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## COMCAST MANAGED BUSINESS CLASS VOICE E-BILL USER GUIDE

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### WELCOME TO YOUR MANAGED BUSINESS CLASS VOICE E-BILL SERVICES

Thank you for using Managed Business Class Voice services. This Reference Guide will assist you in utilizing our e-bill solution for viewing your invoice and associated information.

The below information will guide you through the registration process and usage of the e-bill Application.

### REGISTRATION

To register to the e-bill application you will need your **Account Number** and **Main Telephone** number. This information has been provided to the main billing contact email address you provided during service sign up.

An email, similar to this one, has been provided with this information:

From: ComcastManagedBCV@ngt.com  
To: Primary Billing Contact email address provided with order  
Subject: Welcome to Comcast Managed Business Class Voice

#### **Welcome to Comcast Managed Business Class Voice**

Dear Valued Customer,

Welcome to Managed Business Class Voice brought to you by Comcast. Managed Business Class Voice is now installed and ready for use. This letter contains important information about your account including your account profile, eBill information, 911 emergency services and the primary URL for all welcome and reference materials to get you fully functional with your Managed Business Class Voice service. To complete your service installation, we recommend you do the following three things-

- 1. Establish your company eBill account.**
- 2. Download the Telephony Toolbar**
- 3. Share the [business.comcast.com/welcome](https://business.comcast.com/welcome) site and credentials with all users in your company.**

According to our records, the following information is included in your account profile

- Your primary billing telephone number is **5555555555**
- Your telephone number is **5555555556**
- Your account number is **AA1234**
- Telephone Number **555-555-5556**
  - Toolbar and/or Web Portal Credentials (please share these with each Unified Communications user if he/she does not have them):
    - Username: **5555555556**
    - Password: **123456789**

- Voicemail Passwords (please share with each Unified Communications user if he/she does not have them):
  - Username: **5555555556**
  - Password: **987654321**

Thank you for choosing Comcast Managed Business Class Voice!

Sincerely,  
The Managed Business Class Voice Team

The e-bill application can be accessed by using the following link:  
<https://www.myebill.com/index.asp?startnam>

You will be presented with the initial e-bill landing page. Registration is self-service by selecting the [New User? Click Here](#) link.

Comcast. **BUSINESS CLASS** e-bill<sup>SM</sup> [Security Policy](#) [Contact Us](#)

Log In

Monday, September 19, 2011 Comcast e-bill Login

To log in, enter your User ID and Password and click Log In.

Enter your login information below:

User ID:

Password:

Log In

[New User? Click Here.](#)

[Forgot Your Password?](#)

You will be asked to enter your **Account Number** and **Main Telephone Number** which was provided in the Welcome email:

The screenshot shows the Comcast Business Class e-bill New User Setup page. At the top left is the Comcast Business Class logo, and at the top right are links for Security Policy and Contact Us. A blue header bar contains a Logon button, the date Tuesday, June 28, 2011, and the title New User Setup. The main content area has a left sidebar with a link to Return to Logon Page. The central area contains instructions for first-time users and a form to enter account and telephone numbers, with Submit and Cancel buttons at the bottom. A copyright notice for CustomCall Data Systems is in the footer.

comcast.  
BUSINESS CLASS

e-bill<sup>SM</sup>

[Security Policy](#)  
[Contact Us](#)

Logon

Tuesday, June 28, 2011

New User Setup

[Return to Logon Page.](#)

As a first-time e-bill user, we need to verify your identity.  
All fields must be correct to proceed to the next step.

Enter your user information below:

Account Number:

Telephone Number:

Submit Cancel

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Next, you will need to set your password and security question/answer during your registration.

Once you have completed registration you will be able to view your bill, setup payment accounts, and maintain account information.

## MAINTAINING PAYMENT ACCOUNTS

You may enter a credit card or bank account to automatically pay your Managed Business Class Voice invoice. To enter a payment account, select the **Payments** tab and the **Maintain Accounts** link on the left side.

Click on the **Add Account** button to begin entering the payment account information.

The screenshot shows the Comcast Business Class e-bill interface. At the top, there's a header with the Comcast Business Class logo and 'e-bill' logo. Navigation tabs include Corporate, Home, Billing, Reports, Payments (selected), and My Profile. A 'Log Out' button is in the top right. Below the header, a blue banner displays 'Account #1920477985101' and 'Monday, September 19, 2011', followed by the title 'Maintain Payment Accounts'. On the left, a 'Payments' sidebar lists 'Pay Bill Online', 'Maintain Accounts' (selected), 'Automatic Payments', and 'Payment History'. Below this is a 'Quick Links' section with buttons for 'Pay' (Pay My Bill), 'View' (View My Bill), and 'View' (Unbilled Usage). The main content area contains instructions: 'To delete a Payment Account, click on the **Delete** button next to that account. To add a new Payment Account click on the **Add Account** button beneath the Payment Account List Box.' Below the text is a table with the header 'Select a Payment Account from below:' and columns for 'Account Name', 'Type', 'Account Number', and 'Exp Date'. An 'Add Account' button is positioned below the table.

Select **Credit Card** or **e-Check**.

The screenshot shows the Comcast Business Class e-bill interface for adding a payment account. The header is similar to the previous page, but the 'Payments' tab is selected. The blue banner displays 'Account #' and 'Tuesday, June 28, 2011', followed by the title 'Add a Payment Account'. The left sidebar is identical to the previous page. The main content area is titled 'Select a Payment Account Type to Add' and contains two links: 'Credit Card' and 'e-Check'.

For e-check, you will be asked to enter **Bank Account** information:

**e-bill**<sup>SM</sup>

[Log Out](#)  
[Security Policy](#)  
[Contact Us](#)

Home

View Bill

Payments

Reports

My Account

Account #  
Tuesday, June 28, 2011

Add an e-Check Account

**Payments**  
Pay Bill Online  
Maintain Accounts  
Automatic Payments  
Payment History

Quick Links

Pay

Pay My Bill

View

View My Bill

**Please enter the bank account that you would like to add below:**

Bank Account Info:

Bank Name:

Routing Number:

⌘

⌘

Account Number:

⌘

(Number of digits and position on check may vary.)

Account Type:

☐ Checking

☐ Savings

First Name:

Last Name:

Check Sample:

PAY TO THE ORDER OF

\$

MEMO

⌘211554485⌘ 0012 1456874801⌘

Routing Number

Check #

Account Number

⌘ 211554485 ⌘

0012

1456874801 ⌘

Accept

Cancel

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For **Credit Card** payments, you will be presented with a screen to enter credit card information:

The screenshot shows a web form titled "NGT New Global Telecom Online Payments". At the top left is the NGT logo, and at the top right is a "Close / Exit" link. Below the header are three buttons: "Submit", "Reset", and "Cancel". The form is divided into three main sections. The first section, "Billing Name and Address", contains input fields for "First Name:", "Last Name:", "Address:", and "City, St, Zip:". The second section, "Credit Card Information", contains input fields for "Card Number:", "Expiration Date:" (with "MM" and "YYYY" dropdown menus), and "CVV Value:" (with a "Find CVV" link). The third section, "We support the following financial networks:", displays logos for "VISA", "MasterCard", and "AMERICAN EXPRESS". At the bottom of the form are three buttons: "Submit", "Reset", and "Cancel". In the bottom right corner, it says "Powered by EPX ([www.epx.com](http://www.epx.com))".

Close / Exit

Submit Reset Cancel

**Billing Name and Address**

First Name:

Last Name:

Address:

City, St, Zip:




**Credit Card Information**

Card Number:

Expiration Date:

CVV Value:  [Find CVV](#)

We support the following financial networks:



  

Submit Reset Cancel

Powered by EPX ([www.epx.com](http://www.epx.com))

Please note, that we support Visa, MasterCard and American Express credit cards.

After entering the payment account information, select the **Automatic Payments** link on the left side. Click the **YES, I want to enable Automatic Payments** radio button. Once this radio button is set, click the **Update** button to complete the automatic payments setup.

[Log Out](#)  
[Security Policy](#)  
[Contact Us](#)

[Home](#)
[Billing](#)
[Reports](#)
[Payments](#)
[My Profile](#)

Account #

Monday, September 19, 2011

**Payments**  
[Pay Bill Online](#)  
[Maintain Accounts](#)  
[Automatic Payments](#)  
[Payment History](#)

Quick Links

[Pay My Bill](#)  
[View My Bill](#)  
[Unbilled Usage](#)

Mail Payments To:

Comcast  
Attn: Alison Digregorio-  
20th Floor  
1701 JFK Blvd.  
Philadelphia, PA 19103

Setup Automatic Payments

If you enable Automatic Payments, each month your payment account will be automatically charged the total amount owed.

You currently have Automatic Payments **ENABLED**.

Automatic Payment Setup:

☐ NO, I do not want to enable Automatic Payments  
☒ YES, I want to enable Automatic Payments

If Yes, then select a Payment Account below to use for the Payments:

Account Number	Type	Account Name
<p><b>You currently don't have any payment accounts set up.</b></p> <p><a href="#">Click here to set up a Payment Account</a></p>		

Update



Cancel

Each month, your account will automatically be debited the invoice amount.

## VIEWING AN INVOICE

To view an invoice, you can select either the [View My Bill](#) quick link (located in the left hand column) or the **View Bill** tab located across the top of the screen.

This will present you with an **Invoice Summary** page, and defaults to the latest statement period.



[Log Out](#)  
[Security Policy](#)

[Home](#)[View Bill](#)[Payments](#)[Reports](#)[My Account](#)

Account #  
Friday, August 12, 2011

Statement Summary - 8/1/2011

**Bill Statement**  
Statement Summary  
Voice Services  
Statement Messages

**Billed Usage**  
Telephone Calls

**Bill Images**  
Download Statement PDF

**Unbilled Usage**  
Unbilled Usage Detail

Quick Links

[Pay](#) [Pay My Bill](#)  
[View](#) [View My Bill](#)

Statement: 8/1/2011      Select Statement: 8/1/2011      [Select](#)


**Statement Summary**

Description	Amount
Voice Services	647.96
<b>Total Current Charges</b>	<b>647.96</b>
Previous Bill	1,302.65
Payments Received - Thank You	650.89
Adjustments	0.00
Past Due Amount	651.76
Current Charges	647.96
<b>Total Amount Due</b>	<b>1,299.72</b>
<b>Due Date</b>	<b>UPON RECEIPT</b>

**Detail of Payments and Adjustments \***

Date	Description	Adjustments	Payments
07/15/2011	Payment - Thank You		650.89
<b>Totals</b>			<b>650.89</b>

\* Only payments received by the statement date are listed here  
\* For a list of any recent payments please go to [Payment History](#)

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To view detailed charges, select the [Voice and Internet Services](#) link, which is on the **View Bill** tab.

Voice Services

Statement Messages

**Billed Usage**

Telephone Calls

**Bill Images**

[Download Statement PDF](#)

**Unbilled Usage**

[Unbilled Usage Detail](#)

**Quick Links**

[Pay My Bill](#)

[View My Bill](#)

### Current Charges Summary for 402-752-8298

Charges for Services	Quantity	Rate	Amount
<b>For 6/1/2011 to 6/30/2011</b>			
Auto Attendant - with Unlimited Local Calling	1	24.95	24.95
Managed BusClass Voice Premium - 3 year Contract	10	39.95	399.50
Extension Service - 3 year Contract	6	14.95	89.70
PAP2T	1	0.00	0.00
Polycom HD Phone	5	0.00	0.00
Polycom HD Phone	10	0.00	0.00
Cisco PoE Switch (24 ports)	1	50.00	50.00
Subtotal			564.15
<b>Total Charges for Services</b>			<b>564.15</b>

Package Usage		
Unlimited Local Calling	Quantity	Amount
Total Minutes Used	1,147.9	
Total Minutes Included	Unlimited	
Minutes Billed	0.0	0.00

Unlimited Local and Domestic LD	Quantity	Amount
Total Minutes Used	2,921.7	
Total Minutes Included	Unlimited	
Minutes Billed	0.0	0.00
<b>Total Amount of Packages</b>		<b>0.00</b>

Local Calling Summary	Calls	Minutes	Amount
Local Directory Assistance	1		1.25
<b>Total Local Calling</b>			<b>1.25</b>

Long Distance Usage			
1+ Calling	Calls	Minutes	Amount
Intralata 1+	2	0.7	0.03
<b>Total 1+ Calling</b>	<b>2</b>	<b>0.7</b>	<b>0.03</b>

Other Toll Calls	Calls	Minutes	Amount
Operator Assisted Interstate	1	1.0	1.25
<b>Total Other Toll Calls</b>	<b>1</b>	<b>1.0</b>	<b>1.25</b>
<b>Total Long Distance Usage</b>	<b>3</b>	<b>1.7</b>	<b>1.28</b>

\*The fees and surcharges marked with an asterisk are not government mandated charges. They defray regulatory costs such as universal services, relay services, and state/local utility fees.

Taxes and Surcharges	Amount
Federal Excise Tax	0.04
E911 Tax	7.50
Fed USF Surcharge	0.19
Sales Tax (Bus.)	5.69
FUSF (VoIP)	38.63
State Sales Tax	32.16
<b>Total Taxes and Surcharges</b>	<b>84.21</b>

<b>Total Current Charges for 402-752-8298</b>	<b>650.89</b>
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**Statement Messages** and important information:

The screenshot shows the Comcast Business Class e-bill interface. At the top, there's a navigation bar with 'Home', 'View Bill', 'Payments', 'Reports', and 'My Account'. The account number is 'Friday, August 12, 2011'. The main heading is 'Statement Messages - 8/1/2011'. On the left, there's a sidebar with links: 'Bill Statement' (Statement Summary, Voice Services, Statement Messages), 'Billed Usage' (Telephone Calls), 'Bill Images' (Download Statement PDF), and 'Unbilled Usage' (Unbilled Usage Detail). Below the sidebar is a 'Quick Links' section with 'Pay My Bill' and 'View My Bill' buttons. The main content area shows 'Statement: 8/1/2011' and a 'Select Statement' dropdown menu. The primary message is 'Attention Response Point Users: Texas USF Rate Change', stating that the Texas Universal Service Fund assessment rate will decrease from 4.4% to 3.4% effective January 1, 2009, and provides contact information for NGT Customer Service.

To view calls made during the invoice period, select the [Telephone Calls](#) link on this same tab. You will be presented with a search screen which allows you to filter by call type or telephone number and other parameters. Selecting the **Refresh** button will show you all calls or the calls from your selection criteria.

The screenshot shows the Comcast Business Class e-bill interface for 'Telephone Calls - 8/1/2011'. The layout is similar to the previous page, but the 'Billed Usage' section is expanded to show 'Telephone Calls'. The main content area provides instructions: 'To display call detail, select the Call Type and set the display options below and then press the **REFRESH** button. To download the call detail to a text file, select the Call Type and then press the **DOWNLOAD CALLS** button.' Below this, there are four dropdown menus: 'Select Call Type' (set to 'ALL - All Calls'), 'Group By' (set to 'Main Billing Number'), 'Sub-Group By' (set to 'None'), and 'Sort By' (set to 'Date / Time'). There is also a checkbox for 'Only Show Summary' and a 'Calls Per Page' dropdown set to '500'. At the bottom, there are 'Refresh' and 'Download Calls' buttons.

**Statement Messages** and important information (continued):

Unbilled Usage Detail		Refresh					Download Calls	
Quick Links		Date	Time	Called Location	Type	Called Number	Minutes	Amount
<b>Pay</b> <a href="#">Pay My Bill</a>		<b>Calls for</b> 7/1/2019 - 7/29/2019						
<b>View</b> <a href="#">View My Bill</a>		7/1	09:47A	SPRINGFLD, MA	VLC	41-228-78443	1.5	0.000
		7/1	12:30P	SPRINGFLD, MA	VLC	41-2728-1382	0.9	0.000
		7/1	12:31P	SPRINGFLD, MA	VLC	41-228-78443	1.5	0.000
		7/6	11:26A	SPRINGFLD, MA	VLC	41-2728-1382	1.0	0.000
		7/6	11:55A	AGAWAM, MA	VLC	41-2728-1382	4.4	0.000
		7/7	09:19A	SPRINGFLD, MA	VLC	41-2728-1382	1.7	0.000
		7/8	09:07A	MANCHESTER, CT	1+V	860-442-8862	0.8	0.000
		7/8	09:09A	MANCHESTER, CT	1+V	860-442-8862	1.0	0.000
		7/8	10:58A	ROCKVILLE, CT	1+V	860-442-8862	0.1	0.000
		7/8	11:01A	ROCKVILLE, CT	1+V	860-442-8862	1.0	0.000
		7/12	08:58A	SPRINGFLD, MA	VLC	41-228-78443	1.3	0.000
		7/13	12:15P	MANCHESTER, CT	1+V	860-442-8862	3.2	0.000
		7/14	08:33A	SPRINGFLD, MA	VLC	41-2728-1382	2.5	0.000
		7/14	08:54A	SIMSBURY, CT	1+V	860-442-8862	2.4	0.000
		7/14	11:10A	SIMSBURY, CT	1+V	860-442-8862	1.1	0.000
		7/14	12:57P	SPRINGFLD, MA	VLC	41-228-78443	1.7	0.000
		7/15	10:41A	AGAWAM, MA	VLC	41-2728-1382	1.0	0.000
		7/19	02:14P	HOLYOKE, MA	VLC	41-228-78443	3.4	0.000
		7/19	02:28P	HOLYOKE, MA	VLC	41-228-78443	3.1	0.000
		7/25	11:36A	WAUKESHA, WI	1+V	262-777-1888	0.5	0.000
		7/26	10:29A	MARLBORO, MA	1+V	508-333-3333	2.1	0.000
		7/26	12:42P	MARLBORO, MA	1+V	508-333-3333	0.8	0.000
		7/27	08:48A	MARLBORO, MA	1+V	508-333-3333	0.4	0.000
		7/27	09:20A	MARLBORO, MA	1+V	508-333-3333	1.2	0.000
		7/27	10:41A	SPRINGFLD, MA	VLC	41-2728-1382	1.5	0.000
		7/28	12:22P	LA PUENTE, CA	1+V	951-771-4782	1.3	0.000
		7/28	12:27P	CHICOPEE, MA	VLC	41-228-78443	1.3	0.000
		7/29	11:30A	SPRINGFLD, MA	VLC	41-228-78443	0.5	0.000
		7/29	11:30A	Inbound,	VIB	860-442-8862	0.5	0.000
		<b>Total for</b> 7/1/2019 - 7/29/2019 (29 calls)					<b>43.7</b>	<b>0.000</b>
		<b>Calls for</b> 7/1/2019 - 7/29/2019						
		7/1	07:55A	MANCHESTER, CT	1+V	860-442-8862	4.3	0.000
		7/1	08:04A	TURNERSFLS, MA	VLC	41-228-78443	0.3	0.000
		7/1	08:07A	TURNERSFLS, MA	VLC	41-228-78443	0.9	0.000
		7/1	08:08A	INDIANORCH, MA	VLC	41-228-78443	1.8	0.000
		7/1	08:11A	INDIANORCH, MA	VLC	41-228-78443	1.6	0.000
		7/1	09:11A	WESTFIELD, MA	VLC	41-228-78443	3.7	0.000



Selecting the **Download** option allows you to download all usage into a comma separated or tab separated flat file.

Unbilled Usage Detail

Quick Links

Pay

 Pay My Bill
 

View

 View My Bill

Refresh

Download Calls

Date	Time	C	Amount
<b>Calls for 7/1 - 7/29</b>			
7/1	09:47A	S	0.000
7/1	12:30P	S	0.000
7/1	12:31P	S	0.000
7/6	11:26A	S	0.000
7/6	11:55A	A	0.000
7/7	09:19A	S	0.000
7/8	09:07A	M	0.000
7/8	09:09A	M	0.000
7/8	10:58A	R	0.000
7/8	11:01A	R	0.000
7/12	08:58A	S	0.000
7/13	12:15P	M	0.000
7/14	08:33A	S	0.000
7/14	08:54A	S	0.000
7/14	11:10A	S	0.000
7/14	12:57P	S	0.000
7/15	10:41A	A	0.000
7/19	02:14P	HOLYOKE, MA	0.000
7/19	02:28P	HOLYOKE, MA	3.1 0.000
7/25	11:36A	WAUKESHA, WI	0.5 0.000
7/26	10:29A	MARLBORO, MA	2.1 0.000
7/26	12:42P	MARLBORO, MA	0.8 0.000
7/27	08:48A	MARLBORO, MA	0.4 0.000
7/27	09:20A	MARLBORO, MA	1.2 0.000
7/27	10:41A	SPRINGFLD, MA	1.5 0.000
7/28	12:22P	LA PUENTE, CA	1.3 0.000
7/28	12:27P	CHICOPEE, MA	1.3 0.000
7/29	11:30A	SPRINGFLD, MA	0.5 0.000
7/29	11:30A	Inbound,	0.5 0.000
<b>Total for 7/1 - 7/29 (29 calls)</b>			<b>43.7 0.000</b>
<b>Calls for 7/1 - 7/29</b>			
7/1	07:55A	MANCHESTER, CT	4.3 0.000
7/1	08:04A	TURNERSFLS, MA	0.3 0.000
7/1	08:07A	TURNERSFLS, MA	0.9 0.000
7/1	08:08A	INDIANORCH, MA	1.8 0.000
7/1	08:11A	INDIANORCH, MA	1.6 0.000
7/1	09:11A	WESTFIELD, MA	3.7 0.000

Comcast Business Class e-bill - Windows Internet Explorer

https://www.myebill.com/downcd.asp?psb=8s=4&type=ALL

Select Download File Type

Select the file format that you wish to create from the dropdown box below.

Comma Separated

Comma Separated

Tab Separated

Press the **Submit** button to download your call detail file. Do not close this window until your file has finished downloading. Once your file has been downloaded, click the **Cancel/Close** button to close this window.

Submit

Cancel / Close

Selecting the Unbilled Usage link on the left allows you to review current usage that has not yet been billed. Usage is loaded daily.

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e-bill<sup>SM</sup>

Log Out

Security Policy

Home

View Bill

Payments

Reports

My Account

Account #  
Friday, August 12, 2011

Unbilled Usage

**Bill Statement**  
Statement Summary  
Voice Services  
Statement Messages

**Billed Usage**  
Telephone Calls

**Bill Images**  
Download Statement PDF

**Unbilled Usage**  
Unbilled Usage Detail

Quick Links

Pay

Pay My Bill

View

View My Bill

\* Notes:  
(1) It is possible that not all minutes have posted yet.

Unbilled Usage Summary

Call Type	Description	Calls	Minutes	Amount	View Calls
VIB	Inbound Call	397	813.8	31.74	<a href="#">View Calls</a>
VLC	Local call	162	414.0	16.15	<a href="#">View Calls</a>
1+V	Switched Outbound	101	270.9	10.79	<a href="#">View Calls</a>
<b>Totals:</b>		<b>660</b>	<b>1,498.7</b>	<b>58.68</b>	<a href="#">View All</a>

printer friendly

Download Calls

## Unbilled Usage (continued):

Account #  
Friday, August 12, 2011


Unbilled Usage

**Bill Statement**  
Statement Summary  
Voice Services  
Statement Messages  
**Billed Usage**  
Telephone Calls  
**Bill Images**  
Download Statement PDF  
**Unbilled Usage**  
Unbilled Usage Detail

**\* Notes:**  
(1) It is possible that not all minutes have posted yet.

**Unbilled Usage Summary**

Call Type	Description	Calls	Minutes	Amount	View Calls
VIB	Inbound Call	397	813.8	31.74	<a href="#">View Calls</a>
VLC	Local call	162	414.0	16.15	<a href="#">View Calls</a>
1+V	Switched Outbound	101	270.9	10.79	<a href="#">View Calls</a>
<b>Totals:</b>		<b>660</b>	<b>1,498.7</b>	<b>58.68</b>	<a href="#">View All</a>


[Download Calls](#)

**Unbilled Usage Detail - Page 1 of 7**

Date	Time	Orig Number	Called Location	Type	Called Number	Minutes	Amount
8/1/2011	07:26 AM	413-750-8758	Inbound	VIB	860-262-2134	0.4	0.016
8/1/2011	07:28 AM	413-750-8758	Inbound	VIB	860-262-2134	0.9	0.035
8/1/2011	08:08 AM	413-750-8758	SIMSBURY, CT	1+V	860-262-2134	0.7	0.028
8/1/2011	08:14 AM	413-750-8758	ROCKVILLE, CT	1+V	860-271-5180	0.7	0.028
8/1/2011	08:28 AM	413-750-8758	Inbound	VIB	860-271-5180	2.0	0.078
8/1/2011	08:30 AM	413-750-8758	AGAWAM, MA	VLC	413-750-2280	1.4	0.055
8/1/2011	08:31 AM	413-750-8758	Inbound	VIB	781-350-0588	1.5	0.059
8/1/2011	08:55 AM	413-750-8758	Inbound	VIB	413-750-8758	1.1	0.043
8/1/2011	09:00 AM	413-750-8758	SPRINGFLD, MA	VLC	413-750-2280	2.4	0.094
8/1/2011	09:03 AM	413-750-8758	INDIANORCH, MA	VLC	413-750-2280	3.3	0.129
8/1/2011	09:05 AM	413-750-8758	HARTFORD, CT	1+V	860-222-8940	0.9	0.036
8/1/2011	09:08 AM	413-750-8758	Inbound	VIB	413-750-8758	0.2	0.008
8/1/2011	09:09 AM	413-750-8758	Inbound	VIB	413-750-8758	0.3	0.012
8/1/2011	09:10 AM	413-750-8758	Inbound	VIB	413-750-8758	0.6	0.023
8/1/2011	09:14 AM	413-750-8758	Inbound	VIB	413-750-8758	1.3	0.051
8/1/2011	09:32 AM	413-750-8758	ROCKVILLE, CT	1+V	860-262-2134	0.3	0.012
8/1/2011	09:39 AM	413-750-8758	WINCHESTER, MA	1+V	781-350-0588	2.7	0.108
8/1/2011	09:52 AM	413-750-8758	INDIANORCH, MA	VLC	413-750-2280	0.3	0.012
8/1/2011	09:52 AM	413-750-8758	INDIANORCH, MA	VLC	413-750-2280	6.6	0.257
8/1/2011	09:56 AM	413-750-8758	Inbound	VIB	413-750-8758	0.1	0.004
8/1/2011	09:59 AM	413-750-8758	Inbound	VIB	413-750-8758	0.1	0.004
8/1/2011	10:06 AM	413-750-8758	GREENFIELD, MA	VLC	413-750-2280	2.8	0.109
8/1/2011	10:15 AM	413-750-8758	ROCKVILLE, CT	1+V	860-262-2134	0.1	0.004

You can also print any portion of your invoice using the **printer friendly** icon at the bottom of the page.

E911 Tax

7.50

Sales Tax (Bus.)

5.69

FUSF (VoIP)

37.34

State Sales Tax


31.99

**Total Taxes and Surcharges**

**82.56**

**Total Current Charges for** 413-750-8758

**647.96**



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## Printer Friendly View:

Account Number:  
 Account Name:  
 Date: Friday, August 12, 2011

### Voice Services - 8/1/2011

#### Current Charges Summary for 442-752-0700

Charges for Services	Quantity	Rate	Amount
<b>For 8/1/2011 to 8/31/2011</b>			
Auto Attendant - with Unlimited Local Calling	1	24.95	24.95
Managed BusClass Voice Premium - 3 year Contract	10	39.95	399.50
Extension Service - 3 year Contract	6	14.95	89.70
PAP2T	1	0.00	0.00
Polycom HD Phone	5	0.00	0.00
Polycom HD Phone	10	0.00	0.00
Cisco PoE Switch (24 ports)	1	50.00	50.00
Subtotal			564.15
<b>Total Charges for Services</b>			<b>564.15</b>

Package Usage		
<b>Unlimited Local Calling</b>	<b>Quantity</b>	<b>Amount</b>
Total Minutes Used	867.0	
Total Minutes Included	Unlimited	
Minutes Billed	0.0	0.00
<b>Unlimited Local and Domestic LD</b>	<b>Quantity</b>	<b>Amount</b>
Total Minutes Used	2,286.7	
Total Minutes Included	Unlimited	
Minutes Billed	0.0	0.00
<b>Total Amount of Packages</b>		<b>0.00</b>

Local Calling Summary	Calls	Minutes	Amount
Local Directory Assistance	1		1.25
<b>Total Local Calling</b>			<b>1.25</b>

\*The fees and surcharges marked with an asterisk are not government mandated charges. They defray regulatory costs such as universal services, relay services, and state/local utility fees.

Taxes and Surcharges	Amount
Federal Excise Tax	0.04
E911 Tax	7.50
Sales Tax (Bus.)	5.69
FUSF (VoIP)	37.34
State Sales Tax	31.99
<b>Total Taxes and Surcharges</b>	<b>82.56</b>

<b>Total Current Charges for 442-752-0700</b>	<b>647.96</b>
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## VIEWING PAYMENTS

To view payments made for your account, select the **Payments** tab.

To view previously made payments, select the Payment History link.

The screenshot shows the Comcast Business Class e-bill interface. The top navigation bar includes links for Home, View Bill, Payments, Reports, and My Account. The main header displays the Comcast logo, 'BUSINESS CLASS', and 'e-bill' with a 'Log Out' button and a 'Security Policy' link. The page title is 'Payment/Adjustment History'. On the left, a sidebar contains a 'Payments' section with links for Pay Bill Online, Maintain Accounts, Automatic Payments, and Payment History. Below this is a 'Quick Links' section with 'Pay' and 'View' buttons, each followed by 'Pay My Bill' and 'View My Bill' links. The main content area features a table with payment history. The table has four columns: Date, Description, Type, and Amount. It lists seven payments from 01/03/2011 to 07/15/2011, all of which are 'Payment - Thank You' and 'Remit' type, with amounts ranging from \$427.90 to \$655.38. A 'printer friendly' icon is located at the bottom left of the table.

Date	Description	Type	Amount
07/15/2011	Payment - Thank You	Remit	650.89
05/24/2011	Payment - Thank You	Remit	655.06
05/03/2011	Payment - Thank You	Remit	637.68
03/31/2011	Payment - Thank You	Remit	655.38
02/28/2011	Payment - Thank You	Remit	652.80
01/21/2011	Payment - Thank You	Remit	427.90
01/03/2011	Payment - Thank You	Remit	819.27

To update your credit card, select the Pay Bill Online link and follow the prompts after selecting the **Use a New Credit Card** radio button.

The screenshot shows the Comcast Business Class e-bill 'Make an Online Payment' page. The top navigation bar and header are identical to the previous screenshot. The main content area is titled 'Make an Online Payment'. It prompts the user to 'Select a Payment Account to use for this online payment:' with three radio button options: 'Use an Existing Account' (selected), 'Use a New Credit Card', and 'Use a New e-Check Account'. The 'Use an Existing Account' option is currently disabled, showing a dropdown menu with the text 'You have no Payment Accounts Set Up'. Below this, there is a section titled 'Select the amount you would like to pay below:' with three radio button options: '\$1,299.72 Total Amount Due' (selected), '\$647.96 This Month's Charges', and '\$ [input field] Other Amount'. At the bottom of the form are 'Continue' and 'Cancel' buttons.



## REPORTS

To view standard billing reports, select the **Reports** tab. You can click on each report provided to see the results.

**Statement History** report shows balances and payments from past statements:

The screenshot shows the Comcast Business Class e-bill interface. The top navigation bar includes links for Home, View Bill, Payments, Reports, and My Account. The 'Reports' tab is selected. The main header displays 'Statement History' for Account # Friday, August 12, 2011. On the left, a 'Billing Reports' sidebar lists various reports, with 'Statement History' selected. Below this is a 'Quick Links' section with buttons for 'Pay My Bill' and 'View My Bill'. The main content area features a table with the following columns: Statement Date, Beginning Balance, Payments, Adjustments, Past Due, Current Charges, and Total Due. The table contains 14 rows of data spanning from 10/01/2010 to 08/01/2011. A 'printer friendly' icon is located at the bottom left of the table area.

Statement Date	Beginning Balance	Payments	Adjustments	Past Due	Current Charges	Total Due
08/01/2011	\$1,302.65	\$650.89	\$0.00	\$651.76	\$647.96	\$1,299.72
07/01/2011	\$650.89	\$0.00	\$0.00	\$650.89	\$651.76	\$1,302.65
06/01/2011	\$1,292.74	\$1,292.74	\$0.00	\$0.00	\$650.89	\$650.89
05/01/2011	\$637.68	\$0.00	\$0.00	\$637.68	\$655.06	\$1,292.74
04/01/2011	\$655.38	\$655.38	\$0.00	\$0.00	\$637.68	\$637.68
03/01/2011	\$652.80	\$652.80	\$0.00	\$0.00	\$655.38	\$655.38
02/01/2011	\$1,247.17	\$1,247.17	\$0.00	\$0.00	\$652.80	\$652.80
01/01/2011	\$593.54	\$0.00	\$0.00	\$593.54	\$653.63	\$1,247.17
12/01/2010	\$819.27	\$0.00	\$0.00	\$819.27	(\$225.73)	\$593.54
11/01/2010	\$806.00	\$0.00	\$0.00	\$806.00	\$13.27	\$819.27
10/01/2010	\$0.00	\$0.00	\$0.00	\$0.00	\$806.00	\$806.00

The area code summary report shows the number of calls, duration and charge amount to every call area code:

The screenshot shows the Comcast Business Class e-bill interface with the 'Area Code Summary' report selected. The top navigation bar is the same as the previous screenshot. The main header displays 'Area Code Summary' for Account # Friday, August 12, 2011. On the left, the 'Billing Reports' sidebar shows 'Area Code Summary' selected. The main content area includes a 'Statement: 8/1/2011' and a 'Select Statement:' dropdown menu set to '8/1/2011'. Below this is a 'Sort By:' dropdown menu set to 'Area Code' and a 'Submit' button. The main data table has columns: Area Code, Calls, Minutes, and Amount. It lists 16 area codes and their corresponding call statistics and charges.

Area Code	Calls	Minutes	Amount
0	15	9.9	1.25
202	2	1.4	0.00
203	10	28.9	0.00
207	2	1.7	0.00
212	3	2.9	0.00
214	4	5.1	0.00
216	3	1.4	0.00
240	1	0.1	0.00
248	1	5.4	0.00
262	40	148.1	0.00
281	1	1.7	0.00
302	1	0.5	0.00
303	2	0.6	0.00
312	3	2.4	0.00

**Originating Number** report shows the calls, duration and charges for each of your telephone numbers:

The screenshot shows the Comcast Business Class e-bill interface. The top navigation bar includes links for Home, View Bill, Payments, Reports, and My Account. The main header displays the Comcast Business Class logo and the e-bill logo. The page title is "Originating Number Summary". On the left, there is a "Billing Reports" sidebar with links to Statement History, Area Code Summary, Originating # Summary (selected), International Summary, Long Call Summary, Frequently Called #s, Frequently Called Cities, and PAC Summary. Below the sidebar are "Quick Links" for "Pay My Bill" and "View My Bill". The main content area shows the "Statement: 8/1/2011" and a "Select Statement" dropdown menu. Below this is a "Sort By" dropdown menu set to "Originating Number" and a "Submit" button. The main table displays call data with columns: Originating #, Calls, Minutes, and Amount. The table lists 10 rows of call data, including area codes and call counts. A "Totals" row at the bottom shows 1,436 calls, 3,154.7 minutes, and 1.25 amount. A "printer friendly" icon is located at the bottom left of the table area.

Originating #	Calls	Minutes	Amount
412-281-4444	29	43.7	0.00
412-281-4478	193	479.1	0.00
412-281-4484	15	33.8	0.00
412-752-2288	254	712.7	1.25
412-752-2834	127	210.6	0.00
412-752-4724	416	867.0	0.00
412-752-4728	94	234.2	0.00
412-752-4832	43	74.9	0.00
412-752-4847	182	385.0	0.00
412-752-4322	83	113.7	0.00
<b>Totals:</b>	<b>1,436</b>	<b>3,154.7</b>	<b>1.25</b>

The **International Summary** shows all international calls:

The screenshot shows the Comcast Business Class e-bill interface for the "International Call Summary" page. The top navigation bar and header are identical to the previous page. The "Billing Reports" sidebar on the left has "International Summary" selected. The main content area shows the "Statement: 8/1/2011" and a "Select Statement" dropdown menu. Below this is a "Sort By" dropdown menu set to "Country" and a "Submit" button. The main table displays call data with columns: Country, Calls, Minutes, and Amount. The table shows a "Totals" row with 0 calls, 0.0 minutes, and 0.00 amount. A "printer friendly" icon is located at the bottom left of the table area.

Country	Calls	Minutes	Amount
<b>Totals:</b>	<b>0</b>	<b>0.0</b>	<b>0.00</b>

The **Long Call** summary shows all calls over 20 minutes in length:

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e-bill<sup>SM</sup>

Log Out

Security Policy

Home

View Bill

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Reports

My Account

Account #  
Friday, August 12, 2011

Long Call Summary +20 Minutes

Billing Reports

Statement History

Area Code Summary

Originating # Summary

International Summary

Long Call Summary

Frequently Called #s

Frequently Called Cities

PAC Summary

Quick Links

Pay Pay My Bill

View View My Bill

Statement: 8/1/2011

Select Statement: 8/1/2011

Select

Sort By: Date

Submit

Date	Time	Number	Location	Minutes	Amount
07/05/11	13:29	888-412-0882	Inbound ,	88.6	0.00
07/14/11	11:09	888-871-8882	Inbound ,	51.6	0.00
07/15/11	10:34	917-428-8882	BOSTON , MA	79.6	0.00
07/16/11	07:43	412-227-8488	Inbound ,	42.8	0.00
07/21/11	10:59	888-871-8882	Inbound ,	51.2	0.00
07/27/11	13:47	412-751-8888	SPRINGFLD , MA	30.7	0.00
07/28/11	11:02	888-871-8882	Inbound ,	29.5	0.00
Totals:				374.0	0.00

printer friendly

Frequently Called numbers:

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Log Out

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My Account

Account #  
Friday, August 12, 2011

Frequently Called Number Summary

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Area Code Summary

Originating # Summary

International Summary

Long Call Summary

Frequently Called #s

Frequently Called Cities

PAC Summary

Quick Links

Pay Pay My Bill

View View My Bill

Statement: 8/1/2011

Select Statement: 8/1/2011

Select


Sort By: Called Number

Submit


Minimum Call Threshold: 20

printer friendly

## Frequently Called cities:



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[Log Out](#)  
[Security Policy](#)

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Friday, August 12, 2011

Frequently Called City Summary

**Billing Reports**

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Originating # Summary

International Summary

Long Call Summary

Frequently Called #s

Frequently Called Cities

PAC Summary

Quick Links

[Pay My Bill](#)

[View My Bill](#)


Statement: 8/1/2011

Select Statement: 8/1/2011

Sort By:

Minimum Call Threshold:

Location	Calls	Minutes	Amount
HOLYOKE, MA	36	74.3	0.00
Inbound	839	1,753.1	0.00
INDIANORCH, MA	70	200.5	0.00
MANCHESTER, CT	24	24.9	0.00
MARLBORO, MA	28	79.9	0.00
SPRINGFLD, MA	161	323.6	0.00
TURNERSFELS, MA	53	169.2	0.00
Totals:	1,211	2,625.5	0.00

 printer friendly



## MANAGE ACCOUNT

All e-bill account information is viewable and editable from the **My Account** tab:

Comcast BUSINESS CLASS e-bill<sup>SM</sup> [Log Out](#) [Security Policy](#)

Home View Bill Payments Reports **My Account**

Account #  
Friday, August 12, 2011

### Account Information

**Manage Account**

- Account Information
- Email Address
- Line Summary

**e-bill Settings**

- e-bill Logon Password
- e-bill Security Question

**Quick Links**

**Pay** [Pay My Bill](#)

**View** [View My Bill](#)

If any part of the following information is incorrect, please contact customer service and we will correct this information.

Name and Address	Contact Information
Name: [Redacted]	Name: [Redacted]
Address: [Redacted]	Phone #: [Redacted]
City: Springfield	Fax #: [Redacted]
State: MA	E-mail: [Redacted].com
Zip Code: 01105	

**Billing Address**

Address: [Redacted]

City: Springfield

State: MA

Zip: 01105

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All account information, including login security information can be updated using the edit links on the left hand side of the page.

## NEED HELP?

Help is always available...

On the **Home** tab you will find the Managed Business Class Voice team customer service number:

The screenshot shows the Comcast Business Class e-bill account summary page. The header includes the Comcast logo, 'BUSINESS CLASS', and 'e-bill' with a trademark symbol. There are links for 'Log Out' and 'Security Policy'. A navigation bar contains 'Home', 'View Bill', 'Payments', 'Reports', and 'My Account'. The main content area is titled 'Account Summary' and shows the account summary as of 8/12/2011. It lists the account name, account number, current statement date (8/1/2011), and payment due date (DUE UPON RECEIPT). The balance from the current statement is \$1,299.72, and the account balance due is \$1,299.72. A message center section provides contact information for Managed Business Class Voice Customer Care, including the phone number 1-800-462-4176. The footer includes a copyright notice for CustomCell Data Systems.

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BUSINESS CLASS  
e-bill<sup>SM</sup>

Log Out  
Security Policy

Home View Bill Payments Reports My Account

Account #  
Friday, August 12, 2011

Account Summary

Account Summary as of 8/12/2011

Account Name: [REDACTED]  
Account Number: [REDACTED]

Current Statement date: 8/1/2011  
Payment due date: DUE UPON RECEIPT

Balance from Current Statement: \$1,299.72  
No payments received  
**Account balance due: \$1,299.72**

Message Center

[Managed Business Class Voice Customer Care](#)  
Comcast Managed Business Class Voice Customer Care can be reached at 1-800-462-4176.

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**Managed Business Class Voice Customer Service: 800-472-4176**