

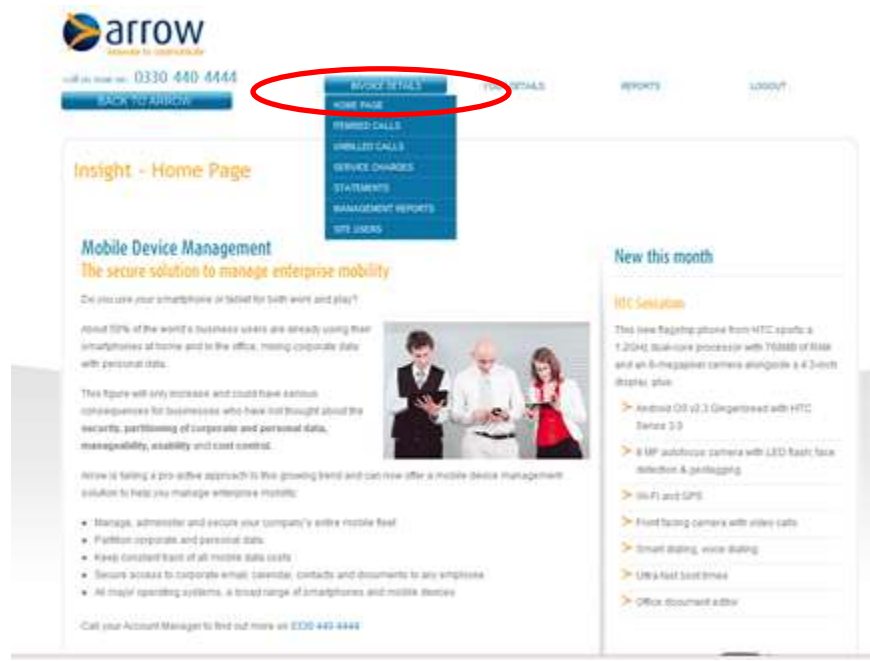
Insight Online Billing from Arrow

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 statement please call our Customer Services team on 0330 440 4444 or email invoicing@arrowcommunications.co.uk

Invoice Details

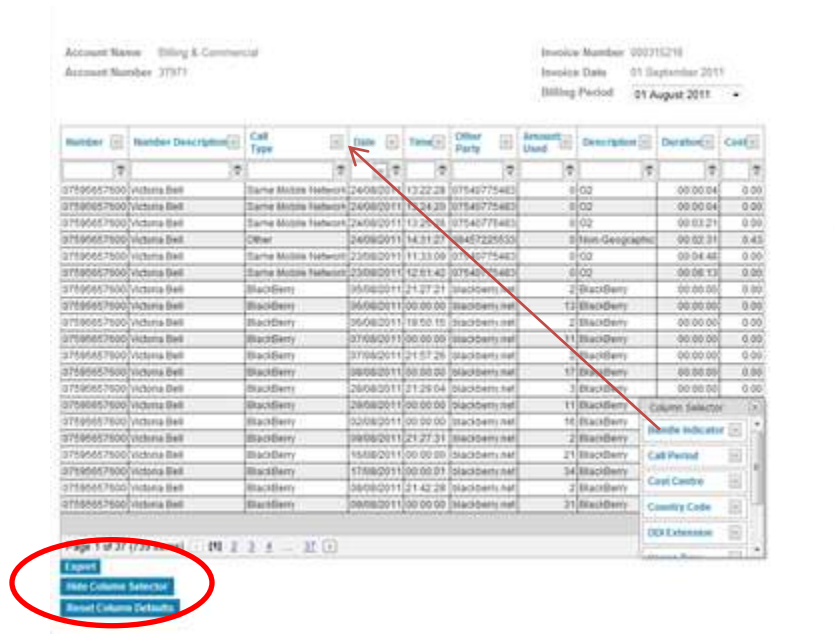
At the top of the page there is a blue box titled 'Invoice Details'. Click on this for details of 'Itemised Calls', 'Unbilled Calls', 'Service Charges', 'Statements', 'Management Reports' and 'Site Users'.



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 also 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.



The screenshot shows a call log interface with a table of call records. The table has columns for Number, Number Description, Call Type, Date, Time, Offer Party, Amount Used, Description, Duration, and Cost. A red arrow points to the funnel icon in the 'Cost' column header. Below the table, there is a 'Column Selector' menu with options: 'Export', 'Reset Column Selector', and 'Reset Column Defaults'. The 'Export' button is circled in red.

Number	Number Description	Call Type	Date	Time	Offer Party	Amount Used	Description	Duration	Cost
3759557500	Victoria Bell	Same Mobile Network	24/08/2011	13:22:28	07540775483	8.02		00:00:04	0.00
3759557500	Victoria Bell	Same Mobile Network	24/08/2011	13:24:20	07540775483	8.02		00:00:04	0.00
3759557500	Victoria Bell	Same Mobile Network	24/08/2011	13:24:28	07540775483	8.02		00:03:21	0.99
3759557500	Victoria Bell	Other	24/08/2011	14:31:24	04457225533	8.02	Stunt-Geographic	00:03:31	0.43
3759557500	Victoria Bell	Same Mobile Network	23/08/2011	11:33:09	07540775483	8.02		00:04:48	0.99
3759557500	Victoria Bell	Same Mobile Network	23/08/2011	12:01:40	07540775483	6.00		00:06:13	0.60
3759557500	Victoria Bell	BlackBerry	30/08/2011	21:07:21	07540775483	2	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	00:00:00	07540775483	13	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	18:50:15	07540775483	2	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	31/08/2011	00:00:00	07540775483	11	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	31/08/2011	21:57:26	07540775483	2	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	28/08/2011	00:00:00	07540775483	17	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	28/08/2011	21:29:04	07540775483	3	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	28/08/2011	00:00:00	07540775483	11	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	00:00:00	07540775483	16	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	21:27:31	07540775483	2	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	18/08/2011	00:00:00	07540775483	21	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	17/08/2011	00:00:00	07540775483	34	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	21:42:28	07540775483	2	BlackBerry	00:00:00	0.00
3759557500	Victoria Bell	BlackBerry	30/08/2011	00:00:00	07540775483	21	BlackBerry	00:00:00	0.00

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: 1001

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
0772041884	Alan Brown	Other Mobile Network	07/09/2011	16:12:13	0790985478	0	Other Mobile Network	00:01:01	0.00
0772041884	Alan Brown	Other Mobile Network	03/09/2011	17:16:17	0790985478	0	Other Mobile Network	00:01:41	0.00
0772041884	Alan Brown	UK Standard	02/09/2011	17:21:58	01127881889	0	UK Geographic	00:01:52	0.00
0772041884	Alan Brown	Same Mobile Network	02/09/2011	17:36:47	07909851910	0	02	00:00:11	0.00
0772041884	Alan Brown	Same Mobile Network	02/09/2011	17:37:07	07909851910	0	02	00:00:39	0.00
0772041884	Alan Brown	Same Mobile Network	02/09/2011	17:38:28	07909851910	0	02	00:00:04	0.00
0772041884	Alan Brown	Same Mobile Network	02/09/2011	17:40:51	07909851910	0	02	00:00:30	0.00
0772041884	Alan Brown	Same Mobile Network	02/09/2011	17:45:10	07909851910	0	02	00:00:04	0.00
									Total £0.00

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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 Service Number: 00015216
Account Number: 1001 Invoice Date: 01 September 2011
Billing Period: 01 August 2011

Service Description	Number	Cost Centre	Unit Charge	Quantity	Date	Charge
BlackBerry BES Unlimited	0772044710	Sales & Marketing			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0772041954	Product Management & Technology			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771715220	Sales & Marketing			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0770377977	Outsourcing			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0780080000	Sales & Marketing			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771744488	Product Management & Technology			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771834164	Operations			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771850311	Sales & Marketing			19-04-2011 to 30-04-2011	8.00
BlackBerry BES Unlimited	0771850512	Product Management & Technology			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771850544	Sales & Marketing			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0771850548	Billing & Commercial			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0790126830	Product Management & Technology			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0790126533	Product Management & Technology			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0790743888	New Business			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0790657500	Billing & Commercial			08-08-2011 to 30-08-2011	8.00
BlackBerry BES Unlimited	0770365218	Sales & Marketing			18-12-2010 to 31-12-2010	8.00
BlackBerry BES Unlimited	0770395444	Sales & Marketing			08-08-2011 to 30-08-2011	8.00
						Total £0.00

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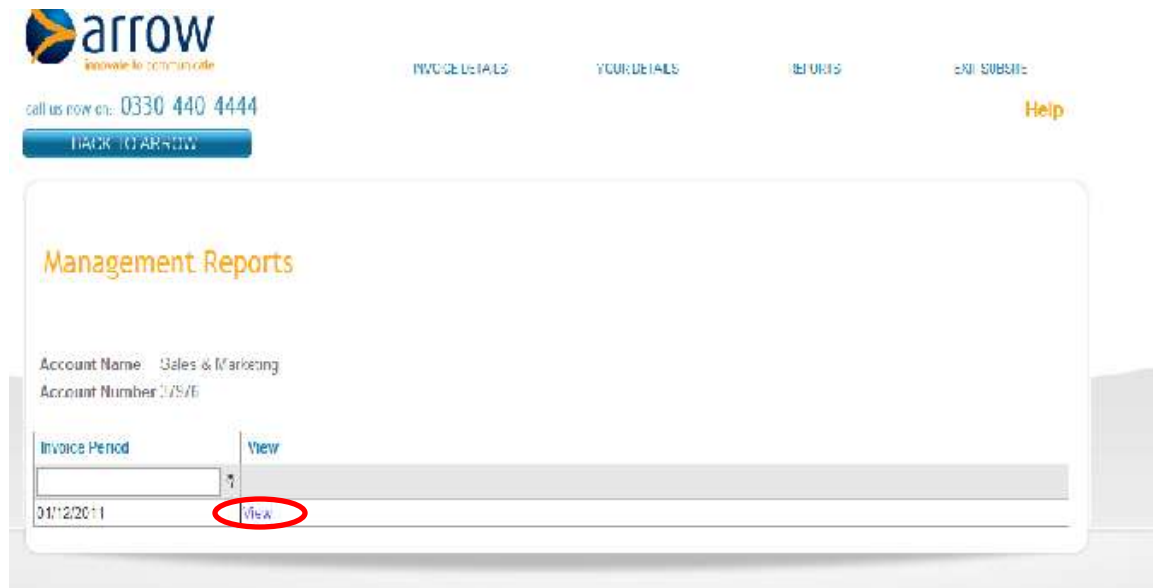
Export

Show Column Selector

Reset Column Defaults

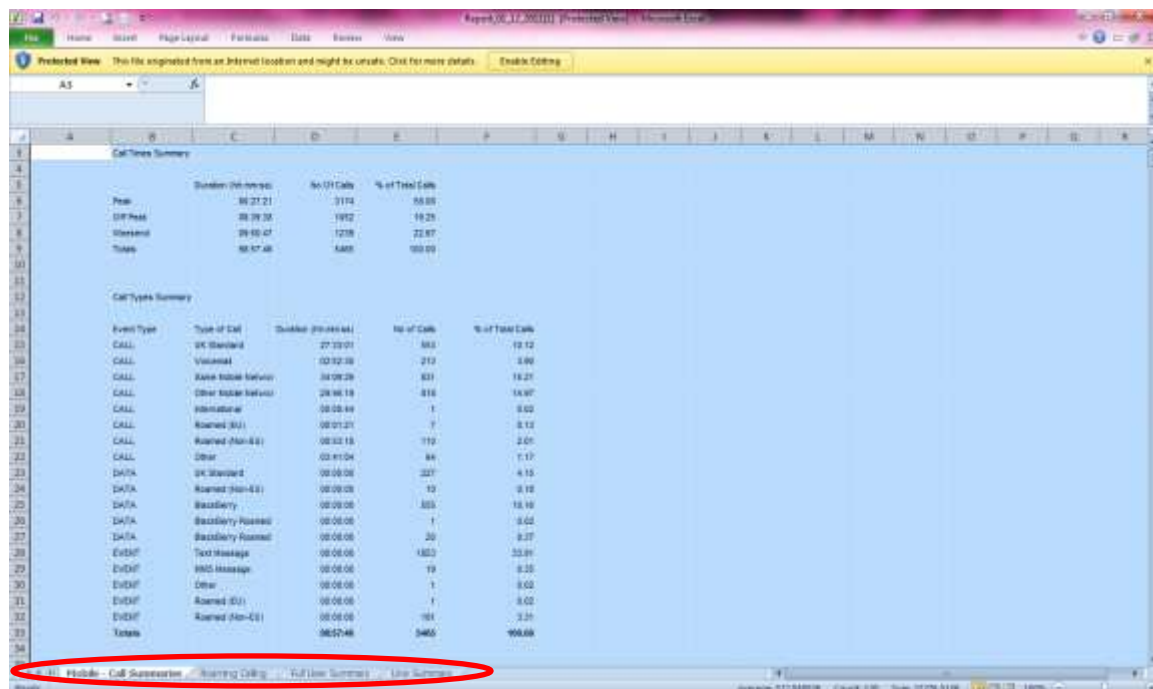
Management Reports

This is a complete breakdown of the cost centres, 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'. Navigation links include 'INVOICE DETAILS', 'YOUR DETAILS', 'REPORTS', and 'END SUBSCRIPTION'. A contact number 'call us now on: 0330 440 4444' and a 'Help' link are also visible. A 'BACK TO ARROW' button is located below the contact information.

The main content area is titled 'Management Reports'. It displays the account name 'Sales & Marketing' and account number '12576'. Below this, there is a section for 'Invoice Period' with a dropdown menu showing '01/12/2011'. A 'View' button is positioned to the right of the dropdown, and this button is circled in red.



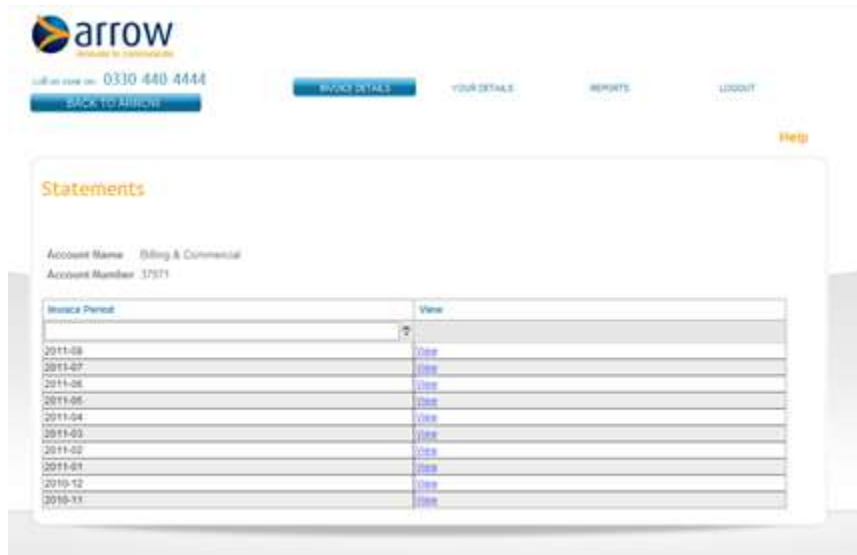
The screenshot shows an Excel spreadsheet with two summary tables. The first table is 'Call Times Summary' and the second is 'Call Types Summary'. Both tables are circled in red.

Quarter (Invoice)	No. of Calls	% of Total Calls
06/27/11	3174	66.66
06/28/11	1992	42.25
06/29/11	1278	27.07
Totals	6444	100.00

Event Type	Type of Call	Quarter (Invoice)	No. of Calls	% of Total Calls
CALL	UK Standard	07/30/11	363	5.63
CALL	Voicemail	02/02/10	273	4.24
CALL	Value Mobile Network	04/08/10	831	12.89
CALL	Other Mobile Network	28/06/10	816	12.66
CALL	International	00/00/00	1	0.02
CALL	Roamed (U)	00/01/11	119	1.85
CALL	Roamed (Non-U)	00/02/11	119	1.85
CALL	Other	02/01/04	84	1.30
DATA	UK Standard	00/00/00	327	5.07
DATA	Roamed (Non-U)	00/00/00	13	0.20
DATA	3G/3.5G	00/00/00	383	5.94
DATA	3G/3.5G Roamed	00/00/00	1	0.02
DATA	3G/3.5G Roamed	00/00/00	20	0.31
EVDP	Text Message	00/00/00	183	2.84
EVDP	MMS Message	00/00/00	19	0.29
EVDP	Other	00/00/00	1	0.02
EVDP	Roamed (U)	00/00/00	1	0.02
EVDP	Roamed (Non-U)	00/00/00	161	2.50
Totals		06/27/11	5465	84.81

Statements

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



arrow
call us now on: 0330 440 4444
BACK TO ARROW

INVOICE DETAILS YOUR DETAILS REPORTS LOGOUT

Help

Statements

Account Name: Billing & Commercial
Account Number: 37371

Invoice Period	View
2011-08	View
2011-07	View
2011-06	View
2011-05	View
2011-04	View
2011-03	View
2011-02	View
2011-01	View
2010-12	View
2010-11	View

Site Users

This is a breakdown of all cost centre users.



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BACK TO ARROW

INVOICE DETAILS YOUR DETAILS REPORTS LOGOUT

Help

Site Users

Account Name: Arrow Business Communications Ltd
Account Number: 10811

ID	Name	Account Number	User ID#	View
112134	Adam Tiffin			View
110452	Alan Brown			View
145183	Alwardey Karl			View
145185	Alwardey Karl (Laptop)			View
118503	Amar Arshad			View
114052	Amr Mahr			View
145584	Amy Lee Jones			View
145578	Andrew Rushmore			View
145547	Andy Arnold			View
145520	Andy Mahr		Test 2	View
145562	Andy Mahr (Laptop)			View
145589	Angie Gray			View
145584	Barry Cooper			View
112183	Bob Patten			View
145541	Catherine Ingram			View
145547	Chris Russell			View
108933	Clare Heath			View
145534	Craig McAlister			View
145541	Craig McAlister			View
112207	Dave Platt			View

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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 'Customer Details' page. At the top, there is a navigation bar with the Arrow logo on the left, a phone number '0330 440 4444', and a 'View my details' button circled in red. Below the navigation bar, the 'Customer Details' section is displayed. It contains four sections: 'Account Details' with fields for Account Name (Catherine Ingram) and Account Number (15851); 'Contact Details' with a Contact Name field; 'Mailing Details' with fields for Mailing Address and Mailing Address (N/A); and 'Email Details' with an Email Address field (N/A) and a note: '*Addresses which email addresses your documents will be sent to'. At the bottom of the form, there is a 'Save and go to My Account' button.