

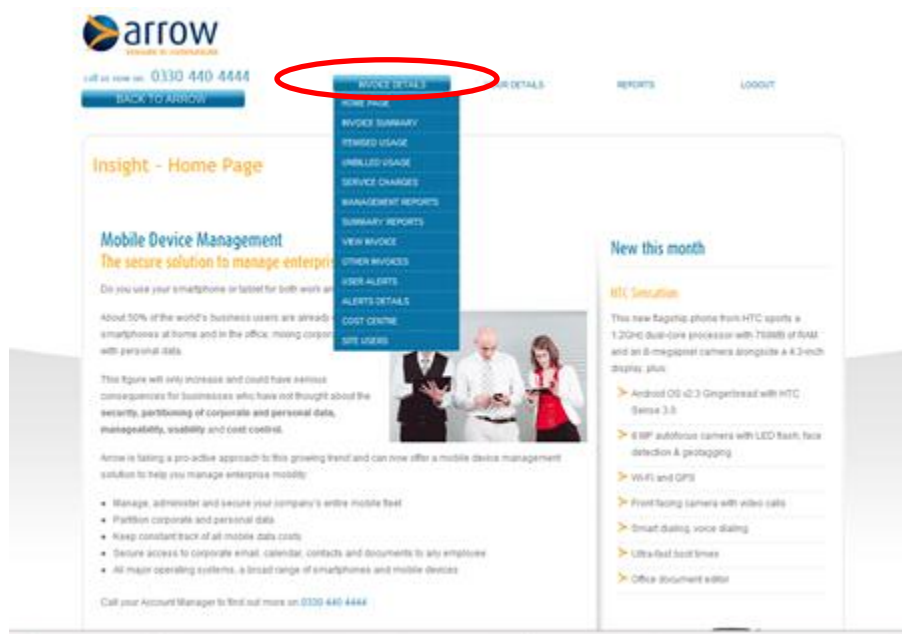
Insight Online Billing from Arrow

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

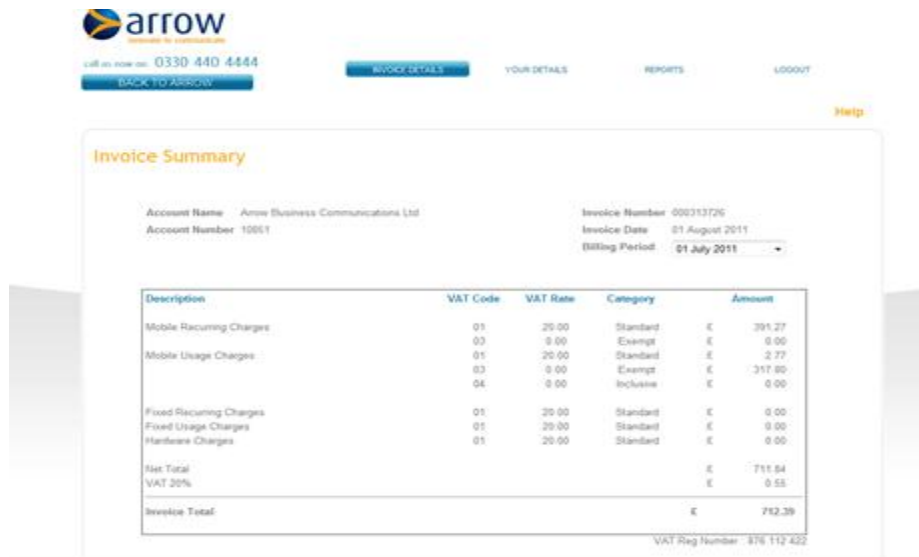
Should you have any queries relating to your invoice please call our Customer Services team on 0330 440 4444 or email invoicing@arrowcommunications.co.uk

Invoice Details

At the top of the page there is a blue box titled 'Invoice Details'. Click on this for details of 'Invoice Summary', 'Itemised Usage', 'Unbilled Usage', 'Service Charges', 'Management Reports', 'Summary Reports', 'View Invoice', 'Other Invoices', 'User Alerts', 'Alerts Details', 'Cost Centre' and 'Site Users'.



Invoice Summary (Front Page of latest invoice)



Account Name: Arrow Business Communications Ltd
Account Number: 10051

Invoice Number: 00013726
Invoice Date: 01 August 2011
Billing Period: 01 July 2011

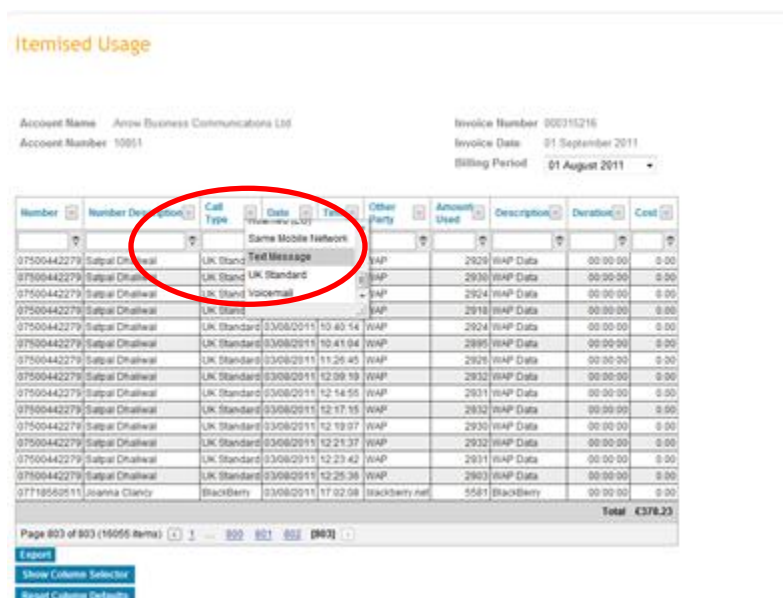
Description	VAT Code	VAT Rate	Category	Amount
Mobile Recurring Charges	01	20.00	Standard	£ 391.27
	03	0.00	Exempt	£ 0.00
Mobile Usage Charges	01	20.00	Standard	£ 2.77
	03	0.00	Exempt	£ 317.80
	04	0.00	Inclusive	£ 0.00
Fixed Recurring Charges	01	20.00	Standard	£ 0.00
Fixed Usage Charges	01	20.00	Standard	£ 0.00
Hardware Charges	01	20.00	Standard	£ 0.00
Net Total				£ 711.84
VAT 20%				£ 0.55
Service Total				£ 752.39

VAT Reg Number: 876 112 422

Itemised Usage

These pages show a breakdown of all itemised usage. 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: Arrow Business Communications Ltd
Account Number: 10051

Invoice Number: 00015216
Invoice Date: 01 September 2011
Billing Period: 01 August 2011

Number	Number Description	Call Type	Date	Other Party	Amount Used	Description	Duration	Cost
		Same Mobile Network						
07500442279	Satpal Chahal	UK Stand	03/08/2011	WAP	2929	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Stand	03/08/2011	WAP	2930	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Stand	03/08/2011	WAP	2954	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Stand	03/08/2011	WAP	2918	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2924	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2899	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2926	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2932	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2931	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2932	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2930	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2932	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2931	WAP Data	00:00:00	0.00
07500442279	Satpal Chahal	UK Standard	03/08/2011	WAP	2963	WAP Data	00:00:00	0.00
07718550511	Joanna Clancy	BlackBerry	03/08/2011	blackberry.net	5581	BlackBerry	00:00:00	0.00
Total								£378.23

Page 803 of 803 (16056 items) | Export | Show Column Selector | Reset Column Defaults

Customisation

Service Charges

Account Name: Arrow Business Communications Ltd
Account Number: 10051
Invoice Number: 000316216
Invoice Date: 01 September 2011
Billing Period: 01 August 2011

Service Description	Number	Cost Centre	Unit Charge	Quantity	Date	Charge
BlackBerry BES Unlimited	07515504444	New Business			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07515999332	Spare			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07515999335	Directors			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07529800999	New Business			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07525601500	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07590138530	Spare			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	0788046730	Directors			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07889171230	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07889171232	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07901711013	Billing & Commercial			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07919491011	Operations			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07919491012	Finance			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07920111333	Directors			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07925000002	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07927277523	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07988171210	Operations			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07988171217	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07988171221	Telephone Systems			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07989171229	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
BlackBerry BES Unlimited	07720149696	Sales & Marketing			08-06-2011 to 30-06-2011	0.00

Page 1 of 4 (255 items)

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 Usage

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: 10051

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
07720418884	Alan Brown	Other Mobile Network	07/09/2011	16:12:13	0799985478	0	Other Mobile Network	00:01:01	0.00
07720418884	Alan Brown	Other Mobile Network	02/09/2011	17:18:17	0799985478	0	Other Mobile Network	00:01:41	0.00
07720418884	Alan Brown	UK Standard	02/09/2011	17:21:58	01527861889	0	UK Geographic	00:01:52	0.00
07720418884	Alan Brown	Same Mobile Network	02/09/2011	17:36:47	07190851910	0	O2	00:00:11	0.00
07720418884	Alan Brown	Same Mobile Network	02/09/2011	17:37:07	07190851910	0	O2	00:00:08	0.00
07720418884	Alan Brown	Same Mobile Network	02/09/2011	17:38:39	07190851910	0	O2	00:00:04	0.00
07720418884	Alan Brown	Same Mobile Network	02/09/2011	17:40:51	07190851910	0	O2	00:00:30	0.00
07720418884	Alan Brown	Same Mobile Network	02/09/2011	17:45:10	07190851910	0	O2	00:00:04	0.00
Total									£0.00

Page 4 of 4 (88 items) 1 2 3 4

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

Service Charges

This details all monthly recurring charges and all hardware ordered in the billing month. Under 'Service Description' you can filter by any service.

Service Charges

Account Name: Arrow Business Communications Ltd Invoice Number: 000315218
Account Number: 10051 Invoice Date: 01 September 2011
Billing Period: 01 August 2011

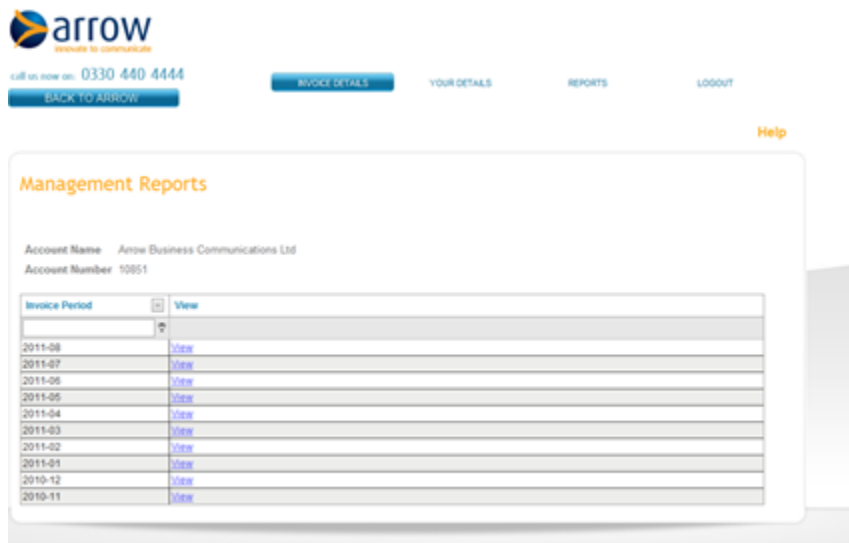
Service Description	Number	Cost Centre	Unit Charge	Quantity	Date	Charge
StackBerry BES Unlimited						
StackBerry BES Unlimited	07720149730	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07720418884	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07767978228	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07785977977	Directors			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07802980000	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07717444488	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07718341540	Operations			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07718500511	Sales & Marketing			19-04-2011 to 30-04-2011	0.00
StackBerry BES Unlimited	07718500512	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07718500544	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07718500545	Billing & Commercial			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07590136520	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07690136531	Product Management & Technology			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07690745688	New Business			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07596576000	Billing & Commercial			08-06-2011 to 30-06-2011	0.00
StackBerry BES Unlimited	07700521555	Sales & Marketing			16-12-2010 to 31-12-2010	0.00
StackBerry BES Unlimited	07703544440	Sales & Marketing			08-06-2011 to 30-06-2011	0.00
Total						£0.00

Page 2 of 2 (37 items) 1 2

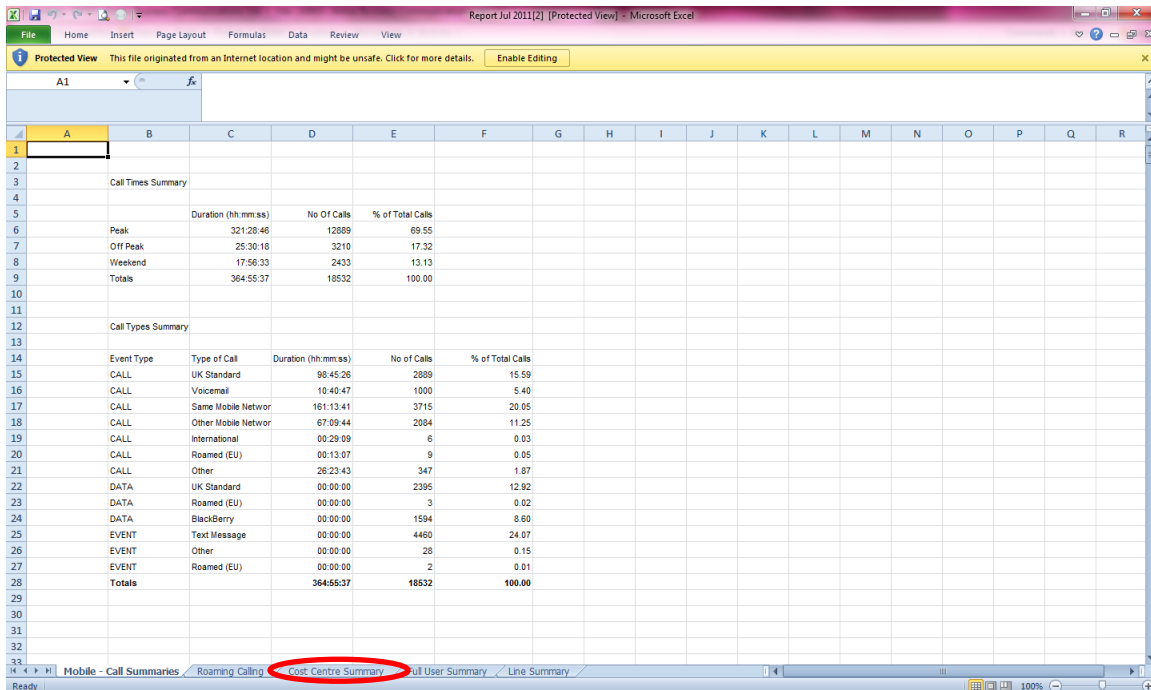
[Export](#)
[Show Column Selector](#)
[Reset Column Defaults](#)

Management Reports

This is a complete breakdown of all cost centre, roaming, line rental and usage charges. The Full User Summary provides a breakdown of all usage and recurring charges per end user.



The screenshot shows the Arrow Management Reports web interface. At the top, there is the Arrow logo with the tagline 'innovate to communicate' and the contact number '0330 440 4444'. Navigation buttons include 'BACK TO ARROW', 'INVOICE DETAILS', 'YOUR DETAILS', 'REPORTS', and 'LOGOUT'. A 'Help' link is also present. The main content area is titled 'Management Reports' and displays account information: 'Account Name: Arrow Business Communications Ltd' and 'Account Number: 10851'. Below this is a table with columns for 'Invoice Period' and 'View'. The table lists invoice periods from 2011-08 to 2010-11, each with a 'View' link.



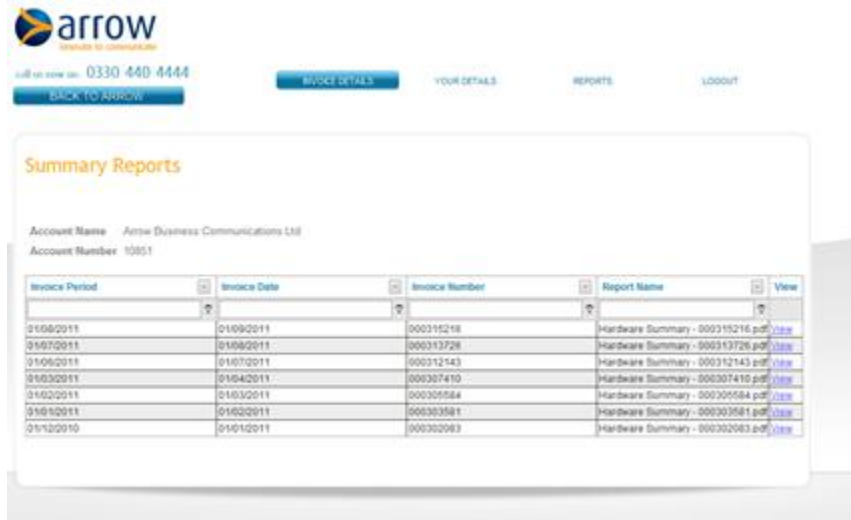
The screenshot shows a Microsoft Excel spreadsheet titled 'Report Jul 2011[2] (Protected View) - Microsoft Excel'. The spreadsheet contains two summary tables. The first table is 'Call Times Summary' and the second is 'Call Types Summary'. The 'Call Times Summary' table has columns for 'Duration (hh:mm:ss)', 'No Of Calls', and '% of Total Calls'. The 'Call Types Summary' table has columns for 'Event Type', 'Type of Call', 'Duration (hh:mm:ss)', 'No of Calls', and '% of Total Calls'. The 'Cost Centre Summary' tab is highlighted in the bottom navigation bar.

Call Times Summary			
	Duration (hh:mm:ss)	No Of Calls	% of Total Calls
Peak	321:28:46	12889	69.55
Off Peak	25:30:18	3210	17.32
Weekend	17:56:33	2433	13.13
Totals	364:55:37	18532	100.00

Call Types Summary				
Event Type	Type of Call	Duration (hh:mm:ss)	No of Calls	% of Total Calls
CALL	UK Standard	98:45:26	2889	15.59
CALL	Voicemail	10:40:47	1000	5.40
CALL	Same Mobile Networ	161:13:41	3715	20.05
CALL	Other Mobile Networ	67:09:44	2084	11.25
CALL	International	00:29:09	6	0.03
CALL	Roamed (EU)	00:13:07	9	0.05
CALL	Other	26:23:43	347	1.87
DATA	UK Standard	00:00:00	2395	12.92
DATA	Roamed (EU)	00:00:00	3	0.02
DATA	BlackBerry	00:00:00	1594	8.60
EVENT	Text Message	00:00:00	4460	24.07
EVENT	Other	00:00:00	28	0.15
EVENT	Roamed (EU)	00:00:00	2	0.01
Totals		364:55:37	18532	100.00

Summary Reports

This provides a list of all hardware summaries on a monthly basis. Each hardware summary provides a complete list of all dispatched hardware.

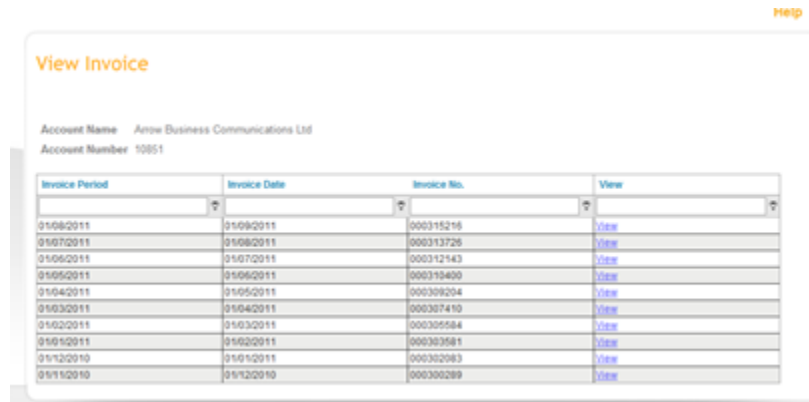


The screenshot shows the Arrow Summary Reports page. At the top, there is the Arrow logo with the tagline "innovate to communicate" and the phone number "call us now on: 0330 440 4444". Below this are navigation buttons for "BACK TO ARROW", "INVOICE DETAILS", "YOUR DETAILS", "REPORTS", and "LOGOUT". The main heading is "Summary Reports". Below the heading, the account information is displayed: "Account Name: Arrow Business Communications Ltd" and "Account Number: 10851". A table lists the following data:

Invoice Period	Invoice Date	Invoice Number	Report Name	View
01/08/2011	01/09/2011	000115218	Hardware Summary - 000115218.pdf	View
01/07/2011	01/08/2011	000113726	Hardware Summary - 000113726.pdf	View
01/06/2011	01/07/2011	000112143	Hardware Summary - 000112143.pdf	View
01/03/2011	01/04/2011	000307410	Hardware Summary - 000307410.pdf	View
01/02/2011	01/03/2011	000305584	Hardware Summary - 000305584.pdf	View
01/01/2011	01/02/2011	000303581	Hardware Summary - 000303581.pdf	View
01/12/2010	01/01/2011	000302083	Hardware Summary - 000302083.pdf	View

View Invoice

This provides all previous PDF invoices listed in date order.



The screenshot shows the Arrow View Invoice page. At the top right, there is a "Help" link. The main heading is "View Invoice". Below the heading, the account information is displayed: "Account Name: Arrow Business Communications Ltd" and "Account Number: 10851". A table lists the following data:

Invoice Period	Invoice Date	Invoice No.	View
01/08/2011	01/09/2011	000115218	View
01/07/2011	01/08/2011	000113726	View
01/06/2011	01/07/2011	000112143	View
01/05/2011	01/06/2011	000114600	View
01/04/2011	01/05/2011	000309204	View
01/03/2011	01/04/2011	000307410	View
01/02/2011	01/03/2011	000305584	View
01/01/2011	01/02/2011	000303581	View
01/12/2010	01/01/2011	000302083	View
01/11/2010	01/12/2010	000302089	View

Other Invoices

Occasionally we may need to raise a manual invoice outside of the main statement; any raised would be saved under other invoices.

User Alerts

Provides you with the ability to set up alerts at call level only i.e. on a call to 0711122244 you can set an alert which will highlight any user calling this number once they meet the defined threshold such as a spend of £10 or more.

User Alerts

Account Name Arrow Business Communications Ltd
Account Number 10851

Description	Type	Live	
Calls over 3 pounds	Call	True	View Amend
118 Calls	Call	True	View Amend
International calls	Call	True	View Amend
*	Call	False	View Amend

[Add New Role](#)

Alerts Details

Provides a breakdown of alerts created.

Alerts Details

Account Name Arrow Business Communications Ltd Invoice Number n/a
Account Number 10851 Invoice Date n/a
Billing Period 01 September 2011 (Unbilled)

Alert Role	Call Type	Destination Type	Date	Time	CLI	Other Party	Duration (Secs)	Cost
Calls over 3 pounds	Roamed-OUT	International	06/09/2011	23:12:52	07825000022	7500635307	1034	5.14
Calls over 3 pounds	GPRS	GPRS	07/09/2011	00:28:38	07775400058	INTERNET	0	6.67
Calls over 3 pounds	GPRS	GPRS	07/09/2011	00:30:56	07290136532	blackberry.net	0	5.00
Calls over 3 pounds	GPRS	GPRS	07/09/2011	01:00:42	07988046730	blackberry.net	0	5.00
Calls over 3 pounds	GPRS	GPRS	07/09/2011	05:48:15	07775400058	INTERNET	0	6.67
Calls over 3 pounds	Mobile	Non-Geographic	07/08/2011	09:25:32	07901711007	06453021448	973	3.04
Calls over 3 pounds	GPRS	GPRS	07/09/2011	16:15:02	07825000022	blackberry.net	0	5.00
Calls over 3 pounds	GPRS	GPRS	08/09/2011	00:21:23	07988046730	blackberry.net	0	5.00
International calls	Mobile	International	08/09/2011	13:22:10	07711662270	0034952859300	495	9.66
118 Calls	Mobile	Non-Geographic	08/09/2011	11:14:28	07888171232	118500	85	2.22
Calls over 3 pounds	Mobile	Non-Geographic	13/09/2011	14:07:50	07920111333	08445614615	1412	4.42
Calls over 3 pounds	Mobile	Non-Geographic	13/09/2011	14:58:38	07920111333	08446245145	2055	6.38
Calls over 3 pounds	Mobile	Non-Geographic	14/09/2011	12:35:43	07888171217	9081786000A	972	3.04
Calls over 3 pounds	Mobile	Non-Geographic	14/09/2011	14:04:15	07825801000	08700703178	2122	6.63
Calls over 3 pounds	Mobile	Non-Geographic	14/09/2011	14:57:20	07825801000	08700703178	1436	4.48

Page 2 of 2 (35 Items) [Export](#)

Cost Centre

A detailed breakdown of all calls and usage per cost centre.

Cost Centre

Account Name Arrow Business Communications Ltd
Account Number 10051

ID	Name	View
37971	Billing & Commercial	View
37974	Directors	View
37975	Finance	View
41932	Innovation Rooms	View
37978	New Business	View
37972	Operations	View
37973	Product Management & Technology	View
37976	Sales & Marketing	View
37977	Spare	View
41933	Tech Support	View
42024	Telephone Systems	View

Site Users

A detailed breakdown of all calls and usage per end user.

Site Users

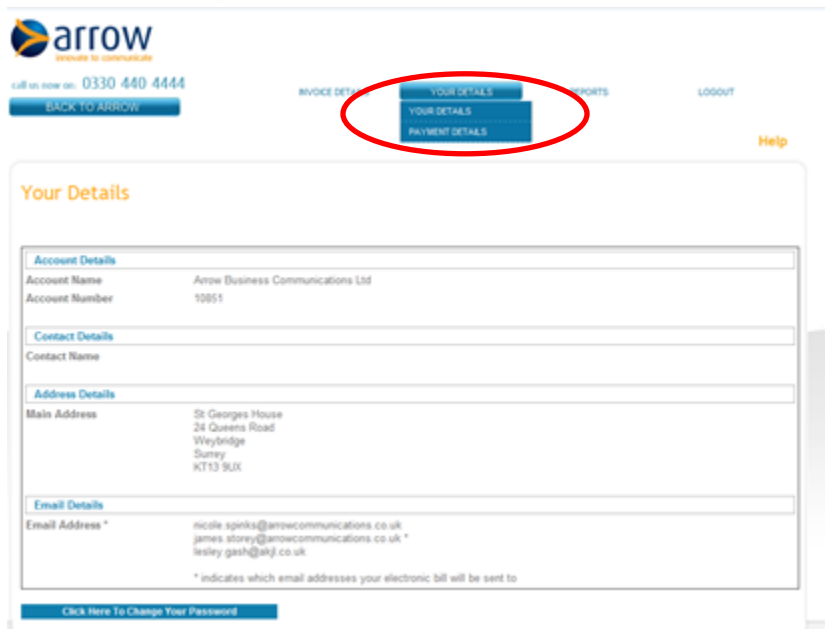
Account Name Arrow Business Communications Ltd
Account Number 10051

ID	Name	Account Number	UserRef	View
152194	Adam Trilloe			View
170452	Alan Brown			View
145593	Amardeep Katsi			View
145565	Amardeep Katsi (Laptop)			View
158503	Amir Malik			View
154002	Amir Malik			View
145566	Amy-Lee Jones			View
145579	Andrew Rushmore			View
145567	Andy Arnold			View
145580	Andy Maine		Test 2	View
145568	Andy Maine (Laptop)			View
145569	Angie Gray			View
145584	Barry Cooper			View
152193	Bob Paton			View
145595	Catherine Ingram			View
145587	Chris Russell			View
158803	Claire Heath			View
145596	Craig McAlister			View
145581	Craig McAlister			View
152207	Dave Parry			View

Page 1 of 4 (77 items)

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 or to view all payment details to date.



arrow
innovate to communicate

call us now on 0330 440 4444

BACK TO ARROW

INVOICE DETAILS **YOUR DETAILS** REPORTS LOGOUT

Help

Your Details

Account Details	
Account Name	Arrow Business Communications Ltd
Account Number	50851

Contact Details	
Contact Name	

Address Details	
Main Address	St Georges House 24 Queens Road Weybridge Surrey KT13 9LX

Email Details	
Email Address *	nicole.spinks@arrowcommunications.co.uk james.storey@arrowcommunications.co.uk * lesley.gash@skj.co.uk

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

[Click Here To Change Your Password](#)