

Customer Portal

User Guide

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NOTE: Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.

Overview

Our service management portal puts the control of your voice service in your hands. This guide will provide you with a walkthrough of the portal and show you how to make the most of your TelNet Worldwide service. Make service-impacting modifications that will allow you and your company to be agile. From call forwarding to E911 record modification, you have the ability to make real-time changes on the fly.

User Roles and Permissions

The portal is structured with two levels of user access: Admin and Non-Admin. There is no limit to the number of admins and/or users you are allowed to have on your account.

Admin User

- Make service-impacting modifications
- View audit logs (see what changes have been made by other users)
- Request additional user access

Non-Admin User

- View only
- Not able to make service-impacting modifications

Agent

- View and/or make service impacting modifications on accounts that have allowed their agent access

Data Center Customer Admin

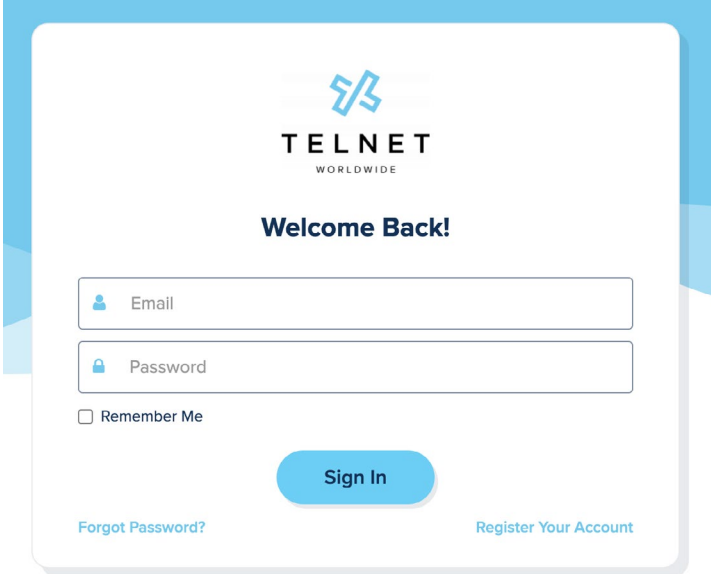
- View our Data Center Colocation information management tool (DCIM)

Billing User

- This role is used for any user that is logging into the portal for billing tasks

Account Registration

- Visit [Customerportal.telnetww.com/Account/register](https://customerportal.telnetww.com/Account/register)
- Click the Register Your Account button in the bottom right corner of the window.
- Enter your email address, first name, and last name.
- If your email is already registered, you will be prompted to reset your password.
- If your email is not already registered, you will see all of the accounts your contract information is linked to.
- Review the list of accounts that your user will have access to.
- Click the Confirm Registration button.



The screenshot shows the login interface for the TelNet Worldwide Customer Portal. At the top center is the TelNet Worldwide logo. Below the logo is the text "Welcome Back!". There are two input fields: "Email" with a person icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Remember Me". A blue "Sign In" button is centered below the input fields. At the bottom left is a link for "Forgot Password?" and at the bottom right is a link for "Register Your Account".

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Signing In

- Access the portal by pasting this link into your search bar: [Customerportal.telnetww.com](https://customerportal.telnetww.com)

We recommend bookmarking this page for easy future access.

The Dashboard

Blog A

Check out our latest blog! This section will update every time a new blog is published. Click anywhere in the section and you'll be brought to our website for the full article.

Network Status B

Stay up-to-date on TelNet uptime. This widget will give you the current status of every aspect of the TelNet network. You're also able to subscribe for notifications in the event of an outage.

Extra Resources C

Everything from product overviews to help guides to configuration information.

Update Your Contacts D

Have a new employee, email address or office? If there is any change to your contact information, you can manage your info within the Manage Contact screen.

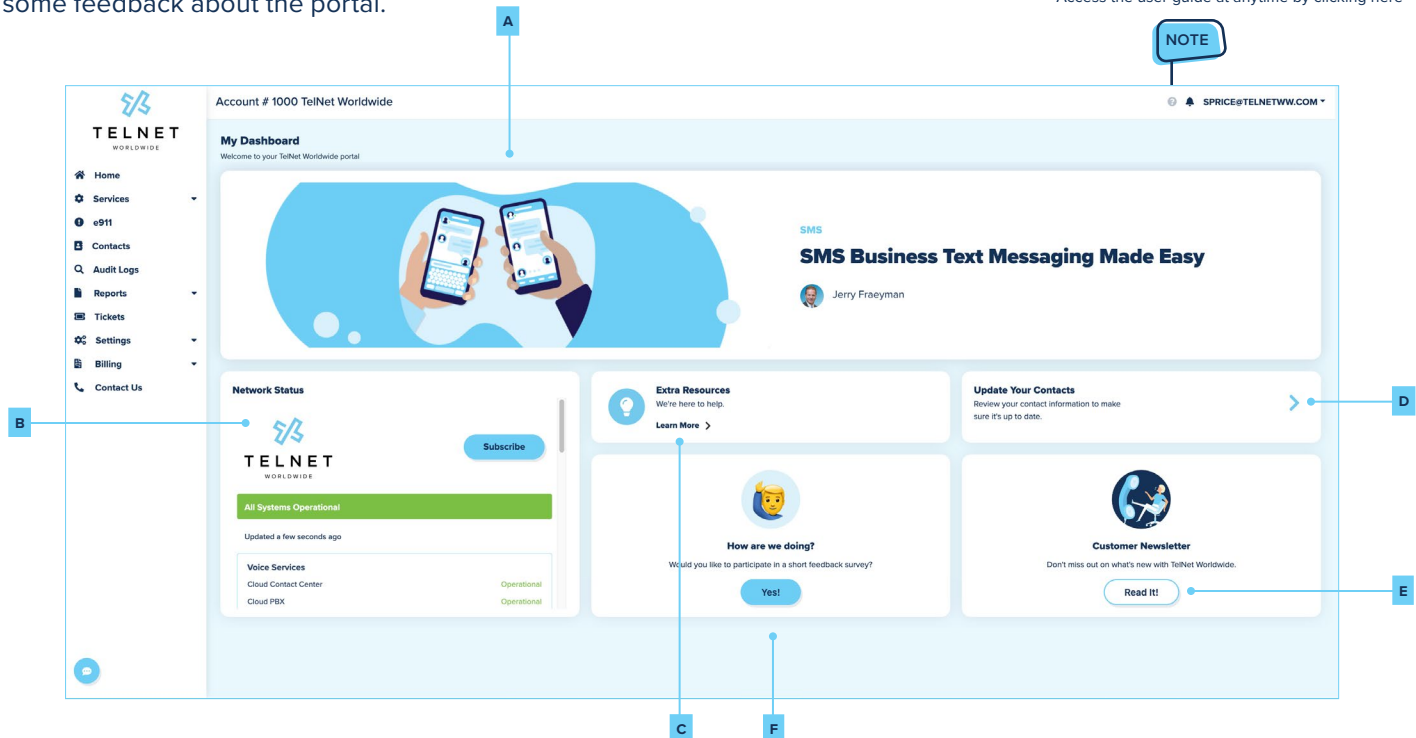
Customer Newsletter E

Stay up to date with all things TelNet!

How are we doing? F

Leave us some feedback about the portal.

Access the user guide at anytime by clicking here



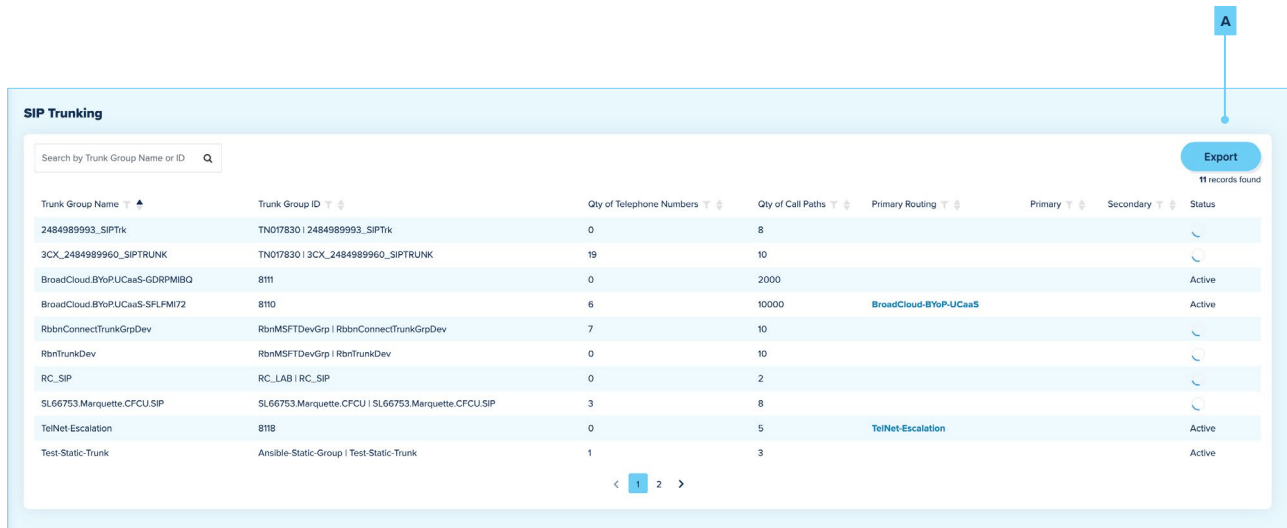
VoIP Trunking

To access information about your Trunking service(s), select **Services** in the sidebar. Select **SIP Trunking, IP-PRI, or Microsoft Teams Direct Routing** to display the following information:

- List of trunk groups
- Trunk Group IDs
- Quantity of telephone numbers
- Quantity of call paths
- Status (Active, Inactive, Failed-over, Disconnected)
- Routing information

NOTE

- To download your Trunk Group information into a CSV file, click the **Export** button **A**.



SIP Trunking

Search by Trunk Group Name or ID

Export 11 records found

| Trunk Group Name | Trunk Group ID | Qty of Telephone Numbers | Qty of Call Paths | Primary Routing | Primary | Secondary | Status |
|-------------------------------|---|--------------------------|-------------------|-----------------------|---------|-----------|----------|
| 2484989993_SIPTrk | TN017830 2484989993_SIPTrk | 0 | 8 | | | | Inactive |
| 3CX_2484989993_SIPTRUNK | TN017830 3CX_2484989993_SIPTRUNK | 19 | 10 | | | | Inactive |
| BroadCloud.BYoPUcaas-GDRPMIBQ | 8111 | 0 | 2000 | | | | Active |
| BroadCloud.BYoPUcaas-SFLFM172 | 8110 | 6 | 10000 | BroadCloud.BYoP-Ucaas | | | Active |
| RbriConnectTrunkGrpDev | RbnMSFTDevGrp RbriConnectTrunkGrpDev | 7 | 10 | | | | Inactive |
| RbnTrunkDev | RbnMSFTDevGrp RbnTrunkDev | 0 | 10 | | | | Inactive |
| RC_SIP | RC_LAB RC_SIP | 0 | 2 | | | | Inactive |
| SL66753.Marquette.CFCU.SIP | SL66753.Marquette.CFCU SL66753.Marquette.CFCU.SIP | 3 | 8 | | | | Inactive |
| TelNet-Escalation | 8118 | 0 | 5 | TelNet-Escalation | | | Active |
| Test-Static-Trunk | Ansible-Static-Group Test-Static-Trunk | 1 | 3 | | | | Active |

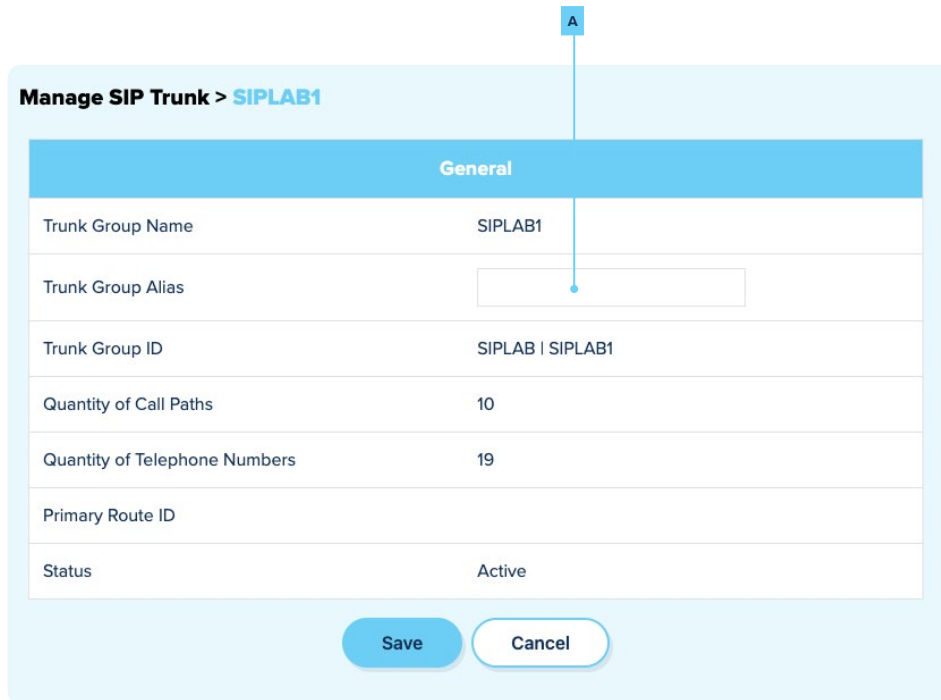
< 1 2 >

VoIP Trunking Manage View

To view details about a single Trunk Group, select that *Trunk Group* from the list.

Within the SIP Trunking Manage View screen, users can manage / view:

- Trunk Group Name
- **Trunk Group Alias**
 - Edit this field to change the name of your trunk group to describe the location, region, etc. A.
- Trunk Group ID
- Quantity of call paths associated to this trunk group
- Quantity of telephone numbers associated to this trunk group
- Status (Active, Inactive, Failed-Over, Disconnected)



Manage SIP Trunk > SIPLAB1

| General | |
|-------------------------------|----------------------|
| Trunk Group Name | SIPLAB1 |
| Trunk Group Alias | <input type="text"/> |
| Trunk Group ID | SIPLAB SIPLAB1 |
| Quantity of Call Paths | 10 |
| Quantity of Telephone Numbers | 19 |
| Primary Route ID | |
| Status | Active |

Save
Cancel

Digital Fax

To access your digital fax service, click [Services](#) in the sidebar. Select [Digital Fax](#) to be brought to the Digital Fax portal where you can send, receive, and download fax's.

Cloud PBX

To access your Cloud PBX service, click [Services](#) in the sidebar. Select [Cloud PBX](#) to be brought to the Cloud PBX / VoiceView portal where you manage all aspects of your Cloud PBX service.

Devices

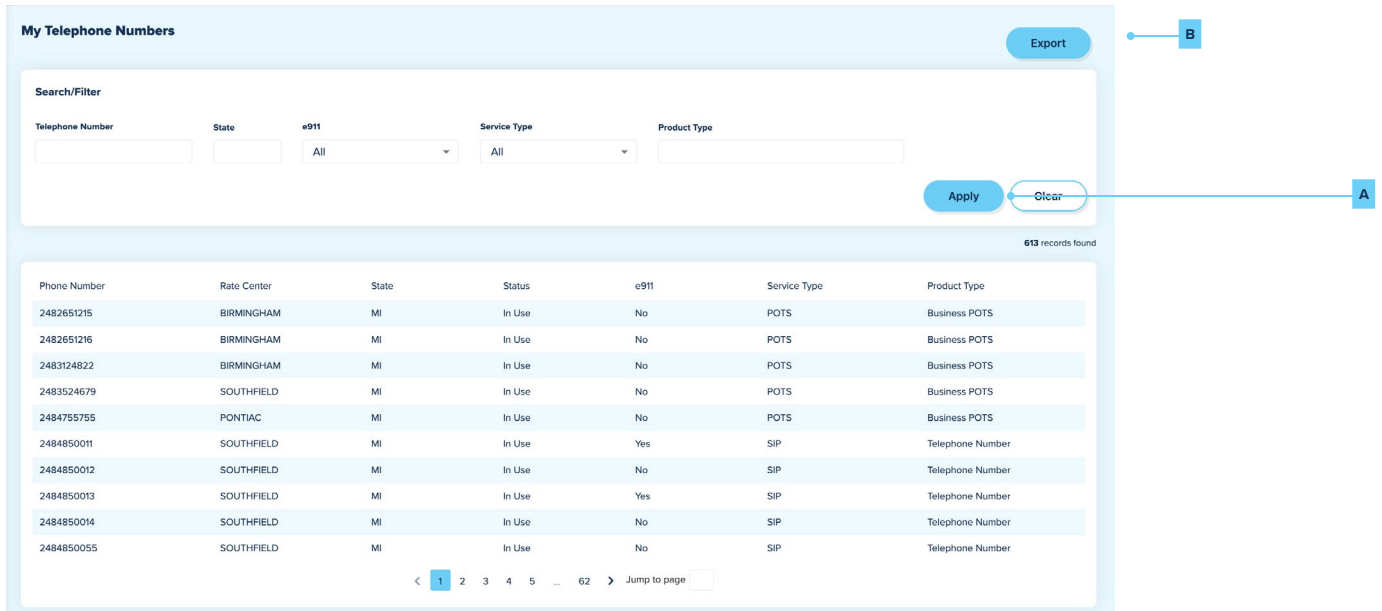
To view all of the devices on your account, click [Services](#) in the sidebar. Select [Devices](#) to be brought to the list of devices. Whether you have Cloud PBX, IP-PRI, or FXS, the devices that you use everyday will appear in a list where you can take inventory!

In this list you will find:

- Device Name
- Device Type
- User Associated
- Service Type

Telephone Numbers

To view and access your telephone numbers, select **Services** in the sidebar, and then select **Telephone Numbers**.



My Telephone Numbers Export **B**

Search/Filter

Telephone Number: State: e911: Service Type: Product Type:

Apply **A** Clear

613 records found

| Phone Number | Rate Center | State | Status | e911 | Service Type | Product Type |
|--------------|-------------|-------|--------|------|--------------|------------------|
| 2482651215 | BIRMINGHAM | MI | In Use | No | POTS | Business POTS |
| 2482651216 | BIRMINGHAM | MI | In Use | No | POTS | Business POTS |
| 2483124822 | BIRMINGHAM | MI | In Use | No | POTS | Business POTS |
| 2483524679 | SOUTHFIELD | MI | In Use | No | POTS | Business POTS |
| 2484757555 | PONTIAC | MI | In Use | No | POTS | Business POTS |
| 2484850011 | SOUTHFIELD | MI | In Use | Yes | SIP | Telephone Number |
| 2484850012 | SOUTHFIELD | MI | In Use | No | SIP | Telephone Number |
| 2484850013 | SOUTHFIELD | MI | In Use | Yes | SIP | Telephone Number |
| 2484850014 | SOUTHFIELD | MI | In Use | No | SIP | Telephone Number |
| 2484850055 | SOUTHFIELD | MI | In Use | No | SIP | Telephone Number |

< 1 2 3 4 5 ... 62 > Jump to page

Telephone Number List View

When you land on your telephone number inventory, you'll have the following functions:

- Filter the list view by:
 - A specific TN
 - State, then rate center
 - e911 association

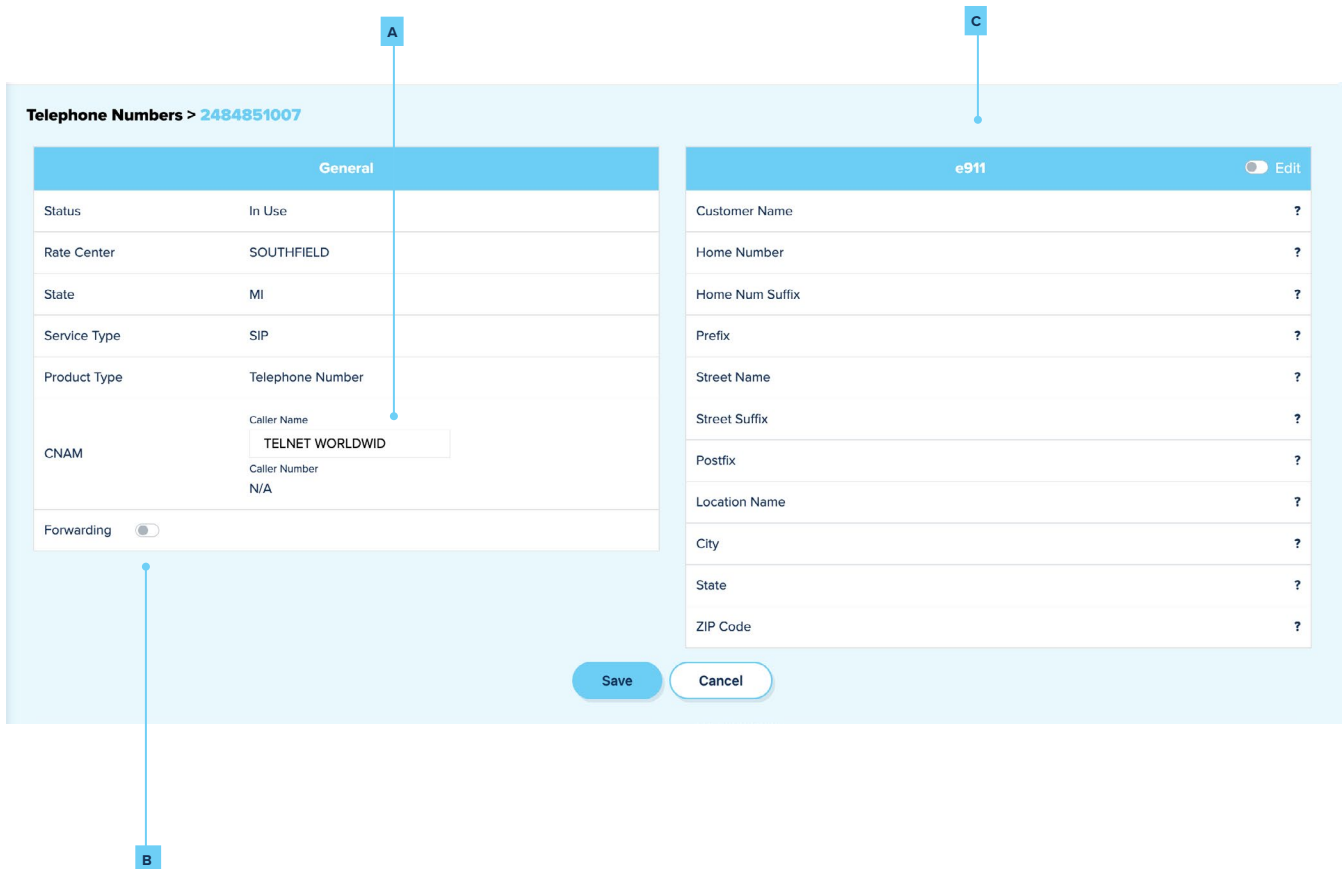
NOTE

- Be sure to **Apply** **A** your filter.
- Select the **Export** **B** button to download this list of TNs as a CSV file.
- Select a single telephone number to view further details, like **Caller ID** and **Forwarding**.

Telephone Number Manage View

On the Telephone Number Manage Screen, you'll find:

- **Status**
 - In Use, Disconnected, Pending, Port Out or Reserved
- **Rate Center**
- **CNAM (Caller ID) A**
 - View or edit the Caller ID for this number by typing the desired Caller Name and pressing **Save**.
- **Call Forwarding B**
 1. Toggle the button on next to **Forwarding** and type in the 10-digit phone number you would like to forward to.
 2. You can forward this TN to another TN within your network, or to an external TN like a cell phone.
 3. Press **Save**.
- **E911**
 - View, modify or remove E911 association to this telephone number C.



The screenshot shows the 'Telephone Numbers > 2484851007' management screen. It is divided into two main sections: 'General' and 'e911'. Callout 'A' points to the 'CNAM' field in the 'General' section, which contains a text input field with 'TELNET WORLDWID' and a 'Caller Number' field with 'N/A'. Callout 'B' points to the 'Forwarding' toggle switch, which is currently turned off. Callout 'C' points to the 'e911' section, which contains a list of fields for address and location information, each with a question mark icon and an 'Edit' button. At the bottom of the screen are 'Save' and 'Cancel' buttons.

| General | |
|--------------|---|
| Status | In Use |
| Rate Center | SOUTHFIELD |
| Slate | MI |
| Service Type | SIP |
| Product Type | Telephone Number |
| CNAM | Caller Name <input type="text" value="TELNET WORLDWID"/> Caller Number N/A |
| Forwarding | <input type="checkbox"/> |

| e911 Edit | |
|--|---|
| Customer Name | ? |
| Home Number | ? |
| Home Num Suffix | ? |
| Prefix | ? |
| Street Name | ? |
| Street Suffix | ? |
| Postfix | ? |
| Location Name | ? |
| City | ? |
| State | ? |
| ZIP Code | ? |

Toll-Free Numbers

To view and access your toll-free numbers, select [Services](#) in the sidebar, then select [Toll-Free Numbers](#).

Toll-Free Number List View

Landing on your Toll-Free Inventory, you will see a list of all your toll-free numbers. You can search for a specific number or ring-to number.

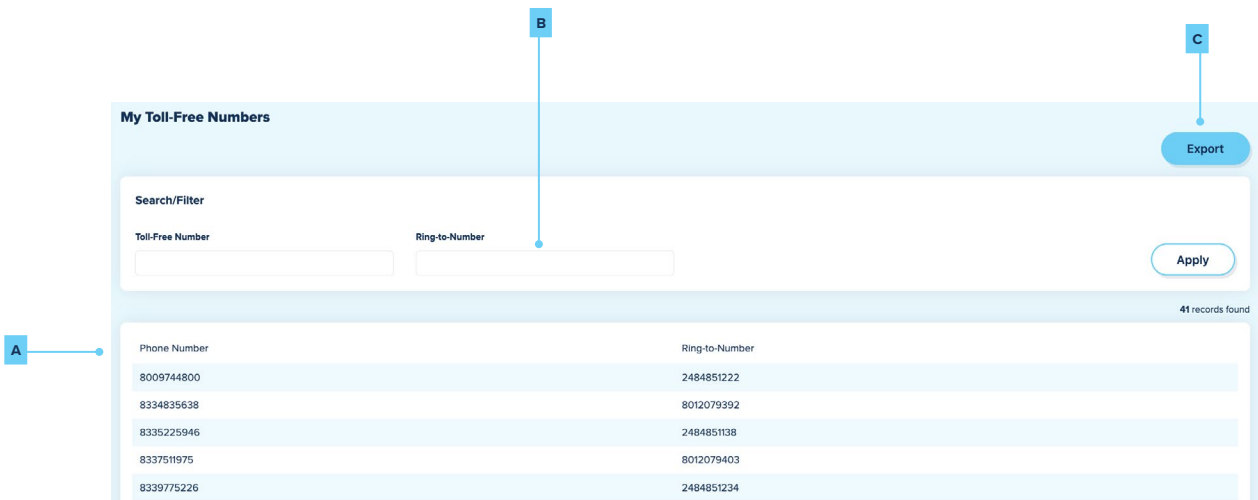
NOTE

- The ring-to number associated with a Toll-Free is the DID that the 800 will route to.

This table shows:

- Toll-Free Numbers** A
- Ring-To Numbers** B

Press the [Export](#) button to download your toll-free numbers to a CSV file C.



The screenshot shows the 'My Toll-Free Numbers' page. At the top right is an 'Export' button (callout C). Below it is a 'Search/Filter' section with two input fields: 'Toll-Free Number' and 'Ring-to-Number' (callout B), and an 'Apply' button. Below the search section is a table with 41 records found. The table has two columns: 'Phone Number' (callout A) and 'Ring-to-Number'. The table contains the following data:

| Phone Number | Ring-to-Number |
|--------------|----------------|
| 8009744800 | 2484851222 |
| 8334835638 | 8012079392 |
| 8335225946 | 2484851138 |
| 8337511975 | 8012079403 |
| 8339775226 | 2484851234 |

Toll-Free Number Manage View

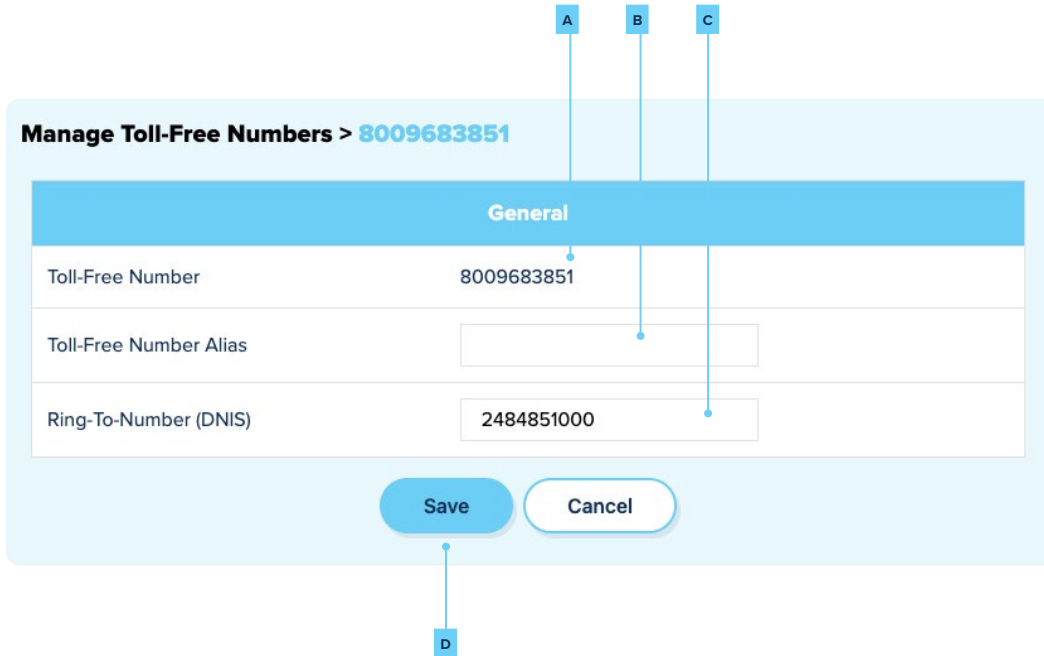
When you select a TFN from the list view, you will land on the Toll-Free Number Manage View.

Here you will find:

- The selected **Toll-Free Number** **A**
- **Toll-Free Number Alias** **B** (edit this field to change the name of your toll-free number to describe the location, office, purpose, etc.)
- **Ring-to-Number (DNIS)** **C** - You can modify the ring-to number by replacing the current 10-digit number with another 10-digit number.

NOTE

- Be sure to press **Save** **D** when complete.



The screenshot shows the 'Manage Toll-Free Numbers > 8009683851' interface. It features a 'General' section with three input fields: 'Toll-Free Number' (8009683851), 'Toll-Free Number Alias' (empty), and 'Ring-To-Number (DNIS)' (2484851000). Below the fields are 'Save' and 'Cancel' buttons. Callouts A, B, and C point to the respective fields, and callout D points to the 'Save' button.

| General | |
|------------------------|----------------------|
| Toll-Free Number | 8009683851 |
| Toll-Free Number Alias | <input type="text"/> |
| Ring-To-Number (DNIS) | 2484851000 |

Buttons: Save, Cancel

E911

To view your E911 information, select **E911** from the sidebar. From this screen, you are able to make the following modifications to your E911 service:

- **Export** all of the records as a CSV file **A**
- View a list of the E911 records and the TN they are associated to
 - Filter by: city, state or zip code
 - Search for a single record

Make a single record modification

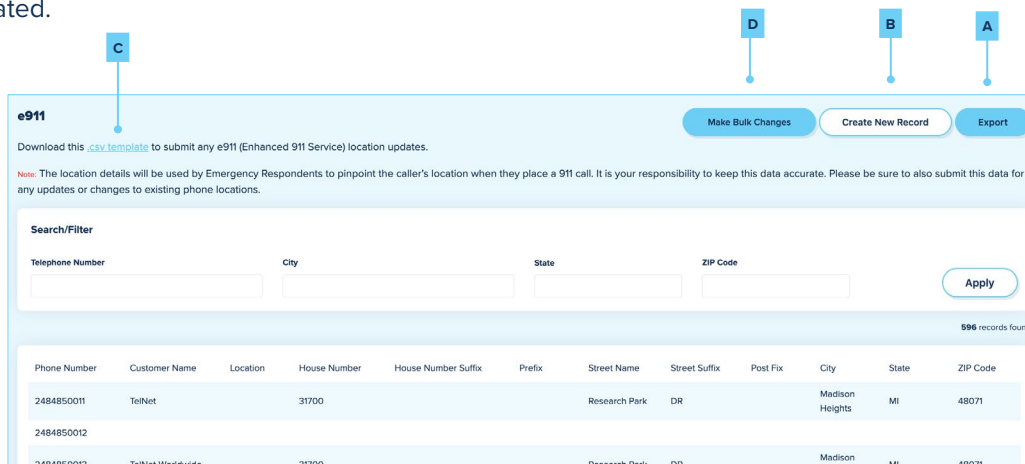
1. Filter or search for the record
2. Select the record to display the pop-up
3. Make the required change to the appropriate field
4. Press **Save**

Create a new record

1. Press the **Create New Record** **B** button.
2. Select the TN or group of TNs you would like to provision and click **Next**.
3. Fill in the required fields and click **Next**.
4. Review your records and click **Finish**.
5. You can cancel the new record at anytime by clicking out of the window.

Make bulk changes that apply to multiple numbers at once

1. Download the **template** **C** near the top of the page
2. In the first column, fill in the TNs that you would like to change
3. Fill in the required cells that have column headers marked with an asterisk (*). Please note that the character limit is indicated in the column header.
4. Click **Save**.
5. Go back to the E911 page of the portal and click **Make Bulk Changes** **D**
6. Select the file that you saved and click **Open**. This will now begin the import of the new records. Once it is complete, they will all be updated.



The screenshot shows the E911 management interface. At the top right, there are three buttons: 'Make Bulk Changes' (labeled D), 'Create New Record' (labeled B), and 'Export' (labeled A). Below these is a search/filter section with input fields for Telephone Number, City, State, and ZIP Code, and an 'Apply' button. A table below shows a list of records with columns for Phone Number, Customer Name, Location, House Number, House Number Suffix, Prefix, Street Name, Street Suffix, Post Fix, City, State, and ZIP Code. The table contains three rows of data. A '596 records found' indicator is visible at the bottom right of the table area.

| Phone Number | Customer Name | Location | House Number | House Number Suffix | Prefix | Street Name | Street Suffix | Post Fix | City | State | ZIP Code |
|--------------|------------------|----------|--------------|---------------------|--------|---------------|---------------|----------|-----------------|-------|----------|
| 248485001 | TelNet | | 31700 | | | Research Park | DR | | Madison Heights | MI | 48071 |
| 248485002 | | | | | | | | | | | |
| 248485003 | TelNet Worldwide | | 31700 | | | Research Park | DR | | Madison Heights | MI | 48071 |

Audit Logs

To view your **Audit Logs**, select **Audit Logs** from the sidebar.

Audit Logs will give the admin user (or TelNet Worldwide Care Team member) the ability to view changes that have been made within a certain account.

NOTE

- This list is view only.

| Audit Logs | | | | | | | | Refresh |
|------------------|-----------|-----------------|-----------------------|----------------------------|----------------------|-----------|-----------|---------|
| Item | Item Type | Item Identifier | Date/Time | User | Actor | Old Value | New Value | Action |
| One-Time Payment | Billing | Credit Card | May 03, 2023 11:04 am | sandtesting21@gmail.com | sslavko@telnetww.com | N/A | \$0.01 | Update |
| eBill | Billing | eBill | Apr 27, 2023 8:03 pm | kadeshacooper@telnetww.com | sprice@telnetww.com | Disabled | Enabled | Update |
| Autopay | Billing | Autopay | Apr 27, 2023 7:42 pm | kadeshacooper@telnetww.com | sprice@telnetww.com | Disabled | Enabled | Update |
| eBill | Billing | eBill | Apr 27, 2023 7:42 pm | kadeshacooper@telnetww.com | sprice@telnetww.com | Enabled | Disabled | Update |
| One-Time Payment | Billing | Credit Card | Apr 27, 2023 7:04 pm | sandtesting21@gmail.com | sslavko@telnetww.com | N/A | \$1.01 | Update |
| Autopay | Billing | Autopay | Apr 27, 2023 7:03 pm | sandtesting21@gmail.com | sslavko@telnetww.com | Disabled | Enabled | Update |

Reports

To view **Reports**, select SIP, IP-PRI, or Microsoft Teams Direct Routing reporting (depending on your services) from the sidebar.

Trunking Call Statistics

A total call count on an entire trunk group.

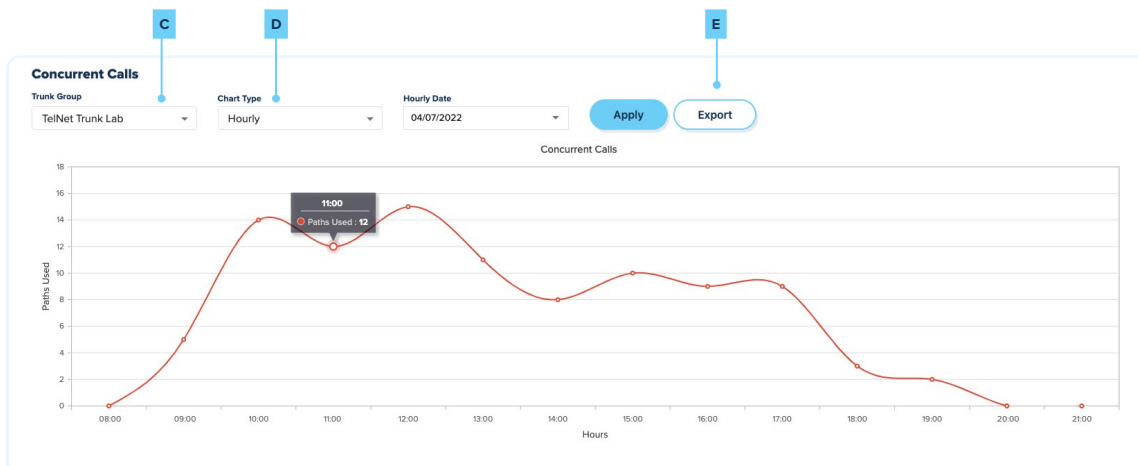
1. Select the appropriate Trunk Group from the dropdown menu **A**.
2. Select the date range **B** and click **Apply** **C**.
3. Select **Export** **E** to export the data to a CSV file.



Concurrent Call Summary

This report shows the maximum concurrent call paths (trunks/calls) used at any given time.

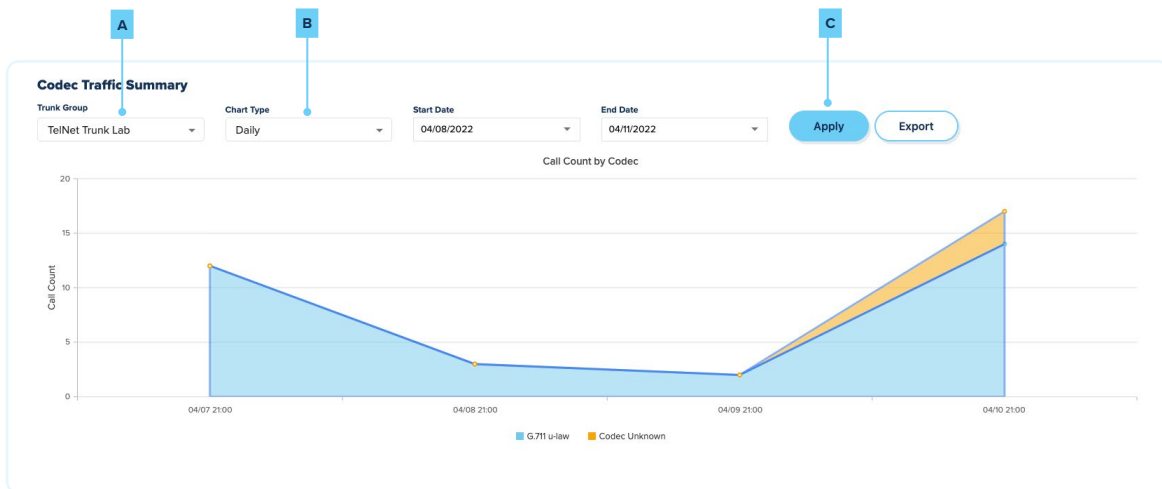
1. Select the **Trunk Group** **C** that you'd like to see data for.
2. Choose between 2 viewing options; Daily or Hourly **D**.
 - Daily will allow a start and end date to be selected which will show results for multiple days.
 - Hourly will only show one date field and will show you that data for the one day selected.
3. Select **Export** **E** to export the data to a CSV file.



Codec Traffic Summary

This report shows the compression rates for the selected trunk group.

1. Select the **Trunk Group** **A** that you'd like to see data for.
2. Choose between 2 viewing options; Daily or Hourly **B** .
 - Daily will allow a start and end date to be selected which will show results for multiple days.
 - Hourly will only show one date field and will show you that data for the one day selected.
3. Select **Export** **C** to export the data to a CSV file.



CDR Analysis Summary

The **CDR Analysis Summary** shows the quantity of call attempts, successful calls, and completed calls. The 3 lines represent each of these metrics:

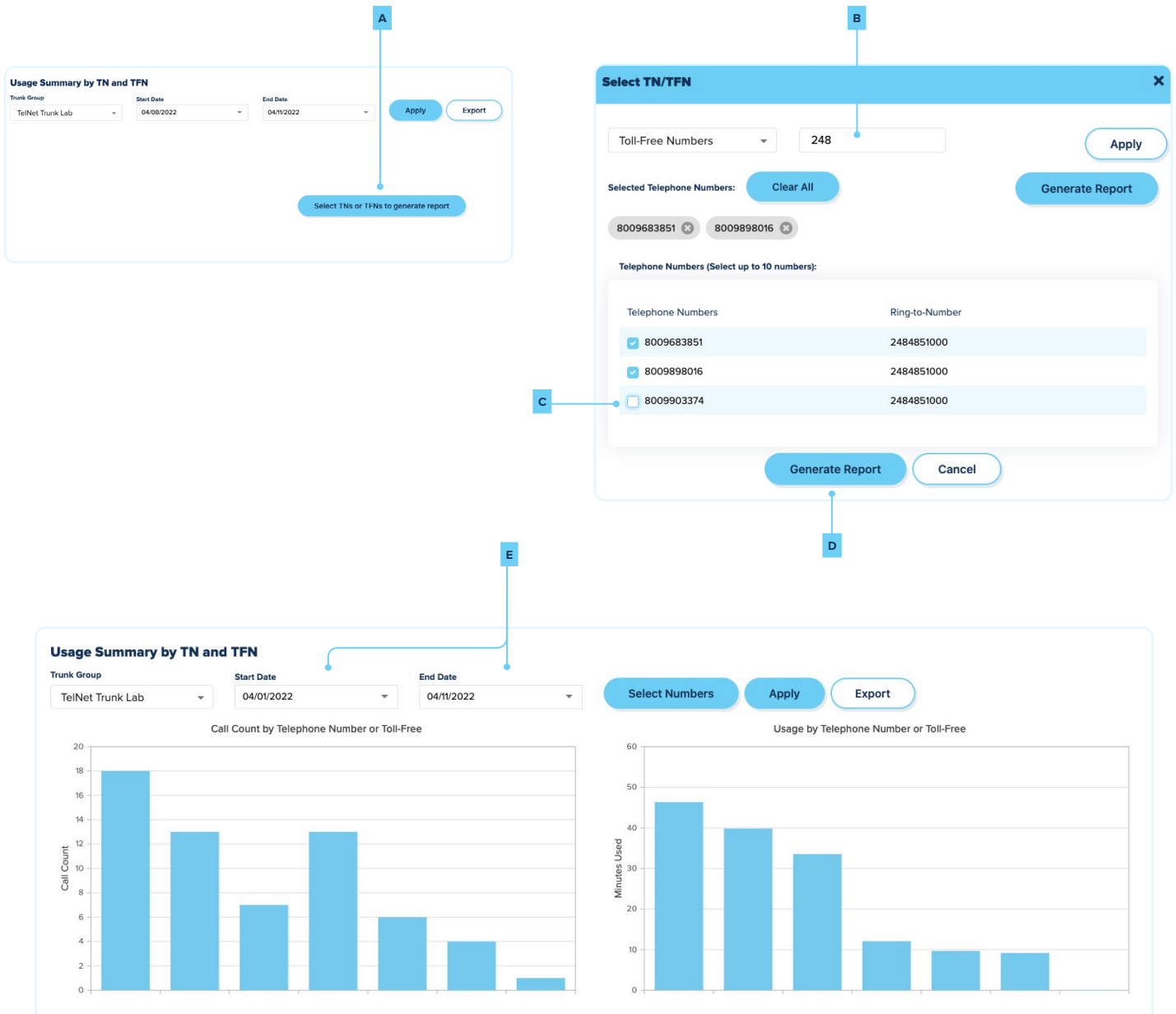
- **Call Attempts** **D** represents how many calls were attempted to be placed or received. This total may include calls that failed or were not connected.
- **Successfully Connected** **E** are ones that are picked up, answered or received.
- **Complete (Answered)** **F** simply means that the call received dial tone.



Usage Summary by TN or TFN

This report gives you the ability to pick a single telephone number or choose a group of telephone numbers to report on. The summary consists of 2 reports: **Call Count and Usage by Telephone Number or Toll-Free**

1. To generate a report, click on [Select TNs or TFNs to generate report](#) **A**.
2. Search for the numbers you wish to view in the report **B**.
3. Once you have found the number, click on the checkbox **C** to select it. Repeat the process for multiple numbers.
4. Select [Generate Report](#) when complete **D**.
5. Select the appropriate date range you wish to view in the report **E**.



The screenshot illustrates the process of generating a report. It shows the 'Usage Summary by TN and TFN' interface with a 'Select TN/TFN' modal window. The modal window contains a search for 'Toll-Free Numbers' with the value '248'. Below this, a table lists selected telephone numbers with checkboxes for selection. The 'Generate Report' button is highlighted. The final report displays two bar charts: 'Call Count by Telephone Number or Toll-Free' and 'Usage by Telephone Number or Toll-Free'.

Usage Summary by TN and TFN

Trunk Group: TelNet Trunk Lab | Start Date: 04/08/2022 | End Date: 04/11/2022

Select TN/TFN

Toll-Free Numbers: 248

Selected Telephone Numbers: 8009683851, 8009898016

| Telephone Numbers | Ring-to-Number |
|--|----------------|
| <input checked="" type="checkbox"/> 8009683851 | 2484851000 |
| <input checked="" type="checkbox"/> 8009898016 | 2484851000 |
| <input type="checkbox"/> 8009903374 | 2484851000 |

Usage Summary by TN and TFN

Trunk Group: TelNet Trunk Lab | Start Date: 04/01/2022 | End Date: 04/11/2022

Call Count by Telephone Number or Toll-Free

| Telephone Number | Call Count |
|------------------|------------|
| 8009683851 | 18 |
| 8009898016 | 13 |
| 8009903374 | 7 |
| 2484851000 | 13 |
| 2484851000 | 6 |
| 2484851000 | 4 |
| 2484851000 | 1 |

Usage by Telephone Number or Toll-Free

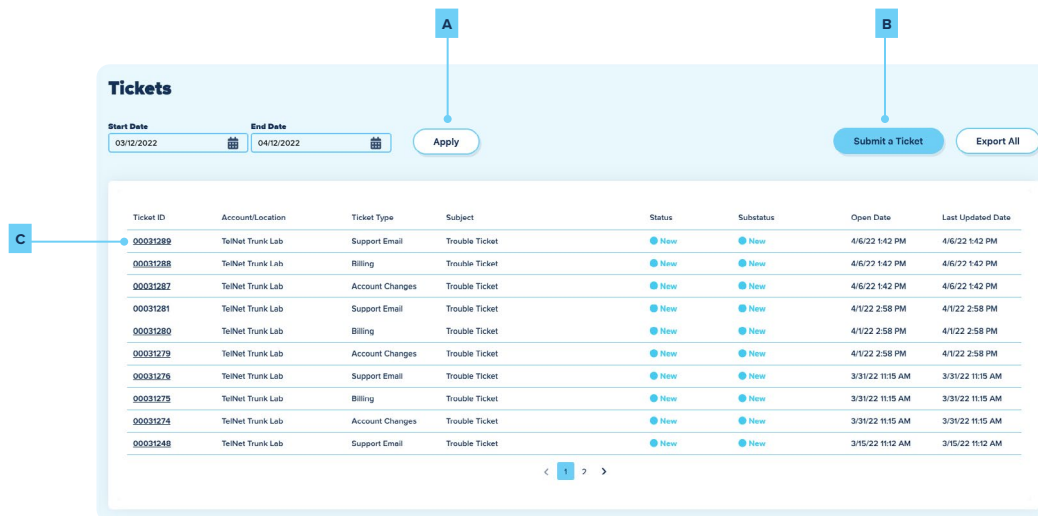
| Telephone Number | Minutes Used |
|------------------|--------------|
| 8009683851 | 46 |
| 8009898016 | 40 |
| 8009903374 | 34 |
| 2484851000 | 12 |
| 2484851000 | 10 |
| 2484851000 | 10 |

Tickets

To view your tickets, select [Tickets](#) from the sidebar.

Tickets (or cases) are problems or questions you have had in the past for billing, service impairments, bug reports, etc. By default, the date selection boxes will show the last week of data.

- To change the **Start Date** or **End Date** - simply click on the date and select a new day from the calendar dropdown. Once you have selected the correct date range, click [Apply](#) **A**



Tickets

Start Date: 03/12/2022 | End Date: 04/12/2022 | [Apply](#) **A** | [Submit a Ticket](#) **B** | [Export All](#)

| Ticket ID | Account/Location | Ticket Type | Subject | Status | Substatus | Open Date | Last Updated Date |
|--------------------------|------------------|-----------------|----------------|--------|-----------|------------------|-------------------|
| 00031289 C | TelNet Trunk Lab | Support Email | Trouble Ticket | New | New | 4/6/22 1:42 PM | 4/6/22 1:42 PM |
| 00031288 | TelNet Trunk Lab | Billing | Trouble Ticket | New | New | 4/6/22 1:42 PM | 4/6/22 1:42 PM |
| 00031287 | TelNet Trunk Lab | Account Changes | Trouble Ticket | New | New | 4/6/22 1:42 PM | 4/6/22 1:42 PM |
| 00031281 | TelNet Trunk Lab | Support Email | Trouble Ticket | New | New | 4/1/22 2:58 PM | 4/1/22 2:58 PM |
| 00031280 | TelNet Trunk Lab | Billing | Trouble Ticket | New | New | 4/1/22 2:58 PM | 4/1/22 2:58 PM |
| 00031279 | TelNet Trunk Lab | Account Changes | Trouble Ticket | New | New | 4/1/22 2:58 PM | 4/1/22 2:58 PM |
| 00031276 | TelNet Trunk Lab | Support Email | Trouble Ticket | New | New | 3/31/22 11:15 AM | 3/31/22 11:15 AM |
| 00031275 | TelNet Trunk Lab | Billing | Trouble Ticket | New | New | 3/31/22 11:15 AM | 3/31/22 11:15 AM |
| 00031274 | TelNet Trunk Lab | Account Changes | Trouble Ticket | New | New | 3/31/22 11:15 AM | 3/31/22 11:15 AM |
| 00031248 | TelNet Trunk Lab | Support Email | Trouble Ticket | New | New | 3/15/22 11:12 AM | 3/15/22 11:12 AM |

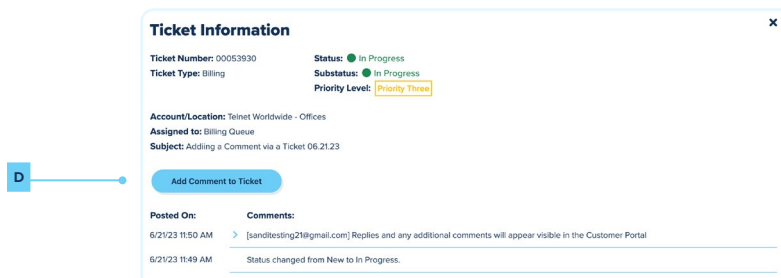
Submitting a Ticket

- Click on [Submit a Ticket](#) **B**.
- Select the appropriate party for your ticket: **Account Changes**, **Billing Questions** or **Support**
- Enter in a **Subject** and **Description** - explain why you are submitting the ticket.
- Click [Save](#) to submit.

Viewing a Ticket

The Ticket Information screen provides a plethora of information available for this ticket: status, notes, communications and more.

- Click on the **Ticket ID** **C** to view ticket details from the list.
- Comment on the ticket by clicking the **Add Comment to Ticket** **D** button.



Ticket Information

Ticket Number: 00053930 | Status: ● In Progress
 Ticket Type: Billing | Substatus: ● In Progress
 Priority Level: Priority Three

Account/Location: Telnet Worldwide - Offices
 Assigned to: Billing Queue
 Subject: Adding a Comment via a Ticket 06.21.23

[Add Comment to Ticket](#) **D**

Posted On: | Comments:

6/21/23 11:50 AM | [sandtesting21@gmail.com] Replies and any additional comments will appear visible in the Customer Portal

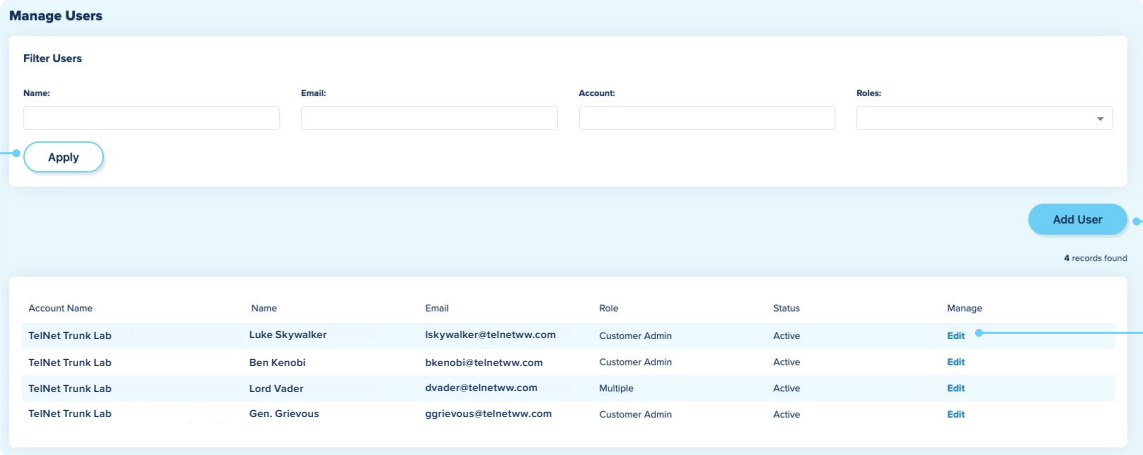
6/21/23 11:49 AM | Status changed from New to In Progress.

User Management

To view **User Management**, select **Settings** in the sidebar, and then select **User Management**.

Finding a User

1. Search by name, email, or account. Once you have entered the text, select **Apply** **A**.
2. If you wish to edit the user, click **Edit** **B** under **Manage**.



Manage Users

Filter Users

Name: Email: Account: Roles:

A Apply

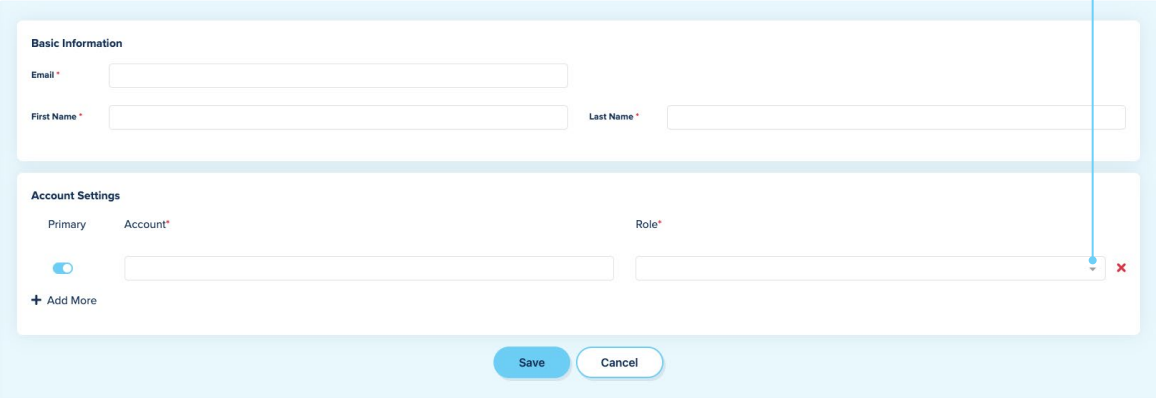
C Add User

4 records found

| Account Name | Name | Email | Role | Status | Manage |
|------------------|----------------|-------------------------|----------------|--------|---------------|
| TelNet Trunk Lab | Luke Skywalker | lskywalker@telnetww.com | Customer Admin | Active | B Edit |
| TelNet Trunk Lab | Ben Kenobi | bkenobi@telnetww.com | Customer Admin | Active | Edit |
| TelNet Trunk Lab | Lord Vader | dvader@telnetww.com | Multiple | Active | Edit |
| TelNet Trunk Lab | Gen. Grievous | ggrievous@telnetww.com | Customer Admin | Active | Edit |

Adding a User

1. Click on **Add User** **C** on the right side of the screen.
2. Enter the user's email address, first name, and last name.
3. In the bottom section, select the appropriate accounts that this user should have access to.
4. Next to the account dropdown, assign the proper role to this user for each of the accounts selected. **D**



D

Basic Information

Email *

First Name * Last Name *

Account Settings

Primary Account * Role *

+ Add More

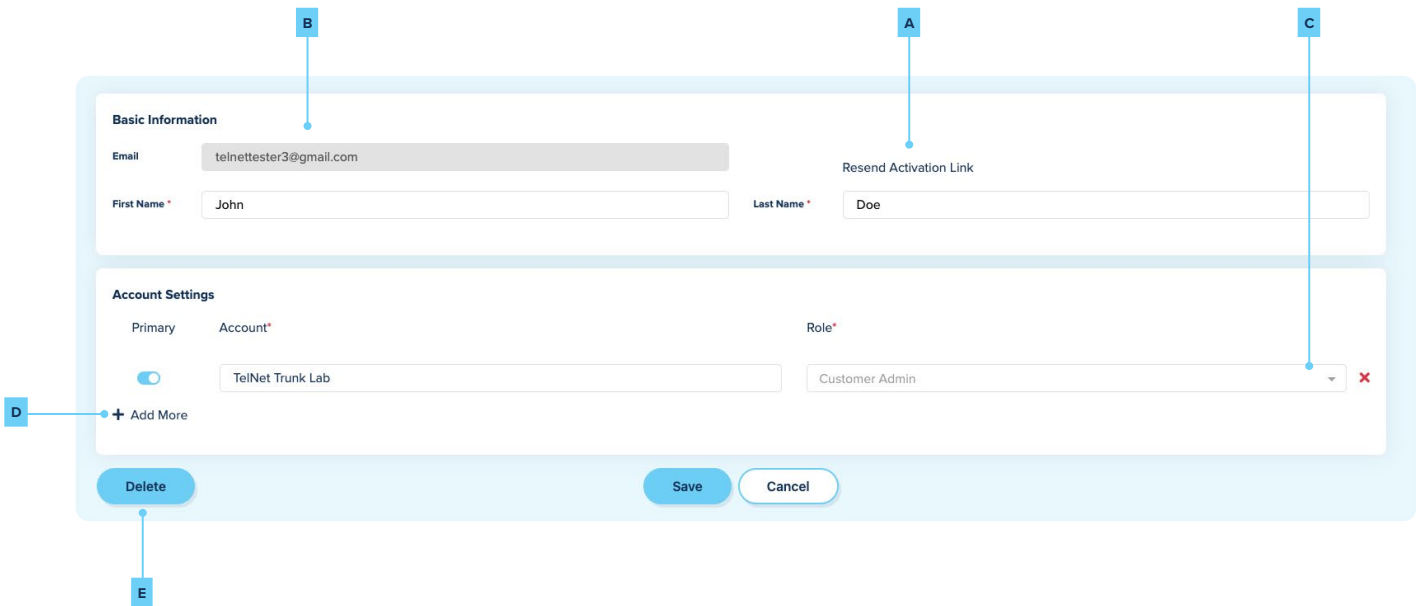
Save Cancel

Editing a User

- After clicking **Edit** you will be able to change the user’s first name and last name under **Basic Information**.
- To reset this user’s password, click **Resend Activation Link** **A** and an automatic email will be sent to the address in the **Email** **B** field.
- Under **Account Settings**, you are able to change this user’s account association.
 - Account association gives a single user access to multiple accounts. Agents will have many account associations. There are also a few customers who have multiple billing accounts.

Changing Current Account Association

1. If there are multiple accounts, the user can determine which account is primary. The primary account will be shown at login, but if you would like to switch between accounts, simply click the name of the account at the top of your screen to view the dropdown list.
2. Ensure the correct account is selected.
3. If necessary, click the **Role** **C** dropdown to change the role for that account association .
4. Click **Add More** **D** to add another account.
5. Search in the **Account** field for the account you’d like to associate to this user.
6. Assign them the correct role for this account.
 - Click the X on the right side in the Account Settings box in order to remove this account from the user
 - To delete this user completely, click **Delete** **E** .

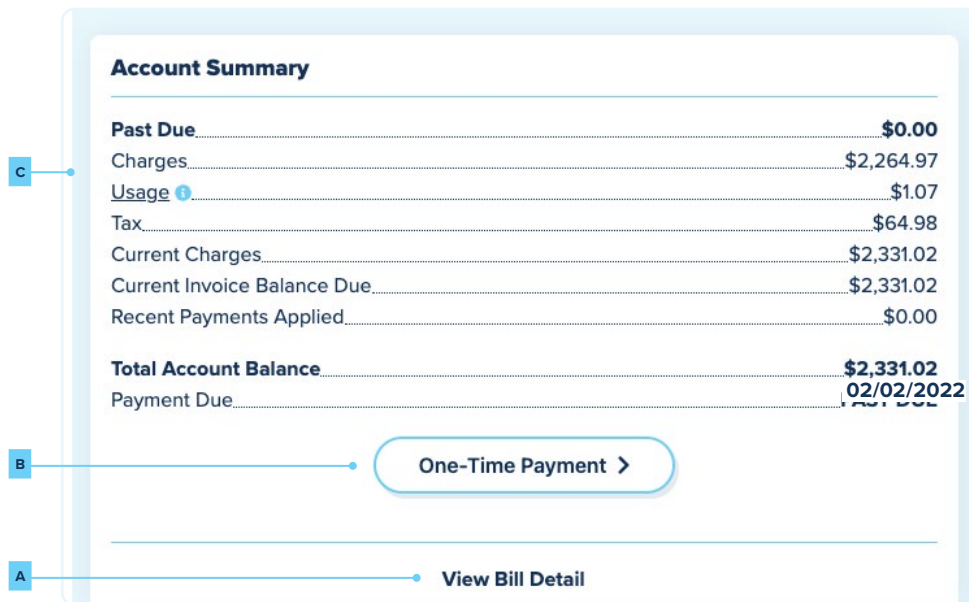


Billing Dashboard

To view your **Billing Dashboard**, select **Billing** in the sidebar and then select **Dashboard**.

Account Summary

This section shows metrics on your current account status, including past due balance and breakdown based on last invoice billed, as well as the total account balance, which shows your current balance. Selecting **View Bill Detail** **A** will download the most recent invoice billed as a PDF.



Account Summary

| | |
|------------------------------------|-------------------|
| Past Due | \$0.00 |
| Charges..... | \$2,264.97 |
| Usage C | \$1.07 |
| Tax..... | \$64.98 |
| Current Charges..... | \$2,331.02 |
| Current Invoice Balance Due..... | \$2,331.02 |
| Recent Payments Applied..... | \$0.00 |
| Total Account Balance | \$2,331.02 |
| Payment Due..... | 02/02/2022 |

B [One-Time Payment >](#)

A [View Bill Detail](#)

Making a Payment

1. If you see an account balance, select **One-Time Payment** **B** to make a payment toward your balance.
2. In the pop-up, you'll see your default payment method (*if applicable*).

Changing the Payment Method

3. To add or change the payment method, select **One-Time Payment** **B**, then select **Change Method**.
4. Select the circle next to **Use Method** and select **Update**.

Adding a New Payment Method

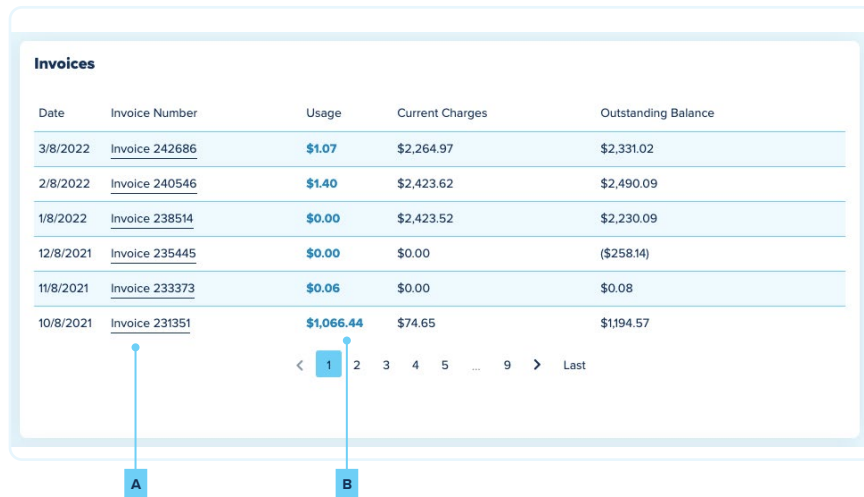
1. To add a new payment method, select **One-Time Payment** **B**, then select **Add New**.
2. Fill in the required information for the payment method of your choice, then select **Save**. This option will now be available to use toward your current balance.



You can download your usage data as a CSV file by selecting the **Usage** **C** hyperlink.

Invoices

The **Invoices** area is a full history of your account’s invoices. This list includes the date of invoices, invoice numbers, usage, current charges and outstanding balance.



| Date | Invoice Number | Usage | Current Charges | Outstanding Balance |
|-----------|--------------------------------|------------|-----------------|---------------------|
| 3/8/2022 | Invoice 242686 | \$1.07 | \$2,264.97 | \$2,331.02 |
| 2/8/2022 | Invoice 240546 | \$1.40 | \$2,423.62 | \$2,490.09 |
| 1/8/2022 | Invoice 238514 | \$0.00 | \$2,423.52 | \$2,230.09 |
| 12/8/2021 | Invoice 235445 | \$0.00 | \$0.00 | (\$258.14) |
| 11/8/2021 | Invoice 233373 | \$0.06 | \$0.00 | \$0.08 |
| 10/8/2021 | Invoice 231351 | \$1,066.44 | \$74.65 | \$1,194.57 |

Navigation: < 1 2 3 4 5 ... 9 > Last

Callout A points to the [Invoice 242686](#) link in the Invoice Number column.

Callout B points to the \$1,066.44 value in the Usage column of the 10/8/2021 row.

Downloading an Invoice

- Selecting the **Invoice Number** **A** will result in an automatic PDF download of the invoice.

Usage

- When selecting the dollar amount in the **Usage** **B** column, a CSV will download of that month’s usage. This is a complete record of every call inbound or outbound.

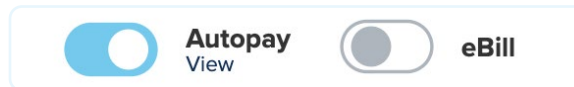
Payment History

This area shows a log of every payment made on your account. This area includes posting date, amount, status and payment type among other information.

| Payment History | | | | | | | | |
|-----------------|--------|--------|--------------|--------------|-----------|---------------|--------------------|--|
| Posting Date | Amount | Status | Payment Type | Check Number | Card Type | Approval Code | Transaction Number | Added by User |
| 9/2/2021 | \$1.00 | Posted | Credit Card | | Visa | 802081 | 42905811690 | Account # 61258 Telnet Worldwide - Offices |
| 9/2/2021 | \$1.00 | Posted | Credit Card | | Visa | 321041 | 42905323598 | Account # 61258 Telnet Worldwide - Offices |

Autopay

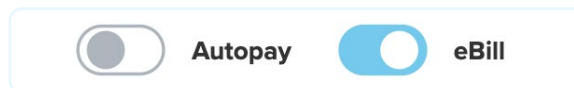
By turning this toggle on, you are enabling TelNet to automatically charge your account in full with the selected payment method.



- If the toggle is on, you'll see a small [View](#) option below **Autopay**. Select [View](#) to view the payment method that will be charged automatically. You are able to change the method or add a new one.
- If the toggle is off and you'd like to turn it on, click the toggle. Then select the payment method of your choice and click [Update](#). If you need to add a new method, select [Add New](#) in the top right corner and follow the prompts.

eBill

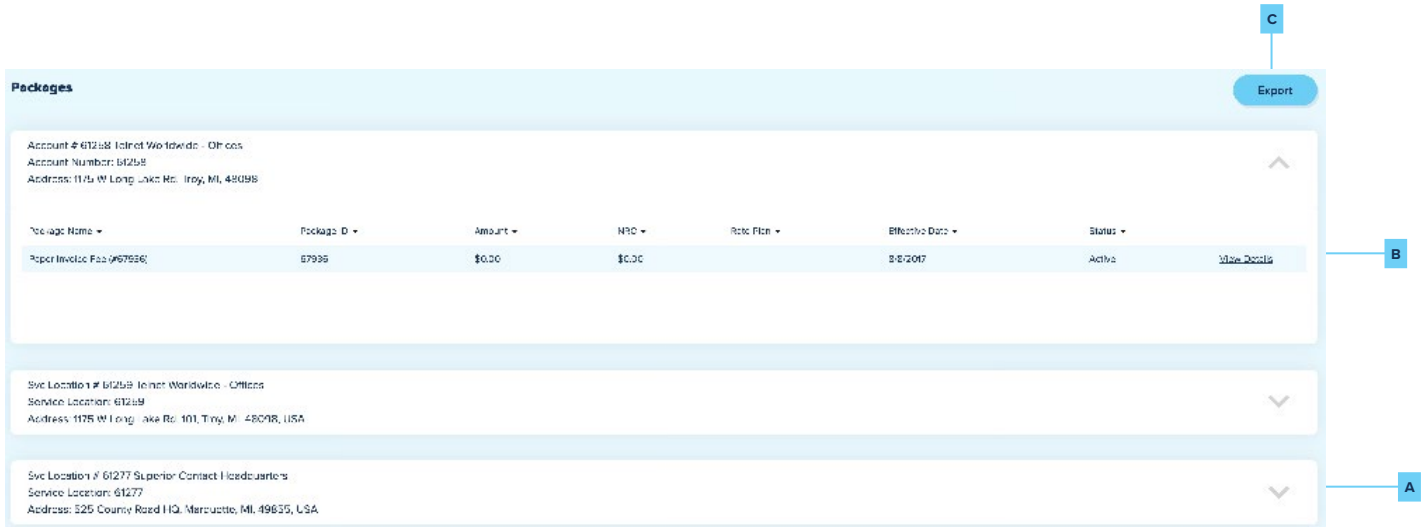
Electronic Billing is an alternative to classic paper invoices.



- Select the toggle next to **eBill** to enable electronic billing. This will disable paper invoices. Select [Continue](#) in the pop-up to save the change.
- You can also turn this toggle off in order to receive paper invoices.

Packages

Navigate to the **Packages** by selecting **Billing** in the sidebar, then selecting **Packages**.



Account # 61258 | **Telnet Worldwide - Offices**
Account Number: 61258
Address: 1175 W Long Lake Rd, Troy, MI, 48068

| Package Name | Package ID | Amount | NBC | Rate Plan | Effective Date | Status | |
|----------------------------|------------|--------|--------|-----------|----------------|--------|-----------------------------|
| Paper Invoice Fee (967536) | 67935 | \$0.00 | \$0.00 | | 8/8/2017 | Active | View Detail |

Service Location # 61258 | **Telnet Worldwide - Offices**
Service Location: 61258
Address: 1175 W Long Lake Rd, Troy, MI, 48068, USA

Service Location # 61277 | **Superior Contact Headquarters**
Service Location: 61277
Address: 525 County Road HQ, Marquette, MI, 49635, USA

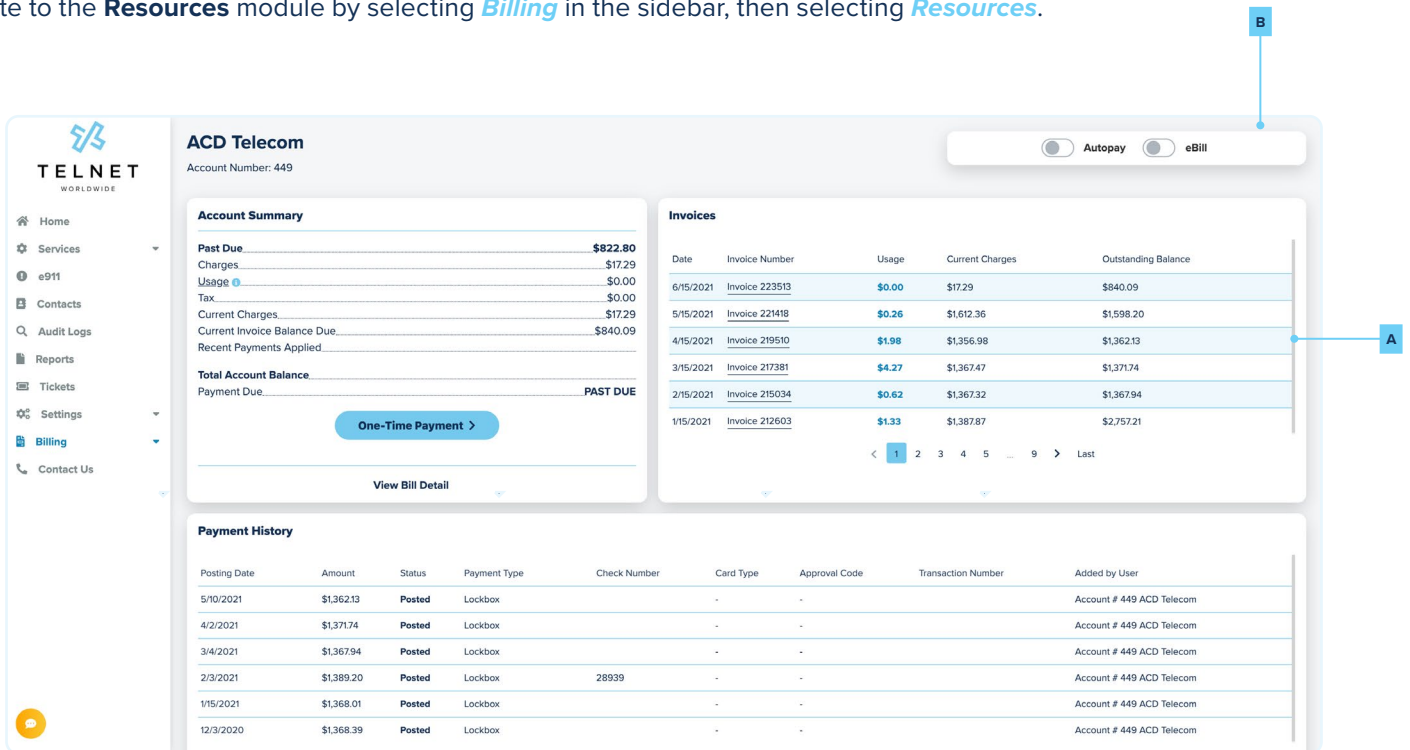
- Here you'll see a list of your current account service locations along with their associated account numbers and street addresses.
- Click the down arrow to see all products and services associated with that location **A**.
 - Here you'll see information about your services. Select **View Detail** **B** to view further details like quantity of a specific item, charges, effective date, etc.

NOTE

- There is an **Export** **C** button on all of the above screens.

Resources

Navigate to the **Resources** module by selecting **Billing** in the sidebar, then selecting **Resources**.



ACD Telecom
Account Number: 449

Autopay eBill

Account Summary

| | |
|------------------------------|-----------------|
| Past Due | \$822.80 |
| Charges | \$17.29 |
| Usage | \$0.00 |
| Tax | \$0.00 |
| Current Charges | \$17.29 |
| Current Invoice Balance Due | \$840.09 |
| Recent Payments Applied | |
| Total Account Balance | |
| Payment Due | PAST DUE |

[One-Time Payment >](#)

[View Bill Detail](#)

Invoices

| Date | Invoice Number | Usage | Current Charges | Outstanding Balance |
|-----------|--------------------------------|--------|-----------------|---------------------|
| 6/15/2021 | Invoice 223513 | \$0.00 | \$17.29 | \$840.09 |
| 5/15/2021 | Invoice 221418 | \$0.26 | \$1,612.36 | \$1,598.20 |
| 4/15/2021 | Invoice 219510 | \$1.98 | \$1,356.98 | \$1,362.13 |
| 3/15/2021 | Invoice 217381 | \$4.27 | \$1,367.47 | \$1,371.74 |
| 2/15/2021 | Invoice 215034 | \$0.62 | \$1,367.32 | \$1,367.94 |
| 1/15/2021 | Invoice 212603 | \$1.33 | \$1,387.87 | \$2,757.21 |

< 1 2 3 4 5 ... 9 > Last

Payment History

| Posting Date | Amount | Status | Payment Type | Check Number | Card Type | Approval Code | Transaction Number | Added by User |
|--------------|------------|--------|--------------|--------------|-----------|---------------|--------------------|---------------------------|
| 5/10/2021 | \$1,362.13 | Posted | Lockbox | | - | - | | Account # 449 ACD Telecom |
| 4/2/2021 | \$1,371.74 | Posted | Lockbox | | - | - | | Account # 449 ACD Telecom |
| 3/4/2021 | \$1,367.94 | Posted | Lockbox | | - | - | | Account # 449 ACD Telecom |
| 2/3/2021 | \$1,389.20 | Posted | Lockbox | 28939 | - | - | | Account # 449 ACD Telecom |
| 1/15/2021 | \$1,368.01 | Posted | Lockbox | | - | - | | Account # 449 ACD Telecom |
| 12/3/2020 | \$1,368.39 | Posted | Lockbox | | - | - | | Account # 449 ACD Telecom |

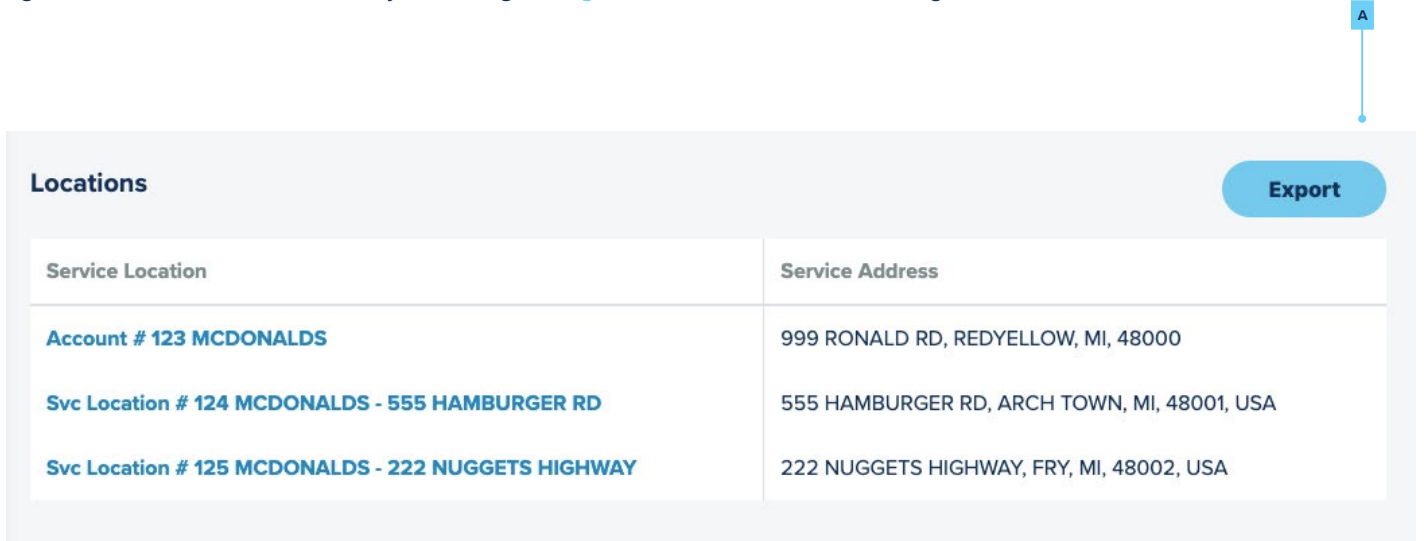
The **Resources** area gives you an in-depth look at the items tied to your products and services. In the list, you'll find all of the service locations that belong to your account.

- Select the down arrow to view the **Resources** associated with that location **A**.
 - If this location has more than twelve Resources, you can scroll within that section.

– Select the **Export** button to export your entire list.

Overview

Navigate to the **Overview** module by selecting **Billing** in the sidebar, then selecting **Overview**.



The screenshot shows the 'Overview' module interface. At the top left, the word 'Locations' is displayed. At the top right, there is a blue 'Export' button. Below this is a table with two columns: 'Service Location' and 'Service Address'. The table contains three rows of data. A callout box labeled 'A' points to the 'Export' button.

| Service Location | Service Address |
|--|---|
| Account # 123 MCDONALDS | 999 RONALD RD, REDYELLOW, MI, 48000 |
| Svc Location # 124 MCDONALDS - 555 HAMBURGER RD | 555 HAMBURGER RD, ARCH TOWN, MI, 48001, USA |
| Svc Location # 125 MCDONALDS - 222 NUGGETS HIGHWAY | 222 NUGGETS HIGHWAY, FRY, MI, 48002, USA |

Contact Us

Use the [Contact Us](#) page to reach us for a service question (report a bug or open a ticket), order support, or billing support.




We are happy to answer all of your questions!

Contact Support

(800) 508-1254

| Support Type | Telephone Number |
|---------------------|-----------------------------|
| Order Support | 1 (800) 508-1254 - Option 2 |
| Billing Information | 1 (800) 508-1254 - Option 3 |
| Service Support | 1 (800) 508-1254 - Option 4 |

Contact Us

-  **Address for Payments Only**
(Via mail, please remit coupon for prompt processing of payments)
 TelNet Worldwide
 8020 Solutions Center
 Chicago, IL 60677-8000
-  **Billing FAQs**
www.telnetww.com/resources/#my-bill
-  **Your Resource for Guides, Tips and Troubleshooting**
www.telnetww.com/resources
- Website**
www.telnetww.com

Chat

To Chat with us, click the chat icon in the bottom corner of your screen A.

1. Select the party you would like to chat with: sales, tech support, or billing.



✕

How can we help you?

Click to chat with a team member

Chat with sales

Chat with tech support

Chat with billing