

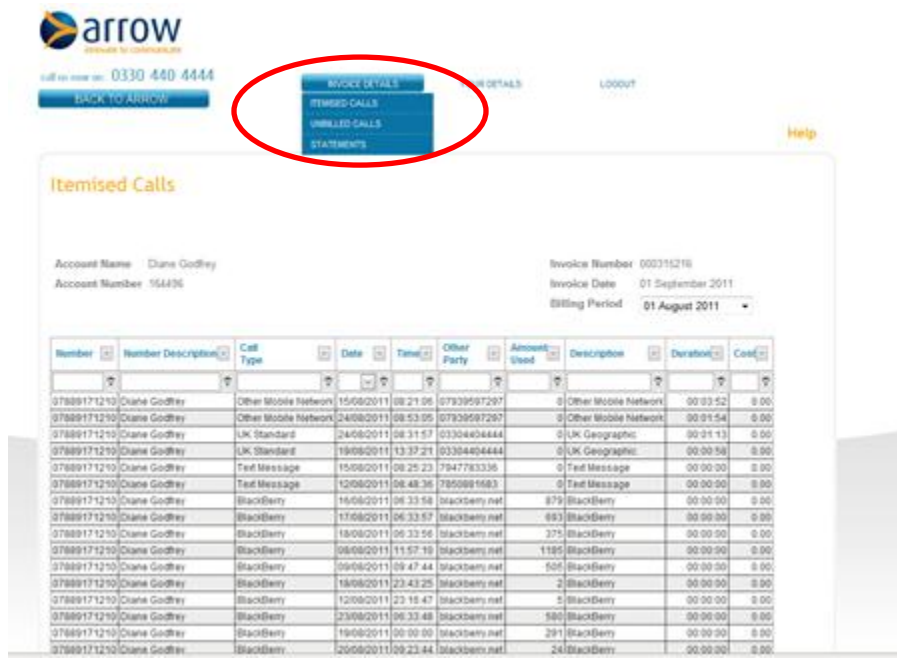
## Insight Online Billing from Arrow

We hope you will find your monthly statement easy to understand. Please find below an explanation of some of the functions.

Should you have any queries relating to your statement please call our Customer Services team on 0330 440 4444 or email [invoicing@arrowcommunications.co.uk](mailto:invoicing@arrowcommunications.co.uk)

### Invoice Details

At the top of the page there is a blue box titled 'Invoice Details'. Click on this for details of 'Itemised Calls', 'Unbilled Calls' and 'Statements'.



The screenshot shows the Arrow online billing portal. At the top left is the Arrow logo with the tagline 'innovate to communicate'. Below the logo is the contact number '0330 440 4444' and a 'BACK TO ARROW' button. A blue box titled 'INVOICE DETAILS' is circled in red, containing links for 'ITEMISED CALLS', 'UNBILLED CALLS', and 'STATEMENTS'. Below this is the 'Itemised Calls' section, which includes account information (Account Name: Diane Godfrey, Account Number: 56436), invoice details (Invoice Number: 00031218, Invoice Date: 01 September 2011, Billing Period: 01 August 2011), and a table of calls.

Number	Number Description	Call Type	Date	Time	Other Party	Amount Used	Description	Duration	Cost
07889171210	Diane Godfrey	Other Mobile Network	15/08/2011	08:21:06	07839597207	0	Other Mobile Network	00:03:52	0.00
07889171210	Diane Godfrey	Other Mobile Network	24/08/2011	08:53:05	07839597207	0	Other Mobile Network	00:01:54	0.00
07889171210	Diane Godfrey	UK Standard	24/08/2011	08:31:57	03304404444	0	UK Geographic	00:01:13	0.00
07889171210	Diane Godfrey	UK Standard	19/08/2011	13:32:21	03304404444	0	UK Geographic	00:00:58	0.00
07889171210	Diane Godfrey	Text Message	15/08/2011	08:25:23	7947783336	0	Text Message	00:00:00	0.00
07889171210	Diane Godfrey	Text Message	12/08/2011	06:48:36	7850881583	0	Text Message	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	16/08/2011	06:33:58	blackberry.net	879	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	17/08/2011	06:33:57	blackberry.net	863	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	18/08/2011	06:33:56	blackberry.net	375	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	08/08/2011	11:57:10	blackberry.net	1195	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	09/08/2011	09:47:44	blackberry.net	505	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	18/08/2011	23:43:25	blackberry.net	2	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	12/08/2011	23:16:47	blackberry.net	5	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	23/08/2011	06:33:48	blackberry.net	580	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	19/08/2011	00:00:00	blackberry.net	291	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	20/08/2011	06:23:44	blackberry.net	24	BlackBerry	00:00:00	0.00

### Itemised Calls

These pages show all the calls you have made. Each column has a drop down menu so you can look at the information in more detail. For example, if you want to view a list of all text messages sent, click 'Call Type', then 'Text Message', if you want to look at calls made on a specific date, click 'Date' then click on the date you want.

Each column has a funnel button which allows you to find out more specific information. For example, if you wanted to view every call that cost more than 50p, click on the funnel button under the 'Cost' column, select 'Is greater than' and enter 0.50.

Account Name: Diane Godfrey  
Account Number: 154436  
Invoice Number: 00215216  
Invoice Date: 01 September 2011  
Billing Period: 01 August 2011

Number	Number Description	Call Type	Date	Time	Other Party	Amount Used	Description	Duration	Cost
07889171210	Diane Godfrey	Other Mobile Network	15/06/2011	08:21:06	07939597297	0	Other Mobile Network	00:03:52	0.00
07889171210	Diane Godfrey	Other Mobile Network	24/06/2011	06:23:05	07939597297	0	Other Mobile Network	00:01:54	0.00
07889171210	Diane Godfrey	UK Standard	24/06/2011	08:23:27	03304404444	0	UK Geographic	00:01:13	0.00
07889171210	Diane Godfrey	UK Standard	19/06/2011	13:37:21	03304404444	0	UK Geographic	00:00:58	0.00
07889171210	Diane Godfrey	Text Message	15/06/2011	08:25:23	784773335	0	Text Message	00:00:00	0.00
07889171210	Diane Godfrey	Text Message	12/06/2011	08:48:36	78500000003	0	Text Message	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	16/06/2011	06:33:58	blackberry.net	879	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	17/06/2011	06:33:57	blackberry.net	883	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	18/06/2011	06:33:56	blackberry.net	375	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	08/08/2011	11:57:10	blackberry.net	105	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	09/08/2011	09:47:44	blackberry.net	500	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	18/08/2011	23:43:25	blackberry.net	2	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	12/06/2011	23:16:47	blackberry.net	5	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	23/08/2011	06:33:48	blackberry.net	580	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	19/08/2011	00:00:00	blackberry.net	291	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	20/08/2011	09:23:44	blackberry.net	34	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	21/08/2011	22:14:41	blackberry.net	8	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	22/08/2011	06:33:51	blackberry.net	715	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	13/06/2011	00:00:00	blackberry.net	21	BlackBerry	00:00:00	0.00
07889171210	Diane Godfrey	BlackBerry	14/06/2011	16:48:45	blackberry.net	32	BlackBerry	00:00:00	0.00

Buttons: Export, Hide Column Selector, Reset Column Defaults

### Show Column Selector

This enables you to add or remove additional information about each call event. This will provide you with a number of additional column selectors. Simply click, drag and drop the column you require into the top line. Your personalised view will remain in the itemised usage and unbilled calls reports.

### Reset Column Default

To reset your personalised view to the default column settings in both itemised view and unbilled calls, simply click on 'Reset Column Defaults'.

### Export

Usage details can also be exported into an Excel file by simply clicking on the blue 'Export' button in the bottom left hand corner.

## Unbilled Calls

This provides unbilled calls and usage which is yet to be billed. Unbilled call activity is not reported in real time. The details provided are for guidance only and may not reflect your final invoiced calls.

### Unbilled Usage

Account Name: Arrow Business Communications Ltd      Billing Period: 01 September 2011  
Account Number: 10551

Unbilled call activity is not reported in real time. The details provided are for guidance only and may not reflect your final invoiced calls.

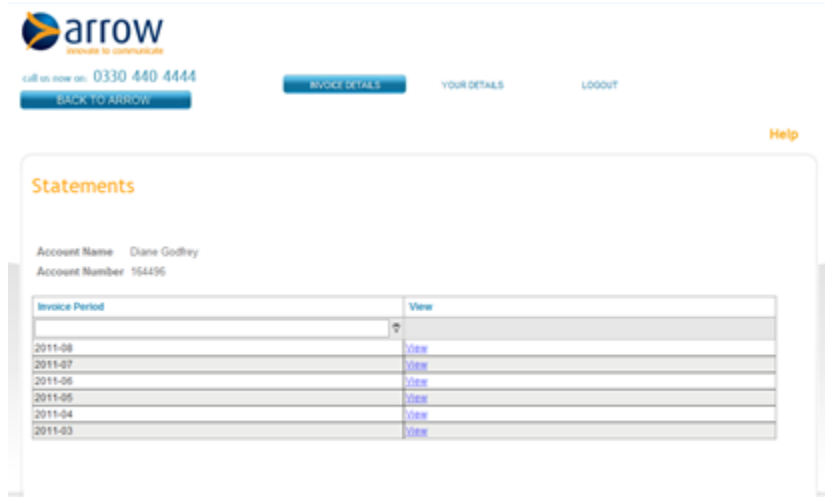
Number	Number Description	Call Type	Date	Time	Other Party	Amount Used	Description	Duration	Cost
07720418584	Alan Brown	Other Mobile Network	07/09/2011	16:12:13	07959885476	0	Other Mobile Network	00:01:01	0.00
07720418584	Alan Brown	Other Mobile Network	02/09/2011	17:16:17	07959885476	0	Other Mobile Network	00:01:41	0.00
07720418584	Alan Brown	UK Standard	02/09/2011	17:21:58	01527881859	0	UK Geographic	00:01:52	0.00
07720418584	Alan Brown	Same Mobile Network	02/09/2011	17:36:47	07590851910	0	O2	00:00:11	0.00
07720418584	Alan Brown	Same Mobile Network	02/09/2011	17:37:07	07590851910	0	O2	00:00:06	0.00
07720418584	Alan Brown	Same Mobile Network	02/09/2011	17:38:39	07590851910	0	O2	00:00:04	0.00
07720418584	Alan Brown	Same Mobile Network	02/09/2011	17:40:51	07590851910	0	O2	00:00:30	0.00
07720418584	Alan Brown	Same Mobile Network	02/09/2011	17:45:10	07590851910	0	O2	00:00:04	0.00
<b>Total</b>									<b>£0.00</b>

Page 4 of 4 (88 items)    1 2 3 4

[Export](#)  
[Show Column Selector](#)  
[Reset Column Defaults](#)

## Statements

Click on 'Statements' to view previous statements in PDF format.

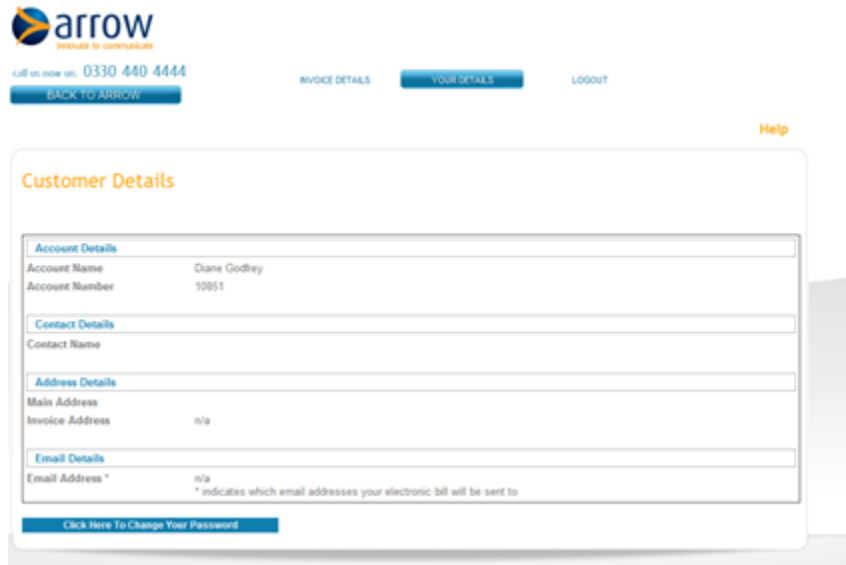


The screenshot shows the Arrow web portal interface. At the top, there is the Arrow logo and the tagline 'innovate to communicate'. Below this, there is a navigation bar with buttons for 'BACK TO ARROW', 'INVOICE DETAILS', 'YOUR DETAILS', and 'LOGOUT'. A 'Help' link is visible in the top right corner. The main content area is titled 'Statements' and displays account information for 'Diane Godfrey' (Account Number: 154496). Below the account info is a table with two columns: 'Invoice Period' and 'View'. The 'Invoice Period' column lists dates from 2011-08 to 2011-03, and the 'View' column contains blue links for each date.

Invoice Period	View
2011-08	<a href="#">View</a>
2011-07	<a href="#">View</a>
2011-06	<a href="#">View</a>
2011-05	<a href="#">View</a>
2011-04	<a href="#">View</a>
2011-03	<a href="#">View</a>

## Your Details

Also at the top of the page there is a blue box titled 'Your Details'. Click on this to review or amend your details and change your password.



The screenshot shows the Arrow website's 'Your Details' page. At the top left is the Arrow logo with the tagline 'innovate to communicate' and the phone number '0330 440 4444'. Navigation links include 'INVOICE DETAILS', 'YOUR DETAILS' (highlighted), and 'LOGOUT'. A 'BACK TO ARROW' button is also present. A 'Help' link is in the top right. The main content area is titled 'Customer Details' and contains several sections: 'Account Details' (Account Name: Diane Godfrey, Account Number: 10851), 'Contact Details' (Contact Name: blank), 'Address Details' (Main Address: blank, Invoice Address: n/a), and 'Email Details' (Email Address: n/a). A note at the bottom of the email section states '\* indicates which email addresses your electronic bill will be sent to'. A 'Click Here To Change Your Password' button is located at the bottom of the form.

Account Details	
Account Name	Diane Godfrey
Account Number	10851

Contact Details	
Contact Name	

Address Details	
Main Address	
Invoice Address	n/a

Email Details	
Email Address *	n/a

\* indicates which email addresses your electronic bill will be sent to

[Click Here To Change Your Password](#)