

Usage Alert Manager

Introduction

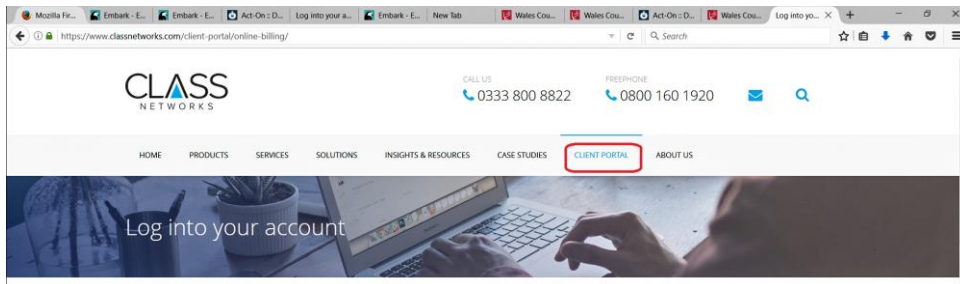
Usage Alert Manager allows you to set usage alerts to highlight high call spends, bundle & data usage for specific numbers. An alert is generated and sent via email to your specified valid email address.

Setting up alerts helps you monitor your usage to identify exceptional calls or costs. Usage Alert Manager can be used for Landline and Mobile.

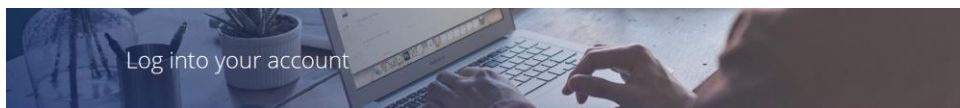
Please be aware the Usage Alert Monitor is designed to give visibility of usage only. It is not able to limit or restrict usage or charges being incurred on your account. The data is not in real time, but is loaded when received from the Networks which can be up to 24-48 hours after usage occurs. International Roaming may take longer to appear.

Setting up Alerts on Usage Alerts Rule Screen

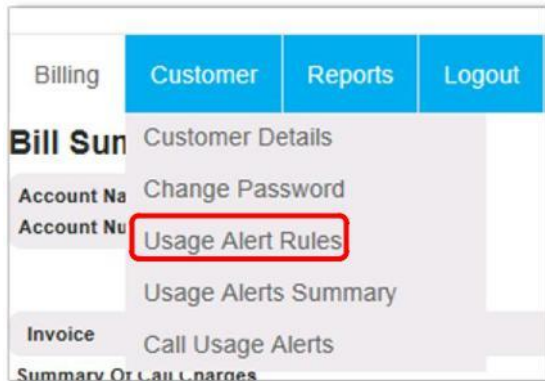
1. Open the website at the link: <http://www.classnetworks.com>
2. Click on 'Client Portal'



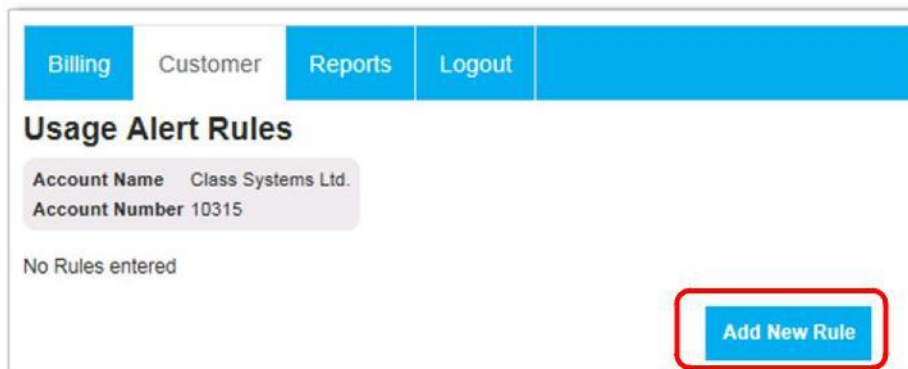
3. Enter your log in details on the Login screen and click 'Login' Your login details will be supplied to by Class Networks

A screenshot of the Class Networks login form. The form is titled 'CLASS NETWORKS' and 'Login'. Below the title, there is a blue bar with a question mark. The form contains a welcome message: 'Welcome to the online billing service, from here you can access your current bill. To view your billing information, please enter your user name and password, and click on the 'Login' button. Thank you for using this service.' There are two input fields: 'User Name' and 'Password'. Below the input fields is a blue 'Login' button.

4. Click on the Customer tab
5. Click on 'Usage Alert Rules'



6. Click on 'Add New Rule'



7. The 'Usage Alert' screen will appear

8. In 'Rule Name', type in what you would like to call the alert. This is a free text box and should describe the alert, for example, 'Call Spend over £100'

'Rule Type' – There are 4 rule types Call, Spend, Bundle and Data

- a. **Call** – Enables the setting up of duration or cost parameters for individual calls from a specific telephone number. Different times of the day can be chosen and alerts can be destination specific with just the prefix or the full number, for example calls to 07, 0845 or 03338008811.
- b. **Spend** – Enables accumulated call spend against specific telephone numbers, for example, the total call spend on 07791 234 567 when it reached £50.
- c. **Bundle** – you can set email alerts for when you have reached the specific percentage of your allowance, for example if you set the alert at 50%, once you have reached 50% of your allowance you will receive an email alert. Multiples can be set up.
- d. **Data** – Set email alerts for when you have reached a specific MB data limit. For example if you set your alert for 500Mb, once this is reached you will receive an email alert. You can also set the alert for Roamed, Non-roamed data or All data for mobiles only.

Please note if you have more than one telephone number, individual alerts will have to be set up

9. Once you are happy with the alerts you have set up, click OK



Alternately click Cancel if you would NOT like to proceed with the alert, this will take you back to the Usage Alert Rules Home screen



- Once you have clicked OK, a summary box will appear with the details you have entered
If you have multiple alerts listed, you can use the filters to help view the alerts

Usage Alert Rules

Account Name Class Systems Ltd.
Account Number 10315

Alert Rule	Telephone No.	Type	Live	Read Only	
Call Spend over £100	01306710370	Spend	True	False	View Amend

[Add New Rule](#)

- Click on 'View' for Read Only view of the alert

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[Add New Rule](#)

labelling="Section-Header">Cancelling the alert

- If you would like to cancel the alert, click on 'Amend'

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Account Number 10315

Alert Rule	Telephone No.	Type	Live	Read Only	
Call Spend over £100	01306710370	Spend	True	False	View Amend

[Add New Rule](#)

- This will take you back to the 'Usage Alert' screen

14. If you would like to keep the alert, however not have it active, click on the tick next to 'Active Rule', this should remove the tick from the box (as below) and keep the alert in the list for you.

Usage Alert

Active Rule

Rule Name:

Rule Type:

Telephone No.:

Total Call Spend '£':

Email Address:

Rule Description:

15. Click OK

- 16.

Please note this will show 'false' next to the alert in the list

Billing Customer Reports Logout ?

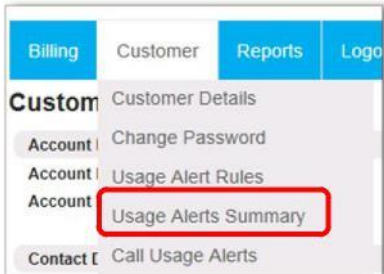
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Account Name: Class Systems Ltd.
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Usage Alerts Summary Screen

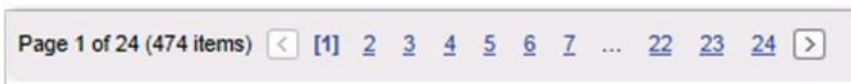
The Usage Alert Summary screen shows a summary of any rules that have been breached.



For more information on the alert, for instance times and dates, click 'More Info' box



17. At the bottom of the screen, you can scroll through pages (if applicable)



18. To exit out of this screen, click on the 'Logout' tab

