



BT Business My Account User Guide

Introduction

We know how important access to the right billing information at the right time is for your business. That's why we're changing how you view and analyse your BT Business bills.

With Analyse Charges as part of My Account, your new online portal, you'll be in the driving seat. We're giving you full control of the reports you run and the information you see.

You'll have all the information you had access to in BT Analyst Converge, just with more flexibility and control.

My Account User Guide

This guide will help you get up and running with how to access and use My Account, your new BT Business online portal as well as an in depth look at Analyse Charges which replaces Analyst Converge.

We'll also walk you through how to run the most popular reports (that customers use in BT Analyst Converge) using Analyse Charges.

Key differences.

BT Analyst Converge & My Account

There are a couple of key differences when using My Account and Analyse Charges compared to Analyst converge that we wanted to highlight in this guide, to make sure you feel at home as soon as possible.

1. How you access Analyse Charges. We've included a dedicated section on setting up My Account for the first time below.
2. Downloading a CSV report and using the filter options (e.g. products, costs, charge type) to tailor the report so it contains only the data that's best for your business.

How to set up and access My Account

Okay, let's get set up.

Make sure you've got the following bits of information to hand. These will have been sent to you either in your welcome email from **noreply@bt.com** or your email from **btacmigrations@bt.com**

Don't forget to check your Junk/Spam folders if you don't see them in your Inbox:

Username – email address currently used to log into BT Analyst Converge.

Temporary password – included in your welcome email from **noreply@bt.com** (you can change it once you're activated and logged into My Account).

One-off code – included in your email from **btacmigrations@bt.com**. Once you've got these, follow the quick steps on the next page to activate My Account:

How to set up and access My Account

1. Click the **Sign into My Account** link in your welcome email.
2. Enter your **username** and **temporary password**.
3. Enter your **one-off code** included in your email from **btacmigrations@bt.com**.
4. Set up an **eight-digit security number**, in case you ever forget your username or password.
5. Choose your **new password**. It needs to include an uppercase letter, a lowercase letter and a number. Be between 8 and 16 characters. Symbols such as **! £ &** will help make your password more secure.

And that's it. Your account is active and you're ready to explore **My Account**.

Existing My Account users

If you're an existing My Account user, simply log in as usual and head over to your main **Billing** page.

Click on the **Analyse** dropdown from the top navigation bar and choose **Analyse charges**.

This is where you'll be able to find all the same information that you accessed in BT Analyst Converge.

Billing overview

My Account is a powerful tool for billing. It will help you take control of your BT Business bills, and help you analyse your charges in a way that works for you.

You'll have 24/7 access to all your bills. You can make online payments, set up Direct Debits. You'll also have the ability to view and download bills which are HM Revenue & Customs approved for tax purposes from the past 26 months.

You'll be able to view usage across all of your services, and with Analyse Charges, you can deep dive into all your bills and usage data.

Analyse Charges overview

In My Account you'll have **summary** or **detailed reports** for all your services allowing you to filter out the information you don't need.

From your main Billing page, click on the **Analyse** dropdown and choose **Analyse charges**. This is where you'll be able to find all the same information that you accessed in BT Analyst Converge.

Analyse Charges is separated into three tabs **Overview**, **Summary Reports** and **Usage Reports**.

Analyse Charges overview

Overview: A high-level, visual breakdown of your latest bill/s.

Broken down by charge types e.g. Regular charges, usage, one-off charges, adjustments, discounts. You have the option to toggle VAT off and on here as well.

Summary reports: View online or download reports.

By default, you'll always see your **Summary by service** report in the table on this page.

This is a summary of your services and charges for a selected invoice. You can download as a PDF or CSV and print this summary.

There are also several ready-made reports available under **Choose your reports** such as the **Bills by service number** report and **Charges by type** reports. Have a look around and see what works best for you.

Analyse Charges overview

Usage reports: View online or download reports relating to usage charges.

By default, you'll always see your **Total usage by service number**, a summarised report of your services and charges broken down by usage type (international calls, mobile calls, Premium number for example).

Again, you can download as PDF or CSV and print this summary report.
There are also several ready-made reports available under **Choose your reports**.

Popular Reports.

We've included step by step instructions for the most popular reports that customers have used in BT Analyst Converge and how you will now access the same information in Analyse Charges.



For the home For business and public sector For global business

BT Products & solutions ▾ Why choose BT ▾ Help & support ▾ Log out

My Account > Billing overview

Overview My bills ▾ My usage ▾ My statements ▾ Pay bills ▾ Manage accounts ▾ Analyse ▾ ? ⚙

Billing overview

For each billing account, view amount owed, latest and recent bills, how you pay, and more.

Account In credit

Total amount owed
-£147.38
Inc. VAT

This will be deducted from your next bill.
[Account statement >](#)

View latest bill

Bill frequency
Quarterly

Recent bills

05 Oct	-£7,704.83	>
04 Oct	£7,714.43	>
05 Jul	-£7,882.13	>

How you pay
Non-Direct Debit
[Go Direct Debit >](#)

Bill type
Paper-free

Your services

- Mobile services
- Broadband and internet
- Phone services
- Bundled service

Chart our charges, your way
[Tag costs >](#)

Want bills that look after themselves?
[Go Direct Debit >](#)

How to download your current bill in My Account

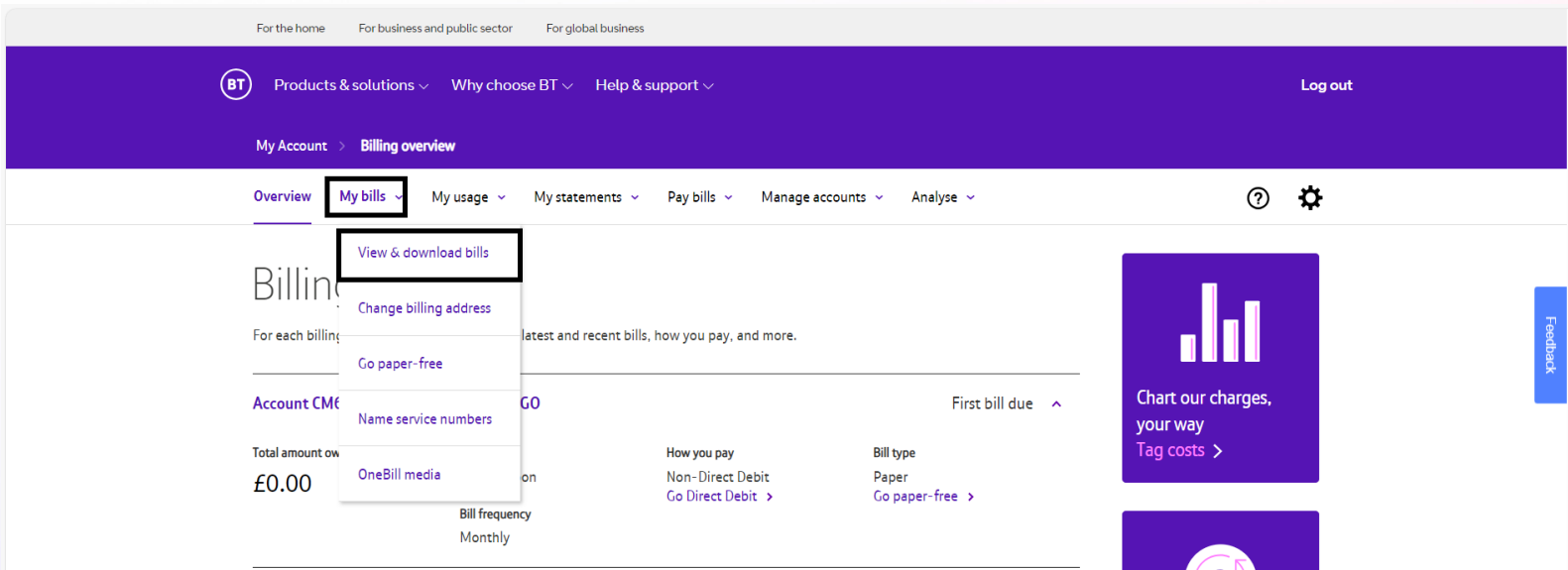
Billing overview page

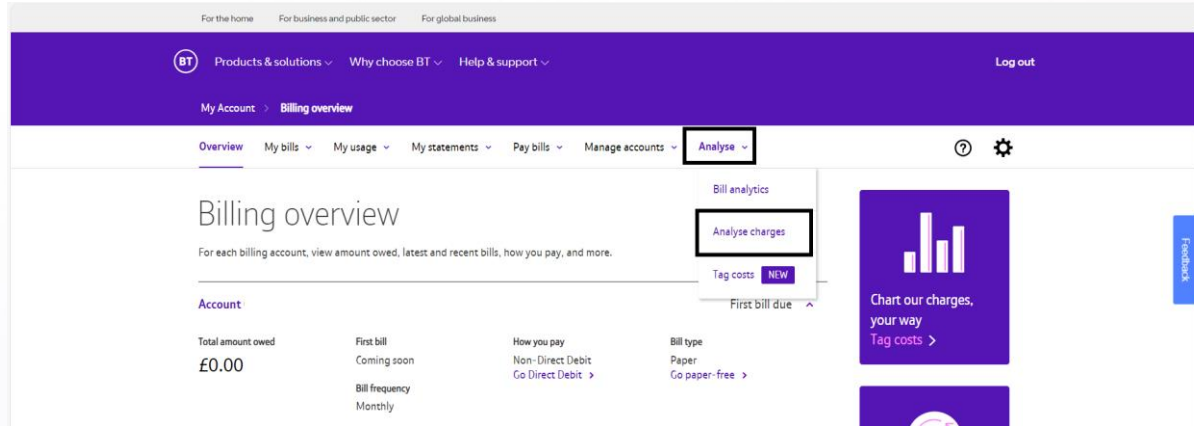
- From your My Account dashboard, choose **Billing** from the navigation bar.
- You'll land on your **Billing overview**, from here you can choose the relevant account and download your latest bill.



How to download older bills in My Account:

- From the **My bills** dropdown menu, select **View & download bills** as shown.
- Here you can choose to view your bills online or download bills either as a CSV or a PDF file.





How to analyse bills in Analyse Charges

- From the **Analyse** dropdown menu, select **Analyse charges** as shown.
- In Analyse charges you'll have a default **Summary by service** report with your latest bill information in. You can see a high-level summary of your services here.

Analyse charges

To pinpoint what you're paying for, analyse charges. Also print and download summary reports, and usage reports.

Overview

Summary reports

Usage reports

Number of accounts

Number of invoices

Total net charge

1

1

£-6,420.69

Analyse more

Select or remove services

Table view

Graphical view

Summary by service

Get down into the detail by clicking on the costs in the table or switch to the graphical view and click on the segments.

Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Discounts (£)	Adjustments (£)	Total charges before VAT (£)	Number of lines	Usage quantity
Other account-related items	8.00	0.00	-6,428.69	0.00	0.00	-6,420.69		
Total	£8.00	£0.00	£-6,428.69	£0.00	£0.00	£-6,420.69		

Download this report

Print this view



Choosing your report type and format:

- Scroll down to the **Choose your reports** section where you can select the report type and format.
- Clicking the link for the report (e.g.) **Bills by service number** will present an online summary view.
- Clicking the **Download** button for **Bills by service number** will generate a CSV file to see all the information held at a service level.

Bills by service number
Charges of all types for each billed service.

Summary report > Bills by service number

Filtering

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off credits (£)
GPO	GPO	S166			Other account-related items	8.00	0.00	-6.42
Total						£8.00	£0.00	£-6.42

Download this report Print this view

Choose your reports

All charges by billed service or site

Bills by service number
Charges of all types for each billed service. Print Download

Billed services & sites
Charges of all types for each billed service, plus service locations. Download

AA39																												
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
2	Account	Bill refere M056, 18 Sep 2023																										
3	Service number	Account	Bill reference	Source account	Source ref	Service type	Regular ch	Usage cha	One-off cl	Discounts	Adjustme	Total char	VAT rate	Usage que	Usage dur	Usage star	Usage enc	Rental sta	Rental en	Usage day	Rental day	Tag 1 - Co	Tag 2 - Loc	Tag 3 - Are	Tag 4 - U			
4	'01				'055	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
5	'01				'055	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
6	'01				'044	Phone ser	32	0	0	0	0	32	20					#####	#####						60			
7	'01				'043	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
8	'01				'043	Broadban	51.03	0	0	0	0	51.03	20					#####	#####						60			
9	'01				'031	Broadban	58.29	0	0	0	0	58.29	20					#####	#####						60			
10	'01				'031	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
11	'01				'033	Broadban	38.66	0	0	0	0	38.66	20					#####	#####						60			
12	'01				'033	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
13	'01				'028	Phone ser	0.45	0	0	0	0	0.45	20					#####	#####						32			
14	'01				'046	Broadban	1.7	0	18	0	0	19.7	20					#####	#####						32			
15	'01				'055	Phone ser	0.45	0	0	0	0	0.45	20					#####	#####						32			
16	'01				'046	Phone ser	13.5	0.35	0	0	0	13.85	20	6	00:14:27	#####	#####	#####	#####					37				
17	'01				'055	Phone ser	13.5	0.24	0	0	0	13.74	20	1	00:02:43	#####	#####	#####	#####					37				
18	'01				'055	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
19	'01				'055	Broadban	56.29	0	0	0	0	56.29	20					#####	#####						60			
20	'01				'030	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			
21	'01				'030	Broadban	58.29	0	0	0	0	58.29	20					#####	#####						60			
22	'01				'046	Broadban	51.03	0	0	0	0	51.03	20					#####	#####						60			
23	'01				'055	Phone ser	13.5	0.85	0	0	0	14.35	20	4	00:03:09	#####	#####	#####	#####					37				
24	'01				'055	Phone ser	13.5	0	0	0	0	13.5	20					#####	#####						60			



Bills by service number
Charges of all types for each billed service.

[Summary report](#) > Bills by service number

Filtering

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off charges & credits (£)
GP001	GP01	S166			Other account-related items	8.00	0.00	-5.45
Total						£8.00	£0.00	£-5.45

Download this report Print this view

Choose your reports

^ All charges by billed service or site

Bills by service number
Charges of all types for each billed service. Print **Download**

Billed services & sites
Charges of all types for each billed service, plus service locations. Download

Applying filters to the CSV file:

- For full detail, download the CSV file from the option shown.
- To sort the data according to your needs, apply filters by opening the CSV file and clicking on the row that contains the title headers for the columns.
- Select **Sort & Filter**, then **Filter**.

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard Font Alignment Number Styles Cells

Service number

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Total charges & VAT rate
'0111'	VP1	GP	GP01	'055	Phone service	13.5	0	0	13.5 21
'0111'	VP1	GP	GP01	'055	Phone service	13.5	0	0	13.5 21
'0111'	VP1	EM	EM2	'044	Phone service	32	0	0	32 21
'0111'	VP1	GP	GP01	'043	Phone service	13.5	0	0	13.5 21
'0111'	VP1	GP	GP01	'043	Broadband and	51.03	0	0	51.03 21
'0111'	VP1	GP	GP01	'031	Broadband and	58.29	0	0	58.29 21
'0111'	VP1	GP	GP01	'031	Phone service	13.5	0	0	13.5 21
'0111'	VP1	GP	GP01	'033	Broadband and	38.66	0	0	38.66 21
'0111'	VP1	GP	GP01	'033	Broadband and	38.66	0	0	38.66 21

Sort & Filter

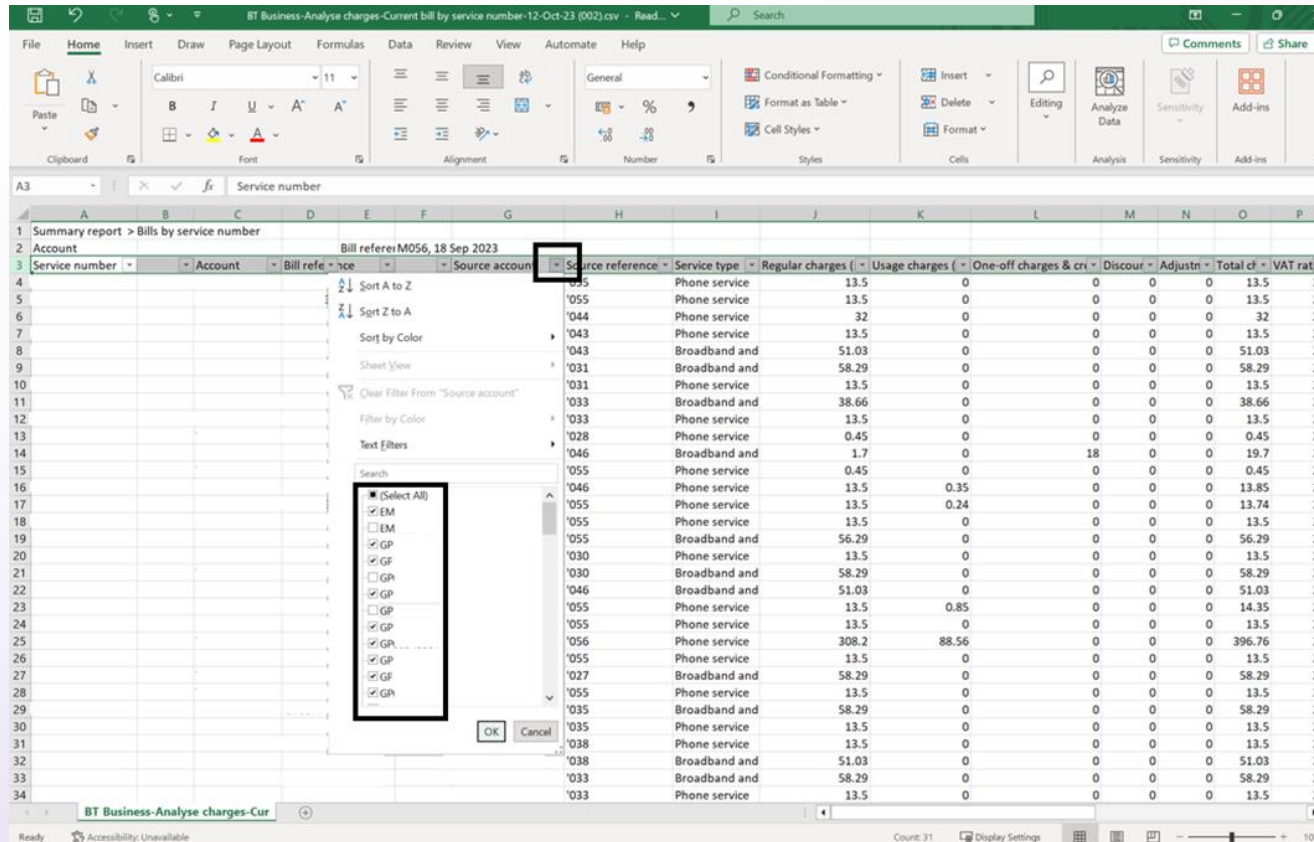
Sort A to Z
Sort Z to A
Custom Sort...

Filter
Clear
Reapply



Applying filters to the CSV file:

- After applying Sort & Filters, the columns within the CSV file will now contain **dropdown arrows** for each column
- Using the dropdown, you'll be able to refine the filter options further by using the **tick boxes**, selecting the values that you want to view in the selected column of the CSV file then click **OK**.
- Any values not ticked for selection won't appear in the filtered CSV.



Analyst Converge vs Analyse Charges.

Let's take a walk through how to run the most popular reports (that customers use in BT Analyst Converge) using Analyse Charges ...



BT Analyst Converge report name: Bills by service number

Where to find in My Account: Bills by service number report



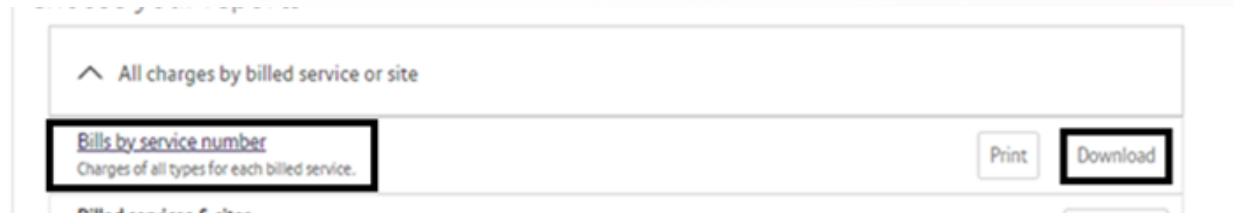
Service number	Regular	Usage	One-off	Discour	Adjust	Total ch	VAT rat	Usage	Usage	Usage s	Usage e	Rental
'0113	13.5	0	0	0	0	13.5	20					#####
'0113	13.5	0	0	0	0	13.5	20					#####
'0115	32	0	0	0	0	32	20					#####
'0115	64.53	0	0	0	0	64.53	20					#####
'0116	71.79	0	0	0	0	71.79	20					#####
'0117	52.16	0	0	0	0	52.16	20					#####
'0122	13.5	0.4	0	0	0	13.9	20	6	00:23:38	#####	#####	#####
'0122	13.5	3.36	0	0	0	16.86	20	9	00:42:33	#####	#####	#####
'0122	69.79	0	0	0	0	69.79	20					#####
'0122	71.79	0	0	0	0	71.79	20					#####
'0122	13.5	0.12	0	0	0	13.62	20	2	00:02:07	#####	#####	#####
'0122	51.03	0	0	0	0	51.03	20					#####
'0122	13.5	0	0	0	0	13.5	20					#####
'0122	308.2	97.03	0	0	0	405.23	20	41	55:12:08	#####	#####	#####
'0122	13.5	0	0	0	0	13.5	20					#####
'0126	58.29	0	0	0	0	58.29	20					#####
'0126	13.5	0	0	0	0	13.5	20					#####
'0127	71.79	0	0	0	0	71.79	20					#####
'0131	64.53	0	0	0	0	64.53	20					#####
'0132	71.79	0	0	0	0	71.79	20					#####

- To view charges according to the service number in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next **Service number** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which numbers you want to see and click **OK**.



BT Analyst Converge report name: Bills by Source account

Where to find in My Account: Bills by service number report



Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges	Usage charges	One-off charges & cri	Discour	Adjustn	Total ch	VAT rat
'055	Phone service					13.5	0	0	0	0	13.5	2
'055	Phone service					13.5	0	0	0	0	13.5	2
'044	Phone service					32	0	0	0	0	32	2
'043	Phone service					13.5	0	0	0	0	13.5	2
'043	Broadband and					51.03	0	0	0	0	51.03	2
'031	Broadband and					58.29	0	0	0	0	58.29	2
'031	Phone service					13.5	0	0	0	0	13.5	2
'033	Broadband and					38.66	0	0	0	0	38.66	2
'033	Phone service					13.5	0	0	0	0	13.5	2
'028	Phone service					0.45	0	0	0	0	0.45	2
'046	Broadband and					1.7	0	18	0	0	19.7	2
'055	Phone service					0.45	0	0	0	0	0.45	2
'046	Phone service					13.5	0.35	0	0	0	13.85	2
'055	Phone service					13.5	0.24	0	0	0	13.74	2
'055	Phone service					13.5	0	0	0	0	13.5	2
'055	Broadband and					56.29	0	0	0	0	56.29	2
'030	Phone service					13.5	0	0	0	0	13.5	2
'030	Broadband and					58.29	0	0	0	0	58.29	2
'046	Broadband and					51.03	0	0	0	0	51.03	2
'055	Phone service					13.5	0.85	0	0	0	14.35	2
'055	Phone service					13.5	0	0	0	0	13.5	2
'056	Phone service					308.2	88.56	0	0	0	396.76	2
'055	Phone service					13.5	0	0	0	0	13.5	2
'027	Broadband and					58.29	0	0	0	0	58.29	2
'055	Phone service					13.5	0	0	0	0	13.5	2
'035	Broadband and					58.29	0	0	0	0	58.29	2
'035	Phone service					13.5	0	0	0	0	13.5	2
'038	Phone service					13.5	0	0	0	0	13.5	2
'038	Broadband and					51.03	0	0	0	0	51.03	2

- To view charges according to source account in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next **Source account** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which accounts you want to see and click **OK**.



BT Analyst Converge report name: Bills by Service

Where to find in My Account: Bills by service number report



Service number	Account	Bill reference	Source	Service type	Regular	Usage c	One-off	Discour	Adjustn	Total ch	VAT rat	Usage c
'0113	VP	GP	GPOI	Sort A to Z	13.5	0	0	0	0	13.5	20	
'0113	VP	GP	GPOI	Sort Z to A	13.5	0	0	0	0	13.5	20	
'0115	VP	EM2	GPOI	Sort by Color	32	0	0	0	0	32	20	
'0115	VP	GP	GPOI	Sheet View	13.5	0	0	0	0	13.5	20	
'0115	VP	GP	GPOI	Clear Filter From "Service type"	51.03	0	0	0	0	51.03	20	
'0116	VP	GP	GPOI	Filter by Color	58.29	0	0	0	0	58.29	20	
'0116	VP	GP	GPOI	Text Filters	13.5	0	0	0	0	13.5	20	
'0117	VP	GP	GPOI	Search	38.66	0	0	0	0	38.66	20	
'0117	VP	GP	GPOI	(Select All)	13.5	0	0	0	0	13.5	20	
'0120	VP	GP	GPOI	Broadband and internet	0.45	0	0	0	0	0.45	20	
'0122	VP	GP	GPOI	Equipment	1.7	0	18	0	0	19.7	20	
'0122	VP	GP	GPOI	Other account-related items	0.45	0	0	0	0	0.45	20	
'0122	VP	GP	GPOI	Phone service	13.5	0.35	0	0	0	13.85	20	
'0122	VP	GP	GPOI	(Blanks)	13.5	0.24	0	0	0	13.74	20	
'0122	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0122	VP	GP	GPOI		56.29	0	0	0	0	56.29	20	
'0122	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0122	VP	GP	GPOI		58.29	0	0	0	0	58.29	20	
'0122	VP	GP	GPOI		51.03	0	0	0	0	51.03	20	
'0122	VP	GP	GPOI		13.5	0.85	0	0	0	14.35	20	
'0122	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0122	VP	SL4	SL48		308.2	88.56	0	0	0	396.76	20	14
'0122	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0126	VP	GP	GPOI		58.29	0	0	0	0	58.29	20	
'0126	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0127	VP	GP	GPOI		58.29	0	0	0	0	58.29	20	
'0127	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0131	VP	GP	GPOI		13.5	0	0	0	0	13.5	20	
'0131	VP	GP	GPO	Broadband and internet	51.03	0	0	0	0	51.03	20	
'0132	VP	GP	GPO	Broadband and internet	58.29	0	0	0	0	58.29	20	

- To view charges according to service (e.g. Broadband, Telephony or Mobile) in Analyse Charges you will first **Download** a copy of the **Bills by service number** report.
- Once downloaded, apply Sort & Filters (as previously shown) and click the dropdown arrow next to **Service type** in the CSV file to view all of the data it contains.
- Using the tick boxes, select which services you want to see and click **OK**.



BT Analyst Converge report name: Bills by service - Private Circuit

Where to find in My Account: Data and Voice Network report



- The information provided in your Private Circuit report is different to the rest of our products and services, so we've created a standalone **Data and Voice Network report**.
- You can access this report within the **All charges by billed service or site**
- Once downloaded, you can apply Sort & Filters (as previously shown) and click the dropdown arrows next to columns in the CSV file to view and refine the data in the file.

Service number	Account	Bill ref	Source account	Source reference	Charge start date	Charge end date	Network description
DEI	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
DEI	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
REI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A (use
DEI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
DEI	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
MX	VP	M216	154	'061	01/10/2023	31/10/2023	Megastream 2
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	Direct Wire Analogue B
CO7	VP	M216	154	'061	01/10/2023	31/10/2023	RDL ALM 3223 HD Modem
REI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
DEI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A -
ANI	VP	M216	154	'061	01/10/2023	31/10/2023	DIRECT WIRE ANALOGUE A (use



BT Analyst Converge report name: Non usage charges

Where to find in My Account: Summary by service, Charges by type , at a glance.

Choose your reports

Download this report Print this view

▼ All charges by billed service or site

▲ **Charges by type, at a glance**

[Regular charges at a glance](#)
An overview of regular charges by type. Print Download

[Usage charges at a glance](#)
An overview of usage charges by type. Print Download

[One-off charges & credits at a glance](#)
An overview of one-off charges & credits for each charge type. Print Download

[Discounts at a glance](#)
An overview of discounts applied to each charge type. Print Download

▼ Charges by type, in detail

- In the **Charges by type, at a glance** category you can view and download reports for non-usage charges such regular charges (rental), one-off charges & credits and discounts.



BT Analyst Converge report name: Non usage charges

Where to find in My Account: Summary by service, Charges by type, in detail.

Choose your reports

▼ All charges by billed service or site	
▼ Charges by type, at a glance	
^ Charges by type, in detail	
Regular charges in detail A detailed view of regular charges by type.	<button>Print</button> <button>Download</button>
One-off charges & credits in detail A detailed view of one-off charges & credits for each charge type.	<button>Print</button> <button>Download</button>
Adjustments in detail A detailed view of adjustments applied to each charge type.	<button>Print</button> <button>Download</button>

- In the **Charges by type in detail** category you can see a more detailed view of non usage charges such as regular charges (rental), one-off charges & credits and adjustments.



BT Analyst Converge report name: Internet Teleworker, SIP, Account Level, Concert Classic, BT Syncordia, OpenZone, Advanced Services, VOIP and BT Conferencing

Where to find in My Account: All reports

The screenshot shows the 'Review' tab of the BT Analyst Converge report. The table displays charges for 'Sep 2023' with columns for 'Source reference', 'Service type', 'Regular charge', 'Usage charges', and 'One-off charge'. A filter is applied to the 'Service type' column, showing only 'Other account-related items'.

Source reference	Service type	Regular charge	Usage charges	One-off charge
'047	Other account-related items	0	0	
'047	Other account-related items	0	0	
'043	Other account-related items	0	0	1
'035	Other account-related items	0	0	
'036	Other account-related items	0	0	
'034	Other account-related items	0	0	
'033	Other account-related items	0	0	
'027	Other account-related items	0	0	
'023	Other account-related items	0	0	
'012	Other account-related items	0	0	
'002	Other account-related items	0	0	
	Other account-related items	0	0	

- We've combined these product in View My OneBill in My Account.
- Information relating to these products is found by applying Sort & filters then filtering out all options except **Other account - related items** in any of our Analyse Charges reports.

Help & Support

We have lots of help and support available for our customers.

You can find all the information to help you with any of your BT Business billing needs over at:

[BT Business billing | Help & support | BT Business](#)

Here are a couple of Help articles to help you get up and running with your Cost Centres and viewing your call usage:

Tagging costs: [What is tagging and how do I use it? | BT Business](#)

Viewing call usage: [Viewing your call usage | Help | BT Business](#)



**Means
Business**