

# AT&T BusinessDirect® eBill

Manage your billing information online

AT&T is now offering you the ability to manage your AT&T billing information conveniently and efficiently online – by using a single online tool on AT&T BusinessDirect® – if you subscribe to any of the following services:

- Virtual Telecommunications Network Service (VTNS)
- AT&T OneNet® Service
- AT&T Business Network Service (ABN)
- AT&T Data Services
- AT&T Mobile Solutions®
- AT&T Virtual Private Network (AVPN)
- Enhanced Virtual Private Network (EVPN)
- AT&T Network-based IP/VPN Remote Access (ANIRA)
- AT&T Managed Internet Service (MIS)
- AT&T Virtual Tunneling Service (AVTS)
- Business (Managed) Internet Services (BIS)
- Managed Data Networking Services (MDNS)
- AT&T/SBC Long Distance and Local Regional Services\*
- AT&T DSL Service
- AT&T Teleconferencing Services
- Business Voice Over IP (BVoIP)
- Integrated Billing System/Customer Premises Equipment (IBS/CPE)

AT&T BusinessDirect eBill lets you view your AT&T invoice details, analyze your billing data by creating standard or custom reports, make inquiries and request billing adjustments, see your payment history and even pay your bills online.

## Enjoy the benefits of multiple online capabilities

Accessing and managing your billing information electronically helps you:

- Save time. By managing your billing information online, you will eliminate phone calls to your AT&T Account Team and save time by not waiting for callbacks.
- Gain hands-on control of your billing. With AT&T BusinessDirect eBill, you can group your charges by location, branch, department, or other operating unit to reflect the way your company does business. You can also restrict access to the various portions of the bill. For example, you can structure the billing information so each subsidiary accesses only its own billing data, while corporate headquarters accesses billing data for all subsidiaries.
- Control costs. You can submit online disputes for charges in question and track issue resolution online. In addition, powerful analytical capabilities built into the online tool will help you analyze your billing data to gain insights that could enable you to further control costs.
- Get access to the information you need, when you need it. You can access your billing information online when it is convenient for you – days before your paper bill is received in the mail. And because your account balances and 12-month payment history will also be online, you can review this current and historical information at your convenience without placing a call to AT&T.

## BENEFITS

- Get the information you need, when you need it, 24X7
- Keep an eye on costs by analyzing your billing data conveniently with trending and variance reports
- Gain hands-on control over the way you view your billing information – and who else may view it
- Pay your bills online conveniently via one-time payments or automatic payments
- Save time by managing the billing function more efficiently
- Enjoy the integrated systems that support businesses of all sizes
- Receive an AT&T Convergent Bill that includes only the accounts and charges you select – all on a single invoice

## FEATURES

- Create standard or custom reports with powerful built-in features
- Use variance reports to quickly spot month-over-month changes in spending
- Use built-in reporting capabilities that include searching, sorting, highlighting, graphing, trending, and more
- Dispute charges as necessary and track issue resolution online
- Use AT&T BusinessDirections<sup>SM</sup> to chat online with an AT&T BusinessDirect Representative



**Billing & OSS World 2009 Excellence Awards for Best Customer Care Solution: AT&T BusinessDirect®**

**2008 North American Customer Value Award in the Area of Full-Service Business Customer Portal: AT&T BusinessDirect®**



- Eliminate paper. With AT&T BusinessDirect eBill, you can eliminate paper by getting your billing information online rather than receiving a hard copy. And because you can download that information, you'll be able to save it easily, too, whether it is in the form of raw billing information or a helpful online report.
- Rely on industry-standard security practices. AT&T helps to ensure that your online access to billing information is security-enhanced by providing this capability on a restricted web site and by employing industry-standard security practices.

- Export data to your own systems. Feed AT&T BusinessDirect eBill data directly into your own accounts payable systems to manage your inventory, track payments, and perform other account management tasks.
- Choose your billing media. You choose the alternate bill media on which you'd like to receive your AT&T invoices and billing data — CD-ROM, DVD, or for data files, direct electronic transmission.

### Capitalize on these capabilities

#### View your complete invoice details

With AT&T BusinessDirect eBill, you can view your complete invoice details for the current billing cycle and the prior 12 months. And you can structure the information to mirror the way you do business. For example, you can set up your reports so each branch, operating unit, or other autonomous entity is broken out separately and identified by a custom label that you define. And you can even restrict access to the various portions.

#### Pay your AT&T bills online

To pay your bills electronically, you will designate a business checking or savings account you would like AT&T to debit. Then, you simply go to the AT&T BusinessDirect eBill web site at a convenient time each month and "click to pay" your AT&T bills for any of the services named on the first page.

When you pay your bills online, you can pay the invoices for all of your accounts or just those accounts you select. You also have the option to pay the full amount or just a portion of the balance due.

#### Retain control over the billing function

One person in your company will be designated the Company Administrator. This person determines who else in your company can access various portions of your billing information and what access privileges each user has. For example, your Company Administrator can give each user authority to do any or all of the following:

- Access an entire invoice or only specific sub-accounts.
- Make inquiries and request adjustments on his or her portion of the invoice.
- Make electronic bill payments for his or her portion of the bill during any billing cycle.

#### Get connected today

To begin enjoying the features and benefits delivered by AT&T BusinessDirect eBill, contact your AT&T Representative. If you are not already an AT&T BusinessDirect user, your AT&T Representative will handle the prerequisite registration for you.

**For more information contact your AT&T Representative or visit us at [www.att.com/ebcc](http://www.att.com/ebcc).**

\* Regional local services are available in the following states: CA, NV, MO, OK, TX, AR, KS, MI, IN, WI, IL, OH, CT, NC, SC, FL, GA, LA, KY, TN, MS, AL

NOTE: AT&T BusinessDirect applications are available to customers who subscribe to the applicable AT&T services, which are offered pursuant to the terms, conditions, and charges as set forth in the AT&T Service Guide and AT&T's tariffs and contracts as applicable. AT&T BusinessDirect applications and pricing are subject to change. Please refer to the AT&T BusinessDirect web site, terms and conditions, and pricing tables.

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