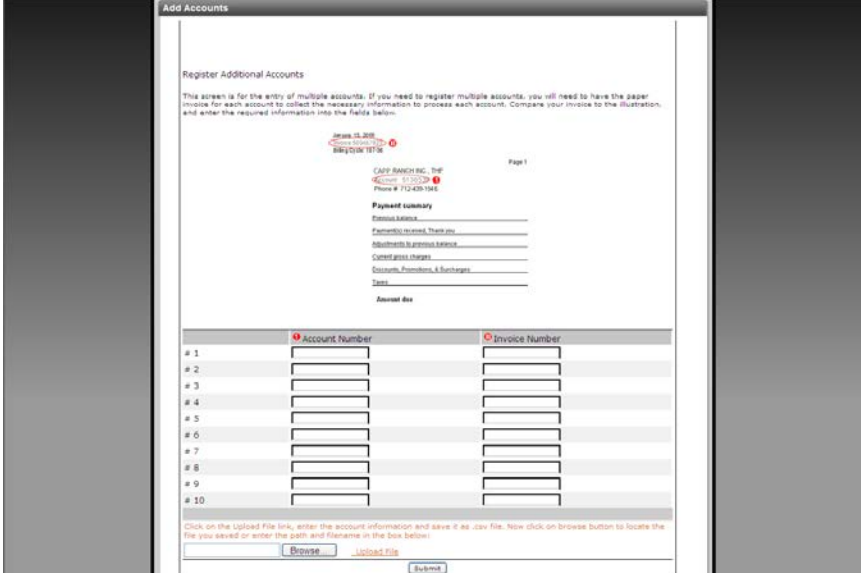
Note: You will need a copy of your invoice to register your accounts.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Add Accounts** application.

| Field Name | Description |
|---|--|
| Account Number | This <i>required</i> field shall contain your unique customer Account number and is located in the top left corner of your monthly invoice/eBill under your Company Name. |
| Invoice Number | This <i>required</i> field shall contain your unique Invoice number and is located in the top right corner of your monthly invoice/eBill under the invoice date. |
|  | This button allows you to browse and upload a CSV file containing the information for multiple accounts to be registered under your Control Center Enterprise ID. |
|  | This button allows you to save your entries in the Add Accounts application. |

Adding an Account(s)

Procedure Follow the steps in the procedure below to **register** an account in the **Add Accounts** application.

| Step | Action |
|------|--|
| 1 | <p>From the eBilling module, click on the Add Accounts application.</p> <p>Result: The Add Accounts application appears.</p>  |

Continued on next page

Adding an Account(s), continued



Procedure (continued)

| Step | Action |
|-------------|--|
| 2 | In the Account Number field, enter your customer Account number. Note: The customer Account number can be located in the top left corner of your monthly eBill summary page, under your Company Name. |
| 3 | In the Invoice Number field, enter your Invoice number. Note: The Invoice number can be located in the top right corner of your monthly eBill summary page, under the invoice date. |
| 4 | Repeat Steps 2 and 3 for each account that needs registered/added to your Control Center Enterprise ID. |

Continued on next page

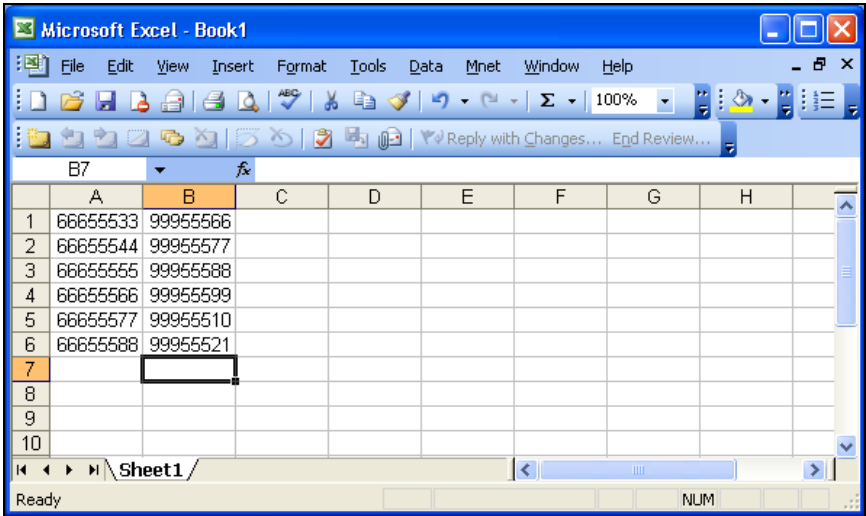
Adding an Account(s), continued

Procedure (continued)

| Step | Action |
|------|--|
| 5 | Click  . Result: The Control Center system validates the information you entered. If everything is correct, the accounts are added to your CenturyLink Enterprise ID and a confirmation page appears indicating a success or failure. |
| 6 | Click  . |

Uploading Multiple Accounts

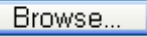
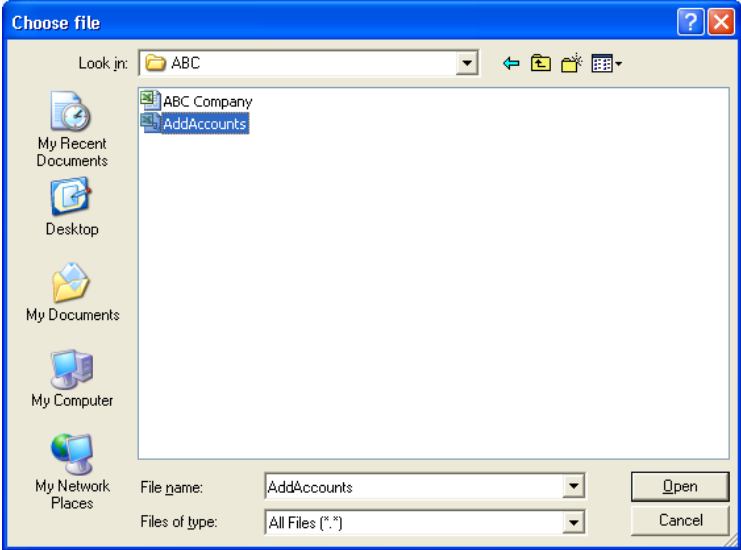
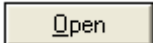


Procedure Follow the steps in the procedure below to **create** and **upload** file of multiple accounts.

| Step | Action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------|---|----------|---|---|---|---|---|---|---|---|---|----------|----------|--|--|--|--|--|--|---|----------|----------|--|--|--|--|--|--|---|----------|----------|--|--|--|--|--|--|---|----------|----------|--|--|--|--|--|--|---|----------|----------|--|--|--|--|--|--|---|----------|----------|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|----|--|--|--|--|--|--|--|--|
| 1 | <p>From a text editing application such as Microsoft Excel, create an upload file with the following criteria:</p> <ul style="list-style-type: none"> • In the first column enter all the Account Number(s) that will be added (punctuation, spaces, etc. must be excluded). • In the second column enter the corresponding Invoice Number(s) for each account number (punctuation, spaces, etc. must be excluded). • Delete sheets 2 and 3 from the excel spreadsheet. <p>Sample:</p>  <p>The screenshot shows a Microsoft Excel spreadsheet with the following data:</p> <table border="1" data-bbox="553 940 1404 1213"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th> <th>H</th> </tr> </thead> <tbody> <tr><td>1</td><td>66655533</td><td>99955566</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2</td><td>66655544</td><td>99955577</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3</td><td>66655555</td><td>99955588</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>4</td><td>66655566</td><td>99955599</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>5</td><td>66655577</td><td>99955510</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>6</td><td>66655588</td><td>99955521</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>7</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>9</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>10</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> | | A | B | C | D | E | F | G | H | 1 | 66655533 | 99955566 | | | | | | | 2 | 66655544 | 99955577 | | | | | | | 3 | 66655555 | 99955588 | | | | | | | 4 | 66655566 | 99955599 | | | | | | | 5 | 66655577 | 99955510 | | | | | | | 6 | 66655588 | 99955521 | | | | | | | 7 | | | | | | | | | 8 | | | | | | | | | 9 | | | | | | | | | 10 | | | | | | | | |
| | A | B | C | D | E | F | G | H | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 66655533 | 99955566 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 66655544 | 99955577 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 66655555 | 99955588 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 66655566 | 99955599 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | 66655577 | 99955510 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | 66655588 | 99955521 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Save the file with all the information as a *.CSV file. Note the directory in which you saved it. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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Uploading Multiple Accounts, continued

Procedure (continued)



| Step | Action |
|------|--|
| 3 | <p>From the Add Accounts screen, click .</p> <p>Result: A Choose File dialog box appears.</p>  |
| 4 | Navigate to the directory in which you placed the file. |
| 5 | Select the file and click  . |
| 6 | <p>Click .</p> <p>Result: The Control Center system validates the information you entered. If everything is correct, the accounts are added to your CenturyLink Enterprise ID and a confirmation page appears indicating a success or failure.</p> |
| 7 | Click  . |

Modifying Email Notification

Procedure

Follow the steps in the procedure below to **modify** the **email notification**.

Note: Only CSA and eBill Admin User Group get email notifications and therefore these users will only have the option of changing the notification process.


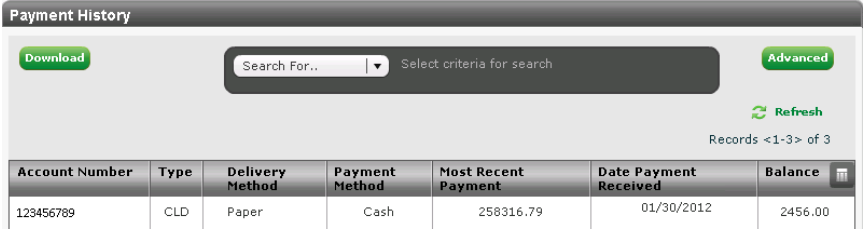
| Step | Action |
|------|--|
| 1 | <p>From the My Profile screen under Administration, click on the drop down next to Notification Preferences. You must key in your current password into the Your Current Password field.</p> <p>Note: Preference 'Email' will send an email of billing notification to email address on file. Preference 'Portal' will have a note on the home page.</p> |
| 2 | <p>Click .</p> <p>Result: A reminder will show.</p> <div data-bbox="597 949 1453 1134" style="border: 1px solid black; padding: 5px;"> <p>Microsoft Internet Explorer ✖</p> <p> The Notification Preference change from Email to Portal will not automatically notify you if the eBill is ready</p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div> <p>Click OK.</p> <p>Result: A confirmation page appears, indicating the success or failure of the addition.</p> |

Paying Bill by ACH (Automated Clearing House) One Time Payment

Procedure

Follow the steps in the procedure below to make a one time **payment** by ACH.

Note: ACH is only available for customers who are not currently paying by wire transfer. Most customers already have wire transfer setup to pay their bills and should continue to use this as their payment method. Payment should be made according to the terms in your CenturyLink Wholesale Service Agreement (WSA) see section 6 for Financial Responsibility, Payment and Security. Any questions regarding payment see your CenturyLink Service Manager or contact CenturyLink Wholesale Collections at 1 888 496-7447.

| Step | Action | | | | | | | | | | | | | | |
|----------------|---|-----------------|----------------|---------------------|-----------------------|---------------------|-----------------------|---------|-----------|-----|-------|------|-----------|------------|---------|
| 1 | <p>From the Landing page screen under Billing select Invoices and then Pay bill.</p>  <p>Result: The Payment History screen appears.</p>  <table border="1" data-bbox="597 1360 1455 1430"> <thead> <tr> <th>Account Number</th> <th>Type</th> <th>Delivery Method</th> <th>Payment Method</th> <th>Most Recent Payment</th> <th>Date Payment Received</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>CLD</td> <td>Paper</td> <td>Cash</td> <td>258316.79</td> <td>01/30/2012</td> <td>2456.00</td> </tr> </tbody> </table> | Account Number | Type | Delivery Method | Payment Method | Most Recent Payment | Date Payment Received | Balance | 123456789 | CLD | Paper | Cash | 258316.79 | 01/30/2012 | 2456.00 |
| Account Number | Type | Delivery Method | Payment Method | Most Recent Payment | Date Payment Received | Balance | | | | | | | | | |
| 123456789 | CLD | Paper | Cash | 258316.79 | 01/30/2012 | 2456.00 | | | | | | | | | |

4

Proceed

Click on

Result: Bank Information screen appears.

Pay By ACH

Payment amount: 2,456.00 USD

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional.

Routing number:*

Account number:*

Bank account type:*

Savings Checking Money market

Terms of Payment

An electronic funds transfer (EFT) or bank draft will be presented to your bank or financial institution for payment from your account. Your payment will include any applicable convenience fee charged. The account must be at a financial institution in the United States, and the check must be payable in U.S. dollars.

By clicking the **I Agree** box, you authorize the information provided to be used for creation of an electronic funds transfer (EFT) or bank draft, and you authorize a debit to your account for the amount of your payment. In authorizing this ACH payment, you are agreeing to be bound by the applicable NACHA operating rules. You agree that if the EFT or bank draft is returned unpaid, you will pay a service charge up to the maximum allowed by law, which may be debited from your account using an EFT or bank draft.

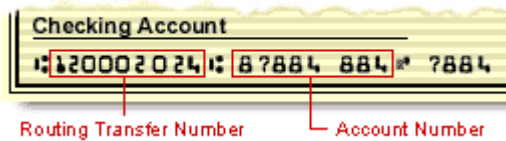
I Agree*

Remember my bank information



Enter your Routing Number and Account Number, select the Bank Account Type for the account number entered, review the terms of payment and click the checkbox for 'I Agree'.

If you wish to store this bank information, then click the checkbox for 'Remember my bank information'. In doing so, the system will store this in a secure wallet online and you can re-use this information for future one time payments.

Note: For your reference, a method of identifying Routing Number and Account Number is shown below:



If you wish to abort this payment, click on , else to proceed, see next step.


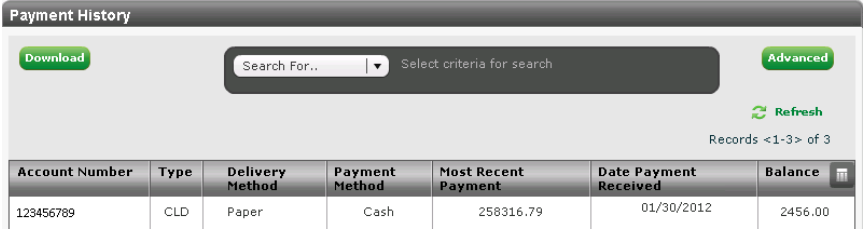
| | |
|---|--|
| 5 | <p>Click on </p> <p>Once the payment is submitted, a submission confirmation shows up as shown in example below:</p> <div data-bbox="597 346 1451 646"><p>Pay By ACH</p><p>Your payment is being processed. Your confirmation number is W2VAS2VSRZUC5, you will receive a confirmation of your payment via email.</p><p>Amounts for most recent payment and balance may not be updated immediately to reflect recent payments for your local services accounts. For questions regarding your payment status, please contact our customer service using the 8xx phone number on your ebill.</p><p>We appreciate your business.</p><p></p></div> <p>Make a note of the confirmation number from your screen for future reference. An email will be sent notifying you have this transaction. Click OK on the screen to return to the View Bills list screen.</p> |
|---|--|

Paying Bill by ACH (Automated Clearing House) Auto Pay

Procedure

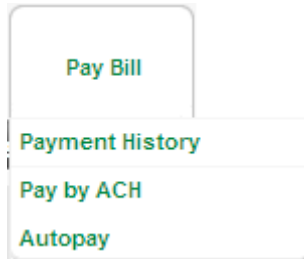
Follow the steps in the procedure below to have **payments** by ACH automatically debited for 1 or more accounts.

Note: ACH is only available for customers who are not currently paying by wire transfer. Most customers already have wire transfer setup to pay their bills and should continue to use this as their payment method. Payment should be made according to the terms in your CenturyLink Wholesale Service Agreement (WSA) see section 6 for Financial Responsibility, Payment and Security. Any questions regarding payment see your CenturyLink Service Manager or contact CenturyLink Wholesale Collections at 1 888 496-7447.

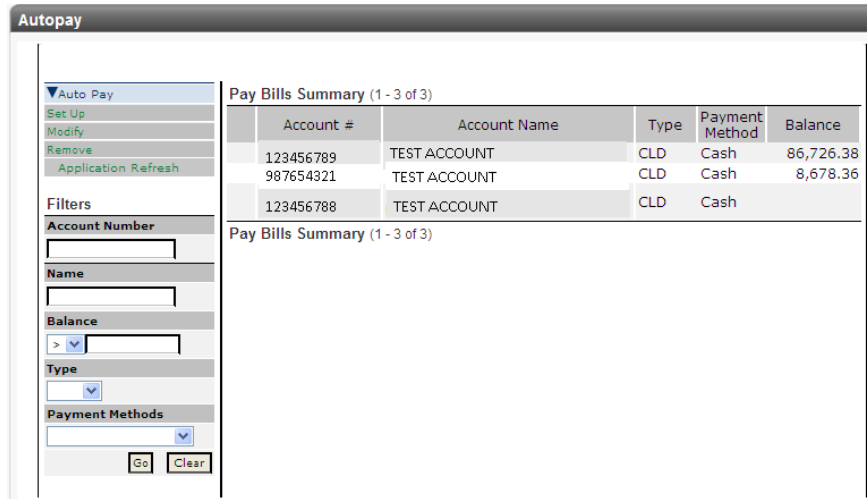
| Step | Action | | | | | | | | | | | | | | |
|----------------|---|-----------------|----------------|---------------------|-----------------------|---------------------|-----------------------|---------|-----------|-----|-------|------|-----------|------------|---------|
| 1 | <p>From the Landing page screen under Billing select Invoices and then Pay bill.</p>  <p>Result: The Payment History screen appears.</p>  <table border="1" data-bbox="597 1392 1455 1461"> <thead> <tr> <th>Account Number</th> <th>Type</th> <th>Delivery Method</th> <th>Payment Method</th> <th>Most Recent Payment</th> <th>Date Payment Received</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>CLD</td> <td>Paper</td> <td>Cash</td> <td>258316.79</td> <td>01/30/2012</td> <td>2456.00</td> </tr> </tbody> </table> | Account Number | Type | Delivery Method | Payment Method | Most Recent Payment | Date Payment Received | Balance | 123456789 | CLD | Paper | Cash | 258316.79 | 01/30/2012 | 2456.00 |
| Account Number | Type | Delivery Method | Payment Method | Most Recent Payment | Date Payment Received | Balance | | | | | | | | | |
| 123456789 | CLD | Paper | Cash | 258316.79 | 01/30/2012 | 2456.00 | | | | | | | | | |

2

To access Auto Pay functions, move the cursor to the Pay Bill tab and select Autopay option from the dropdown.



Result: Autopay screen is displayed

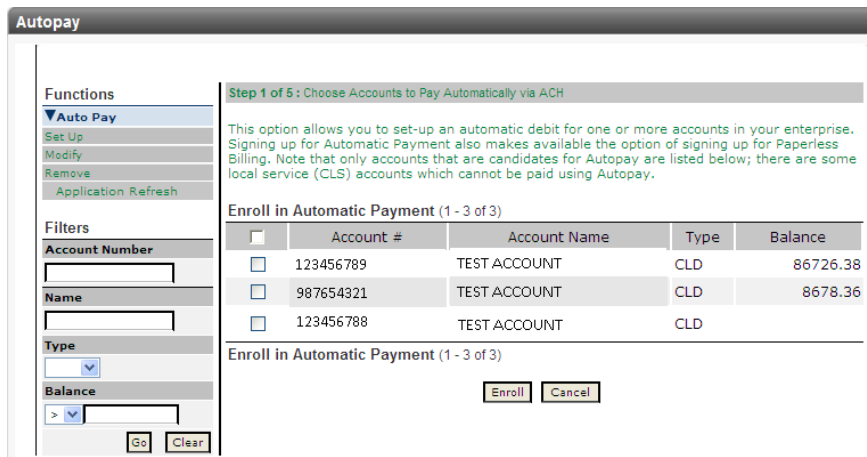


Check the accounts you want to enroll in Auto Pay. There is an option to select all accounts.

3

To setup Auto Pay, click on Setup from the left hand side menu.

Result: Step 1 of 5 for autopay enrollment is displayed

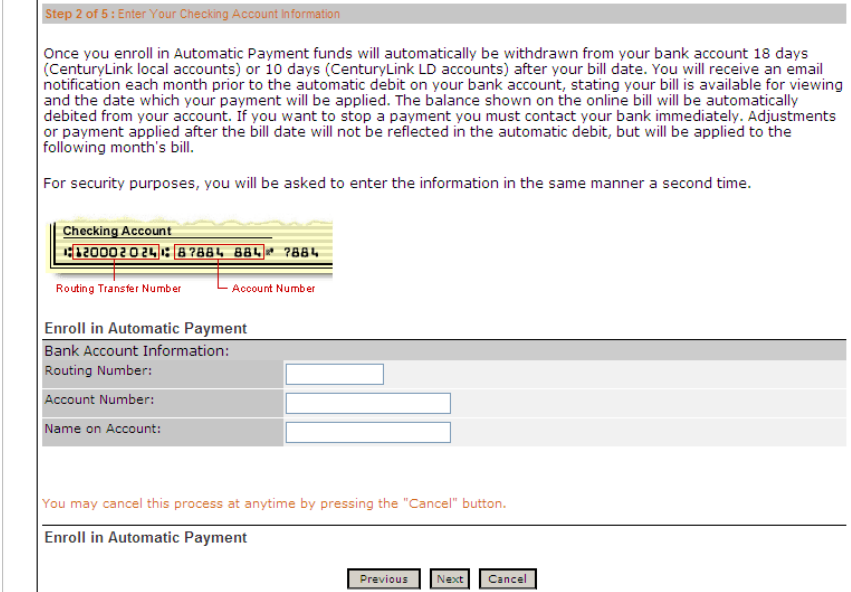


Check the accounts you want to enroll in Auto Pay. There is an option to select all accounts.

4

Click on **Enroll**

Result: Step 2 of 5 wizard screen appears.



Step 2 of 5 : Enter Your Checking Account Information

Once you enroll in Automatic Payment funds will automatically be withdrawn from your bank account 18 days (CenturyLink local accounts) or 10 days (CenturyLink LD accounts) after your bill date. You will receive an email notification each month prior to the automatic debit on your bank account, stating your bill is available for viewing and the date which your payment will be applied. The balance shown on the online bill will be automatically debited from your account. If you want to stop a payment you must contact your bank immediately. Adjustments or payment applied after the bill date will not be reflected in the automatic debit, but will be applied to the following month's bill.

For security purposes, you will be asked to enter the information in the same manner a second time.

Checking Account
⑆120002024⑆ 87884 884 ⑆7884
Routing Transfer Number Account Number

Enroll in Automatic Payment
Bank Account Information:
Routing Number:
Account Number:
Name on Account:

You may cancel this process at anytime by pressing the "Cancel" button.

Enroll in Automatic Payment

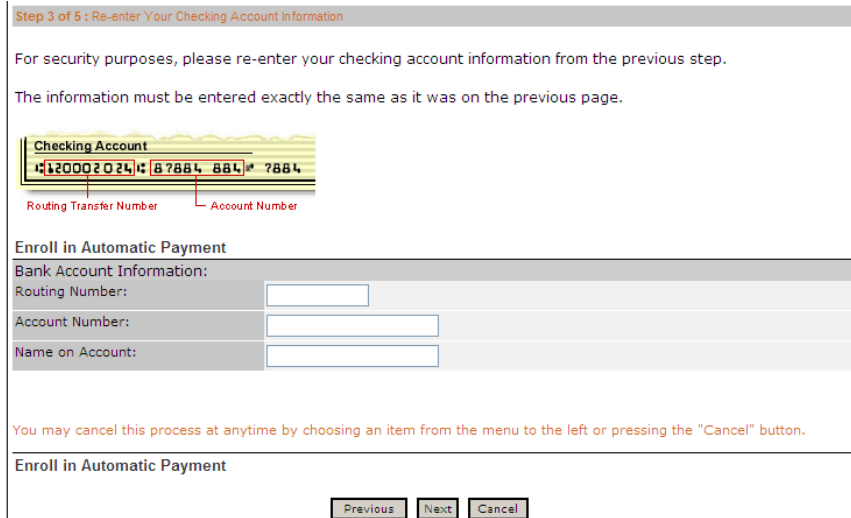
Previous Next Cancel

Follow the steps of inputting Bank Routing Number, Bank Account Number and Name on Bank Account.

5

Click on **Next**

Result: Step 3 of 5 wizard screen appears.



Step 3 of 5 : Re-enter Your Checking Account Information

For security purposes, please re-enter your checking account information from the previous step.

The information must be entered exactly the same as it was on the previous page.

Checking Account
⑆120002024⑆ 87884 884 ⑆7884
Routing Transfer Number Account Number

Enroll in Automatic Payment
Bank Account Information:
Routing Number:
Account Number:
Name on Account:

You may cancel this process at anytime by choosing an item from the menu to the left or pressing the "Cancel" button.

Enroll in Automatic Payment

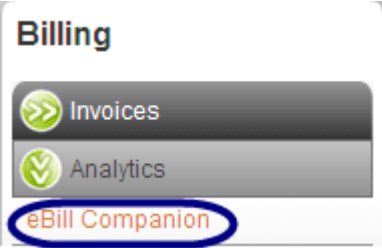
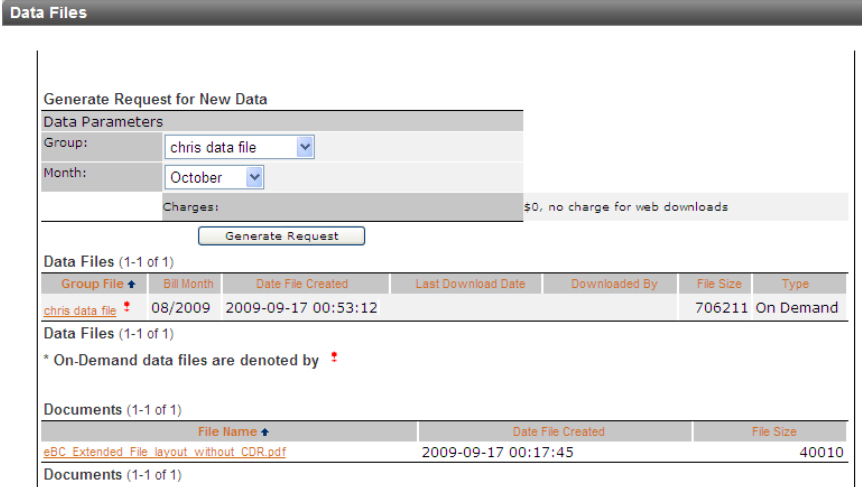
Previous Next Cancel

For security purposes please enter your Bank Routing Number, Bank Account Number and Name on Bank Account in the same manner a second time.

| <p>6</p> | <p>Click on Next</p> <p>Result: Step 4 of 5 wizard screen appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Step 4 of 5: Confirm Your Automatic Payment ACH Enrollment Information</p> <p>Please review the bank account information and CenturyLink accounts that you have entered and confirm your payment.</p> <p>Enroll in Automatic Payment</p> <p>Account Information:</p> <table border="1"> <tr> <td>Payment Method</td> <td>Automatic Payment ACH</td> </tr> <tr> <td>Routing Number</td> <td>*****2024</td> </tr> <tr> <td>Account Number</td> <td>*****6789</td> </tr> <tr> <td>Name on Account</td> <td>test</td> </tr> </table> <p>Selected Accounts</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>TEST ACCOUNT</td> <td>CLD</td> <td>\$8,678.36</td> </tr> </tbody> </table> <p>Authorization</p> <p>In order for us to process your request, you must authorize this recurring Automatic Payment ACH enrollment request by checking the box below, entering your full name in the space provided below and click NEXT button. CenturyLink will automatically deduct from your checking account when payment is due.</p> <p><input type="checkbox"/> I authorize CenturyLink and the financial institution to process variable entries to my financial account. This authority is valid until I notify CenturyLink to revoke this authorization, or CenturyLink revokes this authorization. Denial of the charges by the financial institution, or any failure of CenturyLink to receive the total due shown on the telephone bill does not relieve the undersigned of any obligation to make full payment.</p> <p>I understand and agree that CenturyLink is not liable for incorrect bank statements or incorrect debits to my account. CenturyLink offers this service to you free of charge, however, a fee may be charged from your bank.</p> <p>Name: <input type="text"/> Date: Feb 22, 2012</p> <p>Terms & Conditions</p> <p>With this agreement, you are electing to provide an electronic record of your authorization for automatic bill payment and consent to the receipt of confirmation of your authorization and any notices required for any payment in electronic form. You have the alternative option of enrolling in the Automatic payment program by submitting a paper form to CenturyLink. Upon notice to CenturyLink, you may also withdraw your consent to the receipt of electronic confirmations and notifications related to this authorization. You may also withdraw your consent to any conditions of this authorization, which may result in termination or modification of the automatic payment agreement by CenturyLink.</p> </div> <p>Very that all information is correct and check the box Authorizing CenturyLink to charge your bank account.</p> <p><input checked="" type="checkbox"/> I authorize CenturyLink and the financial institution to process variable entries to my financial account.</p> <p>Next fill in your name in the Name: field.</p> <p>Name: <input type="text" value="Test"/></p> | Payment Method | Automatic Payment ACH | Routing Number | *****2024 | Account Number | *****6789 | Name on Account | test | Account # | Account Name | Type | Balance | 123456789 | TEST ACCOUNT | CLD | \$8,678.36 |
|--|---|--|-----------------------|----------------|-----------|----------------|-----------|-----------------|------|-----------|--------------|------|---------|-----------|--------------|-----|------------|
| Payment Method | Automatic Payment ACH | | | | | | | | | | | | | | | | |
| Routing Number | *****2024 | | | | | | | | | | | | | | | | |
| Account Number | *****6789 | | | | | | | | | | | | | | | | |
| Name on Account | test | | | | | | | | | | | | | | | | |
| Account # | Account Name | Type | Balance | | | | | | | | | | | | | | |
| 123456789 | TEST ACCOUNT | CLD | \$8,678.36 | | | | | | | | | | | | | | |
| <p>7</p> | <p>Click on Next</p> <p>Result: Step 5 of 5 wizard screen appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Step 5 of 5: Enroll Auto Payment by ACH Complete</p> <p>Enroll in Automatic Payment</p> <p>Your payment selection has been processed.</p> <p>The results of your enrollment(s) are below:</p> <table border="1"> <tr> <td>Recurring ACH enrollment for Account 123456789, TEST ACCOUNT</td> <td>was accepted.</td> </tr> </table> <p>Please note, your recurring ACH enrollment for local accounts will not be applied immediately.</p> <p>Be sure to note any errors listed above. We suggest using your browser's print function to save for your records.</p> <p>CenturyLink appreciates your business.</p> <p>Enroll in Automatic Payment</p> <p style="text-align: right;">Done</p> </div> <p>Your account is now setup to be deducted on a monthly basis.</p> | Recurring ACH enrollment for Account 123456789, TEST ACCOUNT | was accepted. | | | | | | | | | | | | | | |
| Recurring ACH enrollment for Account 123456789, TEST ACCOUNT | was accepted. | | | | | | | | | | | | | | | | |
| <p>8</p> | <p>If you want to Modify Account(s) enrolled in Auto Pay click on the Modify and select the account you would like to modify and follow the wizard in the same manner as described above</p> | | | | | | | | | | | | | | | | |
| <p>9</p> | <p>To Remove accounts enrolled in Auto Pay click on the remove button and follow the steps to remove accounts(s).</p> | | | | | | | | | | | | | | | | |

Account Groups for Data Files

Procedure Follow the steps in the procedure below to setup Account Groups. You must setup account groups first to make your **Data files** available.

| Step | Action |
|------|--|
| 1 | <p>From the Landing page screen under Billing select Analytics then eBill Companion.</p>  <p>Result: The Data Files screen appears.</p>  <p>Note: The first time a user selects eBill Companion you will be directed to setup an Account Group. Follow the steps below to setup Account Groups.</p> |

2 From the Account Groups page select Create New Group

Result: The Account Group page appears.

3 Select a Group Name and the Lead account for the account. Click **Next**

Result: Add Accounts To Group screen appears.

Select by check mark which accounts you want included in the group.

Click on **Assign Selected to Group**

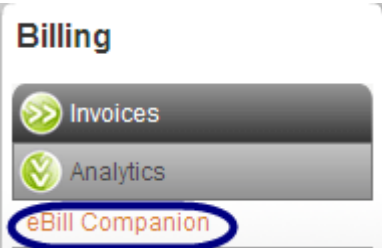
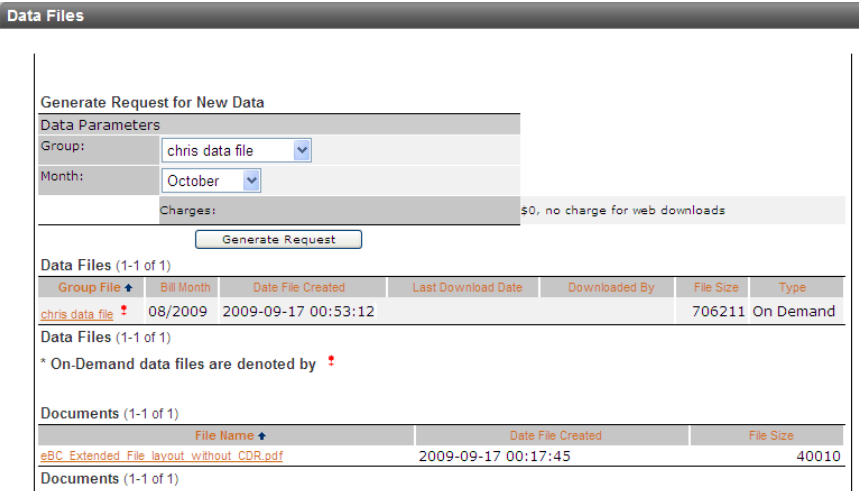
Your account group will be setup. If needed you can add other accounts or modify by following the left side navigations.


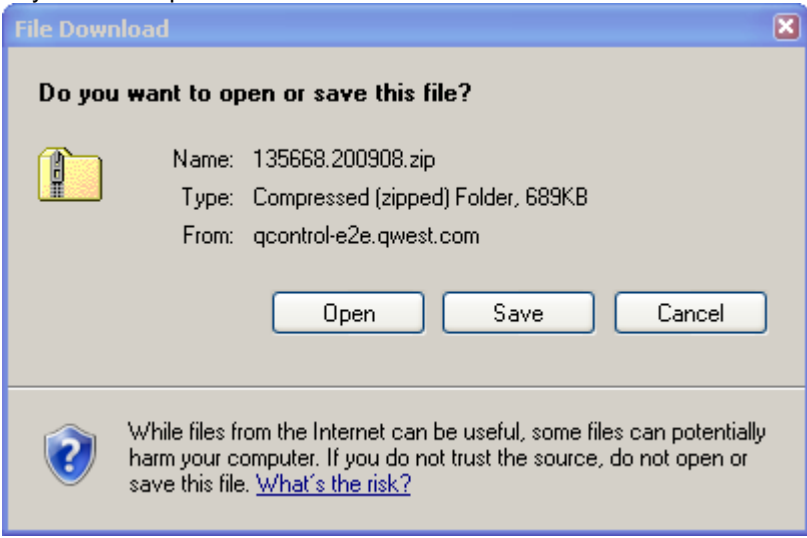
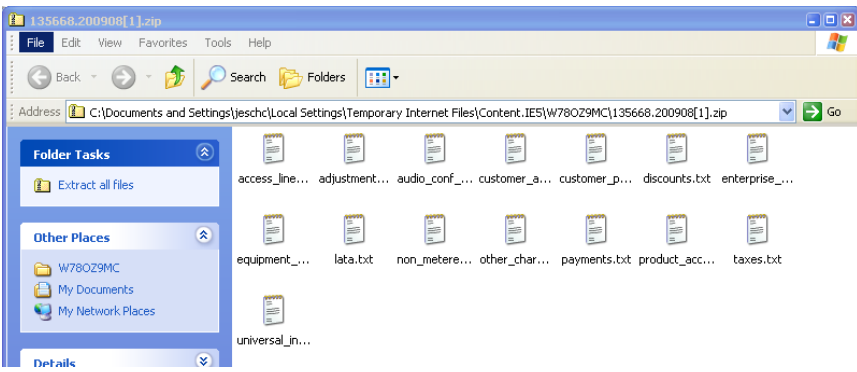
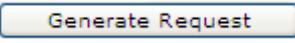
Data Files

Procedure

Follow the steps in the procedure below to get your **Data files**. Data files can be downloaded to a customers own database. Once downloaded, the files can then be opened in their own database where the data can be viewed and arranged by the customer.

Note: Only the last 3 months worth of data is available. If users want months prior to the last 3 months a request will need to be made the customer care center or a service manager.

| Step | Action | | | | | | | | | | | | | | | | | | | | |
|--|---|---------------------|--------------------|-------------------|--------------------|---------------|-----------|------|-----------------|---------|---------------------|--|--|--------|-----------|-----------|-------------------|-----------|--|---------------------|-------|
| 1 | <p>From the Landing page screen under Billing select Analytics then eBill Companion.</p>  <p>Result: The Data Files screen appears.</p>  <p>Data Files (1-1 of 1)</p> <table border="1"> <thead> <tr> <th>Group File</th> <th>Bill Month</th> <th>Date File Created</th> <th>Last Download Date</th> <th>Downloaded By</th> <th>File Size</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>chris data file</td> <td>08/2009</td> <td>2009-09-17 00:53:12</td> <td></td> <td></td> <td>706211</td> <td>On Demand</td> </tr> </tbody> </table> <p>Data Files (1-1 of 1)</p> <p>* On-Demand data files are denoted by *</p> <p>Documents (1-1 of 1)</p> <table border="1"> <thead> <tr> <th>File Name</th> <th>Date File Created</th> <th>File Size</th> </tr> </thead> <tbody> <tr> <td>eBC_Extended_File_layout_without_CDR.pdf</td> <td>2009-09-17 00:17:45</td> <td>40010</td> </tr> </tbody> </table> <p>Documents (1-1 of 1)</p> <p>Note: The first time a user selects eBill Companion you will be directed to setup an Account Group. Follow the steps in section Account Groups of Data Files to setup an account group.</p> | Group File | Bill Month | Date File Created | Last Download Date | Downloaded By | File Size | Type | chris data file | 08/2009 | 2009-09-17 00:53:12 | | | 706211 | On Demand | File Name | Date File Created | File Size | eBC_Extended_File_layout_without_CDR.pdf | 2009-09-17 00:17:45 | 40010 |
| Group File | Bill Month | Date File Created | Last Download Date | Downloaded By | File Size | Type | | | | | | | | | | | | | | | |
| chris data file | 08/2009 | 2009-09-17 00:53:12 | | | 706211 | On Demand | | | | | | | | | | | | | | | |
| File Name | Date File Created | File Size | | | | | | | | | | | | | | | | | | | |
| eBC_Extended_File_layout_without_CDR.pdf | 2009-09-17 00:17:45 | 40010 | | | | | | | | | | | | | | | | | | | |

| | |
|----------|--|
| <p>2</p> | <p>Next select the Data File you want to download. Click on the Group file hyperlink.</p>  <p>Result: Zip file is made available you can either open the file or save it to your desktop.</p>  |
| <p>3</p> | <p>Once you open this file you will have access to the Data Files</p>  |
| <p>4</p> | <p>These files can be opened in Excel or imported into a data base. The data can be viewed and arranged by the user.</p> |
| <p>5</p> | <p>If you do not see a file listed in the last 3 months click on the Group you want the files generated for and the month then click on . An email will be sent to the user once the data files are available.</p> |