CALNET 3 AT&T Billing Consolidator™ User guide

Version 1.7
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1. What is AT&T Billing Consolidator℠?

AT&T Billing Consolidator℠, formerly known as ACUS℠, is the tool for an agency to view bill detail online. It retains billing data, including usage detail and payment history, for the life of the contract. Users can run reports, search for specific information and download complete invoices into pdf format.

2. Accessing AT&T Billing Consolidator

Using any browser, go to https://singlebill.att.com, type in your User ID and Password and click Sign on.

Note: AT&T Billing Consolidator is optimized for Microsoft Internet Explorer. Some functionality may not work with your browser type; however it is accessible from other browsers such as Firefox, Chrome or Safari.

The URL is the same for both the CALNET 2 and CALNET 3 contracts. If an agency has a billing history under both contracts, the user will be prompted to select a contract at the start of each session. There is a Switch Contract option, within AT&T Billing Consolidator, to toggle between the CALNET 2 and CALNET 3 contracts.
2.1. Customer Notifications

A new customer notification feature has been added to alert users to changes to the AT&T Billing Consolidator application and/or important messages about their bill. If a new notification exists, it will pop-up in a separate window each time the user logs in.

The user has the option to dismiss each individual notification by checking the Do Not Show Again checkbox, and selecting the Close button. If the user simply closes the notification without checking the Do Not Show Again checkbox, the notification will appear again (like a new notification) the next time the user logs in.

If there is more than 1 new notification, they will each appear separately, and the user will be able to read and dismiss each notification independent of the other.
Once all notifications are closed, the user will see the Notification Messages window and must choose the **Enter** button to continue into the application.

Note: This screen will not appear unless there are new notifications for the logged in user.

2.2. **Forgotten Login**
User ID and password will be provided via email. If you forgot your User ID, select **Login ID**. You will be prompted to enter your email address and telephone number (including extension, if provided during setup) and click **Next**.

Once validated, provide the answer to your Security Question and click **Next**.

Your Login ID will be emailed to you.
2.3.  

**Forgotten password**

User ID and password will be provided via email. If you forgot your password, choose Password?

You will be prompted for your Login ID, which is your user ID, and select Next.

Enter the answer to your previously selected security question and select Next.

A new password will be sent to the email on file. It is valid for 24 hours and should be changed the first time you log in (see section 3.3.2).
2.4. **New Login ID**

2.4.1. **Requesting a new Login ID**

You will need a new Login ID if you have never had access to AT&T Billing Consolidator or if your access was deleted after more than a year of non-use. Users with an existing account under CALNET 2, do NOT need to apply for a new login ID. Levels of access will be retained and will be the same across both contracts.

From the Sign On screen, select the link that says **Register today**.

Complete the **New User Access Request** by completing all required fields, which are marked with a red asterisk, and click **Submit**.

![New User Access Request Form](image-url)
Some tips for completing this form:

- Telephone number will automatically format as xxx-xxx-xxx. An extension of up to 7 digits can also be added (i.e. 916-555-1234x123)
- Login ID must be between 5 and 10 characters.
- Billing Account Number and Invoice Number help us identify which accounts should be provisioned under your Login ID. You must complete at least one of these fields.

Additional help can be found on our website: https://ebiznet.att.com/calnetinfoiii/BillingConsolidator.cfm.

An email confirming receipt of the request will be sent to new user. Once the new account is created (usually within 1 business day), the system emails the login details to the new user.

Note: The AT&T Billing Consolidator Request form will still be accessible on the AT&T CALNET 3 Website (https://ebiznet.att.com/calnetinfoii/BillingConsolidator.cfm) but should only be used when the web form is not working.
2.4.2. Levels of access

There are three levels of access that can be requested for each agency; agency administrator, agency user and bill payer user. Each agency should have at least one (1) agency administrator, and can have as many total users as needed.

- An agency administrator has the highest level access. They can access, review, print or save an invoice and generate basic reports. They will have access to all of the Billing Account Numbers (BANs) for the selected agency and the EDS Agency Report. Agency administrators will receive notification when other users request access to their agency's accounts or are having problems with their profile. They will responsible for approving/adding/editing/deleting users within their agency. See section 6.3 for those instructions.

- An agency user can access, review, print or save an invoice and generate basic reports. They will have access to all of the BANs for the selected agency and the EDS Agency Report. This level of access is just like an agency administrator, but without the responsibility of administering other users.

- A bill payer user can access, review, print or save an invoice and generate basic reports. They may have access to all BANs for their agency, or be limited to viewing specific accounts. This level of access is most helpful when an agency only has a few accounts, or if the agency is very large but has bill review responsibilities divided amongst multiple people in different locations or departments.

The CALNET AT&T Billing Consolidator Helpdesk personnel completing the requests can help you determine what level of access you require.
2.5. Problems logging in

Login accounts can be deactivated if they are not used for 90 days or have multiple unsuccessful login attempts. An agency administrator can reactivate the login ID, you can contact the CALNET AT&T Billing Consolidator Helpdesk, or you can request reactivation from the sign on page. Once a Login ID has been reactivated, that user must log in that same day or it may be deactivated again.

Login accounts that are not used for 365 days will be deleted. If this occurs, you must request a new login ID (see section 2.3).

2.5.1. Request Login ID Activation

A user can request reactivation themselves by choosing Request Login ID Activation.

Enter the inactive Login ID and click Next.

Activate Login

Enter your Login ID:  
Next

Back to Log In page

Reset
Enter the answer to your previously selected security question and select **Next**.

The account will be activated and an email will be sent to the registered email address.

### 3. Home screen

AT&T Billing Consolidator will open to the Bill Payer History Summary screen. Select the desired Billing Account Number (BAN) from the Bill Payer History Summary drop-down menu. This will display the Bill Payer History Summary (see section 3.1.3). The selected BAN will carry over from section to section, but can be changed at any time by selecting another BAN from the drop-down menu.

Note: agency administrators will see additional menu options (see section 6).
3.1. **Bill Payers tab**

<table>
<thead>
<tr>
<th>Bill Payers</th>
<th>Reports</th>
<th>User</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Maintenance</td>
<td>Address Maintenance</td>
<td>History Summary</td>
<td>Invoice Options</td>
</tr>
<tr>
<td>Billing Inquiry</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.1.1. **Contact Maintenance**

Select **Bill Payers > Contact Maintenance**

This screen displays the current contact information for the selected Billing Account Number (BAN) in a view-only format. Contact your dedicated AT&T order representative to update this information.

**Bill Payer Contact Maintenance**

9391234567 - CALNET3 CUSTOMER

Last Invoice: 03-01-2015  Bill Round: 1  Customer ID: 30000003

**Contact Information**

- **Business Name:** *CALNET3 CUSTOMER*
- **Contact Name:** *FRED SMITH*
- **Phone:** *916-555-1234*
- **Email:** *fredsmith@calnet3.com*

[Update]  [Cancel]
3.1.2. Address Maintenance

Select Bill Payers > Address Maintenance

Current mailing information for the specific Billing Account Number displays in a view-only format, to validate where bills are sent. Contact your dedicated AT&T order representative to change this information.

<table>
<thead>
<tr>
<th>Invoice Address Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>9391234667 - CALNET3 CUSTOMER</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Seq Number</th>
<th>Attention Name</th>
<th>Address Line 1</th>
<th>Address Line 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Is Primary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FRED SMITH</td>
<td>5578 CALNET ST</td>
<td>L3</td>
<td>SACRAMENTO</td>
<td>CA</td>
<td>94211</td>
<td>Y</td>
</tr>
</tbody>
</table>
3.1.3. History Summary

Select Bill Payers > History Summary

The History Summary screen is the first screen that appears when a bill payer logs into AT&T Billing Consolidator. Instead of using the Back button (from the browser toolbar), returning to the History Summary allows for the selection of additional invoices.

The Bill Payer History Summary displays the Open Invoice Activity, which displays any activity since the last invoice date. Beneath that, it displays the History of Account Summary, arranged by Invoice Date. Each invoice is numbered and each date is a hyperlink that opens the selected invoice in a separate window.
3.1.4. Invoice Options

Select Bill Payers > Invoice Options

The media options (paper, online, remittance slip) in which you currently receive your bill are displayed in a view only screen.

<table>
<thead>
<tr>
<th>Media</th>
<th>Invoice Address</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSR Online, Yearly</td>
<td>5678 CALNET STREET LC3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SACRAMENTO, CA 94211</td>
<td></td>
</tr>
<tr>
<td>Remit, Yearly</td>
<td>5678 CALNET STREET LC3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SACRAMENTO, CA 94211</td>
<td></td>
</tr>
<tr>
<td>Invoice - Web, Yearly</td>
<td>5678 CALNET STREET LC3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>SACRAMENTO, CA 94211</td>
<td></td>
</tr>
</tbody>
</table>
3.1.5. Billing Inquiry

Select Bill Payers > Billing Inquiry

The Billing Inquiry screen opens an email template to send an email to the billing representative for the account. The subject line is prepopulated with the account number and agency ID. A response should be received within 48 hours.
3.2. **Reports tab**

<table>
<thead>
<tr>
<th>Bill Payers</th>
<th>Reports</th>
<th>User</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Instructions</td>
<td>Report Download</td>
<td>History Summary</td>
<td>Zero Usage Invoice</td>
</tr>
</tbody>
</table>

### 3.2.1. Report Instructions

Select **Reports > Report Instructions**

This provides general information about formats and options for downloading the two available reports.

**Report Scheduling**
- All the reports are now part of Report Scheduling Process.
- All the report requests are processed by a background process.
- The threshold time for the report to stream data upfront is 20 seconds.
- If a report takes more than 20 seconds to process the user will be notified by an email when the report is complete.
- All the reports requested can be downloaded from ReportDownload.aspx page.

**Filter Controls**
- Many of the report screens contain a radio button list control and a textbox control.
- Select a radio button list box entry to filter and apply the filter criteria.
- Select a radio button list box entry to filter and apply the filter criteria.
- When filtering by Agency, a minimum of two characters followed by a "*" is required. Examples: "14", "140", "140011234".
- When filtering by Bill Payor, a minimum of two characters followed by a "*" is required. Examples: "CI", "C1", "C123".
- When filtering by WTH, does not support the use of wildcard characters.
- If filtering by Agency or Bill Payor and the text box is left blank, all Agencies or Bill Payers will be returned.
- Filtering by WTH does not support the use of wildcard characters.
- Dates from / To text boxes require a valid date format. Recommend using M-d-yyyy or M/d/yyyy.

**Report Format Options**
- The Report Format drop down list usually offers 3 report format options.
- Pipe Delimited options output an ASCI file that uses a | character as the field delimiter.
- Excel options output the file as an Excel workbook supporting multiple worksheets.
3.2.2. Report Download

Select Reports > Report Download

If a report takes longer than 20 seconds to process, due to a large amount of data or high demand for reports, it will run in the background or during off-peak hours. An email will alert the user when the report is ready.

---

appsupport@ACUS.com

Sent: Thu 8/7/2014 3:49 PM
To: CUSTOMER, CALNET3

---

Dear CALNET3 Customer,

Your request for the report "Zero Usage Report" has been processed and is ready for download. Please go to https://singlebill.att.com/RptDownloads.aspx to download your report. This report will be available for the next 168 hours.

request-id: 1234

Thank you,

Once complete, the report will be available in this section for one week.

Available Reports for Download

<table>
<thead>
<tr>
<th>Available reports for download</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request ID</td>
<td>Report Name</td>
</tr>
<tr>
<td>1234</td>
<td>rpt_HS_3_20140724102256_UAT90BP.xls</td>
</tr>
</tbody>
</table>
3.2.3. **History Summary**

Select **Reports > History Summary**

The **Bill Cycle** drop-down shows all the invoices stored online. The current billing cycle will be noted with an (O) to show it is still open. Running a report on an open billing cycle will show some, but not all of the data.

To run a report, fill in the desired report criteria, select the format and click the **Get Report** button. The report will display on the screen. Entering **Customer ID** or **Bill Payer (BAN)** will limit the data in your report.

The report shows the previous balance, current charges, adjustments, payments and total due for all related accounts during the selected bill cycle.
3.2.4. Zero Usage Invoice

Select Reports > Zero Usage Invoice

Fill in the desired report criteria, select the format and click the Get Report button.
The report will display on the screen. Entering Customer ID, Bill Payer (BAN), BTN or WTN will limit the data in your report.

Note: This report shows individual lines that have no outbound long distance or toll usage for the selected month. Many will use this to gauge which lines can be disconnected. Some caution should be used when cancelling lines, because they may not have been used in the month the report was run, but may have been used in a different month. This happens often with fax lines, 800 lines or lines tied to alarm systems.
### 3.3. **User tab**

<table>
<thead>
<tr>
<th>Bill Payers</th>
<th>Reports</th>
<th>User</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Switch Contract</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Profile</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Log Out</td>
</tr>
</tbody>
</table>

#### 3.3.1. **Switch Contract**

Select **User > Switch Contract**

This option will only be applicable if the user is mapped with more than one contract. It allows a user to toggle between CALNET 2 and CALNET 3 invoices.
3.3.2. **Profile**

Select User > Profile

This option allows users to change their own password, security question, telephone number and registered email. It also enables the user to opt in or out of the email notifications. Greyed out fields are view-only.

- **Web Security - User Detail**
  - **First Name:** Fred
  - **Last Name:** Smith
  - **Password:** ********
  - **Current Password:** ********
  - **Telephone:** 916-555-1234
  - **Exp Date:** 12/31/9999
  - **Question:** What city were you born in?
  - **Answer:** ********
  - **Customer Name:** Admin - 30990003 - CALNET3 CUSTOMER
  - **Middle Initial:** S
  - **Login ID:** Smith01
  - **Organization:** CALNET Customer
  - **Status:** Active
  - **Email:** Fredsmith@calnet3.com

- **User's Bill Payer Accounts That They Can Access**
  - **Available Bill Payer Accounts**
    - 9598673509 - CALNET3 DEPT OF CYCLING
    - 9598673540 - CALNET3 CITY

- **Assigned Bill Payer Accounts**
  - 9591234567 - CALNET3 CUSTOMER
  - 9592468135 - COUNTY OF CALNETS
  - 959876543 - CALNET3 CITY

- **Buttons:**
  - **Save User Details**
  - **Cancel Changes**

- **Select Different User:** Smith01 - Fred Smith

- **Password Rules:**
  - Passwords must be 8 to 20 characters in length.
  - The first and last character must be a letter (upper or lower case).
  - Passwords must contain a special character or number in other than the first or last position.
  - Special characters include any of !@#$%^&*()-_=+[]{}|;:,.<>/? and a space.
  - The same character must not occur in three consecutive positions in the password.
  - Passwords can not match your User ID (case insensitive match).
  - Passwords must differ from your User ID by at least three positions.
  - Your new password must differ from your current password by at least two positions.
  - This means the new password must contain at least two characters that are not in your current password.
  - Passwords are case sensitive.
Change your password:

- Clear the asterisks in the Password field and type what you choose as your new password.
  Note: Typing will be visible in this field until you save the changes and navigate away from the Profile screen.
- Type in the old or temporary password in the Current Password field.
- Choose Save Changes at the bottom.
- Make sure that you see the confirmation message in yellow font in the upper left corner to validate that your updates were completed successfully. It is also a good idea to log out and log back in to test your new password right away.

- The criteria for new passwords are listed at the bottom of the screen:
  - Passwords must be 6 to 20 characters in length.
  - The first and last character must be a letter (upper or lower case).
  - Passwords must contain a special character or number in other than the first or last position. These include ~`!@#$%^&*()_+-={[]}|:;'<,>.?/ and a space.
  - The same character must not occur in three consecutive positions in the password.
  - Passwords must differ from your User ID by at least three positions.
  - The new password must differ from your current password by at least two positions.
  - The new password must contain at least two characters that are not in your current password.
  - Passwords are case sensitive.

Change your security question:

- A security question is used to validate a user when a password is forgotten.
- There are 15 choices of security questions.
- Choose a question, provide an answer and save your changes.
Email Notifications:

- An email will be sent each day you have a new invoice ready to view.
- If you do not want to receive these notifications, check the box that says *Opt Out of Invoice Notification* and save your changes.

If additional content needs to be modified, please contact the CALNET AT&T Billing Consolidator Helpdesk.

### 3.3.3. Log Out

Select **User > Log Out**

This option and the Log Out button in the upper right corner will each log you out of the application securely.

### 3.4. Help tab

<table>
<thead>
<tr>
<th>Bill Payers</th>
<th>Reports</th>
<th>User</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>User Manual</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>FAQ</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Messages</td>
</tr>
</tbody>
</table>

### 3.4.1. User Manual

Select **Help > User Manual**

This option provides a link to available user guides, specifically for CALNET users, including this document. If changes are made to the application in a given month, there will be a ‘What’s New’ guide to highlight those changes.
3.4.2. FAQ

Select Help > FAQ

This option provides answers to Frequently Asked Questions. It will be updated as new questions arise.

<table>
<thead>
<tr>
<th>Frequently Asked Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAQ</td>
</tr>
</tbody>
</table>

**Q: How do I log into AT&T Billing Consolidator?**  
A: Go to https://mindset.att.com, type in your User ID and Password and click Sign on.

**Q: Do I need a different login ID to access CALNET 3 AT&T Billing Consolidator?**  
A: No, you do not need a new login ID. Levels of access will be retained across both CALNET 2 and CALNET 3 contracts.

**Q: Who do I contact if I need training on AT&T Billing Consolidator?**  
A: Please visit our website: http://www.att.com/calnet3 and choose training for information about our training classes. You may also email CalnetTraining@att.com for information or to schedule a class.
3.4.3. Messages

Select Help > Messages

If a user accidentally dismisses a notification or wants to reread it at a later date, they can find it on the Notification Message Report. This page displays a list of all current and expired notifications. The notifications can be filtered based on a date range, or sorted by Start Date or End Date by selecting the corresponding column heading.

Choosing the name of the notification (in blue), will display the pop-up message.

```
Table: Notification Message Report

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Notification Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>05-04-2015</td>
<td>05-10-2015</td>
<td>Notification C3_BP-3</td>
</tr>
<tr>
<td>05-10-2015</td>
<td>06-02-2015</td>
<td>Platform Notification for end users</td>
</tr>
</tbody>
</table>
```
4. Accessing an invoice

Authorized users will receive an email notification when an invoice is ready. A user will only receive one (1) email for all invoices in each bill round.

Your Bill is Ready

Dear CALNET 3 Customer,

Your CALNET3 bill(s) from AT&T is ready to view.

<table>
<thead>
<tr>
<th>Billing Account Number (BAN)</th>
<th>Customer Name</th>
<th>Business Name</th>
<th>Attention Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>9392468135</td>
<td>COUNTY OF CALNET3</td>
<td>CALNET3 CUSTOMER</td>
<td>Fred Smith</td>
</tr>
<tr>
<td>9398675309</td>
<td>CALNET3 DEPT OF CYCLING</td>
<td>CALNET3 CUSTOMER</td>
<td>Facility #2</td>
</tr>
<tr>
<td>9399876543</td>
<td>CALNET3 CITY</td>
<td>CALNET3 CUSTOMER</td>
<td></td>
</tr>
<tr>
<td>9391234567</td>
<td>CALNET3 CUSTOMER</td>
<td>CALNET3 CUSTOMER</td>
<td>ACCOUNTS PAYABLE</td>
</tr>
</tbody>
</table>

Sign in to View your Bill

Thank you for being a valued AT&T customer.

A bill payer can select an invoice by selecting **Bill Payers > History Summary**, as explained in section 3.1.4. Clicking on a particular invoice date will open the invoice in a separate window.
5. Invoice detail

An invoice will always open in a separate window. The left hand column displays the sections of that month’s invoice, two search options and the link(s) for the pdf files. If there is no content in a particular section of the bill for the selected month, that section will not be listed on the left navigation menu.

Clicking on any section heading on the left side navigation menu will open the specific section of the invoice.

Note: The top of certain screens will display drop-down menus to filter results by Billed Telephone Number (BTN) and/or Working Telephone Number (WTN). If the screen appears blank, look for these drop-down lists and make a selection to get the desired information.
5.1. Statement of Accounts / Remittance Slip

The Statement of Accounts / Remittance Slip is the front page of the bill and it serves as a billing summary.

*Bill-At-A-Glance* section shows the previous balance, current charges and the total amount due. *Billing Summary* section provides the AT&T CALNET phone number for billing questions, as well as a summary breakdown of the current charges. At the bottom of the page is the remittance slip that is mailed with payment.
5.2. **BAN Summary**

The BAN Summary displays an account summary, with the charges and adjustments itemized by Billed Telephone Number (BTN). Choosing the blank line on the BTN dropdown list, will display all the BTNs on the invoice to see the complete breakdown of charges. Items in blue are hyperlinks to the detailed sections of the invoice.

![BAN Summary](image)

5.3. **Payments**

Any payments received during the bill period are itemized at the Billing Account Number (BAN) level.

![Payments](image)
5.4.  Bill Payer (BAN) Credits and Adjustments

Credits and adjustments for the bill period are itemized at the Bill Payer (BAN) level. This can also include late fees.

<table>
<thead>
<tr>
<th>Item#</th>
<th>Description</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Late Fee</td>
<td>08/13/2014</td>
<td>$106.79</td>
</tr>
</tbody>
</table>

Total Adjustments: $106.79
5.5. **Monthly Recurring Charges**

This section shows the recurring service fees for products and services grouped together based on the number of each service on the account. Each line item is numbered for easy reference.

Please note: The **Charge** field displays the customer rate or catalog price for specific products. It can appear in the following sections: Monthly Recurring Charges, Monthly Recurring Detail, Non-Recurring Charges, and/or Adjustments. It displays up to 4 numbers after the decimal, but will remain blank if the Contract field = N.
There are two available subsections of the *Monthly Recurring Charges*. *Monthly Recurring Detail* itemizes all recurring service fees for individual products. It allows you to filter by both Billed Telephone Number (BTN) and Working Telephone Number (WTN).
**Usage Detail** itemizes all usage fees, including toll/long distance calls or pay-per-use services.

![Usage Details Table](image)

Note: These two subsections are only available in the online version and pdf and will not be included in a paper bill.
5.6. **Non-Recurring Charges**

These charges can include installation charges, adds and changes to service, proration, and other one-time charges.
5.7. **Adjustments**

Any credits or adjustments made in the bill cycle will be listed in this section.

```
<table>
<thead>
<tr>
<th>Item</th>
<th>Provider</th>
<th>Contract</th>
<th>Qty</th>
<th>Product ID</th>
<th>Feature Name</th>
<th>Description</th>
<th>Bill Period</th>
<th>Charge</th>
<th>Total Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AT&amp;T</td>
<td>N</td>
<td>1</td>
<td>916-555-0324</td>
<td>Unassigned-CRS</td>
<td>Federal Universal Service Fund</td>
<td>10/28/2014</td>
<td>48.40 CR</td>
<td>$48.40 CR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>916-555-1234</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9165551234</td>
<td></td>
<td></td>
<td></td>
<td>$48.40 CR</td>
<td></td>
</tr>
</tbody>
</table>
```

Total Adjustments: $48.40 CR
5.8. Service Taxes & Surcharges

This section itemizes all government fees, taxes, surcharges and other fees. There are two available subsections: Taxes Detail and Surcharges Detail to show whether each charge is a tax or a surcharge.
5.9. **CSR Detail**

The CSR (Customer Service Record) Detail section is similar to the Monthly Recurring Charges section, but displays additional key contract information. The content in this section varies from one account to another, but may include circuit detail, service location, date of contract, long distance and toll carriers (PIC and LPIC), account record detail, equipment type, bundle information and other product details.

Note: This subsection is only available in the online version and pdf and will not be included in a paper bill.
5.10. Legend

The legend provides a translation of the various codes used within the bill, such as call type or rate period.

### Invoice Legend

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Federal Tax Exempt</td>
</tr>
<tr>
<td>L</td>
<td>Local Tax Exempt</td>
</tr>
<tr>
<td>S</td>
<td>State Tax Exempt</td>
</tr>
</tbody>
</table>

### Call Type

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB</td>
<td>Automated Billing Service</td>
</tr>
<tr>
<td>AC</td>
<td>Audio Conferencing</td>
</tr>
<tr>
<td>CF</td>
<td>Conference Feature</td>
</tr>
<tr>
<td>CL</td>
<td>Collect</td>
</tr>
<tr>
<td>CP</td>
<td>Caller Paid</td>
</tr>
<tr>
<td>CS</td>
<td>Casual Calling</td>
</tr>
<tr>
<td>DL</td>
<td>AT&amp;T Digital Link</td>
</tr>
<tr>
<td>DS</td>
<td>Dial Station</td>
</tr>
<tr>
<td>EL</td>
<td>SDN Easylink Services</td>
</tr>
<tr>
<td>MT</td>
<td>Mobile Terminated</td>
</tr>
<tr>
<td>OC</td>
<td>Operator Completed with Dial Rate Applied</td>
</tr>
<tr>
<td>OS</td>
<td>Operator Station</td>
</tr>
<tr>
<td>PC</td>
<td>Person Call Back</td>
</tr>
<tr>
<td>PR</td>
<td>Person</td>
</tr>
<tr>
<td>RM</td>
<td>Network Remote Access</td>
</tr>
<tr>
<td>SD</td>
<td>Software Defined Data Network</td>
</tr>
<tr>
<td>ST</td>
<td>Station</td>
</tr>
<tr>
<td>TF</td>
<td>Toll Free</td>
</tr>
<tr>
<td>VC</td>
<td>Video Teleconference</td>
</tr>
</tbody>
</table>
5.11. News You Can Use

This displays the bill messages that AT&T provides inside each bill, including rate changes and new features or promotions.

**Bill Messages - News You Can Use**

**Bill Messages By Service Provider**

**AT&T Cal**

AT&T intrastate, interstate, and international services are provided by AT&T Corp. To view service publications, go to www.att.com/servicepublications and click on Service Guides and/or Tariffs.

Go Green.
If you are interested in going paperless and signing up to receive your bills electronically, please inquire by sending an email with your contact information to CalnetTechSupport@att.com or call 877-922-5637.
5.12. Download

The download function provides the ability to download each section of the invoice into a text file or an Excel spreadsheet for a user to save and manipulate, as needed.

It runs at the Billing Account Number (BAN) level or by Billed Telephone Number (BTN). To download a section for only one BTN at a time, select the BTN from the dropdown list before clicking the section of the bill.

The column names in the downloaded spreadsheets match the column headings displayed in the invoice, which are the values taken from the data dictionary used in the CALNET 3 contract.

BTN: 

Statement of Accounts / Remittance Slip Text
Statement of Accounts / Remittance Slip Excel
BAN Summary Text
BAN Summary Excel
Payments Text
Payments Excel
Monthly Recurring Charges Text
Monthly Recurring Charges Excel
Monthly Recurring Detail Text
Monthly Recurring Detail Excel
Usage Detail Text
Usage Detail Excel
Service Taxes and Surcharges Text
Service Taxes and Surcharges Excel
Surcharges Detail Text
Surcharges Detail Excel
CSR Detail Text
CSR Detail Excel
5.13. **Search Functionality**

5.13.1. **Search by Invoice Item**

Every line in the invoice is numbered.

Type the item number into the *Invoice Item* search box and click *Search*. This displays a hyperlink beneath the search box.

![Invoice Item search box](image)

Click the hyperlink to go to the requested item on the invoice with the item number highlighted.

![Invoice detail](image)
5.13.2. Search by Keyword

A keyword can be a product name, city name, phone number or other content on the bill. It is not case sensitive.

Type the key word or phrase into the Keyword search box and click Search. This displays a hyperlink beneath the search box. If the keyword appears on multiple pages, multiple links are displayed. If it appears multiple times on one page, only one link is displayed.

Keyword: Rate Change  Search
Section:  

InvoiceOtherCharges.aspx ...

Click the hyperlink to go to the requested item on the invoice with the keyword highlighted.

Note: This search can be limited by selecting the invoice section from the drop-down list.
5.14. PDF Files

A new feature for CALNET 3 is the downloadable pdf of the entire invoice. This will be available to all agencies, regardless of whether they have chosen to receive a paper bill or not. Unlike the paper version of the bill, the pdf will display all usage and Customer Service Record (CSR) detail. Agencies can also choose to simply see a link to a pdf of the Statement of Accounts/Remittance Slip by discussing it with their dedicated order representative.

<table>
<thead>
<tr>
<th>PDF Files</th>
</tr>
</thead>
<tbody>
<tr>
<td>44444_06132014.zip</td>
</tr>
</tbody>
</table>

6. Administrative functions

Agency administrators and agency users have additional options under each of the menu items across the top of the screen.

6.1. Bill Payers tab

The Bill Payers menu item contains three additional options for an agency administrator or agency user to access an invoice or review billing details.

![Menu Screen]

- Find
- Contact Maintenance
- Address Maintenance
- History Summary
- Invoice Options
- View Invoice
- Billing Inquiry
- Payment History
6.1.1. Find

Select Bill Payers > Find.

This can also be referred to as the Bill Payer Search screen. It is the first screen that appears when an agency administrator or agency user logs in to the system. This home screen allows for searches by BAN, Bill Payer Name, BTN Display, Invoice, Attention Name or Customer Name.

Type the desired search criteria (an asterisk at the beginning and/or end of the search criteria allows for a wildcard search) and click Search.

If your search yields only one Billing Account Number (BAN), it will automatically open the History Summary screen (see section 3.1.3) for that account.

If your search yields multiple BANs, the page will list Customer Name, Bill Payer Name and Attention Name for each Billing Account Number in your search results.

Clicking any of the column headings will sort the results list by that criterion in ascending order. Clicking that same column heading again will sort the results in descending order.
6.1.2. View Invoice

Select Bill Payers > View Invoice.

This is an alternate method for finding a specific invoice.

From the drop-down menu, select the Invoice Date and click View Invoice. The chosen invoice will open in a separate window.
6.1.3. Payment History

Select Bill Payers > Payment History

This screen lists the dates and amounts of all payments and refunds for the selected BAN.

6.2. Reports tab

Agency administrators and agency users have additional reports available.
6.2.1. Agency User Details

Select Reports > Agency User Details

The Agency User Details report is available only to agency administrators. It enables them to monitor who has access to view their online bill detail.

To run a report, select the report format and click Get Report.

```
Report Format: Excel multi-worksheets

Get Report
```

This report shows contact information for all users (agency administrator, agency user, or bill payer user), with access to that agency’s accounts. The report shows their Login ID, Last Name, First Name, E-Mail Address, Phone Number, BPN (BAN), Active/Inactive Status, Customer Name and User Type.

This will help administrators monitor who has access to which accounts, and what level of access each user has.
6.2.2. EDS Agency Report

Select Reports > EDS Agency Report

The EDS (Enhanced Data Stream) Agency Report is available to both agency users and agency administrators. It is a flat file of all the Billing Account Numbers (BANs) for the agency for a selected month. Previously, this had been available on a CD sent to agencies that requested it. This is now available to all agencies and provides data can be imported into an agency’s cost accounting system for quicker data manipulation.

To run a report, select the agency name and desired invoice date and click Get Report.

The AT&T CALNET 3 website has more information that can be provided to IT developers, in order to set up the feed into an agency’s billing system.
6.3.  **Maintenance tab**

This menu item is only available to agency administrators and it enables them to add, view, edit or delete bill payer users’ profiles, and approve or deny new user requests.

6.3.1.  **Bill Payers**

Select **Maintenance > Web Security > Bill Payers**

A bill payer user is someone who assists the primary administrator with bill paying/reviewing responsibilities for select accounts within the agency.

The list of existing bill payer users can be sorted by clicking on any of the blue headings (**LogIn ID, Last Name, Exp Date, Password Changed**).
To add a new user:

1. Click the **Add New User** button.
2. Enter the requested data on the Web Security - Bill Payer Detail screen. Fields with a red asterisk are required.
   - Choose the Login ID for the user. The system will alert you if that ID already exists.
   - The **Gen PWD** button will generate a high security password for the new user. You may use this or manually type in a temporary password for the new user. The new user should change the password the first time they log in.
   - The **Customer Name** dropdown list may have multiple options, depending on the administrator’s access. Choose each customer name one at a time to see and select the accounts available.
3. From the list of **Available Bill Payer Accounts**, select the ones to assign to the new user. Multiple accounts can be selected at once by holding the CTRL key.
4. Click **Add**.
5. Choose another customer name if more accounts need to be added.
6. Once all accounts are selected, click **Save User Details**.
7. A message at the top of the screen will appear indicating “End User Added Successfully.”
8. The new user will receive an email with their login details.
9. To add another user, choose the **Add Another Bill Payer User** button at the bottom of the screen. This will clear the screen and allow you to add another bill payer user.
Please note: If another agency administrator or agency user is needed, see section 2.3.1.

To edit an existing user’s profile:

1. Click **Edit** next to the user’s name.
2. On the **Web Security - Bill Payer Detail** Screen, overtype the information that needs to be changed.
3. Add or remove bill payer accounts by highlighting the account and clicking **Add** or **Remove**, as appropriate.
4. Click **Save User Details**.
5. To edit an additional user, choose another name from the **Select Different User** drop-down list.
6.3.2. New User Request

Select Maintenance > Web Security > New User Request

When a new user request arrives, an agency administrator can approve, modify or deny the request. This screen displays a list of pending user requests. If there are many requests awaiting approval you can sort by Request ID, Last Name, Agency ID or Agency Name by clicking on each of the column headings. If there are more than 15 new user requests, they will be separated into multiple pages for you to tab through.

To approve a new user request:

1. Choose the Pending link.

![Pending Link](image)

2. Completing the request is just like adding a new bill payer user, where you can choose a temporary password and designate which accounts the new user will be able to access. Once the request is completed, the new user will receive an email with their login details.

3. To return to the list of new user requests and process another request, choose Return to New User List at the bottom of the screen.
If an administrator wants to provide the new user with an access level other than what had been requested (bill payer, agency user, agency administrator), you have the option to edit the user type.

To modify a new user request:

1. Click the **Edit** button.

2. Change the user type to the appropriate level of access.
3. Click **Update**, where the **Edit** button once appeared.

To deny a new user request:

1. Click the **Edit** button.

2. Change the status to **X- Cancelled**.
3. Click **Update**, where the **Edit** button once appeared.
Note: The CALNET AT&T Billing Consolidator Helpdesk will continue to monitor these notifications and assist agency administrators in completing the requests. If you are an agency administrator and no longer want these notifications or this responsibility, please email CalnetBCHelpdesk@att.com and have your access changed to agency user. This will not affect access to any of the accounts you can currently view or access to the EDS Agency Report.
7. Appendix

7.1. CALNET 3 terms
The following table converts the CALNET 2 field name/term to CALNET 3 field name/term.

<table>
<thead>
<tr>
<th>CALNET 2 term</th>
<th>CALNET 3 term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>Bill Payer (BAN)</td>
</tr>
<tr>
<td>Activity Date</td>
<td>Bill Period</td>
</tr>
<tr>
<td>Bill Payer</td>
<td>Bill Payer (BAN)</td>
</tr>
<tr>
<td>Bill Payer Credits and Adjustments</td>
<td>Bill Payer (BAN) Credits and Adjustments</td>
</tr>
<tr>
<td>Billing Date</td>
<td>Invoice Date</td>
</tr>
<tr>
<td>BTN Credits and Adjustments</td>
<td>Adjustments</td>
</tr>
<tr>
<td>Charge</td>
<td>Total Charge</td>
</tr>
<tr>
<td>Circuit Detail</td>
<td>(This information is included in the CSR Detail)</td>
</tr>
<tr>
<td>Data</td>
<td>Circuit ID / WTN</td>
</tr>
<tr>
<td>Description</td>
<td>Feature Name</td>
</tr>
<tr>
<td>Extension/Circuit</td>
<td>Circuit ID / WTN</td>
</tr>
<tr>
<td>From Date / To Date</td>
<td>Bill Period</td>
</tr>
<tr>
<td>Government Fees and Taxes</td>
<td>Service Taxes &amp; Surcharges</td>
</tr>
<tr>
<td>Invoice Summary</td>
<td>Statement of Accounts / Remittance Slip</td>
</tr>
<tr>
<td>Invoice Summary by BTN</td>
<td>BAN Summary</td>
</tr>
<tr>
<td>Monthly Recurring Detail Charges</td>
<td>Monthly Recurring Detail</td>
</tr>
<tr>
<td>Other Charges and Credits</td>
<td>Non-Recurring Charges</td>
</tr>
<tr>
<td>Past Due</td>
<td>Previous Balance</td>
</tr>
<tr>
<td>Surcharges and Other Fees</td>
<td>Service Taxes &amp; Surcharges</td>
</tr>
<tr>
<td>Svc Order Code</td>
<td>Product ID</td>
</tr>
<tr>
<td>Usage Charges</td>
<td>Usage Detail</td>
</tr>
</tbody>
</table>

Table of CALNET 3 Terms
## 7.2. Glossary

The following table lists fields/terms and the various sections where they appear in the CALNET 3 invoice detail.

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Section(s)</th>
<th>New to C3</th>
</tr>
</thead>
</table>
| Adjustments         | Credits or debits on an account to correct previous billing - including SLA credits. | · Statement of Accounts / Remittance Slip  
                        |                                                                               | · BAN Summary            | X         |
| Bill Payer (BAN)    | A unique Billing Account Number used to designate a Customer or Customer location that will be billed, which can represent multiple BTNs, Circuit IDs, or WTNs. | · Statement of Accounts / Remittance Slip  
                        |                                                                               | · BAN Summary  
                        |                                                                               | · Payments            |           |
| Bill Payer Number (BPN) | The CALNET 2 term which was replaced by Bill Payer (BAN) in CALNET 3. | n/a                                                                       |           |
| Bill Period         | Previously called From Date / To Date, this is the duration of time for which the charges apply | · Monthly Recurring Charges  
                        |                                                                               | · Monthly Recurring Detail  
                        |                                                                               | · Non-Recurring Charges  
                        |                                                                               | · Adjustments            |           |
| BTN                 | Billed Telephone Number: A specific Billing Telephone Number recorded by the switch on a Call Detail Record identifying the party to be billed for the call. | · BAN Summary  
                        |                                                                               | · Monthly Recurring Charges  
                        |                                                                               | · Monthly Recurring Detail  
                        |                                                                               | · Usage Detail  
                        |                                                                               | · Non-Recurring Charges  
                        |                                                                               | · Service Taxes & Surcharges            |           |
| CC                  | Customer Code: Unique identifier for the Customer as provided by CALNET 3 CMO. | n/a                                                                       |           |
| City                | City where circuit/service is physically located.                           | · CSR Detail                                                              | X         |
| **Contract** | A Yes/No identifier indicating if the service is billed through CALNET 3. | · Monthly Recurring Charges  
· Monthly Recurring Detail  
· Usage Detail  
· Non-Recurring Charges  
· Adjustments | X |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contract Number</strong></td>
<td>The Contract agreement number issued on the STD 213 for each Contractor.</td>
<td>· Statement of Accounts / Remittance Slip</td>
<td></td>
</tr>
<tr>
<td><strong>CSR</strong></td>
<td>Customer Service Record.</td>
<td>· CSR Detail</td>
<td></td>
</tr>
<tr>
<td><strong>CSR Detail</strong></td>
<td>Customer Service Record Detail: displays account record detail.</td>
<td>· Invoice Detail</td>
<td>X</td>
</tr>
<tr>
<td><strong>Current Charges</strong></td>
<td>All debits and credits posted to the current invoice.</td>
<td>· Statement of Accounts / Remittance Slip</td>
<td></td>
</tr>
<tr>
<td><strong>Customer Name</strong></td>
<td>Customer name as defined in Customer Naming Conventions (IFB-A Section A.4.2).</td>
<td>· Statement of Accounts / Remittance Slip</td>
<td>X</td>
</tr>
</tbody>
</table>
| **Feature Name** | The Feature Name in the Bidder’s Catalog A. | · Monthly Recurring Charges  
· Non-Recurring Charges  
· Adjustments | X |
| **FID** | Field Identifier, Field Identification Delineators: An alpha or alphanumeric code used to identify data and provide instructions on service orders. | · CSR Detail | X |
| **Invoice Date** | The date the invoice was issued to the Customer. | · Statement of Accounts / Remittance Slip  
· BAN Summary  
· Payments | |
| **Invoice Number** | The unique number assigned to the invoice. | · Statement of Accounts / Remittance Slip  
· BAN Summary  
· Payments | |
<table>
<thead>
<tr>
<th>Item #</th>
<th>A number assigned to the specific line on which each Product ID resides.</th>
</tr>
</thead>
</table>
| Bill Payer (BAN) Credits & Adjustments
| Monthly Recurring Charges
| Monthly Recurring Detail
| Usage Detail
| Non-Recurring Charges
| Service Taxes & Surcharges |
| Monthly Recurring Charges | Monthly Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidders response or as negotiated in an IPR. |
| BAN Summary
| Monthly Recurring Charges |
| Node | A connection or redistribution point for the service or feature when applicable. Typically for services with multiple drop points. |
| CSR Detail |
| Non-Recurring Charges | One time Non-Recurring Charge per Product ID excluding any Admin Fee as included in Catalog A of the Bidder’s response or as negotiated in an IPR. |
| BAN Summary
| Non-Recurring Charges |
| Payment | Physical payments received for the specified account. |
| Statement of Accounts / Remittance Slip |
| Previous Balance | The amount due from the bill cycle prior to the current invoice, less any payments that had been received. |
| Statement of Accounts / Remittance Slip |
| Previous Bill | The amount due on the bill cycle prior to the current invoice. |
| Statement of Accounts / Remittance Slip |
| **Product ID** | A unique Contractor-defined code specific to the service or feature name as included in the Bidder’s Response and as identified in Catalog A. If a bundled set of features are offered together at a single price in Catalog A, a unique Product ID shall be assigned to represent the bundle. Product IDs in Catalog A for IFB A shall not reoccur or appear in any other CALNET 3 solicitations. | · Monthly Recurring Charges  
· Monthly Recurring Detail  
· Usage Detail  
· Non-Recurring Charges |
| **Pro-rated Charges** | For any service or feature that was charged for a portion of the month of service, this prorated monthly recurring charge shall be captured here. | · Non-Recurring Charges |
| **Provider** | The division of AT&T that is billing a particular service (i.e. CALNET 3 Contract, Long Distance, etc.) | · Monthly Recurring Charges  
· Non-Recurring Charges  
· Adjustments  
· Service Taxes & Surcharges |
| **Qty** | Quantity: Total number of billable units for the specified Product ID in the reporting month. | · Non-Recurring Charges  
· Adjustments |
| **Remittance Slip** | The bottom of the first page of the invoice that should be submitted with a payment. | · Statement of Accounts / Remittance Slip |
| **Service Taxes & Surcharges** | Itemized Tax, Fee, or Surcharge billed for the Product ID for the specified row. | · BAN Summary  
· Service Taxes & Surcharges |
| **SR Number** | Entity’s service request number as provided on the Telecommunications Service Request. | · Non-Recurring Charges |
Glossary

7.3. **Summary of changes by section**

The following tables list the changes to each section of the CALNET 3 invoice.

**Invoice Detail**

<table>
<thead>
<tr>
<th>Description</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Name Subheaders are highlighted to more easily distinguish it from the data</td>
<td></td>
</tr>
<tr>
<td>Field Name Subheaders will freeze at the top of the page when scrolling to make viewing the invoices clearer</td>
<td></td>
</tr>
<tr>
<td>Invoice download reports credit amounts as a negative number rather than displaying CR behind the value</td>
<td></td>
</tr>
<tr>
<td>Invoice Summary was renamed Statement of Accounts / Remittance Slip</td>
<td></td>
</tr>
<tr>
<td>Invoice Summary by BTN was renamed BAN Summary</td>
<td></td>
</tr>
<tr>
<td>Bill Payer Credits and Adjustments was renamed Bill Payer (BAN) Credits and Adjustments</td>
<td></td>
</tr>
<tr>
<td>Monthly Recurring Detail Charges was renamed Monthly Recurring Detail</td>
<td></td>
</tr>
<tr>
<td>Usage Charges was renamed Usage Detail and moved under Monthly Recurring Charges</td>
<td></td>
</tr>
<tr>
<td>Circuit Detail section was removed. This information can be found in the CSR Detail section</td>
<td></td>
</tr>
<tr>
<td>Other Charges and Credits was renamed Non-Recurring Charges</td>
<td></td>
</tr>
<tr>
<td>BTN Credits and Adjustments was renamed Adjustments</td>
<td></td>
</tr>
<tr>
<td>Government Fees and Taxes &amp; Surcharges and Other Fees were merged and renamed Service Taxes &amp; Surcharges</td>
<td></td>
</tr>
</tbody>
</table>

Changes to the Invoice Detail section
### Statement of Accounts / Remittance Slip

<table>
<thead>
<tr>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALNET 2 has been renamed CALNET 3</td>
</tr>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer (BAN)</td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format</td>
</tr>
<tr>
<td>Customer Name field has been added to show the State's assigned Customer Name</td>
</tr>
<tr>
<td>Past Due has been renamed Previous Balance</td>
</tr>
<tr>
<td>Adjustments field has been added</td>
</tr>
</tbody>
</table>

Changes to the Statement of Accounts/Remittance Slip section

### BAN Summary

<table>
<thead>
<tr>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format</td>
</tr>
<tr>
<td>Monthly Charges was renamed Monthly Recurring Charges</td>
</tr>
<tr>
<td>The Usage Column was removed and the charges are now listed under the Monthly Charges Column</td>
</tr>
<tr>
<td>Other Charges and Credits was renamed Non-Recurring Charges</td>
</tr>
<tr>
<td>Adjustments field has been added</td>
</tr>
<tr>
<td>Government Fees and Taxes &amp; Surcharges and Other Fees were merged and renamed Service Taxes &amp; Surcharges</td>
</tr>
<tr>
<td>Total was renamed Total Charges</td>
</tr>
</tbody>
</table>

Changes to the BAN Summary section

### Payments

<table>
<thead>
<tr>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format</td>
</tr>
</tbody>
</table>

Changes to the Payments section
### Bill Payer (BAN) Credits and Adjustments

<table>
<thead>
<tr>
<th>Changes to the Bill Payer (BAN) Credits and Adjustments section</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format</td>
</tr>
</tbody>
</table>

### Monthly Recurring Charges

<table>
<thead>
<tr>
<th>Changes to the Monthly Recurring Charges section</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format</td>
</tr>
<tr>
<td>Provider field has been added to the online version</td>
</tr>
<tr>
<td>Contract field has been added with a Y/N Contract Identifier</td>
</tr>
<tr>
<td>Svc Order Code has been renamed Product ID</td>
</tr>
<tr>
<td>Description has been renamed Feature Name</td>
</tr>
<tr>
<td>Activity Date has been renamed Bill Period and changed to MM/DD/YYYY format</td>
</tr>
<tr>
<td>Charge field has been added; it will be blank if Contract field = 'N'</td>
</tr>
<tr>
<td>Charge has been renamed Total Charge</td>
</tr>
<tr>
<td>Usage data has been added to this section, subtotaled by Product ID and Quantity</td>
</tr>
</tbody>
</table>
### Monthly Recurring Detail

<table>
<thead>
<tr>
<th>Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
<td></td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
<td></td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY</td>
<td></td>
</tr>
<tr>
<td>format</td>
<td></td>
</tr>
<tr>
<td>Contract field has been added with a Y/N Contract Identifier</td>
<td></td>
</tr>
<tr>
<td>Svc Order Code has been renamed Product ID</td>
<td></td>
</tr>
<tr>
<td>Description has been renamed Feature Name</td>
<td></td>
</tr>
<tr>
<td>Activity Date has been renamed Bill Period and changed to MM/DD/YYYY</td>
<td></td>
</tr>
<tr>
<td>format</td>
<td></td>
</tr>
<tr>
<td>Charge field has been added; it will be blank if Contract field = 'N'</td>
<td></td>
</tr>
<tr>
<td>Charge has been renamed Total Charge</td>
<td></td>
</tr>
<tr>
<td>Data has been renamed Circuit ID / WTN</td>
<td></td>
</tr>
<tr>
<td>WTN drop-down list has been added to the top of the screen</td>
<td></td>
</tr>
<tr>
<td>Data is subtotaled by Circuit ID/WTN. If there isn't a circuit ID/WTN, the BTN will be listed</td>
<td></td>
</tr>
<tr>
<td>Usage data has been added to this section, subtotaled by Product ID and Quantity</td>
<td></td>
</tr>
</tbody>
</table>

Changes to the Monthly Recurring Detail section

### Usage Detail

<table>
<thead>
<tr>
<th>Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Billing Name and Address have been removed from the top of the page</td>
<td></td>
</tr>
<tr>
<td>Bill Payer has been renamed Bill Payer BAN</td>
<td></td>
</tr>
<tr>
<td>Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY</td>
<td></td>
</tr>
<tr>
<td>format</td>
<td></td>
</tr>
<tr>
<td>Contract field has been added with a Y/N Contract Identifier</td>
<td></td>
</tr>
<tr>
<td>Svc Order Code has been renamed Product ID</td>
<td></td>
</tr>
<tr>
<td>Date will be formatted M/DD</td>
<td></td>
</tr>
<tr>
<td>Charge has been renamed Total Charge</td>
<td></td>
</tr>
<tr>
<td>Extension/Circuit has been renamed Circuit ID / WTN</td>
<td></td>
</tr>
</tbody>
</table>

Changes to the Usage Detail section
### Non-Recurring Charges

The Billing Name and Address have been removed from the top of the page
Bill Payer has been renamed Bill Payer BAN
Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format
Provider field has been added to the online version
Contract field has been added with a Y/N Contract Identifier
Svc Order Code has been renamed Product ID
Description has been renamed Feature Name
From Date / To Date has been renamed Bill Period and changed to MM/DD/YYYY format
Purchase Order Number has been renamed SR Number
Monthly Rate has been renamed Charge; it will be blank if Contract field = 'N'
Charge has been renamed Total Charge
Extension/Circuit has been renamed Circuit ID / WTN

Changes to the Non-Recurring Charges section

### Adjustments

The Billing Name and Address have been removed from the top of the page
Bill Payer has been renamed Bill Payer BAN
Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format
Provider field has been added to the online version
Contract field has been added with a Y/N Contract Identifier
Qty field has been added
Svc Order Code has been renamed Product ID
Feature Name field has been added
From Date / To Date has been renamed Bill Period and changed to MM/DD/YYYY format
Charge field has been added; it will be blank if Contract field = 'N'
Charge has been renamed Total Charge

Changes to the Adjustments section
### Service Taxes & Surcharges
The Billing Name and Address have been removed from the top of the page
Bill Payer has been renamed Bill Payer BAN
Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format
Provider field has been added to the online version
Charge has been renamed Total Charge

Changes to the Service Taxes & Surcharges section

### CSR Detail
The Billing Name and Address have been removed from the top of the page
Bill Payer has been renamed Bill Payer BAN
Billing Date has been renamed Invoice Date and changed to MM/DD/YYYY format
Provider field has been added to the online version
Contract field has been added
Svc Order Code has been renamed Product ID
FID field has been added
Description has been renamed Feature Name
Node field has been added
City field has been added
Charge has been renamed Total Charge
Activity Date has been renamed Bill Period
Data has been renamed Circuit ID / WTN

Changes to the CSR Detail section

#### 7.4. E-Rate

The following table lists the changes that apply to E-Rate customers.

<table>
<thead>
<tr>
<th>E-Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Amount &amp; Admin Fee will continue to display on screens, for E-Rate customers, as it had in CALNET 2</td>
</tr>
<tr>
<td>Original Provider field has been added to Monthly Recurring Charges</td>
</tr>
<tr>
<td>Base Amount field has been added to Service Taxes &amp; Surcharges</td>
</tr>
<tr>
<td>Admin Fee field has been added to Service Taxes &amp; Surcharges</td>
</tr>
<tr>
<td>Product ID field has been added to Service Taxes &amp; Surcharges</td>
</tr>
</tbody>
</table>

E-Rate Changes
7.5. Training

For questions not covered in this user guide, or to request live training on AT&T Billing Consolidator, please visit the AT&T CALNET website, select Training and then select Instructor-Led Training or email CalnetTraining@att.com directly.