


AT&T Control Center Invoice Example 3 Job Aid

Used for International,
Domestic, and
Settlement Solutions.

February 5, 2021



Page 1 of 2
Account Number [REDACTED]
Billing Date May 25, 2020
Questions? 1 800 235-7524
Web Site att.com
PO Number [REDACTED]
Invoice [REDACTED]
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance	
Previous Bill	192,662.60
Payment	.00
Adjustments	.00
Balance	192,662.60
Current Charges	71.26
Total Amount Due	\$192,733.86
Current Charges Due in Full by	Jul 24, 2020

Taxes	
County:	
5. COUNTY TAXES	1.78
Total Taxes	6.30
Total Current Charges	71.26

News You Can Use

ACCOUNT STATUS
STILL GETTING PAPER?
Sign-up for paperless billing by emailing us at GoPaperless@att.com with the subject line, TREES .

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations.

Billing Summary

Table of Contents

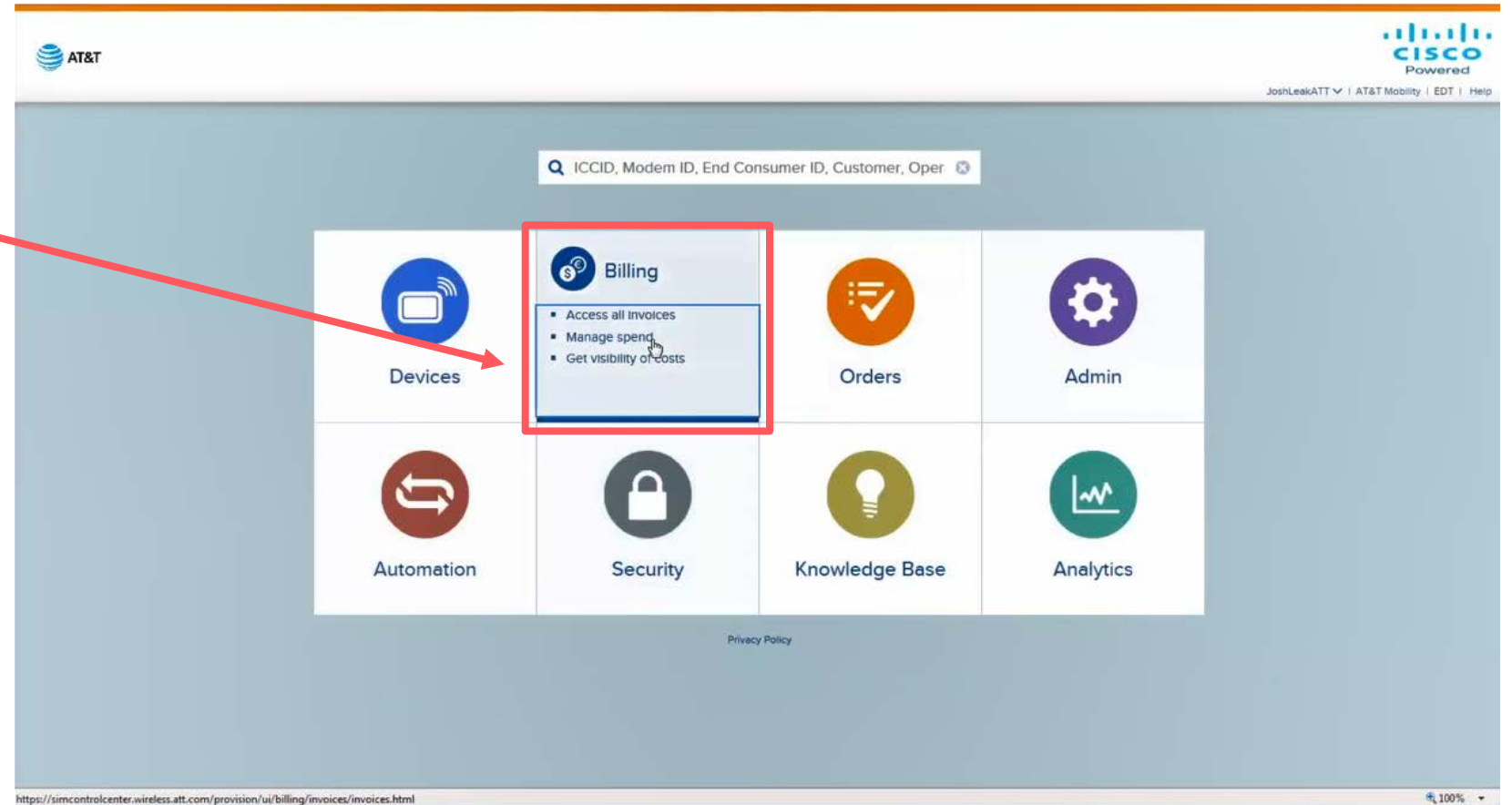
- [Retrieving an Invoice from the AT&T Control Center](#) Slide 3
- [AT&T Control Center Invoice Example 3](#) Slide 8

NOTE: All numbers and costs shown in this job aid are for demonstration purposes only and do not reflect actual pricing, customer invoices, or reports.

Retrieving an Invoice from the AT&T Control Center

Retrieve an Invoice

1. Access AT&T Control Center.
2. Select the Billing tab.



Retrieve an Invoice cont.

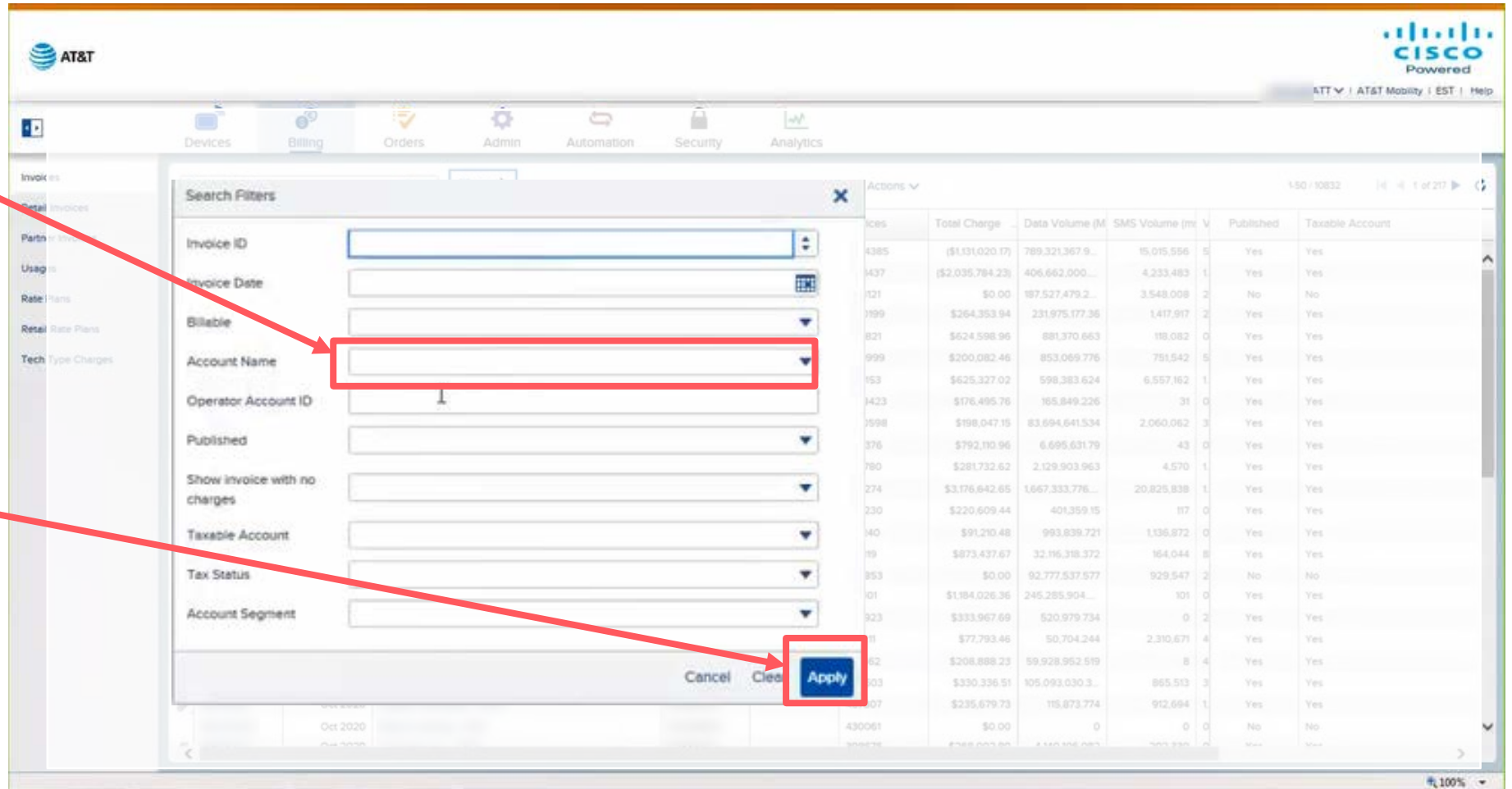
3. Select Filter.

The screenshot shows the AT&T Control Center interface. The top navigation bar includes 'Devices', 'Billing', 'Orders', 'Admin', 'Automation', 'Security', and 'Analytics'. The 'Admin' tab is active, and a red box highlights the 'Filter' button in the top right corner of the table area. A red arrow points from the text '3. Select Filter.' to this button. The main content area displays a table of invoices for October 2020. The table has columns for Invoice ID, Billing Cycle, Account Name, Account ID, Operator Account, Devices, Total Charge, Data Volume (M), SMS Volume (M), Published, and Taxable Account. The table is filtered to show invoices for Oct 2020.

Invoice ID	Billing Cycle	Account Name	Account ID	Operator Account	Devices	Total Charge	Data Volume (M)	SMS Volume (M)	Published	Taxable Account	
	Oct 2020				4264385	(\$1,131,020.17)	789,321,367.9...	15,015,556	5	Yes	Yes
	Oct 2020				2671437	(\$2,035,784.23)	406,662,000...	4,233,483	1	Yes	Yes
	Oct 2020				1873121	\$0.00	187,527,479.2...	3,548,008	2	No	No
	Oct 2020				1580199	\$264,353.94	231,975,177.36	1,417,917	2	Yes	Yes
	Oct 2020				1321821	\$624,598.96	881,370,663	118,082	0	Yes	Yes
	Oct 2020				1210999	\$200,082.46	853,069,776	751,542	5	Yes	Yes
	Oct 2020				1124153	\$625,327.02	598,383,624	6,557,162	1	Yes	Yes
	Oct 2020				1099423	\$176,495.76	185,849,226	31	0	Yes	Yes
	Oct 2020				1030598	\$198,047.15	83,694,641,534	2,060,062	3	Yes	Yes
	Oct 2020				868376	\$792,110.96	6,695,631.79	43	0	Yes	Yes
	Oct 2020				847780	\$281,732.62	2,129,903,963	4,570	1	Yes	Yes
	Oct 2020				824274	\$3,176,642.65	1,667,333,776...	20,825,838	1	Yes	Yes
	Oct 2020				795230	\$220,609.44	401,359.15	117	0	Yes	Yes
	Oct 2020				791240	\$91,210.48	993,839,721	1,136,872	0	Yes	Yes
	Oct 2020				772119	\$873,437.67	32,116,318,372	164,044	8	Yes	Yes
	Oct 2020				760853	\$0.00	92,777,537,577	929,547	2	No	No
	Oct 2020				741401	\$1,184,026.36	245,285,904...	101	0	Yes	Yes
	Oct 2020				672923	\$333,967.69	520,979,734	0	2	Yes	Yes
	Oct 2020				551211	\$77,793.46	50,704,244	2,310,671	4	Yes	Yes
	Oct 2020				491662	\$208,888.23	59,928,952,519	8	4	Yes	Yes
	Oct 2020				485503	\$330,336.51	105,093,030.3...	865,513	3	Yes	Yes
	Oct 2020				467807	\$235,679.73	115,873,774	912,694	1	Yes	Yes
	Oct 2020				430061	\$0.00	0	0	0	No	No

Retrieve an Invoice cont.

4. Enter and choose the Account Name. Once you type the first few letters of the account, you may see previous entries by selecting the drop-down menu.
5. Select Apply.

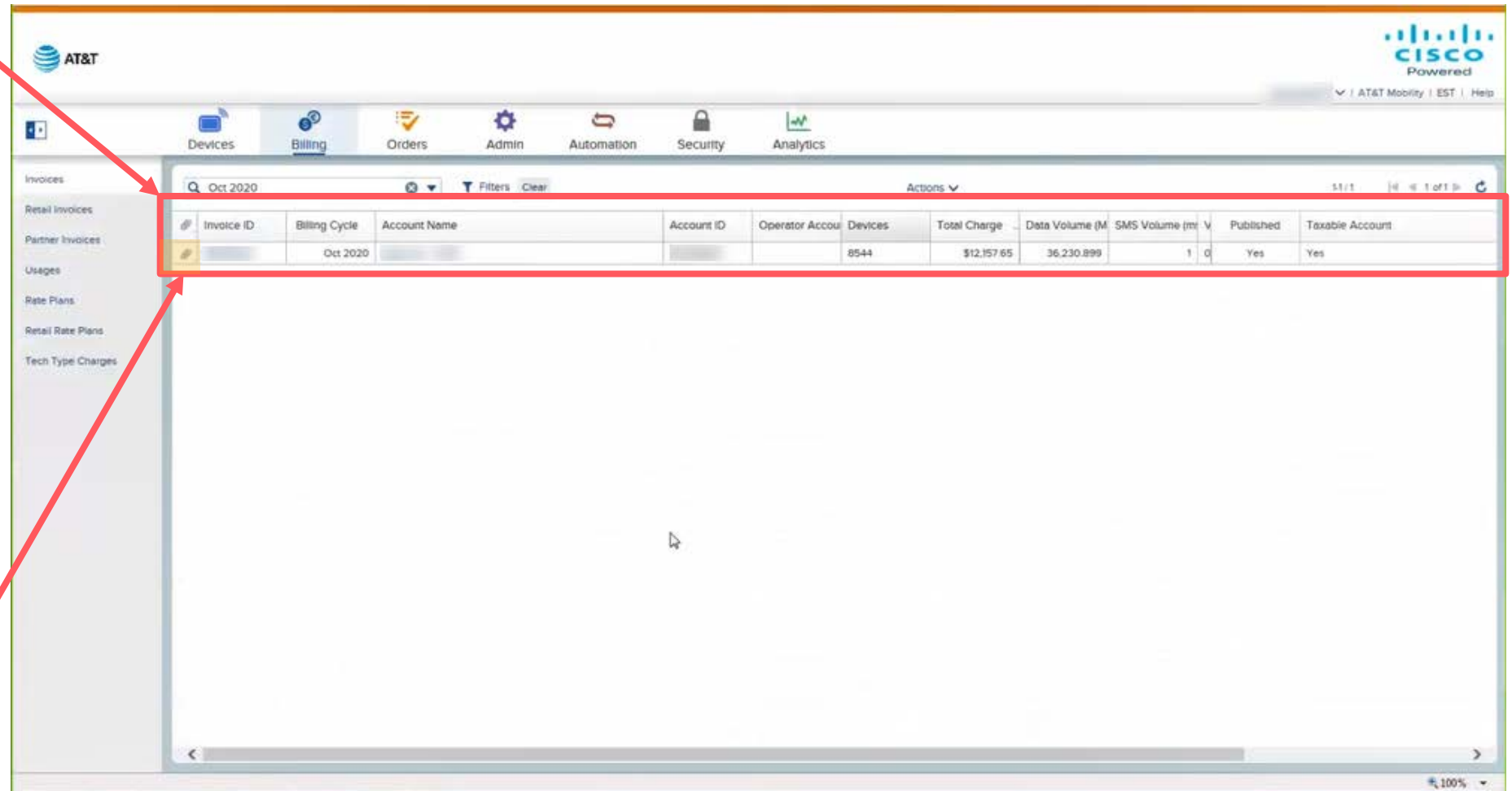


Retrieve an Invoice cont.

The Screen will provide a summary of information, such as:

- Link to the invoice (paperclip icon)
 - Link to the Invoice ID detail
 - Billing Cycle
 - Account Name & ID
 - Devices
 - Charges
 - Volume/Usage
6. Open an invoice by selecting the paperclip icon.

The screenshot shows the AT&T Control Center Billing interface. The top navigation bar includes 'Devices', 'Billing', 'Orders', 'Admin', 'Automation', 'Security', and 'Analytics'. The 'Billing' section is active, showing a search for 'Oct 2020' and a table of invoices. The table has columns for Invoice ID, Billing Cycle, Account Name, Account ID, Operator Account, Devices, Total Charge, Data Volume (M), SMS Volume (m), Published, and Taxable Account. A red box highlights the table, and a red arrow points from the paperclip icon in the first row to the text 'Open an invoice by selecting the paperclip icon.' in the list on the left.

Invoice ID	Billing Cycle	Account Name	Account ID	Operator Account	Devices	Total Charge	Data Volume (M)	SMS Volume (m)	Published	Taxable Account
	Oct 2020				8544	\$12,157.65	36,230.899	1	Yes	Yes

AT&T Control Center (ACC) Invoice Example 3

AT&T Control Center (ACC) Invoice Example 3 Review

The top section of the ACC Invoice Example 3 provides the following:

1. Company name and address.
2. Summary Information:
 - Number of pages on the invoice
 - Account Number
 - Date the invoice was generated
 - Phone Number
 - Web site
 - PO Number
 - The customer has provided a purchase order number that funds are debited from, instead of paying by check or electronic funds transfer.)
 - Invoice number
 - AT&T Tax ID.

AT&T

Invoice

Customer Name
123 Any Street
Anytown, USA 12345

Page 1 of 2
Account Number [REDACTED]
Billing Date May 25, 2020
Questions? 1 800 235-7524
Web Site att.com
PO Number [REDACTED]
Invoice [REDACTED]
AT&T Tax ID 13-4924710

Bill-At-A-Glance

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Current Charges Due in Full by	Jul 24, 2020

Taxes
County: 5. COUNTY TAXES 1.78
Total Taxes 6.30

Total Current Charges 71.26

News You Can Use

News You Can Use

ACCOUNT STATUS
STILL GETTING PAPER?
Sign-up for paperless billing by emailing us at GoPaperless@att.com with the subject line, TREES .

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations.

AT&T Control Center (ACC) Invoice Example 3 Review

Bill-At-A-Glance

The Bill-At-A-Glance section of the ACC Invoice Example 3 provides the following:

1. Previous Bill - previous amount due
2. Payments
3. Adjustments
4. Balance - The Previous Bill amount less any payments and adjustments
5. Current Charges
6. Total Amount Due - Balance + Current Charges = Total Amount Due
7. Current Charges Due in Full by - Date payment is due

The screenshot displays an AT&T invoice with the following components:

- AT&T Logo:** Located at the top left.
- Customer Name:** 123 Any Street, Anytown, USA 12345.
- Page Information:** Page 1 of 2.
- Account Number:** [Redacted]
- Billing Date:** May 25, 2020.
- Questions?:** 1 800 235-7524.
- Web Site:** att.com.
- PO Number:** [Redacted]
- Invoice:** [Redacted]
- AT&T Tax ID:** 13-4924710.

The **Bill-At-A-Glance** section is highlighted with a red border and numbered 1 through 7:

Bill-At-A-Glance	
1. Previous Bill	192,662.60
2. Payment	.00
3. Adjustments	.00
4. Balance	192,662.60
5. Current Charges	71.26
6. Total Amount Due	\$192,733.86
7. Current Charges Due in Full by	Jul 24, 2020

Taxes:

Taxes	
County:	
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AT&T Control Center (ACC) Invoice Example 3 Review

Current Charges

Scroll down to review a breakdown of the current charges.

The ACC example 3 invoices include everything per rate plan. A breakdown of all charges associated to a Rate Plan will be shown by Rate Plan.

1. In this example, you can see the Rate Plan, the billing cycle in which the charges apply.
2. The first break out for this plan is Data PPU. In this example, there was an overage of 806,342.7, which generated a charge of \$34.36.
3. The second break down is the subscription charge. In this example, there were two vehicles added, which generated a \$30.00 charge.

Questions?		
Call:	1 800 235-7524	
Online:	www.businessdirect.att.com	
AT&T Business Services		
Account/Group Charges	71.26	71.26
Total Account/Group Charges		
Total Current Charges		71.26

Current Charges

Account/Group Charges		
Connected Device		
1	US 5Yr PPD Plan Usage Charges: Apr 19, 2020 thru May 18, 2020	
2	1. Data PPU Qty: 806,342.7 Items	34.36
3	Apr 19, 2020 thru May 18, 2025 2. Data Subscription fee Qty: 2 Vehicles	30.00
	US Tst Plan Usage Charges: Apr 19, 2020 thru May 18, 2020	
	3. Data PPU Qty: 292,274.44 Items	.60
	Total Connected Device	64.96
	Total Account/Group Charges	64.96
Taxes		
	State:	
	4. TN/TENNESSEE	4.52

Return bottom portion with your check in the enclosed envelope.

Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

REGULATORY NEWS

Attention Customers:

Having trouble using the telephone? Phone your family, friends or vital services even if you have a hearing, speech or physical disability.

Telecommunications Relay Service (TRS) provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled. To make a relay call, dial 711 and request to be connected through TCA, through Teleport Communications America, LLC.*

FEE DESCRIPTIONS

The Administrative Expense Fee recovers a portion of AT&T's internal costs associated with the Federal Communications Commission's Universal Service Fund and related programs. The Federal Regulatory Fee recovers amounts paid to the federal government for regulatory costs and telecommunication services for the hearing impaired, and costs associated with local number portability administration. These fees are not taxes or charges that the government requires AT&T to collect from its customers.

Attention California Customers:

The following charges are "Government Fees and Taxes": Federal Excise Tax; CHCF-A, CHCF-B, Univ Lifeline Tele Serv Sur, Com Dev Fnd/Deaf & Disabled, California Teleconnect Fund, State 9-1-1 Surcharge, Utility User's Tax, and Local 911 Charge.

AT&T Control Center (ACC) Invoice Example 3 Review

Current Charges cont.

4. The bill then shows the next rate plan and breaks it down the same way - Data Pay Per Use (PPU), overages, and the charges generated by the overages.

- In this example, there were not any subscription or SMS charges. If there were, they would appear here as well.

5. Total Connected Device and Total Account Group Charges are calculated as follows:

- Rate Plan 1, Line 1 Data PPU + Rate Plan 1, Line 2 Data Subscription Fee + Rate Plan 2, Line 3 Data PPU = Total Connected Device/Total Account Group Charges
- \$64.96 is the charge associated with this invoice. The remaining charges on the invoice are taxes and surcharges.

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 Online: www.businessdirect.att.com

AT&T Business Services	
Account/Group Charges	71.26
Total Account/Group Charges	71.26
Total Current Charges	71.26

Current Charges

Account/Group Charges	
Connected Device	
US 5Yr PPD Plan Usage Charges:	
Apr 19, 2020 thru May 18, 2020	
1. Data PPU	34.36
Qty: 806,342.7 Items	
Apr 19, 2020 thru May 18, 2025	
2. Data Subscription fee	30.00
Qty: 2 Vehicles	
US Tst Plan Usage Charges:	
Apr 19, 2020 thru May 18, 2020	
3. Data PPU	.60
Qty: 292,274.44 Items	
Total Connected Device	64.96
Total Account/Group Charges	64.96
Taxes	
State:	
4. TN/TENNESSEE	4.52

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AT&T Control Center (ACC) Invoice Example 3 Review Taxes

- 6. In this example, under the Taxes section, Line 4 provides the State Tax.
- 7. Line 5 provides the County Taxes. The taxes are subtotaled. $\$4.52 + \$1.78 = \$6.30$.

Current Charges	
Account/Group Charges	
Connected Device	
US 5Yr PPD Plan Usage Charges:	
Apr 19, 2020 thru May 18, 2020	
1. Data PPU Qty: 806,342.7 Items	34.38
Apr 19, 2020 thru May 18, 2025	
2. Data Subscription fee Qty: 2 Vehicles	30.00
US Tst Plan Usage Charges:	
Apr 19, 2020 thru May 18, 2020	
3. Data PPU Qty: 292,274.44 Items	.60
Total Connected Device	64.98
Total Account/Group Charges	64.98
Taxes	
State:	
4. TN/TENNESSEE	4.52

Taxes		
County:		
5. COUNTY TAXES	1.78	
Total Taxes	6.30	

Total Current Charges 71.26

News You Can Use

News You Can Use

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AT&T Control Center (ACC) Invoice Example 3 Review

Taxes cont.

Total Taxes: \$6.30

added to

Total Account Group Charges:
\$64.96

equals

Total Current Charges, \$71.26 in
this example.

Invoice

Bill-At-A-Glance

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News You Can Use

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Current Charges

Account/Group Charges

Connected Device

US 5Yr PPD Plan Usage Charges:

Apr 19, 2020 thru May 18, 2020

1. Data PPU 34.36
Qty: 806,342.7 Items

Apr 19, 2020 thru May 18, 2025

2. Data Subscription fee 30.00
Qty: 2 Vehicles

US Tst Plan Usage Charges:

Apr 19, 2020 thru May 18, 2020

3. Data PPU .60
Qty: 292,274.44 Items

Total Connected Device 64.96

Total Account/Group Charges 64.96

Taxes

State:
4. TN/TENNESSEE 4.52

Billing Summary

Questions?

Call: 1 800 235-7524
Online: www.businessdirect.att.com

AT&T Business Services

Account/Group Charges 71.26
Total Account/Group Charges 71.26

Total Current Charges 71.26

AT&T Control Center (ACC) Invoice Example 3 Review News You Can Use

News You Can Use

Provides various news, descriptions, details on late payment fees, and other helpful information.

Invoice

Bill-At-A-Glance

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71.26

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AT&T Control Center (ACC) Invoice Example 3 Review Payment Return Information

Scroll down the invoice to the detail. This section will provide:

Payment return information (if needed).

Return bottom portion with your check in the enclosed envelope.

 AT&T

Bill Date May 25, 2020

Set up electronic payments:
www.att.com/attsmartpayments

DUE BY: Jul 24, 2020 \$192,733.86

Account Number [REDACTED]
Please include your account number on your check.

Make checks payable to:
AT&T
P.O. Box 5019
Carol Stream, IL 60197-5019

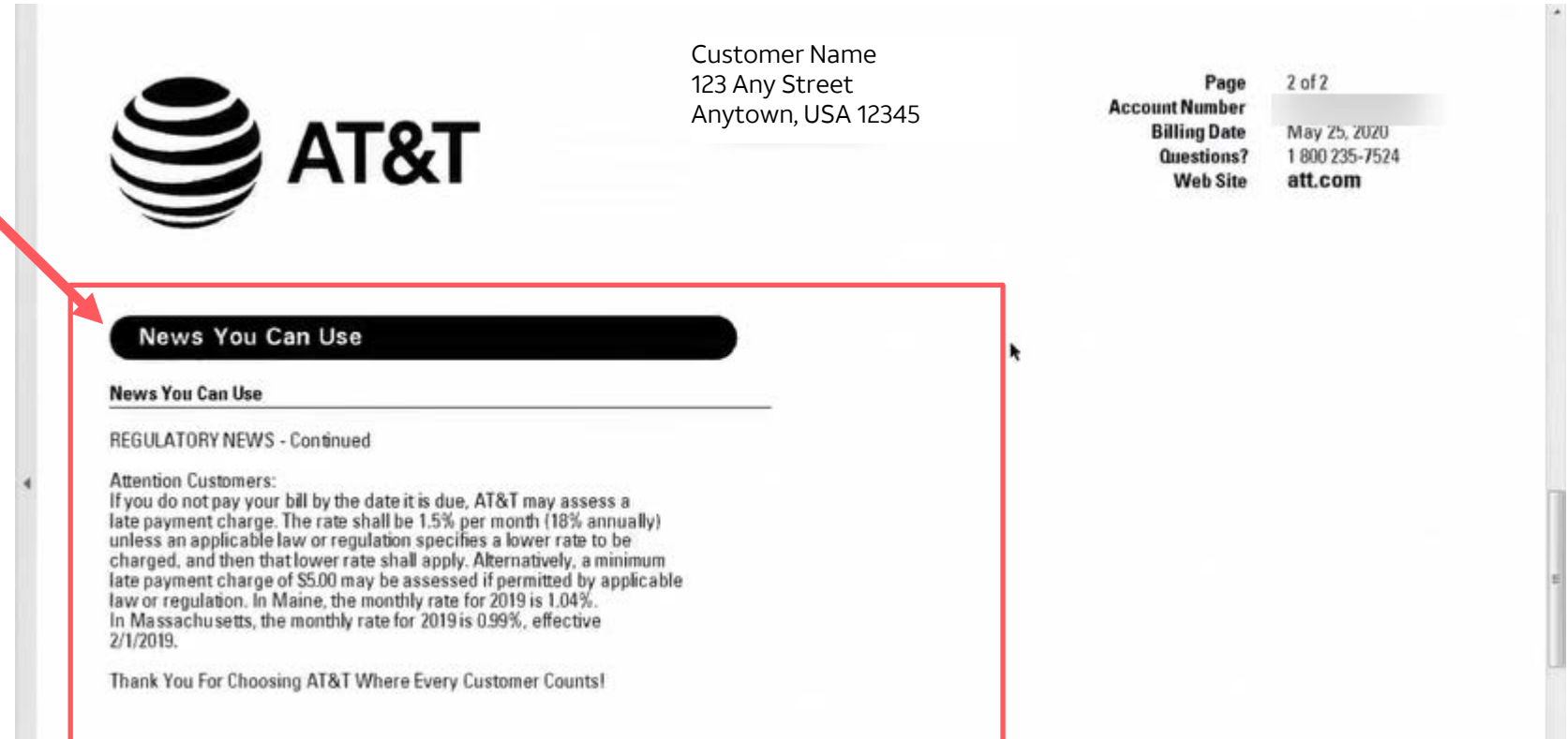
|||||

AT&T Control Center (ACC) Invoice Example 3 Review

News You Can Use cont.

Continue to scroll down the invoice.

News You Can Use is continued with information on late payments.



The screenshot displays an AT&T invoice page. At the top left is the AT&T logo. To the right, the customer name and address are listed: "Customer Name 123 Any Street Anytown, USA 12345". On the far right, account details are provided: "Page 2 of 2", "Account Number", "Billing Date May 25, 2020", "Questions? 1 800 235-7524", and "Web Site att.com". A red box highlights the "News You Can Use" section, which contains regulatory information regarding late payment charges. A red arrow points from the text on the left to the top of this red box.

AT&T

Customer Name
123 Any Street
Anytown, USA 12345

Page 2 of 2
Account Number
Billing Date May 25, 2020
Questions? 1 800 235-7524
Web Site att.com

News You Can Use

News You Can Use

REGULATORY NEWS - Continued

Attention Customers:
If you do not pay your bill by the date it is due, AT&T may assess a late payment charge. The rate shall be 1.5% per month (18% annually) unless an applicable law or regulation specifies a lower rate to be charged, and then that lower rate shall apply. Alternatively, a minimum late payment charge of \$5.00 may be assessed if permitted by applicable law or regulation. In Maine, the monthly rate for 2019 is 1.04%. In Massachusetts, the monthly rate for 2019 is 0.99%, effective 2/1/2019.

Thank You For Choosing AT&T Where Every Customer Counts!



AT&T Business