

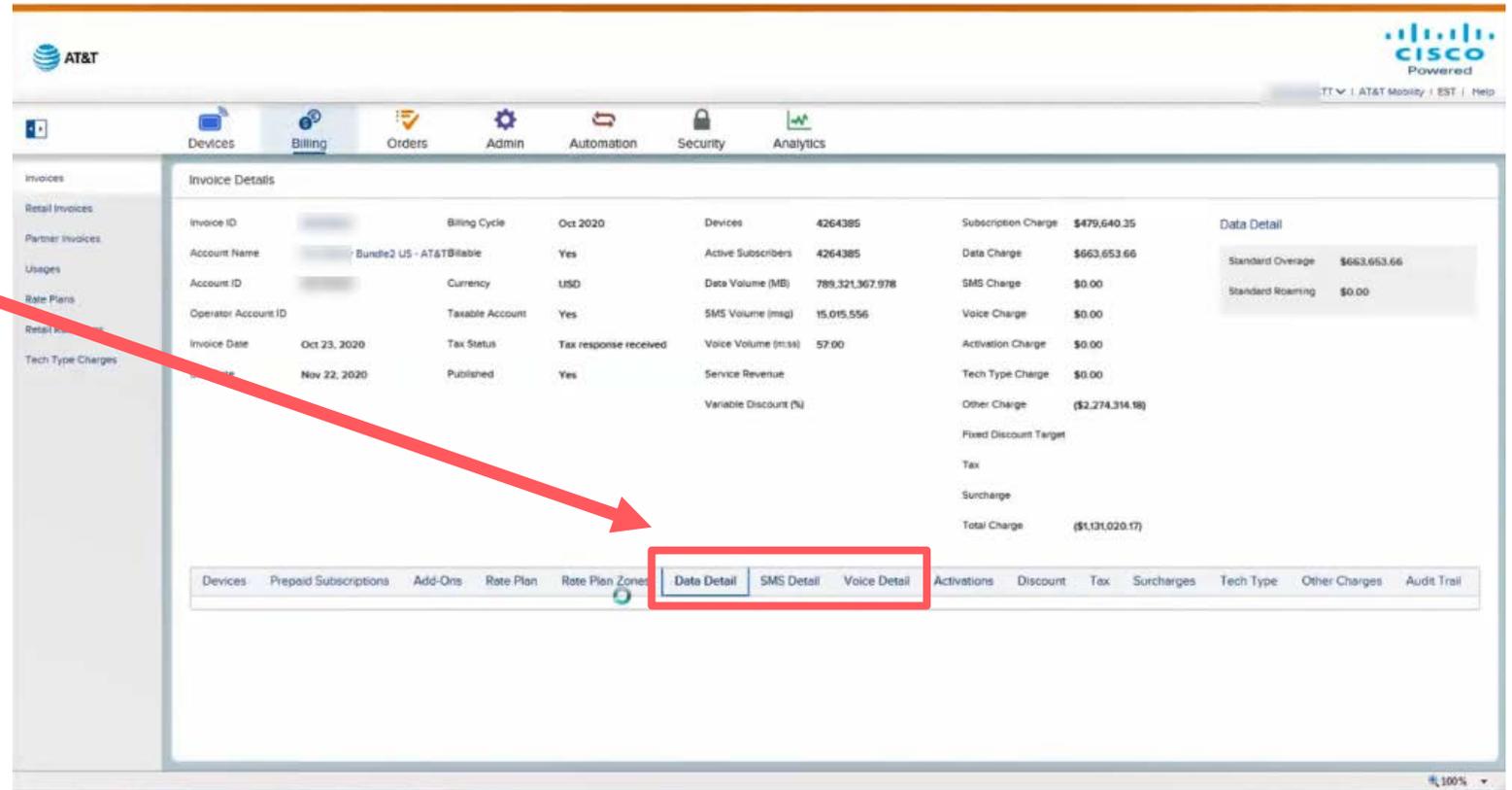
# Country Level Detail Job Aid

January 14, 2021

# View Data, SMS, or Voice Details

1. From the Invoice Details screen in Control Center, select the Data, SMS, or Voice Detail header.

- This will provide the usage per customer, per zone. For example, a customer connected 1000 times in the US within Zone 1. This customer will show up one time on this data level report, showing how much usage occurred in that particular month.



Data, SMS, and Voice will all look similar – a break-down of the usage by customer.

*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.*

# View Data, SMS, or Voice Details cont.

In this example, Voice Detail is selected.

2. Select the ICCID to view the Usage Details screen.

- Data, SMS, and Voice will all look similar - usage broken out by customer.

The screenshot displays the AT&T Billing system interface. At the top, there are navigation tabs for Devices, Billing, Orders, Admin, Automation, Security, and Analytics. The main content area is titled 'Invoice Details' and shows various metrics such as Invoice ID, Billing Cycle, Devices, and Subscription Charge. Below this, there is a 'Usage Details' section with a table of usage data. The 'Voice Detail' tab is selected, and an ICCID is highlighted in the table below.

ICCID	Rate Plan	Zone	Roaming Zone	Plan Type	Included Mode	Voice Volume (m)	Voice Charge	Included Voice	Message Type
	JS 5Yr PPD Plan	telem...	No	Prepaid - Flexi...	Monthly - Pool...	1.00	Pooled	Pooled	Voice MO
	JS 5Yr PPD Plan	telem...	No	Prepaid - Flexi...	Monthly - Pool...	3.00	Pooled	Pooled	Voice MO
	JS 5Yr PPD Plan	telem...	No	Prepaid - Flexi...	Monthly - Pool...	3.00	Pooled	Pooled	Voice MO
	JS 5Yr PPD Plan	telem...	No	Prepaid - Flexi...	Monthly - Pool...	2.00	Pooled	Pooled	Voice MO

*NOTE: JPO feeds can be sent to the customer with a break-down of the information at a transactional level.*

# View Data, SMS, or Voice Details cont.

3. Once the Usage Details screen has loaded, you can select the Data, SMS, or Voice tab. In this example, the Data tab has been selected.

- This will provide every session the customer had.
- It also lists the country detail.

The screenshot shows the AT&T Usage Details interface. The 'Data' tab is selected, and a table of usage sessions is displayed. The table includes columns for ICCID, Device ID, Zone, Session Start Time, Data Volume (KB), Country, Billable, and Rate Plan. A red box highlights the 'Data' tab, and another red box highlights the 'Country' column in the table. A red arrow points from the text 'It also lists the country detail.' to the 'Country' column.

ICCID	Device ID	Zone	Session Start Time	Data Volume (KB)	Country	Billable	Rate Plan
		.jelematics	Oct 17, 2020 04:01 am	9,646	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 15, 2020 01:32 am	9,646	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 15, 2020 04:55 am	7,691	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 13, 2020 04:55 pm	9,697	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 12, 2020 01:35 pm	10,117	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 10, 2020 06:29 pm	9,921	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 09, 2020 05:38 am	9,697	United States	Yes	US 5Yr PPD Pla
		.Retail	Oct 08, 2020 04:25 pm	1,566	United States	Yes	US 5Yr PPD Pla
		.jelematics	Oct 08, 2020 04:28 am	17,228	United States	Yes	US 5Yr PPD Pla

# View Data, SMS, or Voice Details cont.

If country detail is not shown, you can right click the header to select the Country checkbox to show the Country detail, or any other detail you want to add or remove from the screen.

The screenshot shows the AT&T Billing portal interface. The top navigation bar includes 'Devices', 'Billing', 'Orders', 'Admin', 'Automation', 'Security', and 'Analytics'. The main content area is titled 'Usage Details' and displays summary information for a specific device, including ICCID, Device ID, Account Name, Customer, and End Consumer. Summary statistics for the Billing Cycle (Oct 2020) are shown: Data Volume (MB) 23,561, SMS Volume (msgs) 0, and Voice Volume (mins) 100.

Below the summary is a table with tabs for 'Data', 'SMS', and 'Voice'. The 'Data' tab is active, showing a table with columns: ICCID, Device ID, Zone, Session Start Time, and Data Volume (KB). The table contains several rows of session data. A red arrow points from the text on the left to the 'Zone' column header. A red box highlights a context menu that appears when right-clicking the header, containing a list of fields with checkboxes: ICCID, Device ID, Zone, Session Start Time, Data Volume (KB), Country, Billable, Rate Plan, Service Type, Carrier, APN, Device IP Address, Rating Group ID Name, Rating Group ID, and ???sim\_label\_ratingGroupID???. The 'Country' checkbox is highlighted in the menu.

ICCID	Device ID	Zone	Session Start Time	Data Volume (KB)
		.selematics	Oct 17, 2020 04:01 am	9,697
		.selematics	Oct 15, 2020 01:32 pm	9,646
		.selematics	Oct 14, 2020 04:55 am	7,691
		.selematics	Oct 13, 2020 04:55 pm	9,697
		.selematics	Oct 12, 2020 01:35 pm	10,117
		.selematics	Oct 10, 2020 05:20 pm	7,691
		.selematics	Oct 09, 2020 05:38 am	9,697
		.Retail	Oct 08, 2020 04:25 pm	1,566
		.selematics	Oct 08, 2020 04:28 am	17,228

# View Data, SMS, or Voice Details cont.

## 4. Select Actions, Export.

- This will export the detail to Excel so you can see by Country where the usage occurred.
- This level of detail is on a by customer level basis. For example, if you have ten customers you think have usage in a country that is outside of a particular zone, you will need to select each customer and export the report results for each customer to get the full detail, unless you have a JPO report set up to provide that information.

The screenshot displays the AT&T Billing portal interface. At the top, there are navigation tabs for Devices, Billing, Orders, Admin, Automation, Security, and Analytics. The main content area is titled 'Usage Details' and shows a summary of usage for a specific device. Below this, there are tabs for Data, SMS, and Voice. A table of usage records is visible, with columns for ICCID, Device ID, Zone, Volume (KB), Country, Billable, and Rate Plan. A red box highlights the 'Actions' dropdown menu, which includes an 'Export' button and an 'Export to CSV' option. A red arrow points from the text 'Select Actions, Export.' to the 'Export' button.

ICCID	Device ID	Zone	Volume (KB)	Country	Billable	Rate Plan
		.selematics	7.991	United States	Yes	US 5Yr PPD Pla
		.selematics	9.697	United States	Yes	US 5Yr PPD Pla
		.selematics	10.117	United States	Yes	US 5Yr PPD Pla
		.selematics	9.921	United States	Yes	US 5Yr PPD Pla
		.selematics	9.697	United States	Yes	US 5Yr PPD Pla
		.Retail	1.566	United States	Yes	US 5Yr PPD Pla
		.selematics	17.228	United States	Yes	US 5Yr PPD Pla



**AT&T** Business