

# BT Business My Account user guide

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## 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 bills in My Account using View My OneBill

With Analyse Charges , 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 View My OneBill , which replaces BT Analyst Converge in My Account.

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 & Analyse Charges

There are a couple of key differences when using 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.

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.





|                                     |                                                                               | + Request applications                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| My applications Hide details        |                                                                               | Q Search application                                                                                                             |
| Administration USER ADMINISTRATION  | For UK based customers using BT Onebilt, to interrogate and report on billing | DCF E<br>USER ADMINSTRATION                                                                                                      |
| ট Launch                            | 다 Launch                                                                      | 년 Launch                                                                                                                         |
| BT Germany number management system | SPI - 10 Sec Pilot<br>SERVICE MANAGEMENT                                      | EView My OneBill<br>CONTRACT MANAGEMENT<br>The application shows the Onebill Account details<br>from Billing and Payment Portals |

## How to access View My OneBill in My Account:

- Log into My Account in the usual way with your username and password.
- From the Applications page in My Account click the Launch link contained within the View My OneBill tile.
- You'll land on your **Billing overview**, from here you can access Analyse charges.

# **Billing overview**

View My OneBill, in My Account is a powerful tool for billing. It'll 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'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 your services, and with Analyse Charges, you can deep dive into all your bills and usage data.



# **Analyse Charges overview**

In View My OneBill 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).

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.





| Uasr Dasr                                   | Applications                                             | Support                                      |                                   |      |   | 4 : |
|---------------------------------------------|----------------------------------------------------------|----------------------------------------------|-----------------------------------|------|---|-----|
| Overview My bills ~                         | My usage 👻 My statements                                 | ✓ Analyse ✓                                  |                                   |      |   |     |
| Billing ove<br>For each billing account, vi | erview<br>iew amount owed, latest and recent             | bills, how you pay, and more.                |                                   |      |   | G.  |
| Account                                     |                                                          |                                              |                                   | Paid | ^ |     |
| Total amount owed<br>£0.00<br>Inc. VAT      | Bill frequency<br>Monthly<br>Recent bills                | How you pay<br>Non-Direct Debit<br>Bill type | Your services<br>& Phone services |      |   |     |
| Account statement >                         | 11 Dec £147.28 ><br>11 Nov £147.28 ><br>11 Oct £147.28 > | Paper-free                                   |                                   |      |   |     |
| View latest bill                            | Download bill                                            |                                              |                                   |      |   |     |
| Account                                     |                                                          |                                              |                                   | Paid | ~ |     |
| Account                                     |                                                          |                                              |                                   | Paid | ~ |     |

## How to download your current bill in My Account:

- 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.



| BT                                    | Dashboard Aj                            | oplications Support                               |                                   |      | Ą | 8 |
|---------------------------------------|-----------------------------------------|---------------------------------------------------|-----------------------------------|------|---|---|
| Overview                              | fy bills My usage ~                     | My statements v Analyse v                         |                                   |      |   |   |
| Rilling                               | View & download bills                   | ]                                                 |                                   |      |   |   |
| For each billing                      | Change billing address                  | latest and recent bills, how you pay, and r       | nore.                             |      |   |   |
|                                       | Go paper-free                           |                                                   |                                   | Deid |   |   |
| Paid                                  | OneBill media                           | ]                                                 |                                   | Paid |   |   |
| Total amount owe<br>£0.00<br>Inc. VAT | d Bill freque<br>Monthly<br>Recent bill | ncy How you pay<br>Non-Direct Debi<br>s Bill type | Your services<br>& Phone services |      |   |   |
| Account statem                        | ent > 11 Dec<br>11 Nov<br>11 Oct        | £147.28 > Paper-free<br>£147.28 ><br>£147.28 >    |                                   |      |   |   |
| View latest                           | bill Download                           | d 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.



| Overview My bills ~ My usage ~ My state | nents - Analyse                               |  |
|-----------------------------------------|-----------------------------------------------|--|
| Billing OVERVIEW                        | Analyse charges Tag costs NEW ecent bills, hc |  |

#### Analyse charges

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

| Nu                                                                          | mber of accounts                                                                 | s                                                                   |                                                       | Number of invoid                                                                                | es                                              |                                                                    | Total net charge                                                                                |                                            |                                  |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------|
| ✓ 1                                                                         |                                                                                  |                                                                     |                                                       | 1                                                                                               |                                                 | £-6,                                                               | .420.69                                                                                         |                                            |                                  |
|                                                                             |                                                                                  |                                                                     |                                                       |                                                                                                 |                                                 |                                                                    |                                                                                                 | Analys                                     | e more                           |
|                                                                             |                                                                                  |                                                                     |                                                       |                                                                                                 |                                                 |                                                                    |                                                                                                 |                                            |                                  |
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| ummary by<br>et down into the d                                             | SETVICE<br>detail by clickir                                                     | ng on the                                                           | costs in th                                           | ne table or switch                                                                              | to the gra                                      | phical view a                                                      | Table<br>nd click on the se                                                                     | view Gra                                   | phical view                      |
| bummary by<br>Set down into the o                                           | SETVICE                                                                          | ng on the                                                           | costs in th                                           | ne table or switch                                                                              | to the gra                                      | phical view a                                                      | Table<br>nd click on the se                                                                     | view Gra                                   | phical view                      |
| ummary by<br>et down into the o<br>vice type                                | r Service<br>detail by clickir<br>cl<br>tr<br>tr                                 | ng on the<br>Regular<br>harges<br>£)                                | Usage<br>charges<br>(£)                               | ne table or switch<br>One-off charges<br>& credits (£)                                          | n to the gra<br>Discounts<br>(£)                | phical view a<br>Adjustments<br>(£)                                | Table<br>nd click on the se<br>Total charges<br>before VAT (£)                                  | view Gra<br>egments.<br>Number<br>of lines | phical view<br>Usage<br>quantity |
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## 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. You can see a high-level summary of your services here.



| ervice number 🗸                   | Account             | Bill reference | Source<br>account | Source<br>reference | Service type                | Regular charges (£) | Usage charges (£) | One off c<br>credits (£ |
|-----------------------------------|---------------------|----------------|-------------------|---------------------|-----------------------------|---------------------|-------------------|-------------------------|
| O GPO                             | GPO                 | \$166          |                   |                     | Other account-related items | 8.00                | 0.00              | <u>-6,4</u>             |
| lotal                             |                     |                |                   |                     |                             | <u>£8.00</u>        | <u>£0.00</u>      | £-6.42                  |
|                                   |                     |                |                   |                     |                             |                     |                   | •                       |
| CI.                               |                     |                |                   |                     | Downlo                      | ad this report      | Print this view   |                         |
| noose your re                     | eports              |                |                   |                     |                             |                     |                   |                         |
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| 2 Account        |                     |                |            | Bill refere | M056, 18 | Sep 2023       |        |               |            |           |            |           |          |            |            |           |          |             |           |            |           |           |           |            |               |              |            |    |
| 3 Service number |                     | Account Bi     | ill refere | nce         |          | Source account | Source | el Service ty | Regular ch | Usage cha | One-off cl | Discounts | Adjustme | Total char | VAT rate ( | Usage qua | Usage du | r Usage sta | Usage end | Rental sta | Rental en | Usage day | Rental da | Tag 1 - Co | s Tag 2 - Loo | : Tag 3 - Ar | re Tag 4 - | ۰L |
| 4 '01:           |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0         | 0          | C         | 0        | 13.5       | 20         |           |          |             |           | *****      | *****     |           | 60        |            |               |              |            |    |
| 5 '01:           |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0         | 0          | C         | 0        | 13.5       | 20         |           |          |             |           | *****      | ******    |           | 60        |            |               |              |            |    |
| 6 '01:           |                     |                |            |             |          |                | '044   | Phone ser     | 32         | 0         | 0          | C         | 0        | 32         | 20         |           |          |             |           | *****      | ******    |           | 60        |            |               |              |            |    |
| 7 '01:           |                     |                |            |             |          |                | '043   | Phone ser     | 13.5       | 0         | 0          | C         | 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          | C         | 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          | C         | 0        | 0.45       | 20         |           |          |             |           | *****      | *****     |           | 32        |            |               |              |            |    |
| 14 '01:          |                     |                |            |             |          |                | '046   | Broadban      | 1.7        | 0         | 18         | C         | 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          | C         | 0        | 13.85      | 20         | 6         | 00:14:27 | ******      | *****     | *****      | ******    | 37        | 60        |            |               |              |            |    |
| 17 '01:          |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0.24      | 0          | C         | 0        | 13.74      | 20         | 1         | 00:02:43 | ##########  | *****     | ******     | ******    | 37        | 60        |            |               |              |            |    |
| 18 '01:          |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0         | 0          | C         | 0        | 13.5       | 20         |           |          |             |           | *****      | ******    |           | 60        |            |               |              |            |    |
| 19 '01:          |                     |                |            |             |          |                | '055   | Broadban      | 56.29      | 0         | 0          | C         | 0        | 56.29      | 20         |           |          |             |           | ******     | ******    |           | 60        |            |               |              |            |    |
| 20 '01:          |                     |                |            |             |          |                | '030   | Phone ser     | 13.5       | 0         | 0          | C         | 0        | 13.5       | 20         |           |          |             |           | ******     | ******    |           | 60        |            |               |              |            |    |
| 21 '01:          |                     |                |            |             |          |                | '030   | Broadban      | 58.29      | 0         | 0          | C         | 0        | 58.29      | 20         |           |          |             |           | ******     | ******    |           | 60        |            |               |              |            |    |
| 22 '01:          |                     |                |            |             |          |                | '046   | Broadban      | 51.03      | 0         | 0          | C         | 0        | 51.03      | 20         |           |          |             |           | *****      | *****     |           | 60        |            |               |              |            |    |
| 23 '01:          |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0.85      | 0          | C         | 0        | 14.35      | 20         | 4         | 00:03:09 | *****       | *****     | *****      | *****     | 37        | 60        |            |               |              |            |    |
| 24 '01:          |                     |                |            |             |          |                | '055   | Phone ser     | 13.5       | 0         | 0          | C         | 0        | 13.5       | 20         |           |          |             |           | *****      | *****     |           | 60        |            |               |              |            |    |

## 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.



| <u>mmary report</u> > Bills b | y service number             |                |                   |                     |                             |                     | - <u>Filte</u>    | ring                    |
|-------------------------------|------------------------------|----------------|-------------------|---------------------|-----------------------------|---------------------|-------------------|-------------------------|
| rvice number 🗸 🗸              | Account                      | Bill reference | Source<br>account | Source<br>reference | Service type                | Regular charges (£) | Usage charges (£) | One off o<br>credits (/ |
| ) GP00(                       | GPOC                         | 5166           |                   |                     | Other account-related items | 8.00                | 0.00              | -5.                     |
| otal                          |                              |                |                   |                     |                             | <u>£8.00</u>        | <u>£0.00</u>      | <u>£-6,4;</u>           |
| hoose your re                 | ports                        |                |                   |                     | Downloa                     | ad this report      | Print this view   |                         |
| ∧ All charges b               | y billed service o           | r site         |                   |                     |                             |                     |                   |                         |
| Bills by service nur          | nber<br>each billed service. |                |                   |                     |                             | Print               | Download          |                         |
| Charges of all types for      |                              |                |                   |                     |                             |                     |                   |                         |

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# 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**.



| Home Ins         | ert Draw Page                 | Layout Formul              | las Data R          | eview View A                          | Automate  | Help                    |               |                                                                |                                      |                    |                 | Comm        | ients 🖻      | Share |
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| • 1 T            | X V fr Ser                    | vice number                |                     |                                       |           |                         |               |                                                                |                                      |                    |                 |             |              |       |
|                  |                               |                            |                     |                                       |           |                         | 11            |                                                                |                                      |                    |                 |             |              |       |
| A                | 8 C                           | D                          | E F                 | G                                     |           | н                       | 1             | 1                                                              | K                                    | L                  | M               | N           | 0            | 1     |
| imary report > I | Bills by service numbe        | f                          | I coloros MODE 11   | See 2022                              |           |                         |               |                                                                |                                      |                    |                 |             |              |       |
| ice number 1     | * Account                     | y Dill cofe a bog          | referenviuso, 1     | Source account                        | * Se urea | reference x             | Capilea tuna  | Regular charges ( a lies                                       | an charges I x One                   | H charger & co     | Discourt        | - Adjusters | Total ch = 1 | VAT   |
| No Humber        | Account                       | Din reie - ice             | Cont A to 7         | source account                        | SCARCE    | reference               | Phone service | 13 5                                                           | o charges ( One-c                    | ALL CLIBINES OF CL | O               | 0 0         | 13.5         | -ALL  |
|                  |                               | 21                         | 20/LA to Z          |                                       | 1055      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               | 1 7.1                      | Sort Z to A         |                                       | '044      |                         | Phone service | 32                                                             | 0                                    |                    | 0               | 0 0         | 32           |       |
|                  |                               | 1                          | Forthy Color        |                                       | 043       |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               | -                          | Sort by Color       |                                       | 1043      |                         | Broadhand ar  | d 51.03                                                        | 0                                    |                    | 0               | 0 0         | 51.03        |       |
|                  |                               |                            | Sheet View          |                                       | 031       |                         | Broadband an  | d 58.29                                                        | 0                                    |                    | 0               | 0 0         | 58.29        |       |
|                  |                               |                            |                     |                                       | '031      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               | 1 1%                       | Clear Filter From " | Source account"                       | '033      |                         | Broadband ar  | d 38.66                                                        | 0                                    |                    | 0               | 0 0         | 38.66        |       |
|                  |                               |                            | Filter by Color     |                                       | 033       |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            |                     |                                       | '028      |                         | Phone service | 0.45                                                           | 0                                    |                    | 0               | 0 0         | 0.45         |       |
|                  |                               | 1                          | Text Filters        |                                       | '046      |                         | Broadband an  | d 1.7                                                          | 0                                    |                    | 18              | 0 0         | 19.7         |       |
|                  |                               |                            | Cearris             |                                       | '055      |                         | Phone service | 0.45                                                           | 0                                    |                    | 0               | 0 0         | 0.45         |       |
|                  |                               | · · ·                      | - Jean Land         |                                       | '046      |                         | Phone service | 13.5                                                           | 0.35                                 |                    | 0               | 0 0         | 13.85        |       |
|                  |                               |                            | (Select All)        | · · · · · · · · · · · · · · · · · · · | '055      |                         | Phone service | 13.5                                                           | 0.24                                 |                    | 0               | 0 0         | 13.74        |       |
|                  |                               |                            | - E EM              |                                       | '055      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            | -LIEM               |                                       | '055      |                         | Broadband an  | d 56.29                                                        | 0                                    |                    | 0               | 0 0         | 56.29        |       |
|                  |                               |                            | (2) GP              |                                       | '030      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            | - COP               |                                       | '030      |                         | Broadband an  | d 58.29                                                        | 0                                    |                    | 0               | 0 0         | 58.29        |       |
|                  |                               | 1                          | 200                 |                                       | '046      |                         | Broadband an  | d 51.03                                                        | 0                                    |                    | 0               | 0 0         | 51.03        |       |
|                  |                               |                            |                     |                                       | '055      |                         | Phone service | 13.5                                                           | 0.85                                 |                    | 0               | 0 0         | 14.35        |       |
|                  |                               |                            | 262                 |                                       | '055      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            | ⊡ GPI               |                                       | '056      |                         | Phone service | 308.2                                                          | 88.56                                |                    | 0               | 0 0         | 396.76       |       |
|                  |                               |                            | GP                  |                                       | '055      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            | GP                  |                                       | '027      |                         | Broadband an  | d 58.29                                                        | 0                                    |                    | 0               | 0 0         | 58.29        |       |
|                  |                               |                            | @ GPI               |                                       | , '055    |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            |                     |                                       | '035      |                         | Broadband an  | d 58.29                                                        | 0                                    |                    | 0               | 0 0         | 58.29        |       |
|                  |                               |                            |                     | OK Cance                              | '035      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            |                     | Carice                                | . '038    |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               |                            |                     |                                       | '038      |                         | Broadband an  | d 51.03                                                        | 0                                    |                    | 0               | 0 0         | 51.03        |       |
|                  |                               |                            |                     |                                       | '033      |                         | Broadband an  | d 58.29                                                        | 0                                    |                    | 0               | 0 0         | 58.29        |       |
|                  |                               |                            |                     |                                       | '033      |                         | Phone service | 13.5                                                           | 0                                    |                    | 0               | 0 0         | 13.5         |       |
|                  |                               | 100                        |                     |                                       |           |                         |               |                                                                |                                      |                    |                 |             |              |       |

# 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 wont 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 ...



17



BT Analyst Converge report name: Bills by service number

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

| All charges by billed service or site<br>Bis by service number<br>Dange of all types for each billed service<br>Parts of all types for each billed service<br>Part | -                            |                                                | ·                               |         |                  |           |               |               |           |                |              |           |           |            |            |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------|---------------------------------|---------|------------------|-----------|---------------|---------------|-----------|----------------|--------------|-----------|-----------|------------|------------|----------|
| Bris by service number       Print pri                                                                                                                                                               |                              | ∧ All charges                                  | by billed service o             | or site |                  |           |               |               |           |                |              |           |           |            |            |          |
| Name       Next       Page Layout       Formulas       Data       Neview       New Automate       Help       Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              | Bills by service nu<br>Charges of all types fo | mber<br>r each billed service.  |         |                  |           |               |               |           |                | P            | rint      | Down      | nload      |            |          |
| File       Home       Isset       Page Layout       Formulas       Data       Review       View       Automate       Help       Conditional formating       Sort & Find & Sort & Fin                                                                                                                                                                                                                                 |                              | 611. J / / .                                   | ·                               | •       |                  |           |               |               |           |                |              |           |           |            |            |          |
| Past by calibit       Calibit       F = = *       Past by calibit       E = *       E = *       E = *       E = *       E = *       E = *       E = *       E = *       E = *       E = *       E = *       E =                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | File Home                    | Insert Page Layout                             | Formulas Data                   | Review  | View Aut         | omate     | Help          |               |           |                |              |           | (         | 🖓 Comme    | nts 🛛 🖻 S  | Share ~  |
| Parte       Control       Parte       Control       Parte       Control       Parte       Control       Control <th< td=""><td></td><td>ori v 11 v A^</td><td>A<sup>*</sup> = = <b>■</b> ≫ •</td><td>ab</td><td>General</td><td>~</td><td>🔛 Conditior</td><td>al Formatting</td><td>· ~   🔠</td><td>Insert ~</td><td>Σ·Ă</td><td>7 (</td><td></td><td></td><td></td><td><b>D</b></td></th<>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              | ori v 11 v A^                                  | A <sup>*</sup> = = <b>■</b> ≫ • | ab      | General          | ~         | 🔛 Conditior   | al Formatting | · ~   🔠   | Insert ~       | Σ·Ă          | 7 (       |           |            |            | <b>D</b> |
| Image: Clipboard       Image: Clipboard <th< td=""><td>Paste</td><td></td><td></td><td></td><td></td><td>←0 00</td><td>Format as</td><td>a Table 🖌</td><td>28</td><td>Delete 🗸</td><td>Sort</td><td>&amp; Find</td><td>&amp; Sensi</td><td>tivity Add</td><td>d-ins Ana</td><td>alyze</td></th<>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Paste                        |                                                |                                 |         |                  | ←0 00     | Format as     | a Table 🖌     | 28        | Delete 🗸       | Sort         | & Find    | & Sensi   | tivity Add | d-ins Ana  | alyze    |
| Cipboard       Fort                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ~ 🗳 🗗                        |                                                | • *   = = = = = = = =           |         | Ľ <u>⊜</u> × % 7 | 100 - 30  | 👿 Cell Styles | · •           |           | Format ¥       | 🞸 🎽 Filter   | · → Selec | t~ ~      |            | Da         | ata      |
| F5       F       Phone service         A       QL       Sort A to Z       F       G       H       I       J       K       L       M       N       O       P       Q       R         2       0113       3       Sort A to Z       Sort A to Z       Sort A to Z       Sort B color       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0       13.5       0       0       0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Clipboard 🗳                  | Font                                           | Alignment                       | Г       | Number           | - D       | S             | ityles        |           | Cells          | Edit         | ing       | Sensi     | tivity Add | d-ins      |          |
| A         F         G         H         I         J         K         L         M         N         O         P         Q         R           1         Service number         Image: Construct on the service number         Image: Construct on the service number         Adjustri = Total of: VAT rat = Usage i = Usag                                                                                                                                                                                                                                                                                                         | F5                           | $\times$ $\checkmark$ $f_x$ Phor               | ne service                      |         |                  |           |               |               |           |                |              |           |           |            |            |          |
| 1       Service number       2       Sort A to Z       ervice Negular       Usage c       One-of ×       Discour(×       Adjustr ×       Total d*       VAT rat ×       Usage c ×       <                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | А                            |                                                |                                 | F       | G                | н         | 1             | J             | К         | L              | М            | N         | 0         | Р          | Q          | R        |
| 2       0113       \$\$ Sort Z to A       hone ser       13.5       0       0       0       13.5       20       \$\$ Marrier       #######         3       0113       Sort by Color       hone ser       13.5       0       0       0       13.5       20       \$\$       #######         5       0115       Sort by Color       hone ser       32.2       0       0       0       7.79       20       \$\$       #######         6       0116       Sheet View       hone ser       7.179       0       0       0       7.79       20       \$\$       ####################################                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1 Service number             | Z↓ Sort A to Z                                 |                                 | ervice  | e 👻 Regular 👻    | Usage c 👻 | One-of 🝷 D    | iscour 👻 Adj  | justn 👻 T | otal cł 👻 🕅    | /AT rat 👻 Us | age c 👻   | Usage c 👻 | Usage s 👻  | Usage e 🔻  | Rental   |
| 3       0113       hone ser       13.5       0       0       0       13.5       20       0       0       0         4       0115       5       0115       hone ser       13.5       0       0       0       32       20       0       0       0         6       0116       5       5       0115       5       0115       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2 '0113                      | Z↓ S <u>o</u> rt Z to A                        |                                 | hone    | ser 13.5         | 0         | 0             | 0             | 0         | 13.5           | 20           |           |           |            |            | ######   |
| 4       0115       0015       0000       00000       32       20       00000       000000       000000       32       20       000000       0000000       0000000       00000000       00000000       000000000       00000000000       000000000000000000000000000000000000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 3 '0113                      | Sort by Col                                    | or                              | hone    | ser 13.5         | 0         | 0             | 0             | 0         | 13.5           | 20           |           |           |            |            | ######   |
| 3       0115       Sheet Yiew       none ser       64.53       0       0       0       04.53       20       10       10         6       '0116       'C       Clear Filter From "Service number"       hone ser       71.79       0       0       0       72.16       20       0       10       10         8       '0122       'D       Filter by Color       hone ser       13.5       0.4       0       0       13.9       20       6       00.23.38       ####################################                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4 '0115                      | Sol <u>i</u> by con                            | 01                              | hone    | ser 32           | 0         | 0             | 0             | 0         | 32             | 20           |           |           |            |            | ######   |
| 0       0110       0110       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0 </td <td>5 0115</td> <td>Sheet <u>V</u>iew</td> <td></td> <td>hone</td> <td>ser 64.53</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>64.53</td> <td>20</td> <td></td> <td></td> <td></td> <td></td> <td>######</td>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5 0115                       | Sheet <u>V</u> iew                             |                                 | hone    | ser 64.53        | 0         | 0             | 0             | 0         | 64.53          | 20           |           |           |            |            | ######   |
| 7       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017       017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 0117                       | Clear Filter F                                 | From "Service number"           | hone    | ser /1./9        | 0         |               | 0             | 0         | 71.79<br>E2.16 | 20           |           |           |            |            |          |
| 0       0.12       Fjlter by Color       0.13       0.13       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15       0.15 <td>8 '0122</td> <td>IX Clear Hiter</td> <td>FIOR Service number</td> <td>hone</td> <td>ser 13.5</td> <td>0.4</td> <td>0</td> <td>0</td> <td>0</td> <td>13.0</td> <td>20</td> <td>6</td> <td>00.23.38</td> <td></td> <td></td> <td></td>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 8 '0122                      | IX Clear Hiter                                 | FIOR Service number             | hone    | ser 13.5         | 0.4       | 0             | 0             | 0         | 13.0           | 20           | 6         | 00.23.38  |            |            |          |
| 10       0122       Text Eilters       hone ser       69.79       0       0       69.79       20       10       ####################################                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 9 '0122                      | F <u>i</u> lter by Co                          | lor                             | hone    | ser 13.5         | 3.36      | 0             | 0             | 0         | 16.86          | 20           | 9         | 00:42:33  | ########## | ########## |          |
| 11       0122       Search       none ser       71.79       0       0       0       71.79       20       ####################################                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 10 '0122                     | Text <u>F</u> ilters                           |                                 | hone    | ser 69.79        | 0         | 0             | 0             | 0         | 69.79          | 20           |           |           |            |            | ######   |
| 12       'O122       One ser       13.5       O.12       O       O       13.62       20       20       00:02:07       ####### #######       ####################################                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 11 '0122                     |                                                |                                 | hone    | ser 71.79        | 0         | 0             | 0             | 0         | 71.79          | 20           |           |           |            |            | #####    |
| 13       '0122       '(Select All)       '(Se                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 12 '0122                     | Search                                         |                                 | hone    | ser 13.5         | 0.12      | 0             | 0             | 0         | 13.62          | 20           | 2         | 00:02:07  | #########  | #########  | . ###### |
| 14       '0122       Image: Constraint of the constrant of the constraint of the constraint of the constrai                                                                                                                                                | 13 '0122                     | Select                                         | All)                            | ^ roadb | ban 51.03        | 0         | 0             | 0             | 0         | 51.03          | 20           |           |           |            |            | #####    |
| 15       '0122       0113       0113       0113       0113       0113       0113       01114       01114       01114       01114       01114       01114       01114       01114       01114       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01115       01116       01116       01117       01117       01117       01122       01122       01117       01122       01122       01117       01122       01122       01122       01122       01122       01122       01122       0112       0112       0112       0112       0112       0112       0112       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114       01114                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 14 '0122                     | - 🗹 '0113                                      |                                 | hone    | ser 13.5         | 0         | 0             | 0             | 0         | 13.5           | 20           |           |           |            |            | #####    |
| 16       '0122                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 15 '0122                     | - 🗹 '0113                                      |                                 | hone    | ser 308.2        | 97.03     | 0             | 0             | 0         | 405.23         | 20           | 41        | 55:12:08  | ########   | ########   | : ###### |
| 17       '0126       Image: Construction of the set of the se                                                                                                                                                | 16 '0122                     | ·⊡ '0115                                       |                                 | hone    | ser 13.5         | 0         | 0             | 0             | 0         | 13.5           | 20           |           |           |            |            | #####    |
| 18       '0126       Image: Control of the cont                                                                                                                                                | 17 '0126                     | · · · · · · · · · · · · · · · · · · ·          |                                 | roadb   | ban 58.29        | 0         | 0             | 0             | 0         | 58.29          | 20           |           |           |            |            | #####    |
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| 20 '0131       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122       0122                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 19 '0127                     | ··· 0117                                       |                                 | hone    | ser 71.79        | 0         | 0             | 0             | 0         | 71.79          | 20           |           |           |            |            | #####    |
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- 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

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Usag<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5<br>13.5 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- 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

| ~ /                      | Il charges by bille        | d service or     | site                                                                                                            |              |                                  |                       |              |                |                |            |       |
|--------------------------|----------------------------|------------------|-----------------------------------------------------------------------------------------------------------------|--------------|----------------------------------|-----------------------|--------------|----------------|----------------|------------|-------|
|                          |                            |                  |                                                                                                                 |              |                                  |                       |              |                |                | _          |       |
| Bills b                  | y service number           | lied service :   |                                                                                                                 |              |                                  |                       |              | Print          | Downlo         | ad         |       |
| criorge                  | or on on operation courses | inco por moto    |                                                                                                                 |              |                                  |                       |              |                | <u> </u>       | -          |       |
| Billed                   | services & sites           |                  |                                                                                                                 |              |                                  |                       |              |                | 0              |            |       |
| ile Home Inser           | t Draw Page Layout         | Formulas Di      | ata Review V                                                                                                    | ew Autor     | nate Help                        |                       |              |                | Commen         | ts 🖻 S     | Share |
|                          |                            |                  | _                                                                                                               |              |                                  |                       | S.           |                |                |            |       |
|                          | La Guenes o                | Connections      | m 17                                                                                                            | B            |                                  | G =                   |              | 1              |                |            |       |
| Get Lo Lo                | Refrech Propertie          | £                | Stocks Curre                                                                                                    | e *          | Sort Filter Ban                  | pply Text to          | ndi<br>H     | What-If F      | orecast Out    | ine        |       |
| lata 🖌 🔛 🗋               | All* Discourse             |                  | Contra Contra                                                                                                   |              |                                  | Columns               | - 6          | Analysis ~     | Sheet          |            |       |
|                          | RP roit ruio               |                  |                                                                                                                 |              | It Adv                           | rancea                | 1.00         |                |                |            |       |
| Get & Transform Data     | Queries & Connec           | tions            | Data Types                                                                                                      |              | Sort & Filter                    | Data 1                | ools         | Foreca         | it I           | 1          |       |
| A<br>Summany report > Bi | B C                        | D                | Ł                                                                                                               | e G          | н                                | J K                   | 1            | MN             | 0              | P          | Q     |
| Summary report > Bi      | is by service number       |                  | Dill refere MOS                                                                                                 | 5 19 San 202 | 2                                |                       |              |                |                |            |       |
| Service number           | * Account                  | * Bill reference | * *                                                                                                             | * Source     | * Source * Service type          | * Legular + Usage c + | One-off - Di | cour - Adjuste | * Total ct * V | AT rat = 1 | Isage |
| 0113                     | VP                         | GP               | in the second | GPO          | Cost A to 7                      | 13.5 0                | 0            | 0              | 0 13.5         | 20         | orage |
| 0113                     | VP                         | GP               |                                                                                                                 | GPO          | 1 2011 A 10 2                    | 43.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0115                     | VP.                        | EM               |                                                                                                                 | EM2          | ↓ Sort Z to A                    | 32 0                  | 0            | 0              | 0 32           | 20         |       |
| 0115                     | VP:                        | GP               |                                                                                                                 | GPO          | Sort by Color                    | , 13.5 0              | 0            | 0              | 0 13.5         | 20         |       |
| 0115                     | VP:                        | GP               |                                                                                                                 | GPO          |                                  | 51.03 0               | 0            | 0              | 0 51.03        | 20         |       |
| 0116                     | VP:                        | GP               |                                                                                                                 | GPO          | Sheet View                       | 58.29 0               | 0            | 0              | 0 58.29        | 20         |       |
| 0116                     | VP                         | GP               |                                                                                                                 | GPO          | Clear Filter From "Service type" | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0117                     | VP:                        | GP               |                                                                                                                 | GPO          |                                  | 38.66 0               | 0            | 0              | 0 38.66        | 20         |       |
| 0117                     | VP.                        | GP               |                                                                                                                 | GPO          | Filter by Color                  | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0120                     | VP.                        | GP               |                                                                                                                 | GPO          | Text Eilters                     | , 0.45 0              | 0            | 0              | 0 0.45         | 20         |       |
| 0122                     | VP:                        | GP               |                                                                                                                 | GPO          |                                  | 1.7 0                 | 18           | 0              | 0 19.7         | 20         |       |
| 0122                     | VP                         | GP               |                                                                                                                 | GPOL         | Search                           | 13.5 0.25             | 0            | 0              | 0 13.95        | 20         |       |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          | (Select All)                     | 13.5 0.24             | 0            | 0              | 0 13.65        | 20         |       |
| 0122                     | VP                         | GP               |                                                                                                                 | GPO          | III Broadband and internet       | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0122                     | VP:                        | GP               |                                                                                                                 | GPO          | C Equipment                      | 56.29 0               | 0            | 0              | 0 56.29        | 20         |       |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          | Coher account-related items      | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0122                     | VP:                        | GP               |                                                                                                                 | GPO          | (Rianics)                        | 58.29 0               | 0            | 0              | 0 58.29        | 20         |       |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          |                                  | 51.03 0               | 0            | 0              | 0 51.03        | 20         |       |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          |                                  | 13.5 0.85             | 0            | 0              | 0 14.35        | 20         |       |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          |                                  | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0122                     | VP.                        | SL4              |                                                                                                                 | SL48         |                                  | 308.2 88.56           | 0            | 0              | 0 396.76       | 20         | 1     |
| 0122                     | VP.                        | GP               |                                                                                                                 | GPO          |                                  | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0126                     | VP.                        | GP               |                                                                                                                 | GPO          |                                  | 58.29 0               | 0            | 0              | 0 58.29        | 20         |       |
| 0120                     | VP                         | GP               |                                                                                                                 | GPO          |                                  | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0127                     | VP.                        | GP               |                                                                                                                 | GPO          | Descel form                      | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0131                     | VP.                        | GP               |                                                                                                                 | GPO          | OK Car                           | 13.5 0                | 0            | 0              | 0 13.5         | 20         |       |
| 0131                     | VP                         | GP               |                                                                                                                 | GPO          | Broadband and intern             | et 51.03 0            | 0            | 0              | 0 51.03        | 20         |       |
| 0122                     | VP                         | GR               |                                                                                                                 | GPO          | Broadband and intern             | at 58.20 0            | 0            | 0              | 0 59.00        | 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

| С   | hoose your                                                               | repor                              | ts                         |              |            |          |                   |          |                      |                         |                   |             |         |          |
|-----|--------------------------------------------------------------------------|------------------------------------|----------------------------|--------------|------------|----------|-------------------|----------|----------------------|-------------------------|-------------------|-------------|---------|----------|
|     | ∧ All charge                                                             | es by bill                         | ed service o               | r site       |            |          |                   |          |                      |                         |                   |             |         |          |
|     | Bills by service<br>Charges of all type                                  | number<br>s for each b             | illed service.             |              |            |          |                   |          |                      | Print                   | Downloa           | d           |         |          |
|     | Data and Voice<br>Charges of all type                                    | network<br>s for each s            | report<br>ite in your netw | ork.         |            |          |                   |          |                      |                         | Downloa           | bd          |         |          |
| j   | Billed services of all type                                              | <b>&amp; sites</b><br>s for each b | illed service, pl          | us service l | locations. |          |                   |          |                      |                         | Downloa           | bd          |         |          |
| ert | Page Lavout                                                              | Formulas                           | Data R                     | eview        | View A     | utomate  | Help              |          |                      |                         |                   |             | omments | ाले Shai |
| U   | <ul> <li>11 × A<sup>^</sup> A</li> <li>↓ 11 × A<sup>^</sup> A</li> </ul> |                                    | = <u>=</u> %⁄~<br>= =      | ab<br>C      | General    | • ←0 .00 | Conditional Forma | itting ~ | Insert ∽<br>Delete ∽ | $\sum$ $\sim$           | AZY O             | Sensitivity | Add-ins | Analyze  |
| _   | Font                                                                     | Г <u>и</u>                         | Alignment                  | <br>[2]      | Numb       | per f    | Styles            |          | Cells                | \ <b>♥</b> <sup>™</sup> | Filter Y Select Y | Sensitivity | Add-ins | Data     |

| A1    | - = >        | ≺ ✓ <i>f</i> x Ser          | vice number |                |                                      |                                       | ~                                      |
|-------|--------------|-----------------------------|-------------|----------------|--------------------------------------|---------------------------------------|----------------------------------------|
|       | Δ            | R                           | C           | D              | c                                    | c                                     | G H                                    |
| 1 Se  | rvice number | <ul> <li>Account</li> </ul> | ▼ Bill refe | Source account | <ul> <li>Source reference</li> </ul> | 💌 Charge start date 🔄 Charge end date | Network description                    |
| 2 DE  | 3            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 Direct Wire Analogue B      |
| 3 DE  | ił           | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 Direct Wire Analogue B      |
| 4 AN  | 11           | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 5 RE  | F            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A (use |
| 6 DE  | H            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 7 AN  |              | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 8 DE  | H            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 Direct Wire Analogue B      |
| 9 AN  | 11           | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 10 M  | x            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 Megastream 2                |
| 11 AN | 11           | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 Direct Wire Analogue B      |
| 12 C0 | 7            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 RDL ALM 3223 HD Modem       |
| 13 RE | F            | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 14 DE | ił           | VPS                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A -    |
| 15 AN | Л            | VPC                         | M216        | 154            | '061                                 | 01/10/2023                            | 31/10/2023 DIRECT WIRE ANALOGUE A (use |

- The information provided in ٠ 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

Share

Once downloaded, you can ٠ 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.



BT Analyst Converge report name: Non usage charges

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

| oose your reports                                                                                       | Download this report | FILL CITS VIEW |
|---------------------------------------------------------------------------------------------------------|----------------------|----------------|
| ✓ All charges by billed service or site                                                                 |                      |                |
| ∧ Charges by type, at a glance                                                                          |                      |                |
| Regular charges at a glance<br>An overview of regular charges by type.                                  | Print                | Download       |
| Usage charges at a glance<br>An overview of usage charges by type.                                      | Print                | Download       |
| One-off charges & credits at a glance<br>An overview of one-off charges & credits for each charge type. | Print                | Download       |
| Discounts at a glance                                                                                   | Print                | Download       |

 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<br>A detailed view of regular charges by type.                                  | Print Download                        |
| One-off charges & credits in detail<br>A detailed view of one-off charges & credits for each charge type. | Print Download                        |
| Adjustments in detail<br>A detailed view of adjustments applied to each charge type.                      | Print Download                        |

 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



- 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.

Here are a couple of 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



