

# CALL DETAIL RECORDS

## Getting Started

Call Detail Records are provided on a monthly basis online. Call details for international long distance, domestic long distance, operator services and Directory Assistance (411) are available for up to 13 months.

### Administrator

The Administrator is the first User created through customer self-registration. Two Administrative Users are permitted for each business account. Self-registration is only available for the Administrative User.

Administrative Users can:

- View Call Detail Records for all phone lines associated with the account
- Invite new Users to set up accounts - Secondary Administrative and Regular Users
- Convert/Delete/Suspend Users
- Assign/Un-Assign phone lines to Users
- Edit User details

### Secondary Administrator

The Secondary Administrator is created by the Administrator. Only one Secondary Administrator is permitted for each business account. Secondary Administrative Users have the same rights as Administrative Users with the exception of editing User details.

### Users

Users are created by Administrative Users and will receive two notification emails. Upon the receipt of emails, Users may proceed with User registration.

Users can:

- View Call Detail Records for the phone number(s) associated with their User account

## ADMINISTRATIVE GETTING STARTED

### Customer Login

To access the Call Detail Records application, Administrative Users must create an account for Bright House Networks Business Solutions and follow the directions outlined below:

1. Go to **My Services**.
2. Click **Sign In to Manage Services**.
3. Enter the username and password you established during the registration process.
4. Click **Sign In**.
5. You will be taken back to **My Services** and logged in to the links available.
6. Click on **Call Detail Records** under **Voice Services**.
7. The application will display the **Call History** page.

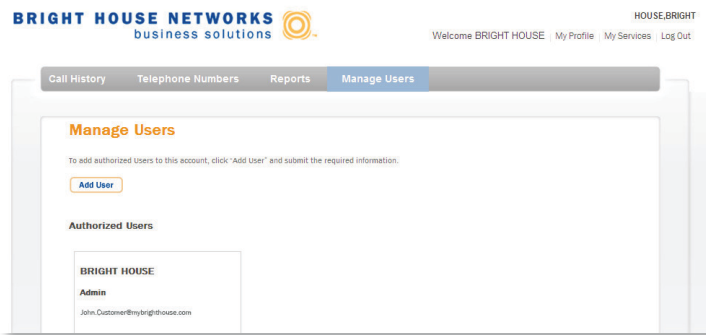


[brighthouse.com/business](http://brighthouse.com/business)

### Manage Users

**Manage Users** allows Administrators to view the registered Users, modify User status, assign phone lines to specific Users, and add new Users to the account.

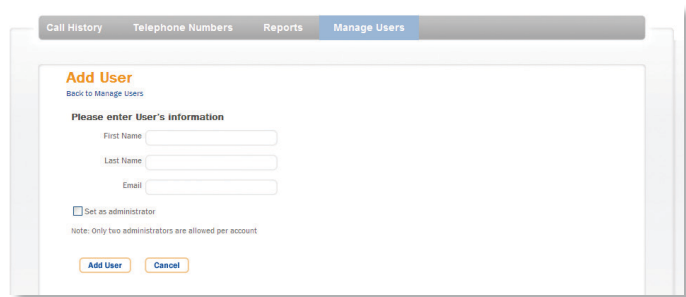
Click on the **Manage Users** tab in the navigation pane to display **Manage Users**.



### Add Users

The **Add User** page allows the Administrator to extend invitations to others to register new User accounts. New Users will not have access to the Call Detail Records application until they complete the registration process.

1. Click the **Add User** button on the **Manage Users** page.
2. Populate the **First Name**, **Last Name**, and **Email** fields. When finished, click the **Add Users** button to complete extending the invitation to a new user.
3. The new User will receive an email with instructions for completing registration.



### Assign Phone Lines

The **Assign Phone Line** feature allows Administrators to assign one or multiple phone lines to Users, ensuring that Non-Administrative Users have access to the correct Call Detail Records.

1. Click on the **Edit** link for a User on the **Manage Users** page to display the **Edit User** page.
2. Select a phone line from the **Assign a Phone Line** drop down. When finished click the **Assign Phone Line** button.
3. To un-assign a phone line to a User click the **Delete** link next to the **Assign Phone Line** button.
4. Click **Save** to save changes when finished.



## USER GETTING STARTED

### User Registration

Users must first be added by an Administrator. Once an Administrator adds you as a User, you will receive two emails - one containing a **Registration Code** and one containing a **Registration Link**.

Follow the directions in the emails to complete registration.

### User Login

To access the Call Detail Records application, follow the directions outlined below:

1. Go to **My Services**.
2. Enter the username and password you established during the registration process.
3. Click **Sign In**.
4. You will be taken back to **My Services** and logged into the links available.
5. Click on **Call Detail Records** under **Voice Services**.
6. The application will display the **Call History** page.

Call History

Name: HOUSE,BRIGHT  
Division: Detroit  
Account: 123456789087654  
Address: 14925 FARMINGTON RD  
LIVONIA, MI 481549405  
Phone: (734) 555-3234

**Current Billing Period**

Period	Amount
Dec 02, 2010	\$0.17

\* Current charges may not reflect calls made within the last 48 hours

**Call History**

Month	Amount
Nov 02, 2010	\$0.60
Oct 02, 2010	\$0.70
Sep 02, 2010	\$0.27
Aug 02, 2010	\$0.09
Jul 02, 2010	\$0.00

### Call History

This page provides aggregate billing information for up to 13 months for all the phone numbers associated with the account.

1. Click on the **Billing Period** in the **Call History** page to display the **Call Summary** page. On this page Users can see aggregate call data for each of the telephone numbers associated with the account.
2. Calls are arranged by **Call Type**.

Call Summary

Account: HOUSE,BRIGHT  
Account Number: 123456789087654  
Period End Date: November 02, 2010

**Telephone Numbers**

Telephone Numbers	Calls	Length	Charges
(734) 469-4440	0	00:00:00	\$0.00
(734) 469-4441	0	00:00:00	\$0.00
(734) 469-4442	0	00:00:00	\$0.00
(734) 469-4795	0	00:00:00	\$0.00
Total (All Telephone Numbers)	0	00:00:00	\$0.00

**Toll Free Numbers**

Toll Free Numbers	Calls	Duration	Charges
(734) 469-4280	6	00:10:48	\$0.60
Total (All Toll Free Numbers)	6	00:10:48	\$0.60

3. Click on a telephone number on the **Call Summary** page to display the **Call Type Usage** page to view all of the call types for the selected telephone number. Click a call type to view the **Call Details** page. You may print the **Call Details** page or download it to Excel.

Call Type Usage

Account: HOUSE,BRIGHT  
Account Number: 6381980060743993  
Period End Date: February 02, 2011  
Phone Number: (734) 469-4440

**Call Type**

Call Type	Calls	Length	Charges
Local	0	00:00:00	\$0.00
Long Distance	0	00:00:00	\$0.00
International	0	00:00:00	\$0.00
Operator Assistance	0	00:00:00	\$0.00
Directory Assistance	0	00:00:00	\$0.00
Total (All Call Types)	0	00:00:00	\$0.00

Acceptable Use Policy | Privacy Policy

The **Telephone Numbers** page gives the telephone number history for your account.

Telephone Numbers

Account: HOUSE,BRIGHT  
Account Number: 123456789087654

**Business Phone Numbers**

Telephone Number	Status	Date Connected	Date Disconnected
(734) 469-4811	Disconnected	12/16/2008	01/07/2009
(734) 469-4799	Disconnected	12/16/2008	01/07/2009
(734) 469-4814	Disconnected	12/16/2008	01/07/2009
(734) 469-4812	Disconnected	12/16/2008	01/09/2009

### Reports

From the **Reports** page you can run the following reports:

- Call Duration
- Daily Traffic
- Top 10 Highest Cost Calls
- Hourly Usage
- Top 10 Longest Duration Calls

1. Select the report you wish to run:

Reports

Account: HOUSE,BRIGHT  
Account Number: 123456789087654

**Toll Free Reports**

Report	Description
Call Duration Report	Displays daily call information for a particular phone number per billing period
Daily Traffic Report	Displays calls for each day of the billing period with a daily total line.
Top 10 Highest Cost Calls Report	Displays top 10 highest cost calls for a particular phone number per billing period.
Hourly Usage Report	Displays calls in hourly increments for the date selected
Top 10 Longest Duration Calls	Displays top 10 longest duration calls for a particular phone number per billing period

2. Select the **Period End Date** you wish to run the report for.
3. You may print the report or download it to Excel.