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1 INTRODUCTION

Comms-Accounts End User Reporting provides individuals access to their communications charges and usage details.

Through web based reports, you can access billing and usage information relating to communications services allocated to you. This includes Telephone Extensions, Mobile Services, Data Services, Internet Usage and other Inventory items managed by the CAAB Enterprise Database.

End User Reporting compliments the Management Reporting service, which provides communications charges and usage information to budget centre managers. Please see the Comms-Accounts Management Reporting user guide for more information.

To access the End User Reporting webpage, go to

http://comms-accounts.csu.edu.au/EndUserReporting

1.1 SYSTEM REQUIREMENTS

End User Reporting requires the use of Internet Explorer 8 or later, running under Windows.

Please Note: Known issues exist with other browsers, such as Chrome, with which this web service will not work correctly.
2 SYSTEM SECURITY

2.1 USER AUTHENTICATION

Authenticate to End User Reporting using your normal CSU Username and Password.

The webpage will attempt to authenticate you automatically using the login credentials you used to log into your PC.

However you may be prompted for your Username and Password when accessing the webpage from a PC not on the CSU domain.

2.2 DATA VISIBILITY

It is important to note that access to End User Reporting provides details on your allocated services only, including a comparison to the business average of all users. You may not view service information regarding services allocated to other members of the University.

Cost centre manager have access to communications charges and usage information for all items under their account code through the management reporting service, including individual communications charges and usage detail. Other members of the University have no access to view your details, communications charges or usage details via End User Reporting.

Notes on End User Reporting data:

- If you cannot see your own communications devices in the report, log a job with the DIT Service Desk.
- You will not be able to see other users device details in End User Reporting.
- Data changes in End User Reporting are not retrospective. If you request changes to the details of communications devices they will be in effect for future reports, but will not appear in previous reports.
3 USING END USER REPORTING

3.1 HOW TO ACCESS END USER REPORTING

To access End User Reporting:

- If prompted, enter your Username and Password
- You will be presented with the Main Summary Page which is a screen similar to the following.
3.2 SERVICE SUMMARY SECTION

The Service Summary section gives you high level summary information on your fixed and mobile telephony service costs as well as your network and internet data usage costs for the selected billing period.

![Service Summary Section](image)

From here you can see all fixed and mobile telephone services assigned to you as well as your internet data usage and any network devices rentals assigned to you.

3.3 VIEWING PREVIOUS PERIODS

When accessed, End User Reporting will present the most recent (or current) billing period. To view data from previous billing periods, use the Billing Period dropdown at the upper right of the webpage.

- Click the Billing Period dropdown and select a previous period
- The page will refresh, displaying the selecting Billing Period’s data
- Always return to the Main Summary Page when you wish to change the billing period. Changing the billing period from within a details page will not correctly change the billing period and not display the data you wish to view correctly
## 3.4 VIEWING SERVICE SUMMARY BREAKDOWN

The Service Summary section can be expanded to view more details.
- Click the button to expand the Service Summary to view more information

### End User Reporting – Service Summary Expanded

### My Statement

<table>
<thead>
<tr>
<th>Service Summary</th>
<th>Type</th>
<th>Unit</th>
<th>Qty</th>
<th>Duration</th>
<th>Usage</th>
<th>Rental</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Usage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>abeessen-dr3</td>
<td>Device - Hosting - Full</td>
<td>Mb</td>
<td>0</td>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.05</td>
</tr>
<tr>
<td>Internet Data Usage - Free</td>
<td>Mb</td>
<td>661.49</td>
<td>0</td>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Internet Data Usage - Non Quota</td>
<td>Mb</td>
<td>31.89</td>
<td>0</td>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>$24 device rental</td>
<td>Per Mth</td>
<td>1</td>
<td>0</td>
<td></td>
<td>$0.03</td>
<td></td>
<td></td>
<td>$0.03</td>
</tr>
<tr>
<td>CSUHAINVABESEN</td>
<td>Staff</td>
<td>Mb</td>
<td>0</td>
<td></td>
<td>$4.82</td>
<td></td>
<td></td>
<td>$4.82</td>
</tr>
<tr>
<td>Internet Data Usage - Free</td>
<td>Mb</td>
<td>2564.62</td>
<td>0</td>
<td></td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Internet Data Usage - Non Quota</td>
<td>Mb</td>
<td>1973.86</td>
<td>0</td>
<td></td>
<td>$4.82</td>
<td></td>
<td></td>
<td>$4.82</td>
</tr>
<tr>
<td>Fixed Telephony</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13788</td>
<td>Business Extension</td>
<td>Calls</td>
<td>8</td>
<td>08:53:48</td>
<td>$7.62</td>
<td>$24.60</td>
<td></td>
<td>$31.62</td>
</tr>
<tr>
<td>Mobile Calls</td>
<td>Calls</td>
<td>6</td>
<td>06:50:16</td>
<td>$7.02</td>
<td></td>
<td></td>
<td></td>
<td>$7.02</td>
</tr>
<tr>
<td>National Calls</td>
<td>Calls</td>
<td>2</td>
<td>06:03:30</td>
<td>$0.80</td>
<td></td>
<td></td>
<td></td>
<td>$0.80</td>
</tr>
<tr>
<td>Service Charge</td>
<td>Per Mth</td>
<td>1</td>
<td>0</td>
<td></td>
<td>$24.00</td>
<td></td>
<td></td>
<td>$24.00</td>
</tr>
<tr>
<td>Mobile Telephony</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04005647379</td>
<td>Mobile Phone</td>
<td>Calls</td>
<td>54</td>
<td>08:59:04</td>
<td>$0.72</td>
<td></td>
<td></td>
<td>$31.36</td>
</tr>
<tr>
<td>SERVICE CALL SURCHARGE</td>
<td>Calls</td>
<td>17</td>
<td>0</td>
<td></td>
<td>$1.24</td>
<td></td>
<td></td>
<td>$1.24</td>
</tr>
<tr>
<td>NATIONAL DIRECT</td>
<td>Calls</td>
<td>34</td>
<td>06:52:04</td>
<td>$4.68</td>
<td></td>
<td></td>
<td></td>
<td>$4.68</td>
</tr>
<tr>
<td>CALL FORWARDING CHARGES</td>
<td>Calls</td>
<td>3</td>
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<td>$0.70</td>
<td></td>
<td></td>
<td></td>
<td>$0.70</td>
</tr>
<tr>
<td>BusinessLine Complete</td>
<td></td>
<td>4</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$31.36</td>
</tr>
</tbody>
</table>

END USER REPORTING – Service Summary Expanded
Note: Details provided in the Mobile Telephony section of the report reflect the details provided by Telstra to CSU. Telstra billing summarises some smaller charges which may appear as a single line item in your Mobile Telephony detailed report.

Eg on the screen above the Rental for the Business Line Complete mobile plan has a quantity of 5. This is because the rental amount is made up smaller charges that Telstra use to calculate the final plan rental amount.

Note: ‘Internet Data Usage – Non Quota’ refers to standard staff usage charged at the standard rate. Unlike students, staff do not have a quota assigned to their usage hence ‘Non Quota’
3.5 VIEWING SERVICE DETAILS

Telephony services

To view full details for a telephony service, click the underlined Service name or number on the service summary screen. This launches the Service Details screen and allows you to view all information about the service for the selected Billing Period.

Section 3.8 - Glossary provides a description of the categories used in the service details report.

The Service Details can be navigated using the links at the base of the table.

To return to the Summary Page Select the “Back to Summary” link in the lower right corner of the report.

Table columns are sorted by clicking a Column Heading - To sort by Duration, click the Column Heading Duration once to sort ascending. Click a second time to sort descending, Click a third time to clear sorting.
You can also filter the call list by entering the filter text at the top of the appropriate column and selecting a filter type using the filter icon next to it.

**Data/Network services**

Clicking the underlined Service name for your data services will not display more detailed information on your data usage. There is a large amount of information available about your data usage. Too much to be displayed in this interface. So only the summary billing information is available from End User Reporting.

Detailed information of your data usage is available by going to the IAS user portal.

Information on IAS and the IAS portal user guide for staff IAS & IAS user portal

### 3.6 CHARGE HISTORY SECTION

The Charge History section gives you a visual representation of your communications costs for the selected and previous billing periods.

![End User Reporting - Charge History](image)

Each billing period column displays the total cost, separated into individual costs per service. Use the Charge History to compare your cost to your cost for previous periods, and track changes over time.
3.7 CHARGE COMPARISON SECTION

The Charge Comparison section compares your communications costs for the selected period, to the average University Staff member costs for the same period.

Use the Charge Comparison section to compare your service costs to the University average.

3.8 GLOSSARY

For a glossary of terms including various Telstra charge codes, please see the Glossary Of Terms document.