

Optus Business Corporate Usage Alerts

Customer Admin Portal

Administrator Guide

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OPTUS

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Preface

This document has been developed as a how-to guide for Administrator users of the Optus Business Corporate Usage Alerts Customer Administration Portal (or Admin Portal for short).

This document will guide you through all the features of the Admin Portal allowing you to effectively manage your Optus Business corporate mobile fleet's data usage alerts and preferences.

How This Guide Is Organised

This administrator guide begins with an overview **What is the Optus Business Corporate Usage Alert Solution** - A brief introduction to the Optus Business Corporate Usage Alert solution then is followed by two parts

- **Part 1** – Domestic Data Usage Alerts
- **Part 2** – Roaming Usage Alerts

Each part has been broken up into the following sections:

- **Admin Portal User Interface Basics:** A brief overview of the Admin Portal's user interface;
- **The Alerting & Preferences Hierarchy:** Overview of the alerting & preferences hierarchy;
- **Initial Setup:** Steps for initial setup for Corporate Usage Alerting;
- **Changing Usage Alert Preferences:** Changing settings at Customer Account, Billing Account or Mobile service level;
- **Alert Types:** An overview of the alerts generated by the Optus Business Corporate Usage Alert platform;
- **Administrator Settings:** Adjusting Message settings and Portal Administrator Maintenance;
- **Data Allowance & Bucket Sizes:** Details on how the various data allowances and account data aggregation bucket sizes are calculated;
- **Inclusions & Exclusions:** Which products and plan types the solution will support.

The following appendices are also included for your reference:

- Glossary;
- Troubleshooting.

If you are a beginner to the Optus Business Corporate Usage Alerts Admin Portal, it is suggested you read this guide from start to finish before utilising the platform.

Introduction to Optus Business Corporate Usage Alerts

The Optus Business Corporate Usage Alerts solution enables Optus Business customers the ability to monitor your mobile data usage within Australia via Billing Account and individual Mobile service level usage alerts. To facilitate this service an Admin Portal is provided allowing you to manage your alert thresholds at the Customer Account (Corporate Fleet), Billing Account or Mobile service level to suit your individual needs. Usage alerts are sent to mobile users as an SMS or email and the billing account admin usage alerts are sent via email when a nominated usage percentage threshold has been exceeded.

The alerting solution consists of:

1. The usage alerting engine, which monitors mobile data usage and generates the usage alerts;
2. The Admin Portal, which allows you to set and manage your corporate mobile fleet usage alerting and preferences.

Usage Alerts Overview

The Corporate Usage Alerts solution provides alerts to individual mobile services to notify that they have exceeded a predefined usage threshold when using data within Australia on the Optus Mobile network and when roaming. Admin alert reports can also be set and managed at the Customer and Billing Account. At the Billing Account an aggregated report is also provided for Shared Data Plans (SDP) and Mobile Data Fleet (MDF) based mobile accounts.

The Corporate Usage Alerts solution can provide usage alerting at the following levels:

- **Billing Account Summary:** Generates an email summary of all mobile services that have exceeded a data usage threshold for that billing account within the last 24 hours;
- **Billing Account Data Aggregation:** Generates an email alert when an aggregated data bucket (Shared Data Plan or Mobile Data Fleet) threshold has been exceeded and / or mobile services on the account have exceeded a usage threshold within the last 24 hours;
- **Mobile Service Level:** Generates an SMS or email usage alert when a mobile service exceeds a predefined domestic data usage threshold.

Admin Portal Overview

The Admin Portal is provided to Optus Business customers for the benefit of self-administration and to provide visibility of your usage alerting preferences. It provides a convenient web based interface to manage your corporate fleet's usage alerts without having to call Optus Business to make changes to your preferences.

The Admin Portal provides the following main functions:

- Set company contact details to be included in all usage alerts sent out to your corporate fleet;
- Switch on / off usage alerts at the Customer Account, Billing Account and Mobile service levels;
- View and configure usage alert threshold settings at the Customer Account, Billing Account and Mobile Service levels;
- Set email address for email usage alerts at the Billing Account and Mobile Service levels;
- Admin Portal Administrator maintenance.

Requirements for Accessing the Admin Portal

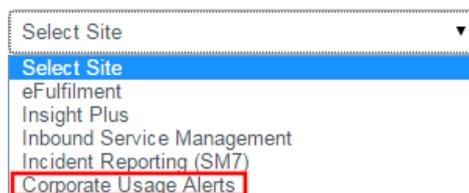
Before you can begin, you need to ensure that you have met the following minimum system requirements to access the Admin Portal web interface:

- **Device:** The Admin Portal is only accessible via a PC based system. Portal access is not possible on a Smartphone or Tablet based device or operating system;
- **Internet Connectivity:** Ensure you are attempting to access the Admin Portal from a Public Internet connected PC;
- **Browser:** Latest version of major browsers including Internet Explorer 8 and higher are supported. Browser cookies, JavaScript and SSL/TLS secured communication features must be enabled for full functionality.

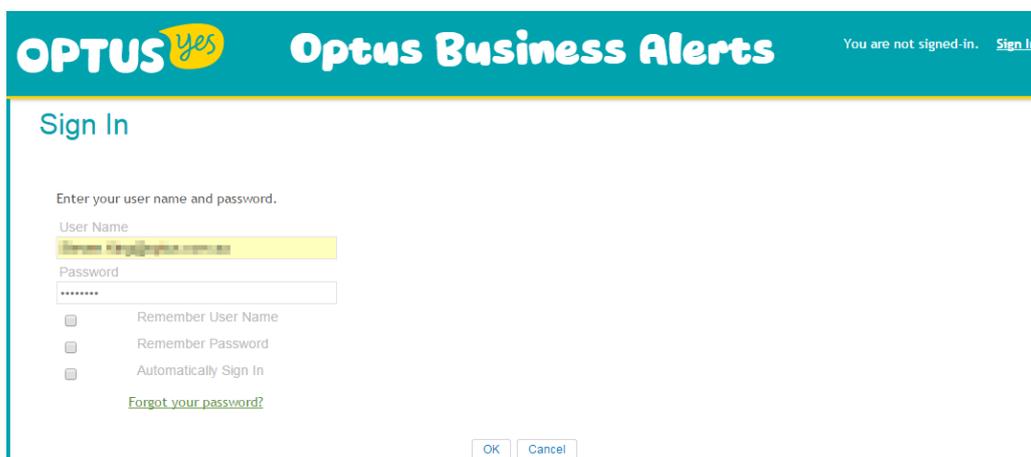
Logging into the Admin Portal

An email containing the direct Admin Portal URL, your User Name and Password will be emailed to you when you have been setup with Admin Portal access. Use these details to log into the Admin Portal.

1. To access the Admin Portal:
 - a. Either go directly to the URL: <https://www2.optus.com.au/business/corporatealerting/> or
 - b. Login via the link on the Optus My Business Portal:
 - i. Go to the Optus My Business Portal URL: <https://www.optus.com.au/businessportal/public/login.do>;
 - ii. Then select the **Corporate Usage Alerts** option from the Login to **Other Services** dropdown list.



2. Once on the login page enter your supplied Admin Portal User Name and Password and select **OK** to access the system.



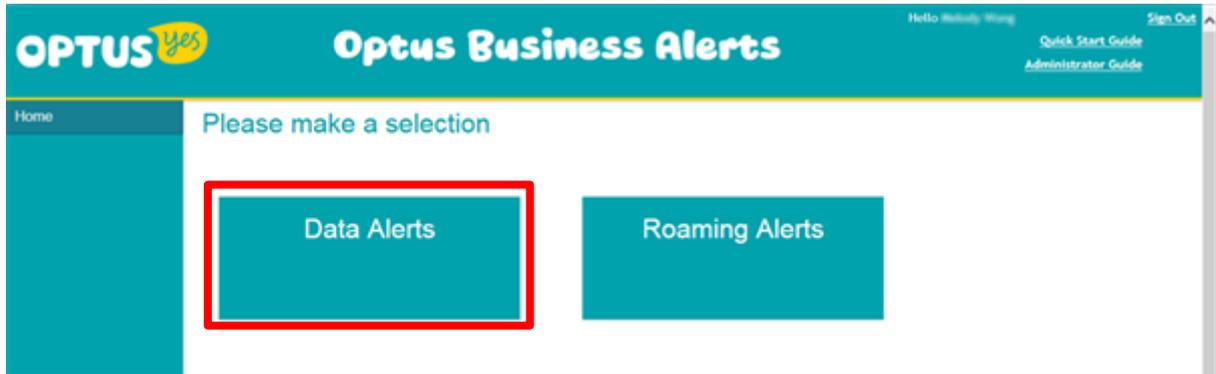
3. When logging into the Admin Portal for the first time you will need to **accept the Terms of Use** before getting access to the Admin Portal.

Note: In the event you have forgotten your password please click on the **“Forgot your password?”** link on the login page to have your password resent to your registered email address.

PART 1 – Domestic Data Usage Alerts

1. User Interface Overview

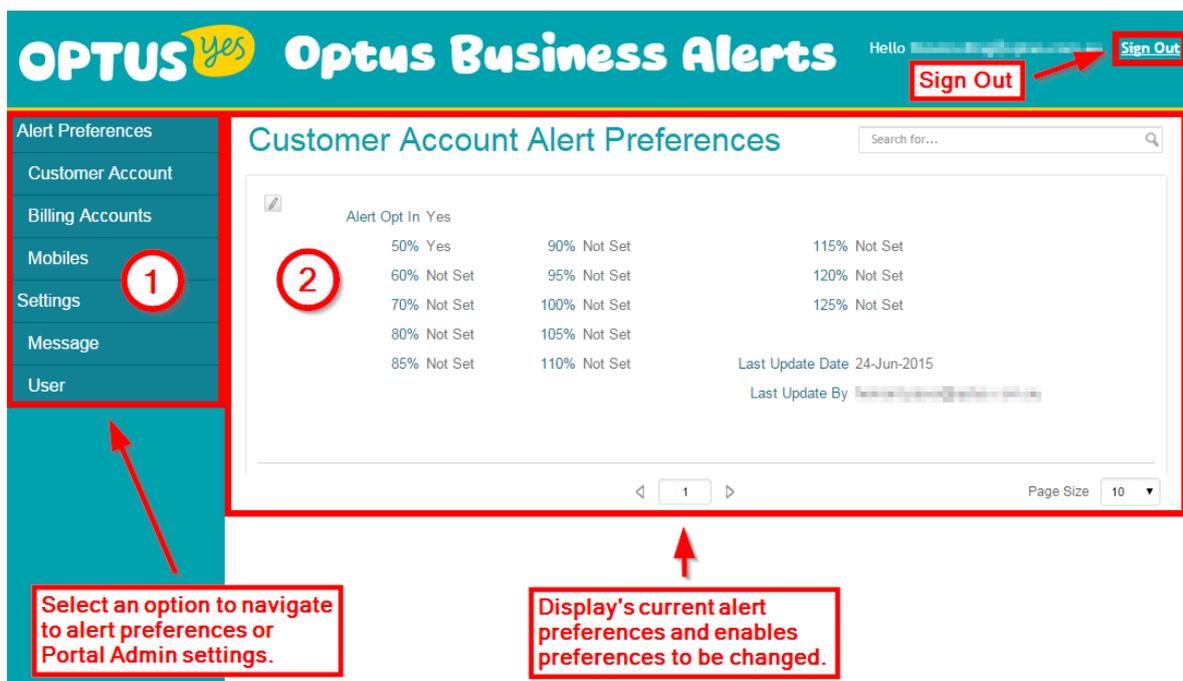
Once signed in, for Corporate Usage Alert accounts that have been set up for both Data Usage Alerts and Roaming Usage Alerts you will need to select the “Data Alerts” option from the initial page to enable and manage your Domestic Data Usage Alert preferences.



1.1 User Interface Navigation

Once the Data Alerts option has been selected the Domestic Data Usage Alerts Admin Portal user interface has two key components:

1. **Navigation Panel:** Is used for navigation around the Admin Portal;
2. **Preference View / Settings Panel:** Once you have selected the desired alert preferences you want to view / change from the navigation panel, the preference view / settings panel will allow you to view and make changes to your usage alert preferences as required.

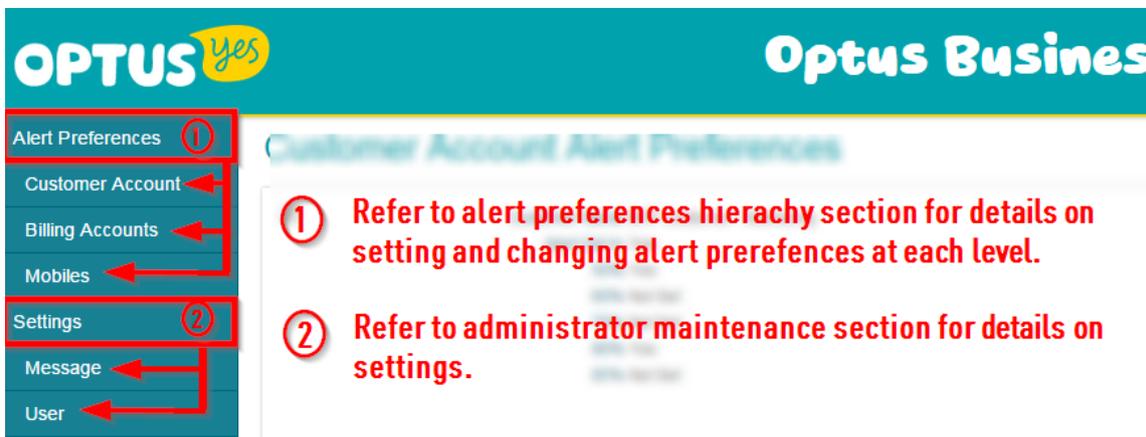


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Please ensure you refer to the following sections of this administrator guide for additional information required before making changes to alerting preferences and administrator settings.

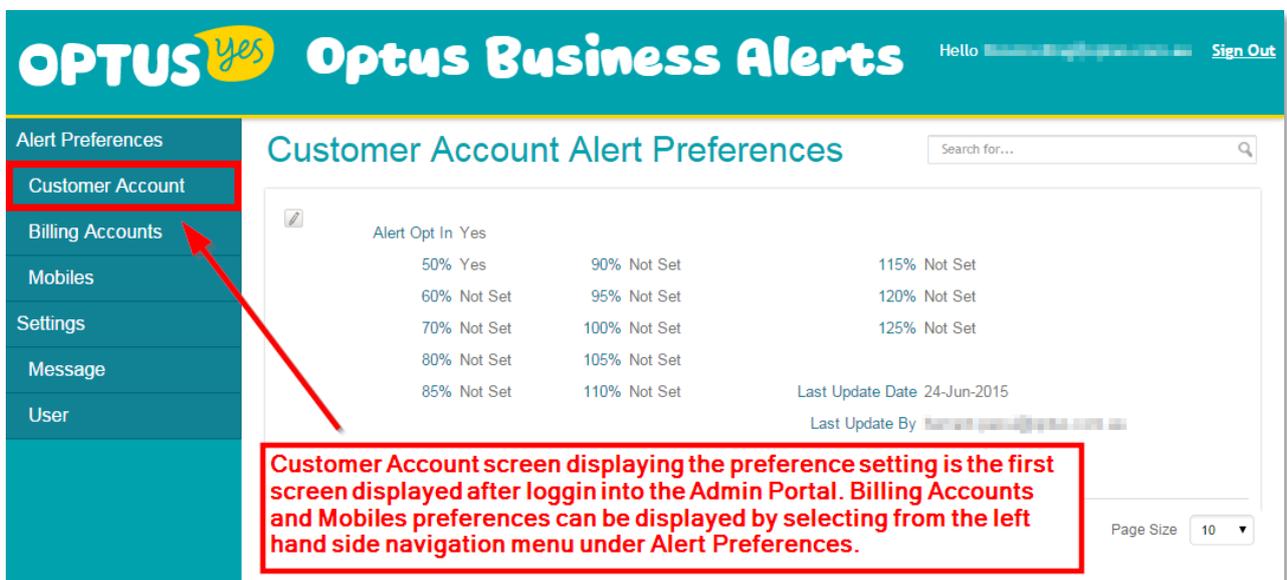
- Alerting Preferences Hierarchy;
- Initial Setup;
- Changing Alerting Preferences;
- Alert Types;
- Data Allowances & Bucket Size;
- Administrator Settings;
- Troubleshooting.

The navigation panel is used to select alert preferences or system admin settings as per the example screen below. Please refer to sections **4 Changing Alert Preferences** and **7 Administrator Settings** below of this administrator guide for details on the additional information required before making changes to alerting preferences and administrator settings.



1.1.1 User Interface Alert Preferences

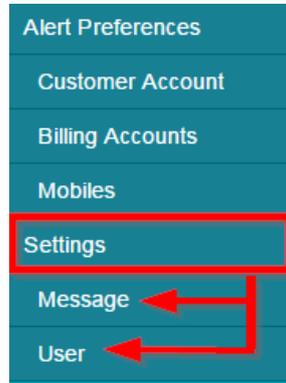
Alert preferences navigation panel enables selection of the level you want to view/edit preferences. When a level is selected, the current preferences will be displayed in the preference view / settings panel.



1.1.2 User Interface Settings

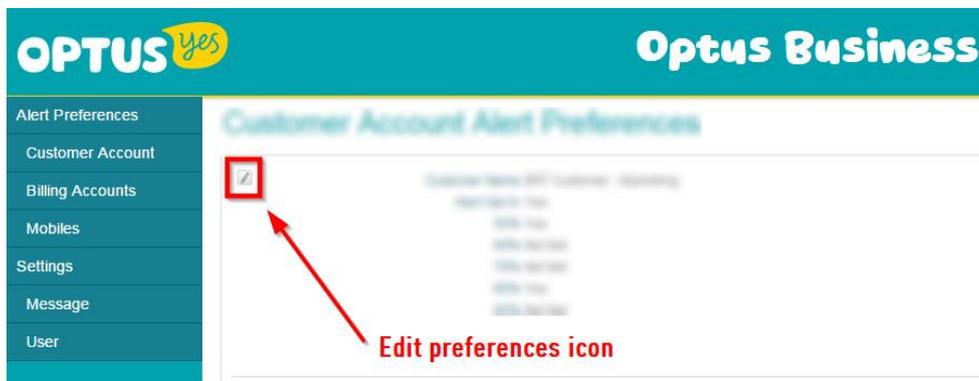
Under Settings:

- **Message:** The contact details included in alerts sent to end users can be setup by selecting **Message** menu option;
- **User:** Admin Portal Administrator maintenance can be accessed via the **User** menu option.



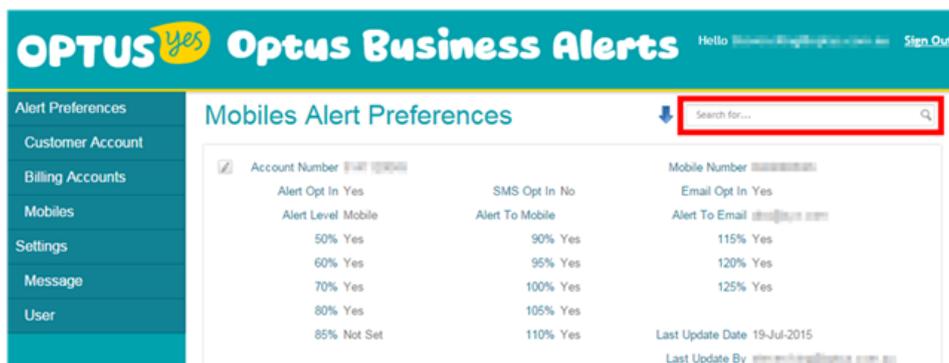
1.1.3 Edit Preference Settings

When the edit preferences icon is visible, it can be selected to enable you to edit the preferences associated with that screen or item.



1.1.4 Searching for Records

The preference view / settings panel also allows you to search for records associated with the preference settings you are on. Searching for a particular Billing Account, Mobile service or Administrator user account (when within the User screen) can be made much easier utilising the available search option.



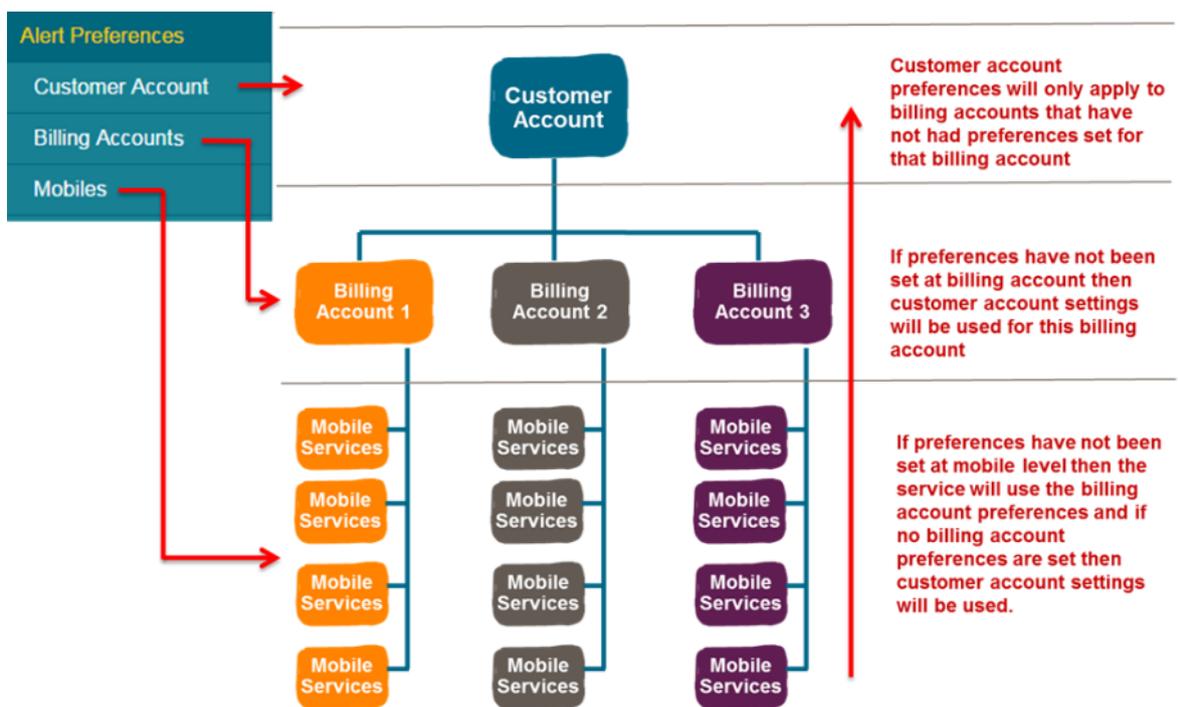
2. Alerting & Preferences Hierarchy

2.1 Overview

Before making changes to the alert preferences, it is important to understand how Billing Accounts and Mobile services will be updated when the alert preference changes are saved. This section refers to the preferences hierarchy; for details on changing the preferences themselves, please refer to the **4 Changing Alert Preferences** section.

Alerts preferences can be configured and managed based on the following three levels:

Level	Description
Customer Account	Preferences set at the Customer Account level will be used by any Billing Accounts or Mobile services that have not had their own individual preferences set. By default, when the Customer Account preferences are set to opt in and usage thresholds have been set, all mobile services will use these usage thresholds.
Billing Accounts	Preferences set at Billing Accounts level will only be used by Mobile services in that specific Billing Account which have not had an individual Mobile service preference set. If no preference is set at Billing Accounts level, the Billing Account will be subject to the preferences set at the Customer Account Level. Each Billing Account will show the Alert Level it is taking its preferences from within the portal, i.e. whether Billing Account or Customer Account.
Mobiles	Unless a mobile service has an individual preference set, it will be subject to the preference set at higher levels within the hierarchy. By default, if no preferences are set at the Billing Account level all mobile services that have not had individual preferences set will use the Customer Account preferences. Each Mobile service will show the Alert Level it is taking its preferences from within the portal, i.e. whether Mobile, Billing Account or Customer Account.



This hierarchy logic ensures that the Billing Accounts or Mobiles services that have been changed or opted out are excluded from bulk changes made at Customer Account and Billing Account levels.

3. Initial Setup

This section covers the initial setup of the Corporate Usage Alerts for the first time. By default, alerts are opted out / disabled and therefore no usage alerts will be sent until enabled / opted in via the Admin Portal.

Note: Please refer to the **4 Changing Alerting Preferences** section of this administrator guide for more details on making changes after the initial setup is complete.

There are four key steps to setting up Corporate Usage Alerts for the first time:

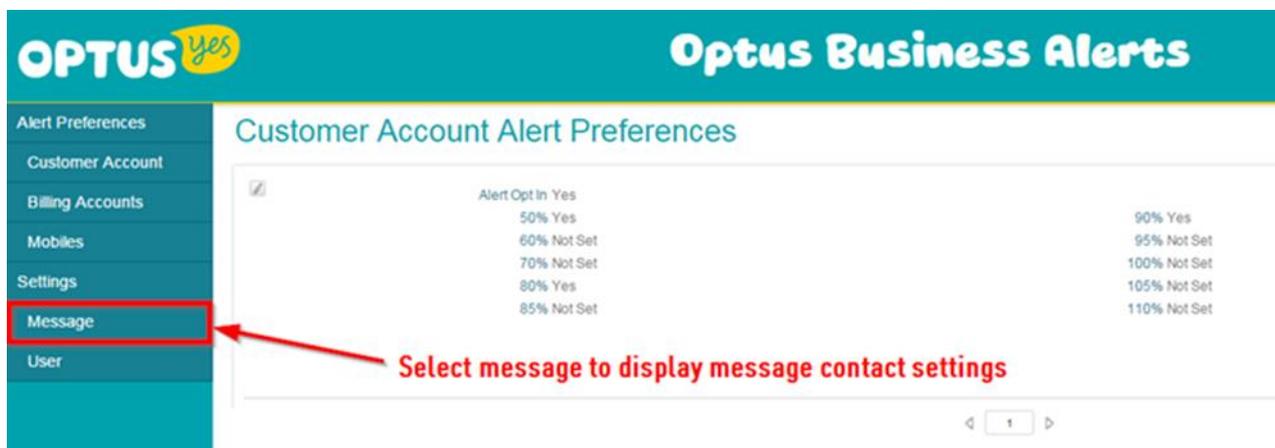
1. **Logging into the Admin Portal:** Logging into the Admin Portal for the first time and accepting the Optus Business Corporate Usage Alerts Terms of Use;
2. **Setting up Alert Contact Details:** This sets your company contact details and is included in all alerts sent out to your corporate mobile fleet (Billing Accounts and Mobile Services);
3. **Customising Individual Mobiles & Billing Account Usage Alert Preferences:** Customise usage alert preferences for Mobile Services and Billing Accounts that you do not want to follow the Customer Account preferences if required (if not required go straight to step 4 – **3.4 Usage Alert Opt-in & Customer Account Preferences**);
4. **Usage Alert Opt-in & Customers Customer Account Preferences:** Enable usage alerts for all eligible Mobile services and Billing Accounts within your Corporate Mobile Fleet and define fleet wide usage alert preferences.

3.1 Logging into the Admin Portal

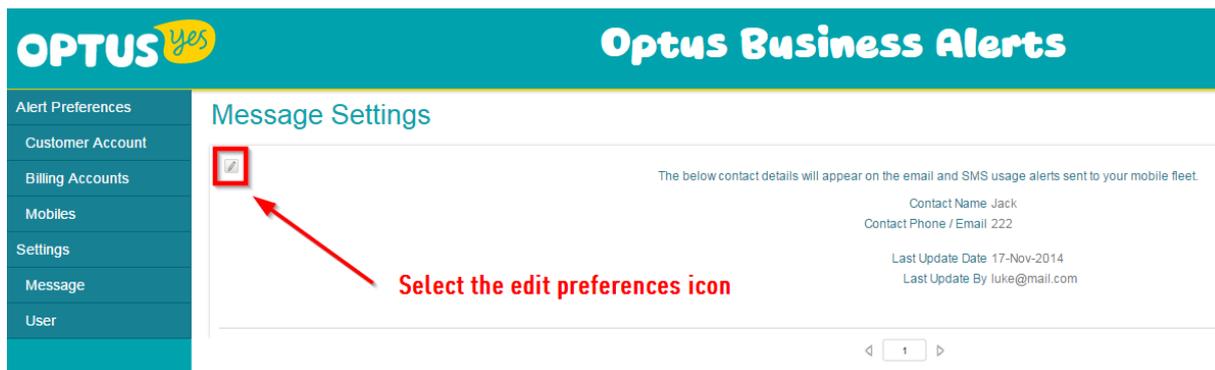
Upon initial account registration, an email would have been sent to your nominated Administrator email address with the Admin Portal URL, your login Username and Password for Admin Portal access. Please refer to the **Logging into the Admin Portal** section in the Introduction to Optus Business Corporate Usage Alerts part of this guide for further information.

3.2 Setting up Alert Contact Details

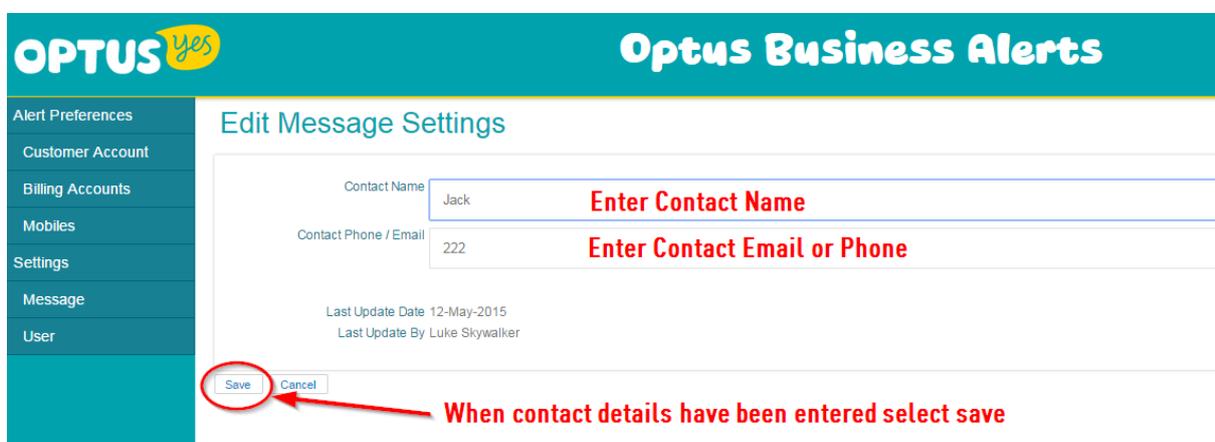
1. Select the **Message** option from the main navigation panel on the left;



2. The **Message Settings** screen is displayed, click on the **Edit Preferences** icon towards the top left of the Preferences sections of the display to enter the **Edit Message Settings** screen;



3. Enter the appropriate **Contact Name** and **Contact Phone / Email** details for your internal Mobile Fleet Administrator / Service Desk that you wish your end users to contact regarding the Optus Business Corporate Usage Alert service. Once done select **Save**.



3.3 Customise Individual Mobiles & Billing Account Usage Alert Preferences

When alerts are initially established for your Mobile Fleet, a Welcome Alert will be sent overnight to all end users who have alerting enabled and are eligible for usage alerts. If all Mobile services and Billing Accounts are to be enabled with the same alerting thresholds you can skip this step and go straight to section **33.4 Usage Alert Opt-In & Customer Account Preferences**.

There are several things to consider before enabling alerts across the fleet:

1. To avoid sending a welcome message to mobile services that are to be disabled, these mobile services should be opted out at the Mobile Service level first;
2. If there are Mobile services that prefer to have the alerts sent via email or to another Optus Mobile number rather than the default SMS alert delivery option;
3. Change preferences for any Billing Accounts that require different alert thresholds and set the email addresses for the Billing Account or Aggregated summary alerts to be delivered to.

The following is a quick overview of how to make the above changes at the Mobile service and Billing Account levels. For a detailed overview of changing preferences, please refer to the sections **2 Alerting & Preferences Hierarchy** and **4 Changing Alerting Preferences**.

If multiple changes are required, it may be easier to make these changes via the Bulk Upload tool. This allows a spreadsheet to be downloaded for all services, which can then be updated and provided to your Optus Business Account Team to be applied to your account. For further information on the use of the Bulk Change tool, please refer to the section **4.4 Changing Preferences Using the Bulk Tool**.

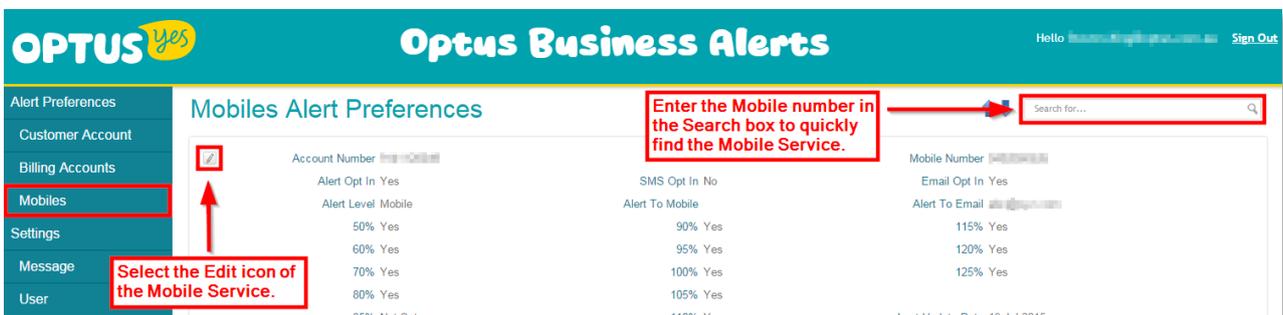
3.3.1 Customise Mobile Service Preferences

Preferences can also be changed at Mobile service level:

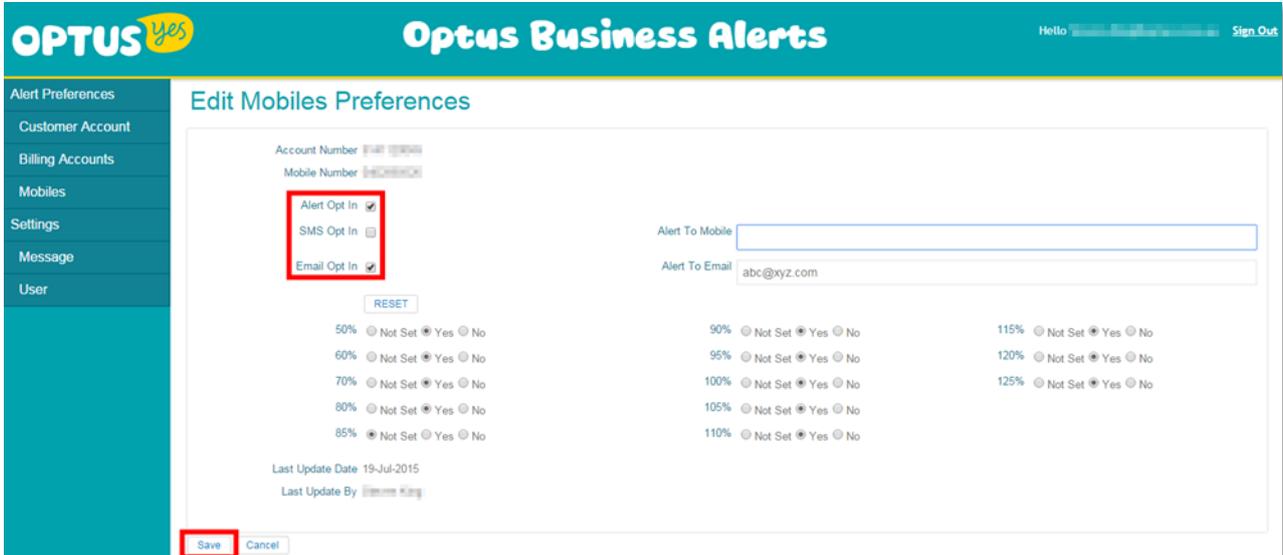
- Alert thresholds for individual services;
- Opt in and out of alerts for individual services;
- Set to receive alerts via SMS or email individually;
- Specify the email address if email alerts are enabled for a mobile service;
- Specify an alternate Mobile Service for the alerts to be sent to.

To customise Mobile Service Level Usage Alert preferences:

1. Select **Mobiles** from the navigation panel on the left;
2. To find a specific Mobile service enter the number in the **search field**, if required;
3. Next select the **Edit Preferences** icon for the mobile you wish to make changes to;



4. Select **Save** to apply the new settings for this mobile service once complete;



5. Repeat for other Mobile services requiring customised Usage Alert preferences.

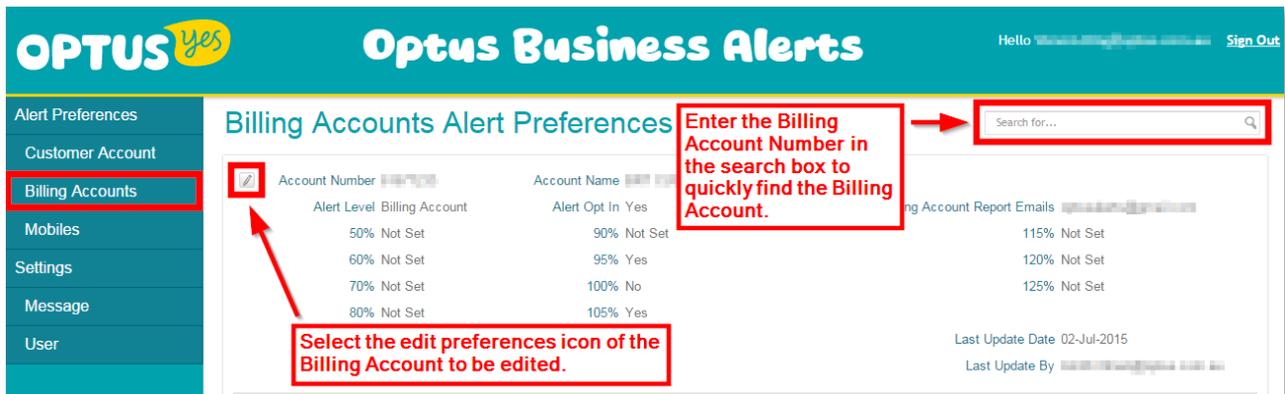
Please Note:

- Mobile service numbers will not be displayed within the Customer Admin Portal if they are not eligible for usage alerts (refer to Section 8 **Included / Excluded Plan Constructs**);
- Mobile service numbers may be delayed by up to **48 hours** from appearing in the portal if it's a newly activated service or has changed Billing Accounts.

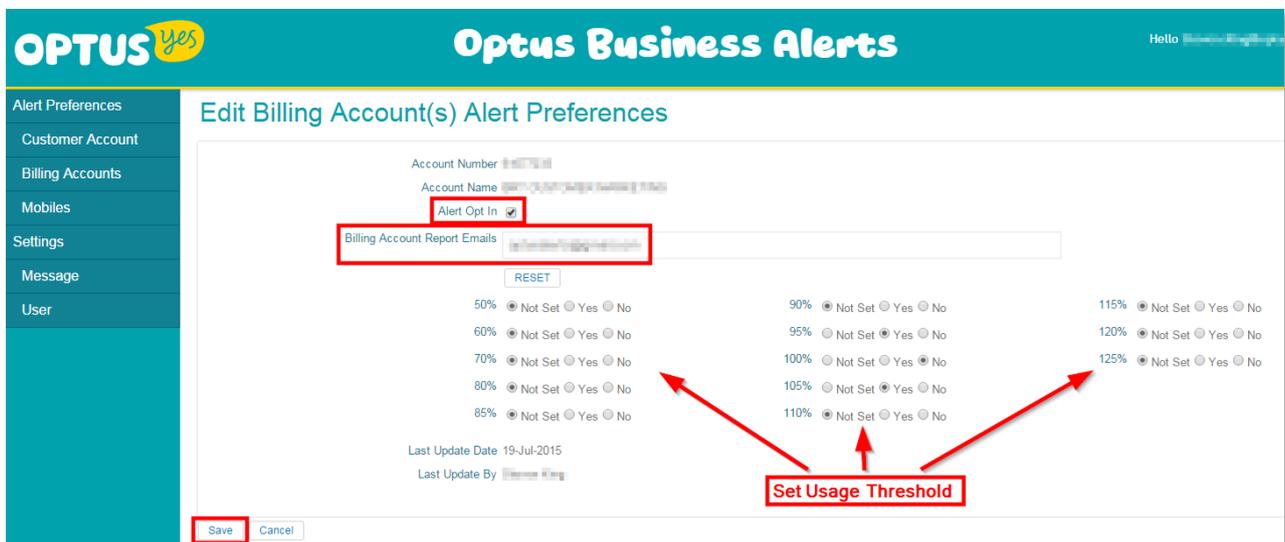
3.3.2 Customise Billing Account Preferences

Preferences can be customised at the Billing Accounts level to flow onto all Mobile services in that Billing Account that do not have preferences set at the Mobile service level. Additionally, email addresses can be supplied to receive the Billing Account or Aggregated data bucket summary alerts.

1. Select the **Billing Accounts** option from the navigation panel on the left and then select the **Edit Preferences** icon for the account you want to make changes to (enter the Billing Account number in the search field, if required);



2. Opt in to enable customised usage alert preferences for each Billing Account:
 - i. Enable the **Alert Opt in** tick box to enable the Billing Account for usage alerts;
 - ii. Set **Alert Thresholds** as required (1 threshold must be selected for Alerting to function);
 - iii. Enter the **Email Addresses** to receive the Billing Account / Aggregated summary admin alerts at the **Alert to Email** option (separate multiple email address by using a semicolon ';');
 - iv. Select **Save** once all details have been entered.



3. Repeat for all Billing Accounts that require customised Usage Alert Preferences.

Please Note:

- Billing Accounts will only appear in the Customer Admin Portal if they have active alert-able mobile services. For example, Hardware, Innovation or Accounts that only contain services with excluded plans will not appear;
- Billing Accounts may be delayed by up to **48 hours** from appearing in the Admin Portal if it is a newly created Billing Account.

3.4 Usage Alert Opt-In & Customer Account Preferences

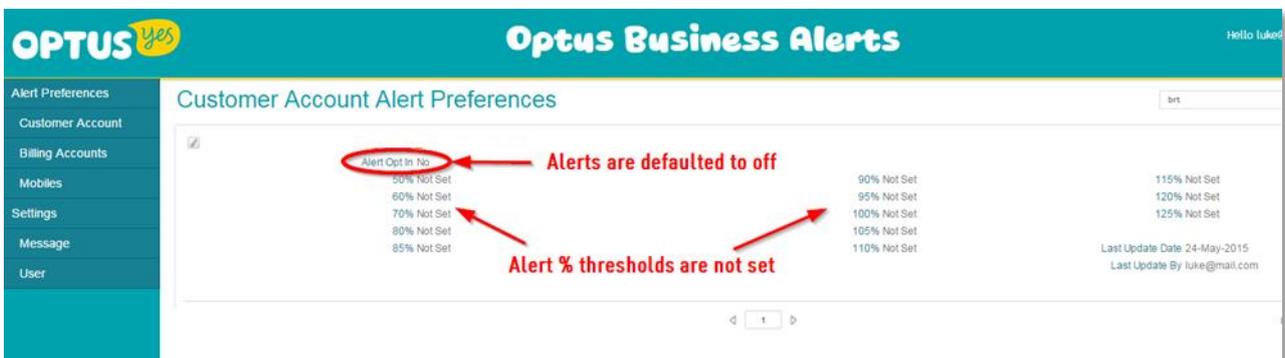
Once Billing Accounts and Mobiles services that require customisation have been configured accordingly, usage alerts need to be enabled at the Customer Account level. **Alert Opt In** needs to be changed from **No** to **Yes**, otherwise no corporate usage alerts messages will be enabled, regardless of any preferences selected at the Billing Account or Mobile Service levels.

It is recommended that if Billing Account and Mobile service level changes are required, they are updated before enabling alerts at the Customer Account level. This will avoid a welcome message being sent to mobile services that are intended to be disabled. Please refer to section **2 Alerting & Preferences Hierarchy** for more details on the alerts and preferences hierarchy.

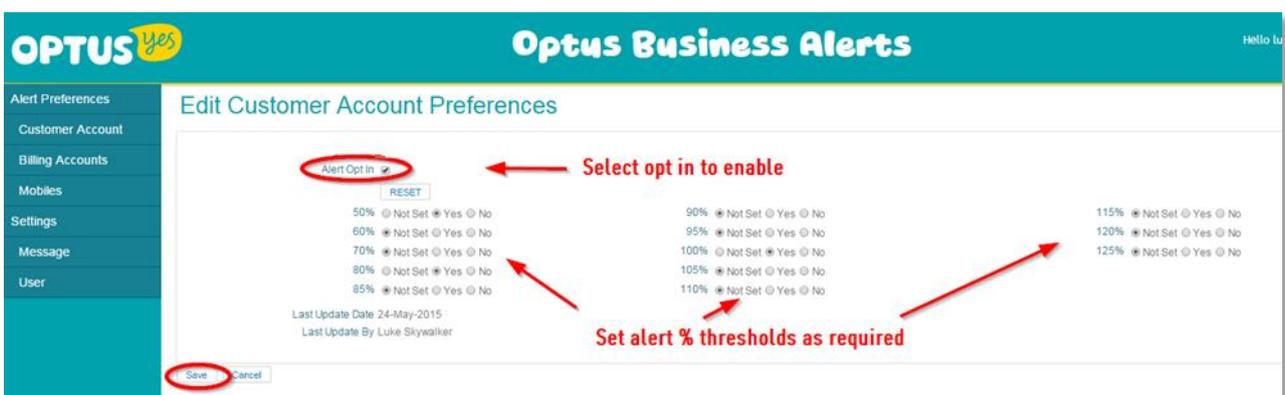
Important Note: That if preferences have been changed at Billing Account or Mobile service levels they will not be updated or overwritten by changes applied at the Customer Account level.

To Opt-in and setup Customer Account Level Usage Alert Preferences:

1. Select **Customer Account** from the main navigation panel on the left;



2. Select the **Edit Preferences** icon and set as below:
 - i. Enable the **Alert Opt in** tick box to enable the Customer Account for usage alerts;
 - ii. Set **Alert Thresholds** as required (1 threshold must be selected for Alerting to function);
 - iii. Select **Save** once all details are complete.



Usage alerts will now be enabled for all non-customised Billing Accounts / Mobiles services across the entire Customer Account. The Welcome message will be sent approximately between 4pm - 7pm of the day the usage alerts are enabled.

Important Note: Usage Alerts must be Opted In at the Customer Account level in order for any alerts to be sent by the platform, enabling alerts at the Mobile Service or Billing Account levels alone will not enable usage alert sending.

4. Changing Alert Preferences

This section of the administrator guide will illustrate how to make changes to preferences within the Admin Portal. To understand the impact these changes will have you should refer to the section **2 Alerting & Preferences Hierarchy**, which explains the flow on effect of making changes at the Customer Account, Billing Account and Mobile Service levels.

Note: If setting up preferences for the first time please refer to the **3 Initial Setup** section of this administrator guide.

4.1 Changing Preferences at the Mobile Service Level

Changes to Usage Alert Preferences at a Mobile level will only update that individual mobile service. Once any preferences are set at Mobile service level any changes made at the Billing Account or at Customer Account levels will not change preferences for this individual service.

Important Note: Usage Alerts must be Opted In at the Customer Account level in order for any alerts to be sent by the platform, enabling alerts at the Mobile Service level alone will not enable usage alert sending.

There is no requirement to change preferences at service level unless the mobile services settings need to be different to the Customer Account or Billing Account level usage alert preferences.

Updates can be:

- Alert thresholds for individual services;
- Opt in and out of alerts for individual services;
- Set to receive alerts via SMS or email;
- Specify the email address if email alerts are enabled for a mobile service;
- Specify an alternate Optus Mobile service to be sent SMS usage alerts.

To update preferences:

1. Select **Mobiles** from the navigation panel on the left;
2. To find a specific Mobile service enter the number in the **search field**, if required;

Optus Business Alerts

Alert Preferences

- Customer Account
- Billing Accounts
- Mobiles**
- Settings
- Message
- User

Mobiles Alert Preferences

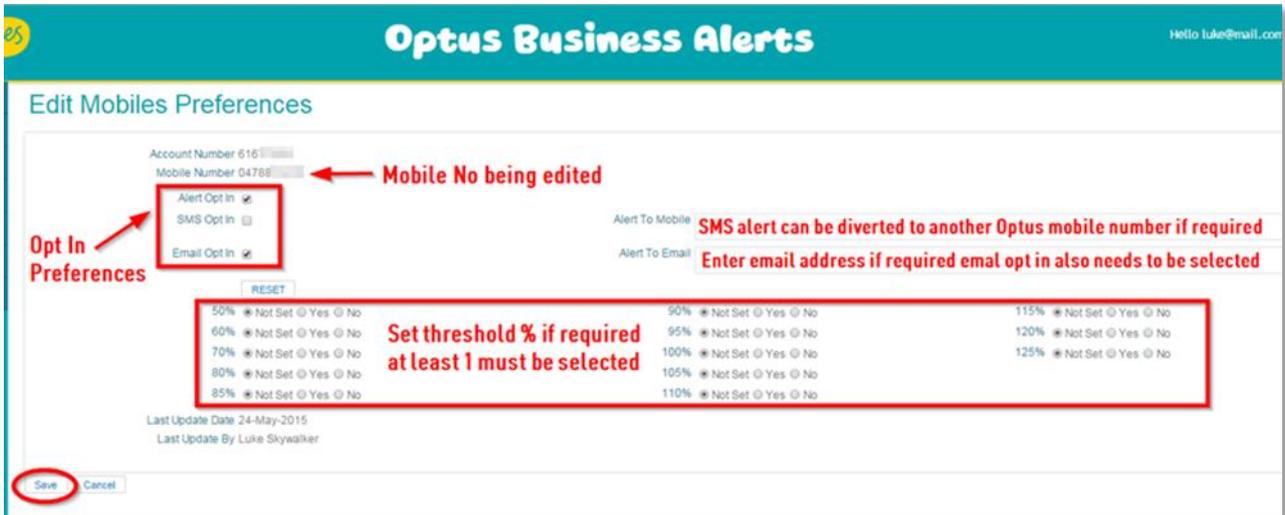
Enter the Mobile Number into the search field if required

Search for...

Account Number	Alert Opt In Yes	Alert Level	SMS Opt In No	Alert To Mobile	Mobile Number	Email Opt In Yes	Alert To Email	Last Update Date	Last Update By
6160	Yes	Mobile	90% Not Set	04037	040118	Yes	115% Not Set	01-Jun-2015	luke@mail.com
6160	Yes	Customer Account	50% Not Set	04037	04020	Yes	115% Not Set	01-Jun-2015	luke@mail.com
6160	Yes	Customer Account	60% Not Set	04037	04020	Yes	120% Not Set	01-Jun-2015	luke@mail.com
6160	Yes	Customer Account	70% Not Set	04037	04020	Yes	125% Not Set	01-Jun-2015	luke@mail.com
6160	Yes	Customer Account	80% Not Set	04037	04020	Yes	125% Not Set	01-Jun-2015	luke@mail.com
6160	Yes	Customer Account	85% Not Set	04037	04020	Yes	125% Not Set	01-Jun-2015	luke@mail.com

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- Next select the **Edit Preferences** icon for the Mobile service you wish to update (enter the Billing Account number in the **search field**, if required);
- Make the required updates;
- Select **Save** to apply the settings for this mobile service once complete.



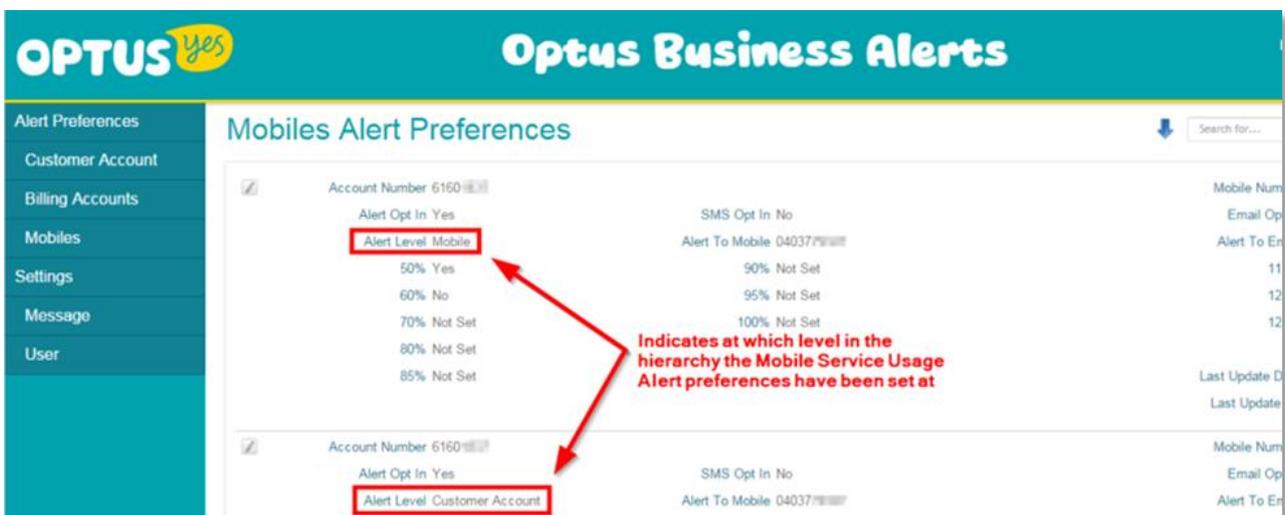
Alert percentage thresholds can be changed:

- At least 1 must be selected to ensure alerts are sent;
- Any or as many percentage thresholds can be selected as required.

To avoid Mobile services inadvertently being updated by Billing Account or Customer Account level preference changes, when a mobile service has had its preferences changed it will be flagged to ignore Billing Account and Customer Account level updates.

The service can be reset back at any time to use the Billing Account or Customer Account preferences by selecting the **RESET** button.

The **Alert Level** field indicates at which level in the hierarchy the Mobile Service usage alerts preferences have been set at.



4.2 Changing Preferences at the Billing Account Level

Changes to preferences at the Billing Account level will only update the preferences for that specific Billing Account and the mobile services of that account, unless Mobile service level preferences have been set. Once preferences have been set at the Billing Account level, any changes made at the Customer Account level will not apply to this Billing Account.

Important Note: Usage Alerts must be Opted in at the Customer Account level in order for any alerts to be sent by the platform, enabling alerts at the Billing Account level alone will not enable usage alert sending.

Like the Mobile service display, Billing Accounts will indicate via the **Alert Level** field if the preferences are set at the Billing Account or Customer Account level.

To change preferences:

1. Select **Billing Accounts** from the navigation panel on the left;
2. Select the **Edit Preferences** icon for the Billing Account you want to make updates to (enter the Billing Account number in the **search field**, if required);
3. Make the required updates;
4. Select **Save** once all updates are complete.

Updates include:

- Set the Alert Thresholds as required, at least 1 threshold must be selected;
- Enter email address for receiving the Billing Account / Aggregated summary alerts;
- Reset the Billing Account to use the Customer Account usage alert preferences.

The key settings in the Billing Account edit screen are to set the email address for the account level alert summary and the alert thresholds specific to that Billing Account if required. For the preferences you have set to be enabled you need to select opt in and ensure you save the settings.

Alert percentage thresholds can be changed for this Billing Account:

- At least 1 must be selected to ensure alerts are sent;
- Any or as many thresholds can be selected as required.

The Billing Account preferences can be reset back at any time to use the Customer Account preferences via the **RESET** button.

4.3 Changing Preferences at the Customer Account Level

Changes to preferences at the Customer Account level will flow down to all Billing Accounts and Mobile services that have not had their usage alert preferences customised.

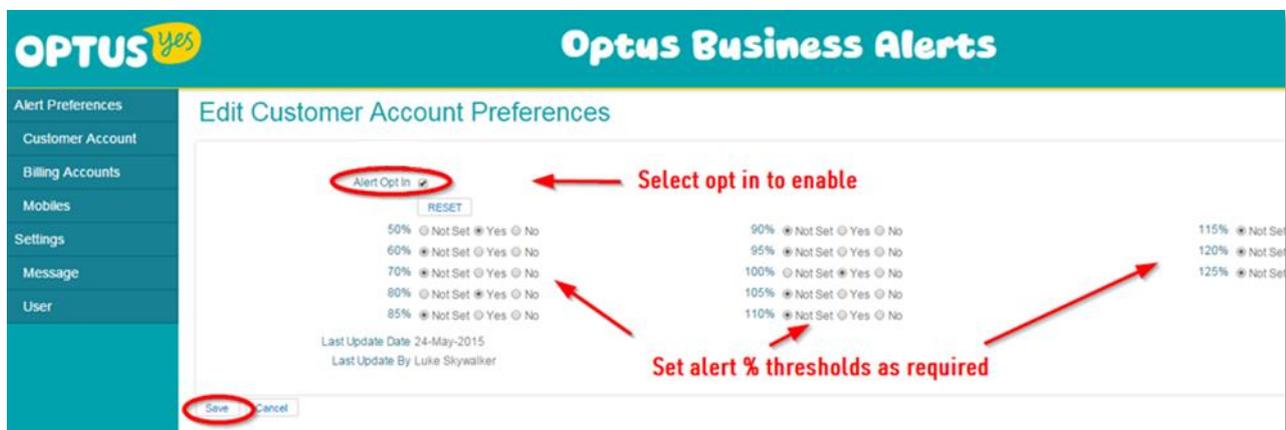
Select Customer Account from the navigation panel on the left and then select the Edit Preferences icon.

The key settings in the Customer Account edit screen are to set the alert thresholds for all Billing Accounts and Mobile services that use the Customer Account preferences (i.e. Alert Level = Customer Account).

Alert percentage thresholds can be changed for the Customer Account:

- At least 1 must be selected to ensure alerts are sent;
- Any or as many percentage thresholds can be selected as required.

When you have finished editing the preferences, please ensure you save the changes.



Customer Account preferences can be reset back to default values at any time via the **RESET** button.

4.4 Changing Preferences Using the Bulk Tool

The Bulk Tool is provided to allow flexibility in the way you can perform bulk Mobile Service Usage Alert preference updates. The platform allows you to use a Microsoft Excel spreadsheet to modify Mobile services Usage Alert preferences and then have this spreadsheet applied by Optus Business staff to your account for bulk modification.

Note: The Bulk Tool can only be used to apply bulk updates to Mobile Service usage alert preferences not Billing Account usage alert preferences and requires the use of the Microsoft Excel Office software.

This can come in very handy in the following situations:

- Updating more than a few Mobile services Usage Alert preferences at a time;
- Enabling a number of Mobile Services for Email based usage alerts;
- Disable usage alerts for a number of Mobile services (but not the entire Billing Account).

To use the Bulk Tool:

1. Download Mobile Services Usage Alert Preferences Excel Spreadsheet;
2. Update the Usage Alert Preferences in the Excel Spreadsheet;
3. Upload the Updated Excel Spreadsheet.

4.4.1 Download Mobile Services Usage Alert Preferences Excel Spreadsheet

To download a Microsoft Excel spreadsheet of all mobile services and their respective usage alert preferences:

1. Select **Mobile** from the main navigation panel on the left;
2. Select the **Downward facing blue arrow** from the top right of the screen (beside the search bar);
3. Save the prompted file download to your PC.

The screenshot shows the 'Optus Business Alerts' administrator interface. The left-hand navigation menu has 'Mobiles' highlighted with a red border. The main content area is titled 'Mobiles Alert Preferences' and displays a table of mobile service usage alert preferences. A red box highlights a downward arrow icon next to a search bar, with a red arrow pointing to it and a red box containing the text 'Download Excel Spreadsheet'.

Account Number	Alert Opt In	Alert Level	SMS Opt In	Alert To Mobile	Alert To Email	Mobile Number	Email Opt In	Alert To Email
91411	Yes	Mobile	Yes	04036		04036	No	
	50% Yes		90% Not Set				115% Not Set	
	60% Not Set		95% Not Set				Not Set	
	70% Not Set		100% Yes				125% Not Set	
	80% Not Set		105% Not Set					
	85% Yes		110% Not Set					
Last Update Date 23-Jul-2017						Last Update By Optus Business Admin		

4.4.2 Update Usage Alert Preferences in the Excel Spreadsheet

Important Note: Once you have downloaded the current Mobile Service Usage Alert preferences Excel spreadsheet it is highly recommended you make a backup of this file prior to making any changes so as you can restore your previous Customer Account Usage Alert preferences if required.

To update the Usage Alert Preferences in the Excel Spreadsheet:

1. Open the Excel spreadsheet in the Microsoft Excel application;
2. Update the required Mobile Service Usage Alert Preferences as required, within the Excel spreadsheet columns have the following meanings:
 - i. **AccountNo:** This is the Billing Account number the Mobile service is provisioned against (please leave as is);
 - ii. **MobileNo:** This is the Mobile number this row's usage alerts preferences relate to (please leave as is);
 - iii. **AlertToMobile:** This can be populated to have usage alerts redirected to another Optus Mobile Number. The entered value must be a valid Australian Optus Mobile Number in the 04XXXXXXXX format. If left blank SMS usage alerts will be delivered to the Mobile service itself;
 - iv. **AlertToEmail:** This can be populated with the Email Address the usage alerts are to be delivered to (note: this is dependent on the 'EmailOptIn' column value);
 - v. **AlertOptIn:** Indicates if the Mobile service has been enabled for usage alerts or not;
 - vi. **SMSOptIn:** Indicates if the Mobile service has been enabled for SMS based usage alert delivery;
 - vii. **EmailOptIn:** Indicated if the Mobile service has been enabled for Email based usage alert delivery;
 - viii. **50 – 125 Percent:** Sets the defined Usage Alert Thresholds for the Mobile Service, the following values are possible:

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- a. **TRUE** = The Mobile Service will receive a Usage Alert at the Column’s Threshold value;
- b. **FALSE** = The Mobile Service will not receive a Usage Alert at the Column’s Threshold value;
- c. **[Empty]** = If all thresholds are empty it means the Mobile Service is obtaining its Usage Alert thresholds from either the Billing Account or Customer Account levels. If only some of the usage thresholds are empty then an empty value is the same as a FALSE value meaning the Mobile Service will not receive a usage alert at the column’s threshold value.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	AccountNo	MobileNo	AlertToMobile	AlertToEmail	AlertOptIn	SMSOptIn	EmailOptIn	50Percent	60Percent	70Percent	80Percent	85Percent	90Percent
2	6160	04011	04037		TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE
3	6160	04020	04037		TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE
4	6160	04037			TRUE	TRUE	FALSE	TRUE	FALSE	FALSE	FALSE	TRUE	FALSE
5	6160	04346		abc1@xyz.com	TRUE	FALSE	TRUE						
6	6160	04353		abc2@xvz.com	TRUE	FALSE	TRUE						
7	6160	04661			TRUE	TRUE	FALSE						
8	6160	04663			TRUE	TRUE	FALSE						
9	6160	04663			TRUE	TRUE	FALSE						
10	6160	04663			TRUE	TRUE	FALSE						
11	6160	04663			FALSE	FALSE	FALSE						
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													

3. Once you have made the required changes to the Excel spreadsheet save the updated document.

4.4.3 Applying the Updated Excel Spreadsheet

Once you have made the required changes to the Mobile service, Usage Alert preferences within the Excel spreadsheet please send the completed Excel spreadsheet to your Optus Business Account Team to have the changes applied to your account.

Note: Any Mobile services not listed or deleted from the Excel Spreadsheet will remain unchanged when the modified Excel spreadsheet is applied by Optus Business. Also, be aware no new Mobile services can be added to the Excel spreadsheet that are not already listed when the Excel spreadsheet was downloaded.

5. Alert Types

There are two types of alerts generated by the Corporate Usage Alerts platform, these include:

1. Billing Account or Account Data Aggregation alerts sent via email (Admin Reports);
2. Mobile end user alerts sent by SMS or email.

Alert Level	Sent To	Delivery Options	Alert Type	Alert Details	Alert Trigger
1. Billing Account	Billing Account Alert to Email Addresses	Email Only	1. Billing Account Summary Admin Alert	Summary of all mobile services that exceeded a usage threshold in the last 24hours	A Mobile service within the billing account exceeds a define threshold within the last 24 hours
			2. Billing Account Data Aggregation Admin Alert	Percentage of data usage against the aggregated data account bucket and a summary of all mobile services that exceeded a usage threshold in the last 24hours	Either the billing account data aggregation bucket has reached a threshold or a mobile service on the billing account has reached a threshold within the last 24 hours
2. Mobiles	End Users	SMS or Email	1. Welcome Alert	Advise that usage alerting has been enabled on the service, when it will begin to alert and the nominated contact details	When a mobile service is initially enabled for usage alerts or the service is changed to a compatible rate plan construct
			2. Usage Alert	Advise that a usage threshold has been reached, the start of the next billing cycle and the nominated contact details	When the mobile service exceeds a defined usage threshold within the account billing cycle
			3. Billing Cycle Reset Alert	Advise that the service's data allowance has reset in line with the start of the account billing cycle and the nominated contact details	When a mobile services account billing cycle starts and the mobile service reached at least one usage threshold in the previous account billing cycle.
			4. Suspension Alert	Advise that usage alerts have been suspended on the service, when they will be enabled again and the nominated contact details	When the mobile services rate plan provisioning is changed or the account billing cycle is changed.

Note: Please note that usage based alerts may be delayed by up to 48 hours.

5.1 Billing Account Level Summary and Billing Account Data Aggregation Admin Alerts

There are two types of Billing Account admin alerts (Admin Reports) that can be sent by email:

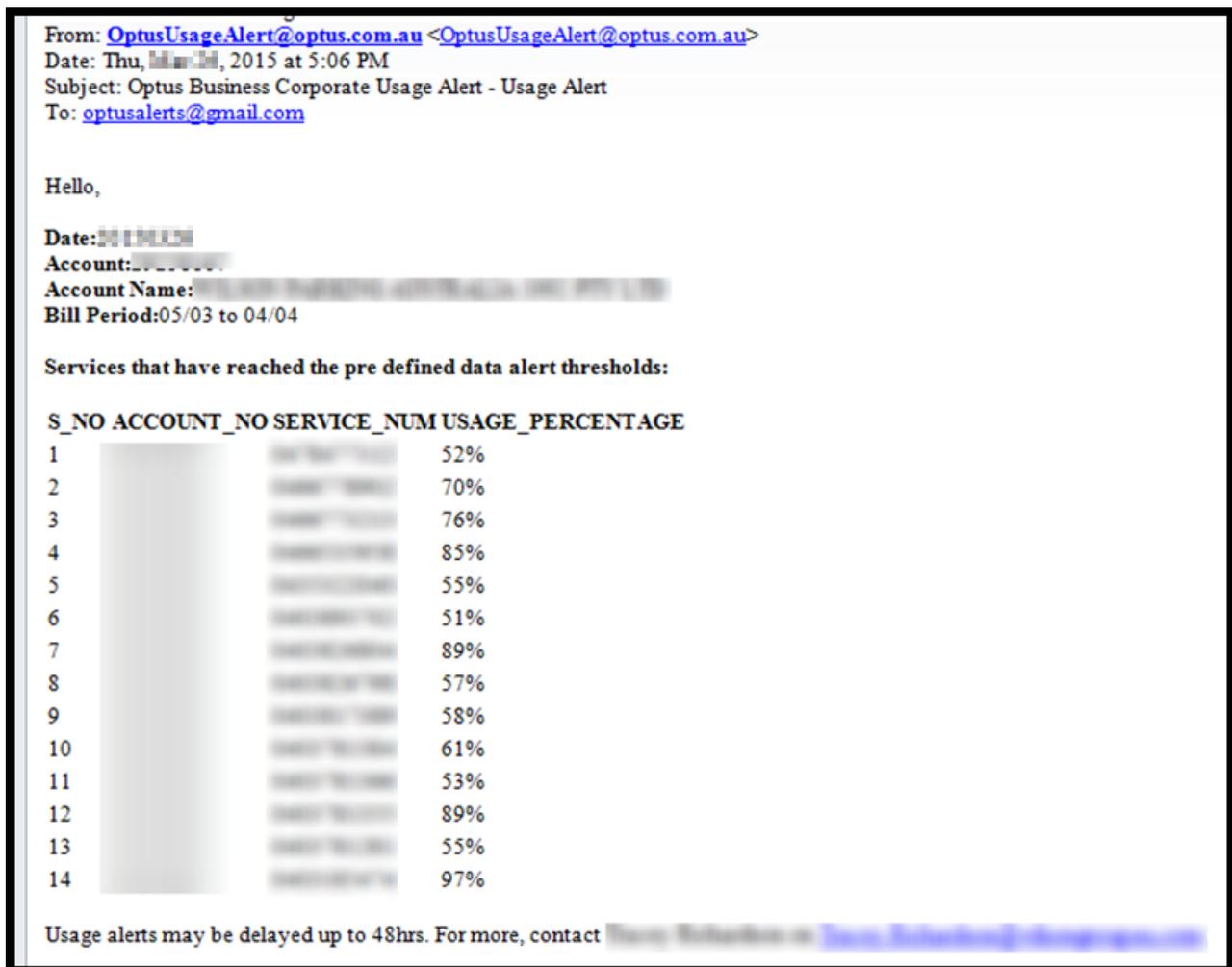
1. **Billing Account Summary Admin Alert:** Summarises all mobiles services within the Billing Account that have exceeded an individual mobile service threshold within the last 24 hours;
2. **Billing Account Data Aggregation Admin Alert:** An alert showing if an Aggregated Data Billing Account bucket has exceeded a threshold and / or a summary of all mobile services within the account that have exceeded an individual mobile service threshold within the last 24 hours.

Note: The email addresses for these alerts can be set at the Billing Account level and can be different for each Billing Account (see section **44.2 Changing Preferences at Billing Account Level** for further details).

5.1.1 Billing Account Summary Admin Alert

The Billing Account Summary Admin alert is an alert that contains a list of all Mobile services within the Billing Account that have exceeded one of their defined usage thresholds within the last 24 hours. If none of the Mobile services on the billing account have exceed a threshold within the 24 hours then no Billing Account Summary Admin alert will be generated for that day.

Below is an example of a Billing Account Summary Admin Alert indicating a number of Mobile services have exceeded a usage threshold within the last 24 hours:



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5.1.2 Billing Account Data Aggregation Admin Alert

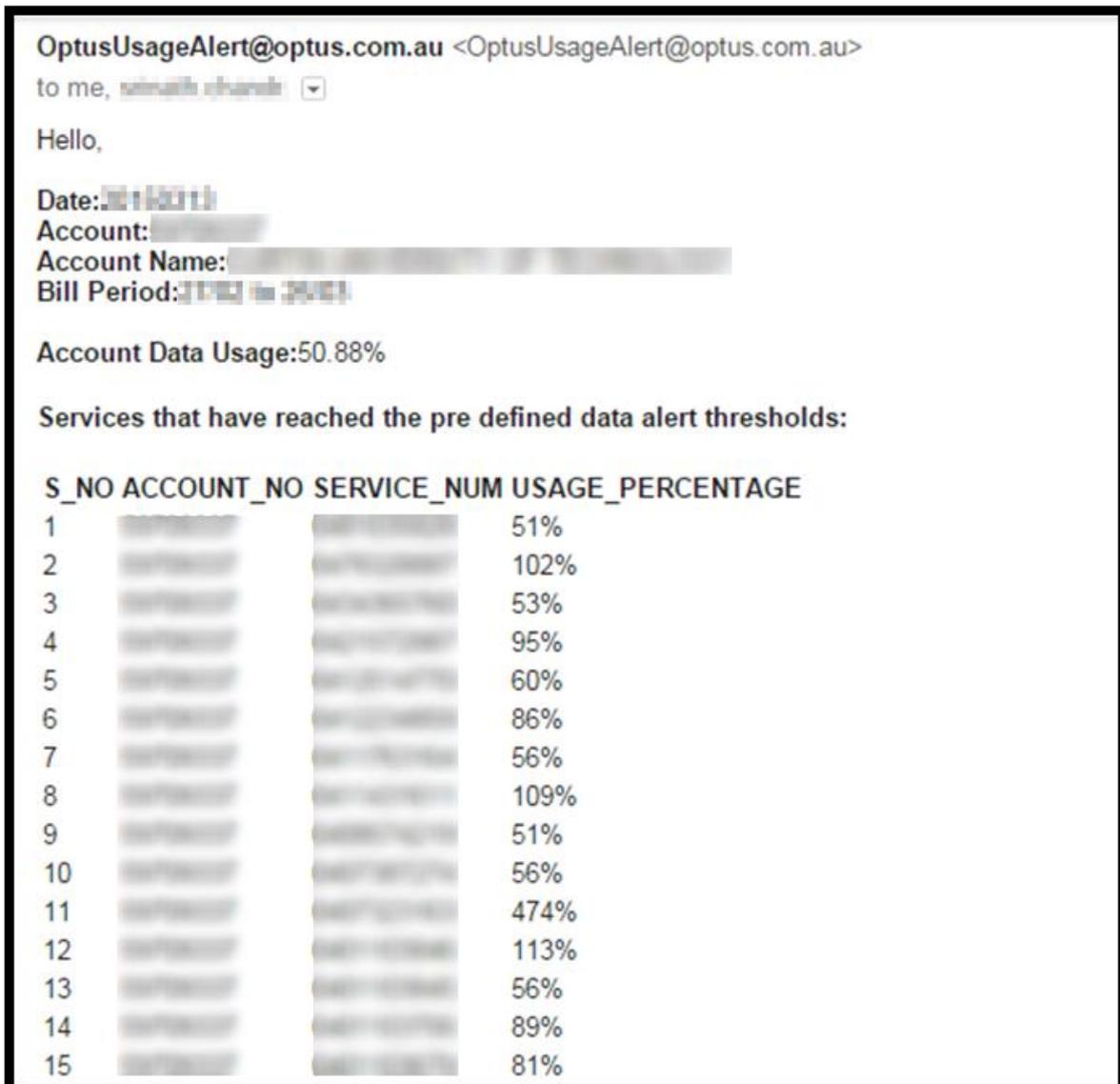
The Account Data Aggregation Admin alert is an email alert that is generated when either:

1. A Shared Data Plan or Mobile Data Fleet aggregated data Billing Account bucket exceeds a usage threshold; or
2. At least one Mobile service has exceeded one of their defined usage thresholds within the last 24 hours.

The Billing Account Data Aggregation Admin alert will display the Billing Account data aggregation bucket usage if it has reached a defined usage threshold and a list of all Mobile services that have exceeded one of their defined usage thresholds within the last 24 hours. If the Account Data Aggregation data usage has not reached a threshold or none of the Mobile services on the Billing Account exceed a threshold within the 24 hours then no Billing Account Data Aggregation Admin alert will be generated for that day.

The Billing Account Data Aggregation bucket usage thresholds are defined by the usage alert preferences set at the Billing Account level (if set) or the Customer Account level. Please refer to section **6.1 Billing Account Data Aggregation Buckets** for details on how Billing Account data bucket sizes are calculated.

Below is an example of a Billing Account Data Aggregation Admin alert indicating the Billing Account Data Aggregation data bucket usage has reached a threshold and a number of Mobile services have exceeded a their own usage threshold within the last 24 hours:



5.2 Mobile End User Level Alerts

Mobile service level alerts are sent by default via SMS to the Mobile service. However, a Mobile service can be configured to have the alert sent to another Optus Mobile via SMS or to an email address for end user devices that may not support or handle SMS messages.

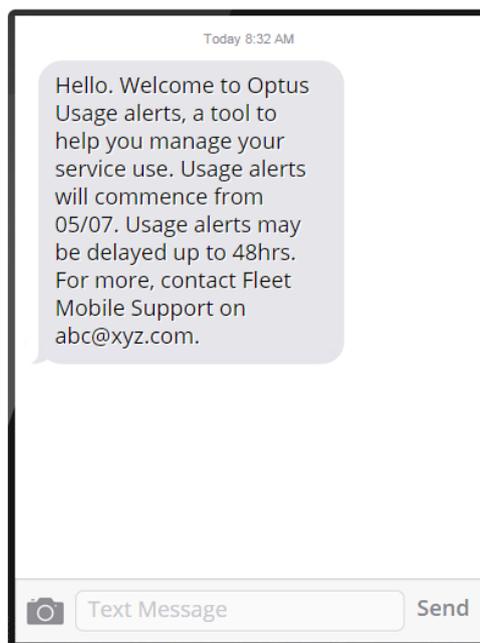
There are four different types of end user alerts:

1. Welcome Alerts;
2. Usage Alerts;
3. Billing Cycle Reset Alert;
4. Suspend Alerts.

5.2.1 Welcome Alerts

A welcome alert is sent to all end users when their Mobile service is enabled for usage alerts for the first time or if the mobile services rate plan changes from an exclude product construct to a supported one. The welcome message will be sent at approx. 7 pm of the day the Mobile service was enabled for usage alerts.

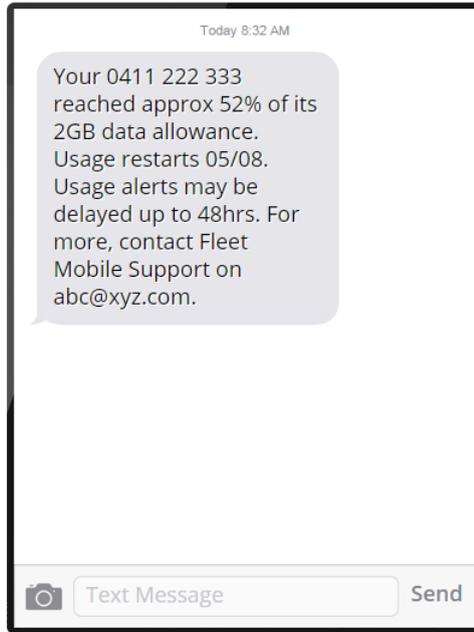
Below is an example of a Welcome Message sent via SMS:



5.2.2 Usage Alerts

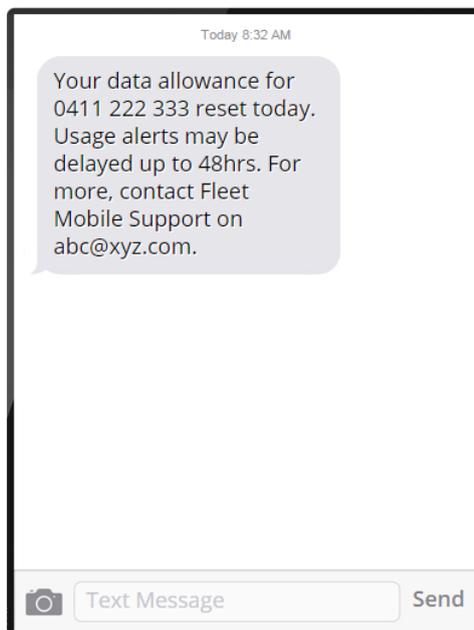
A usage alert will be sent to an end user each time they exceed a defined threshold set for that mobile service within their current account billing cycle. Please be aware the alert may be delayed up to 48 hours and will only begin in the next account billing cycle after the initial Usage Alert activation. Please refer to section **6.2 End User Data Allowances** for details on how data allowances are calculated.

Below is an example of a Usage Alert sent via SMS which includes the percentage of the data allowance used and when the usage will reset:



5.2.3 Billing Cycle Reset Alerts

A billing cycle reset alert will be sent to an end user when the Mobile services account billing cycle restarts and the service reached at least one usage threshold in the previous billing account cycle. **Note:** A billing cycle reset alert will not be sent unless the service reached a usage threshold in the previous account billing cycle.

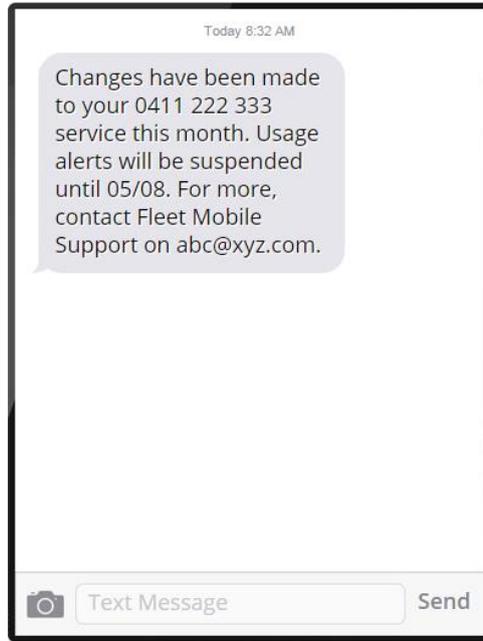


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5.2.4 Suspend Alerts

A suspend alert will be sent to an end user when a change of rate plan or change of account bill cycle occurs for their mobile service. Usage alerts for the mobile service will be suspended for the remainder of the account billing cycle and will be re-enabled at the beginning of the next account billing cycle.

The alert advises of the usage alert suspension and when their alerts will restart. Below is an example of a suspend alert sent via SMS:



5.3 Usage Alert Message Source Information

Please see the below for information on the source address for the alert messages:

Alert Level	Alert Delivery Method	Source Address
Billing Account	Email	OptusUsageAlert@optus.com.au
Mobiles	Email	OptusUsageAlert@optus.com.au
Mobile	SMS	OptusAlert (Alphanumeric SMS)

6. Data Allowances & Bucket Sizes

The Corporate Usage Alerts platform measures threshold calculation against the following two types of data allowances:

1. Billing Account Data Aggregation Buckets;
2. End User Data Allowances.

Please Note: The below calculations are used for the purposes of Usage Alerting only and may not reflect how the Billing Accounts / Mobile services invoices are calculated at the end of the account billing cycle. Please refer to your Optus Business Mobile Agreement for full details on how your Billing Accounts / Mobile services are charged and invoiced.

6.1 Billing Account Data Aggregation Buckets

Based on the actual Billing Account type, the Billing Account Data Aggregation bucket sizes are calculated in the following manner for the purposes of usage alerting:

Billing Account Type	Bucket Size Calculation
Mobile Data Fleet Bucket (MDF)	Is based on the total data allowance bucket size assigned to the Mobile Data Fleet Billing Account.
Shared Data Plan Bucket (SDP)	Is calculated by the addition of all eligible Shared Data Plan mobile service data allowances active at the start of the account billing cycle on the Billing Account. Any changes to the Shared Data Plan services on the Billing Account will not be reflected in the Billing Account Data Aggregation Admin alerts until the start of the next account billing cycle.

6.2 End User Data Allowances

Based on the actual mobile service rate plan construct, the data allowance sizes are calculated in the following manner for the purposes of usage alerting:

Rate Plan Construct	Data Allowance Calculation
Standalone Mobile and Mobile Broadband Plans	Individual service data allowance is based off the mobile data rate plan provisioned to the service at the start of the account billing cycle.
Mobile Data Fleet Plans (MDF)	Individual mobile service thresholds are calculated by dividing the maximum number of users allowed for the bucket by the total data allowance size of the Mobile Data Fleet bucket.
Shared Data Plans (SDP)	Individual service data allowance is based off the mobile data rate plan provisioned to the service at the start of the account billing cycle.

7. Administrator Settings

The following section will guide you through the available Administrator settings and options within the Admin Portal.

There are two options under the Settings option on the navigation panel:

1. **Message:** the ability to set the contact details that are included in the sent usage alerts;
2. **User:** Add additional users with access to the portal.

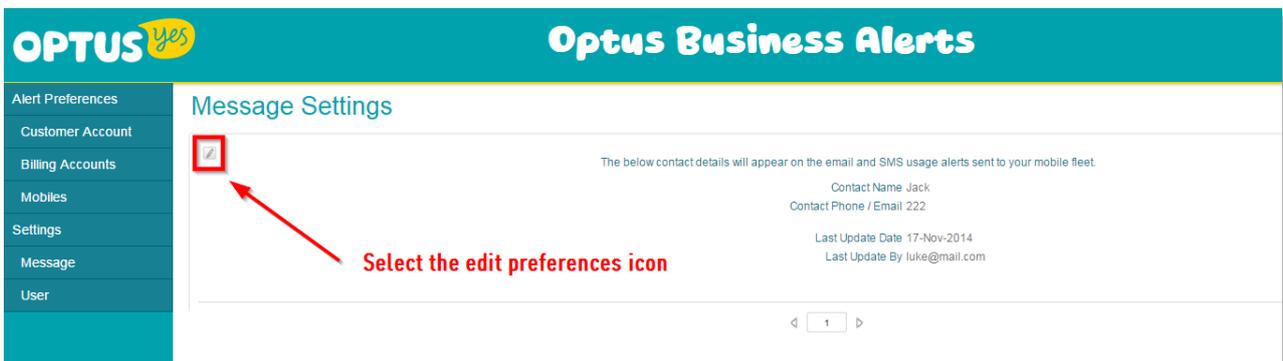
7.1 Message (Setting Alert Contact Details)

Please refer to the following **2 Alerting & Preferences Hierarchy** and **4 Changing Alert Preferences** sections of this administrator guide for details on the additional information required before making changes to alerting preferences and administrator settings.

1. Select **Message** from the main navigation panel on the right;



2. The message settings screen is displayed and the **Edit Preferences** icon needs to be selected to enable the details to be entered;



3. Enter the appropriate contact details and select **Save**.

OPTUS *yes* **Optus Business Alerts**

Alert Preferences
Customer Account
Billing Accounts
Mobiles
Settings
Message
User

Edit Message Settings

Contact Name: Jack **Enter Contact Name**

Contact Phone / Email: 222 **Enter Contact Email or Phone**

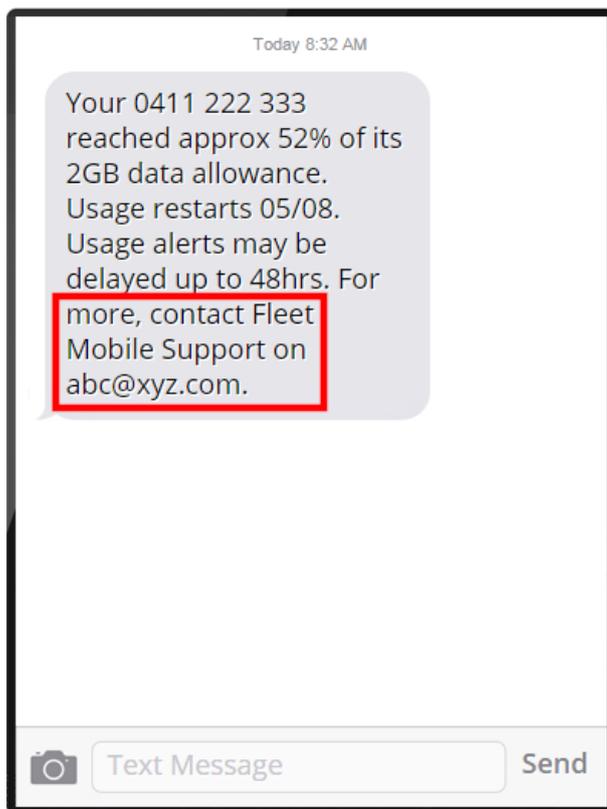
Last Update Date: 12-May-2015
Last Update By: Luke Skywalker

Save **Cancel** **When contact details have been entered select save**

The message contact details are now set for the entire Customer Account.

Note: Contact details are set for the entire Customer Account, they cannot be individually set per Billing Account.

An example of how the contact details appear in an end user alert is highlighted red in the sample usage alert below:



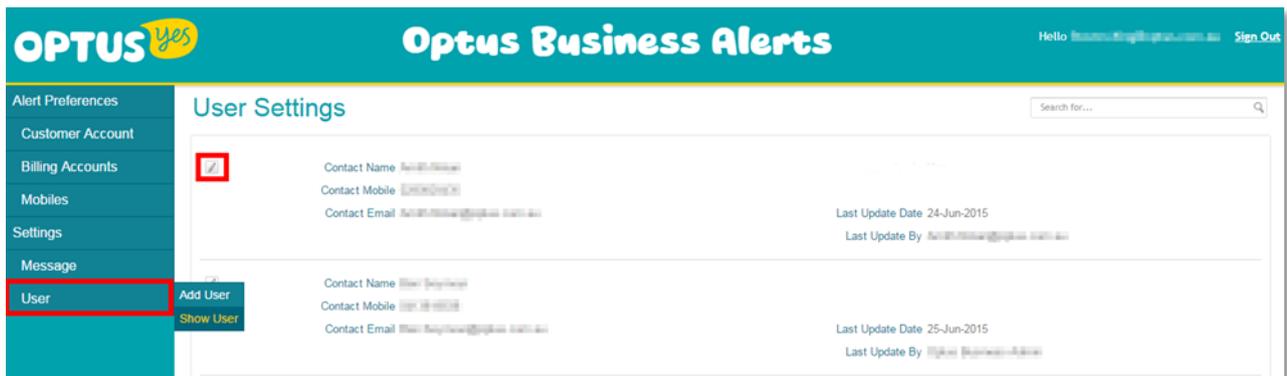
7.2 Adding Users to the Portal

Additional users can be given access to the Admin Portal as required. To add additional administrator users select **Users** in the main navigation panel and select either **Show User** or **Add User** as required.

7.2.1 Show Users

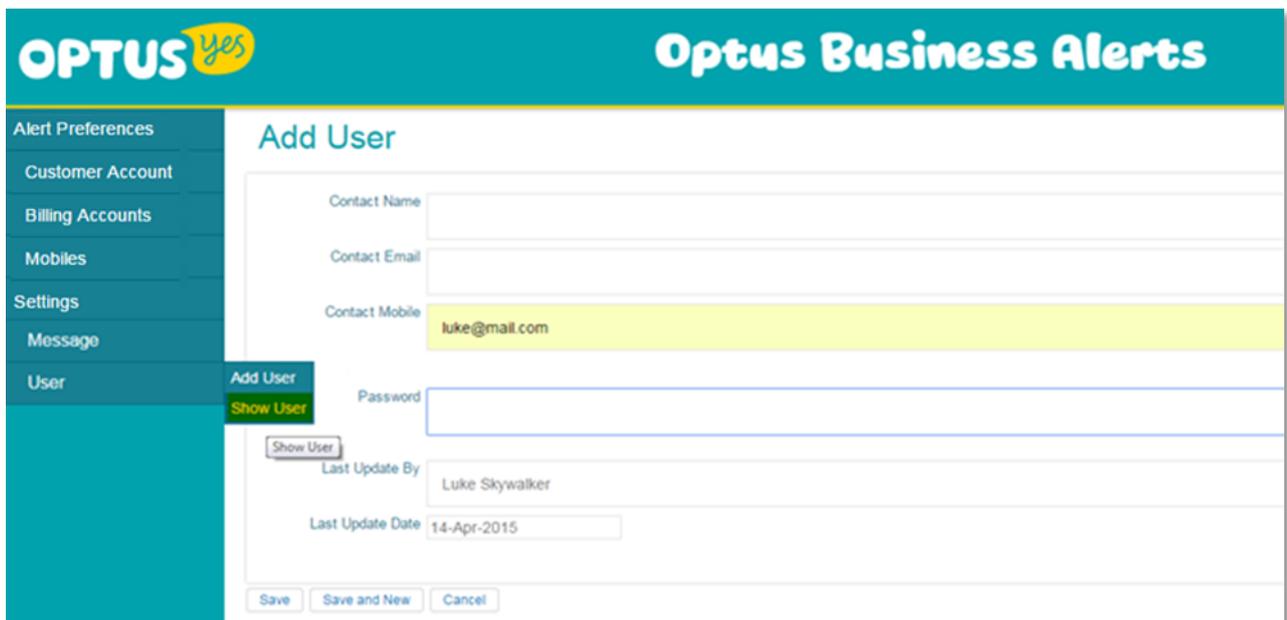
Show User will display all current administrator users that can be updated.

Note: To delete an Administrator User please contact your Optus Business Customer Care team.



7.2.2 Add New Users

Add User will enable you to enter a new administrator user’s details as per the screen below and **Save**. When a user is added, they will receive an activation email with links to support material and their user details required for Admin Portal access.



Note: The process can be repeated to add additional Administrators to the Admin Portal as required.

8. Included/Excluded Plan Constructs

8.1 Included Plan Constructs

Optus Business Mobile services and Billing Accounts on the following product constructs or usage types are supported on the Corporate Usage Alerts service:

- Standalone Mobile and Mobile Broadband Plans;
- Mobile Data Fleet Plans (MDF);
- Shared Data Plans (SDP).

Please Note: Some Optus Business Mobile Broadband services may not be capable or enabled for SMS and Premium Managed customers on Shared Data Plans are currently only partially supported, end user alerts are sent however Billing Account Admin Alerts are not sent.

8.2 Excluded Plan Constructs

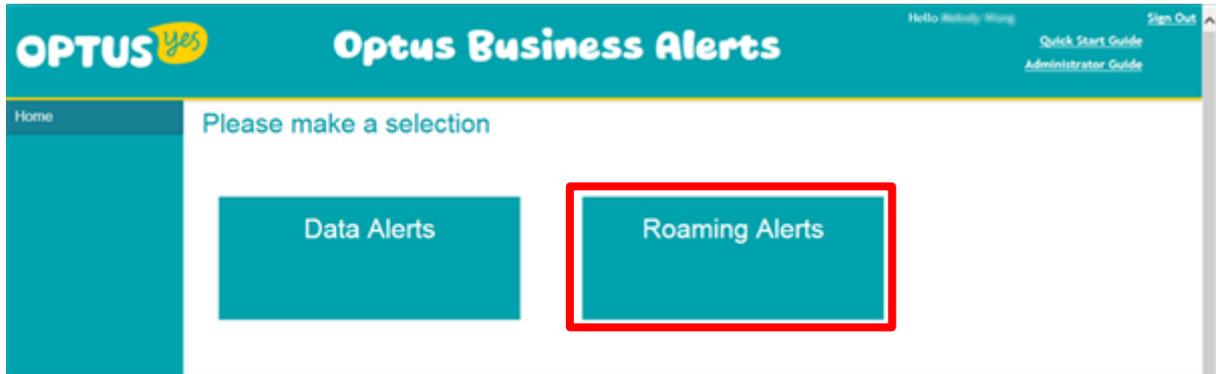
Mobile services on the following product constructs or usage types are excluded from the Corporate Usage Alerts - Domestic Data service:

- Roaming (please refer to **Part 2** for information on Roaming Alerts);
- Telemetry / Machine to Machine (M2M) / Jasper Wireless;
- Plans with less than 300MB (i.e. data allowance is less than 300MB) of data allowance;
- Pay as you go data rate plans (PAYG);
- Services with Data Bolt on's;
- Personal Liability Accounts;
- Non-data enabled services / offers (SMS Gateway, Email to SMS, services without data rate plans enabled);
- Thuraya Services (Satellite services);
- BlackBerry BES rate plans (i.e. unlimited blackberry data usage);
- Circuit Switched Data services (CSD);
- Ethernet Over Wireless / EoWireless.

PART 2 – Roaming Usage Alerts

1. User Interface Overview

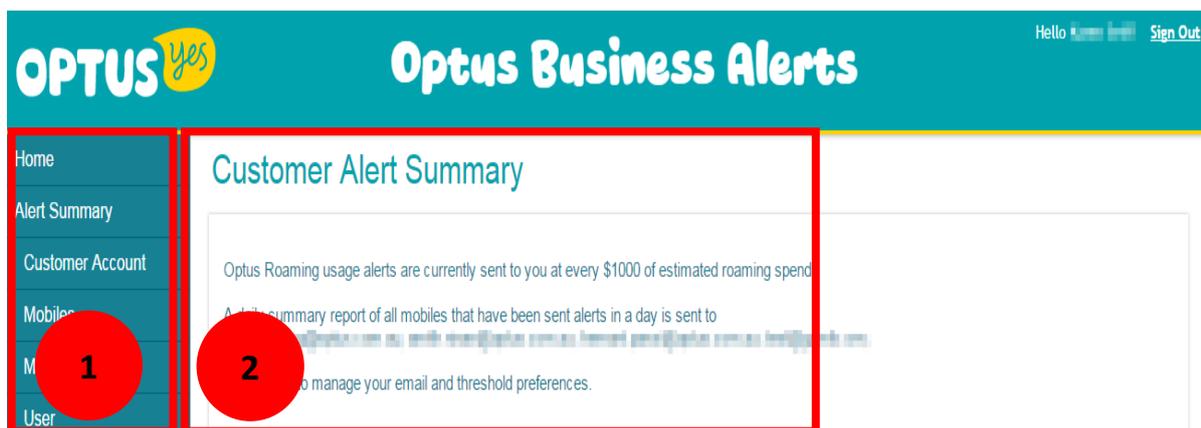
Once signed in, for Corporate Usage Alert accounts that have been set up for both Data Usage Alerts and Roaming Usage Alerts you will need to select the “**Roaming Alerts**” option from the initial page to manage your Roaming Usage Alert preferences.



1.1 User Interface Navigation

Once the Roaming Alerts option has been selected the Roaming Data Usage Alerts Admin Portal user interface has two key components:

1. **Navigation Panel:** Is used for navigation around the Admin Portal;
2. **Preference View / Settings Panel:** Once you have selected the desired alert preferences you want to view / change from the navigation panel, the preference view / settings panel will allow you to view and make changes to your usage alert preferences as required.

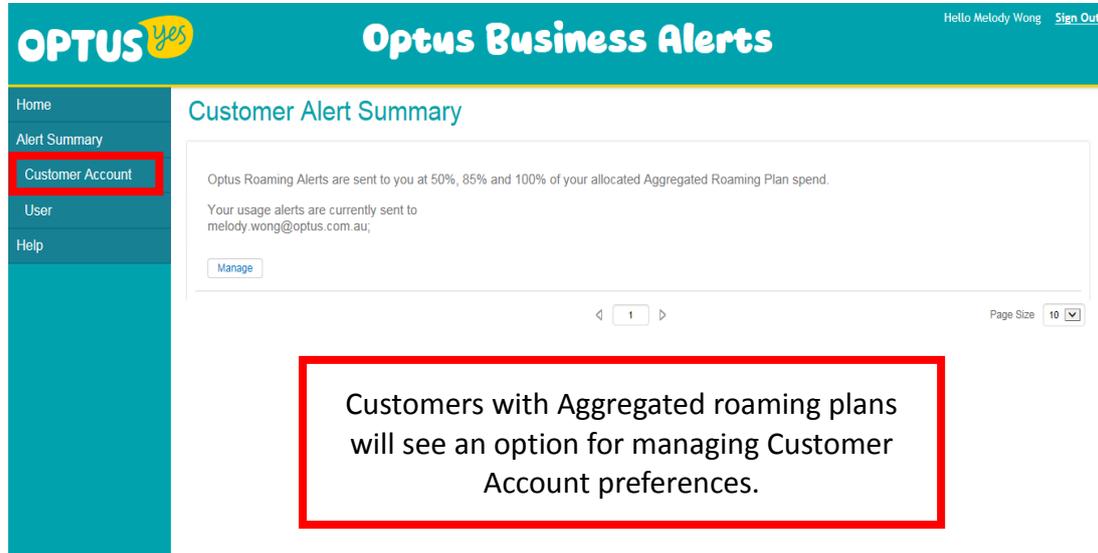
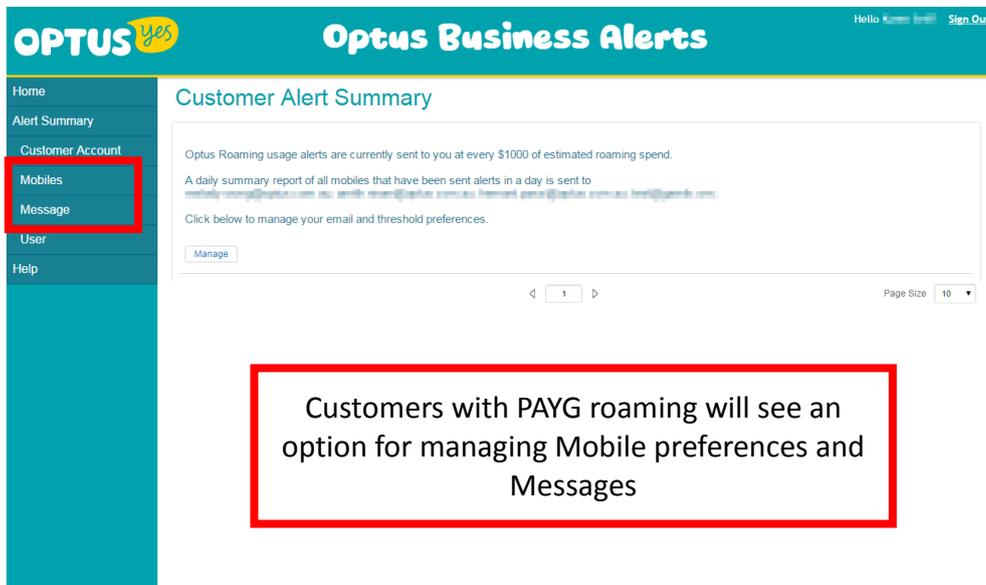


Please ensure you refer to the following sections of this administrator guide for additional information required before making changes to alerting preferences and administrator settings.

- Alerting Preferences Hierarchy;
- Initial Setup;
- Changing Alerting Preferences;
- Alert Types;
- Data Allowances.

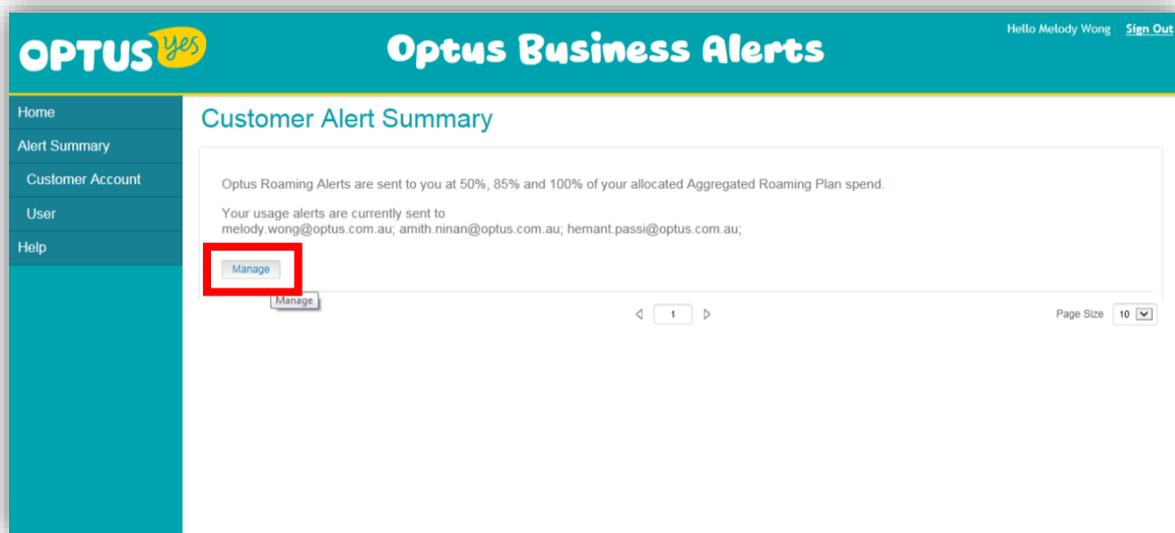
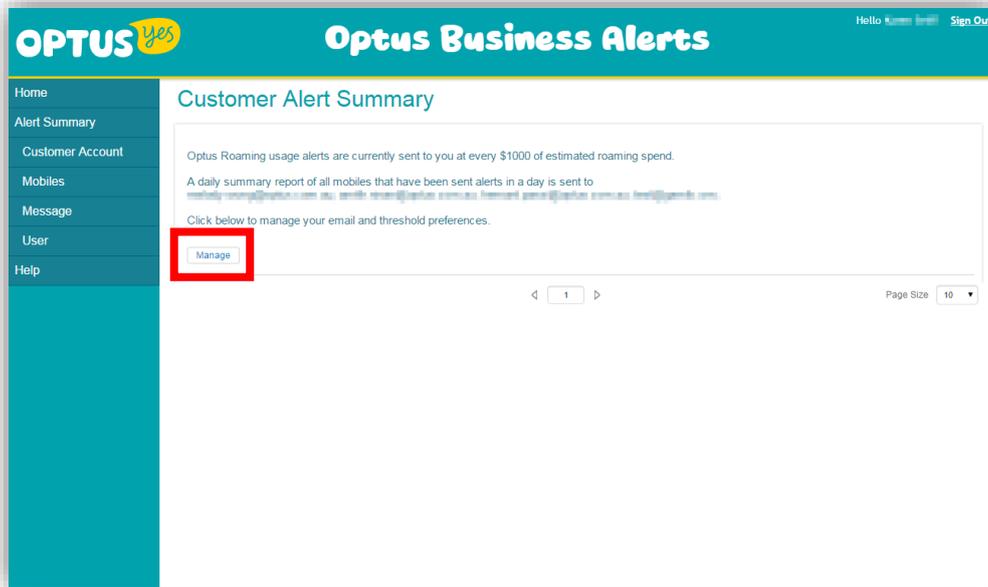
2. Initial Setup

The Customer Alert Summary is the first screen displayed after selecting the Roaming Option in the Admin Portal. Mobile preferences can be selected from the left-hand side navigation menu under Alert Preferences.



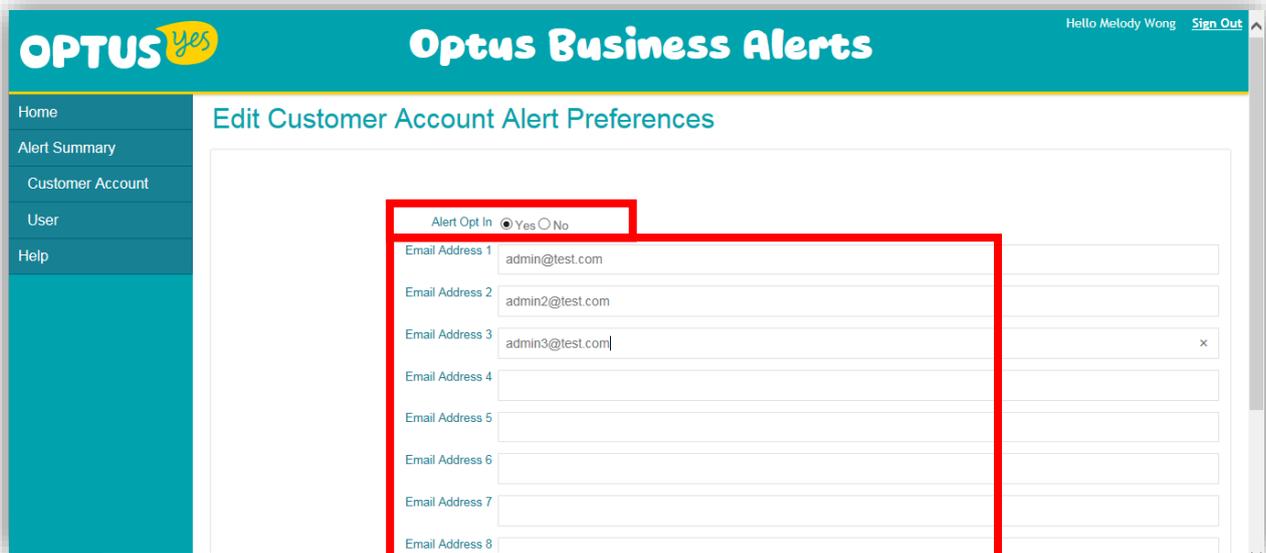
2.1 User Interface Alert Preferences

Once signed in, customers can edit their preferences through the 'manage' button.



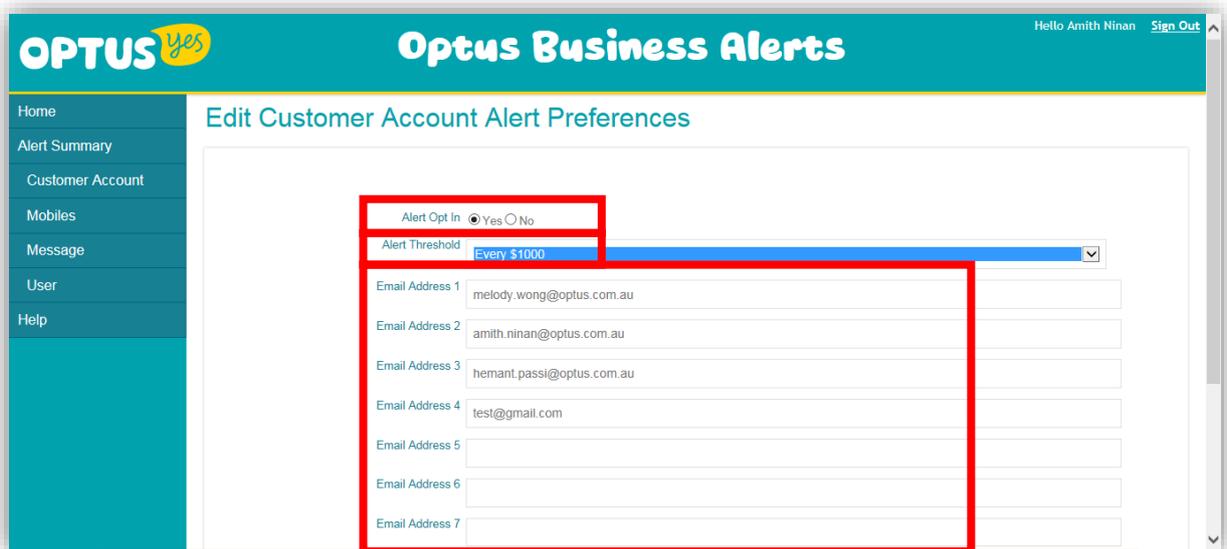
2.2 Edit Alert Preference Settings

In the manage section customers can select a number of options to manage their Roaming Fleet.



Aggregated Roaming alerts are sent at **50%, 85% and 100% of roaming usage.**
This alert is hard coded and CANNOT be changed.

1. Use the Radio buttons to Opt in or Opt Out of alert;
2. Options are available to add or edit email addresses to receive alert emails;

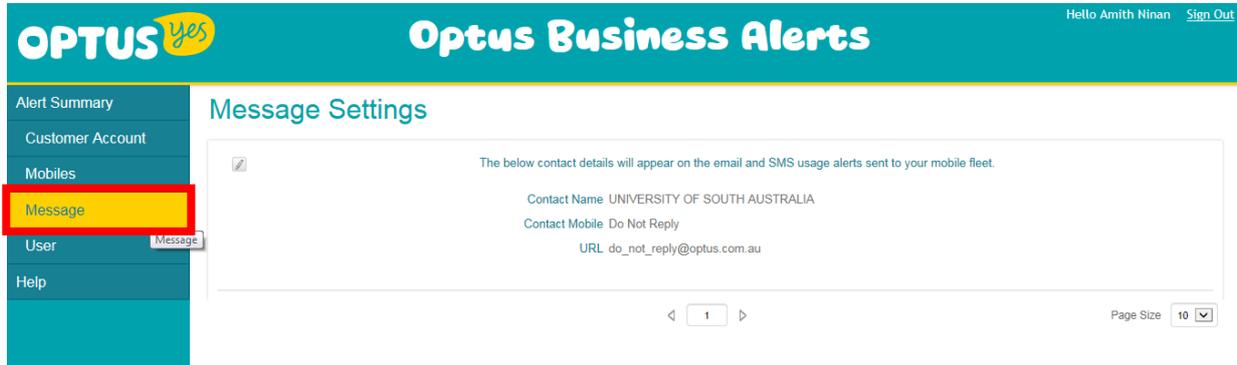


PAYG Roaming alerts are pre-set to a \$500 alert threshold
This alert can be changed to \$100, \$500 or \$1000

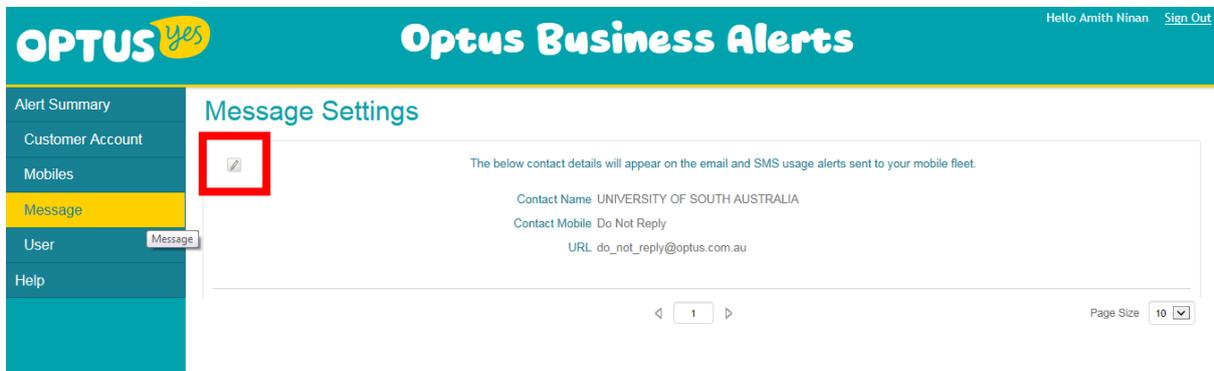
3. Use the Radio buttons to Opt in or Opt Out of alert;
4. Options are available to add or edit email addresses to receive alert emails.

2.3 Setting up Alert Contact Details

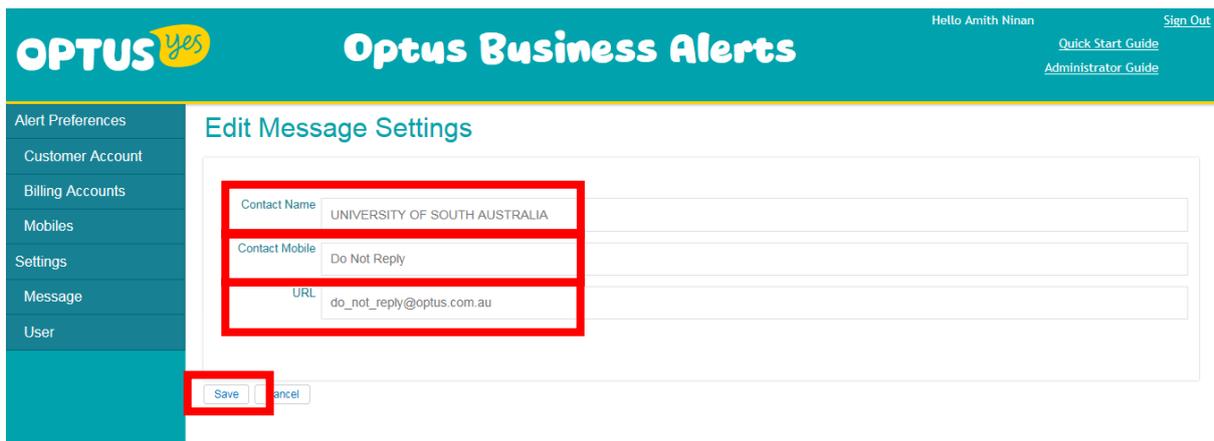
1. Select the **Message** option from the main navigation panel on the left;



2. The **Message Settings** screen is displayed, click on the **Edit Preferences** icon towards the top left of the Preferences sections of the display to enter the **Edit Message Settings** screen;



3. Enter the appropriate **Contact Name** and **Contact Phone / Email** details for your internal Mobile Fleet Administrator / Service Desk that you wish your end users to contact regarding the Optus Business Corporate Usage Alert service. Once done select **Save**.



3. Alerting & Preferences Hierarchy

3.1 Overview

Before making changes to the alert preferences, it is important to understand how Billing Accounts and Mobile services will be updated when the alert preference changes are saved. This section refers to the preferences hierarchy, for details on changing the preferences themselves please refer to the **Changing Alert Preferences** section.

Alerts preferences can be configured and managed based on the following two levels:

Level	Description
Customer Account	Preferences set at the Customer Account level (i.e. Corporate Mobile Fleet) will be used by any Billing Accounts or Mobile services that have not had their own individual preferences set. By default, when the Customer Account preferences are set to opt in and usage thresholds have been set, all mobile services and Billing Accounts will use these usage thresholds.
Mobiles	Unless a mobile service has an individual preference set, it will be subject to the preference set at higher levels within the hierarchy. By default, if no preferences are set at the Billing Account level, all mobile services that have not had individual preferences set will use the Customer Account preferences. Each Mobile service will show the Alert Level it is taking its preferences from within the portal, i.e. whether Mobile, Billing Account or Customer Account.

4. Changing Alert Preference

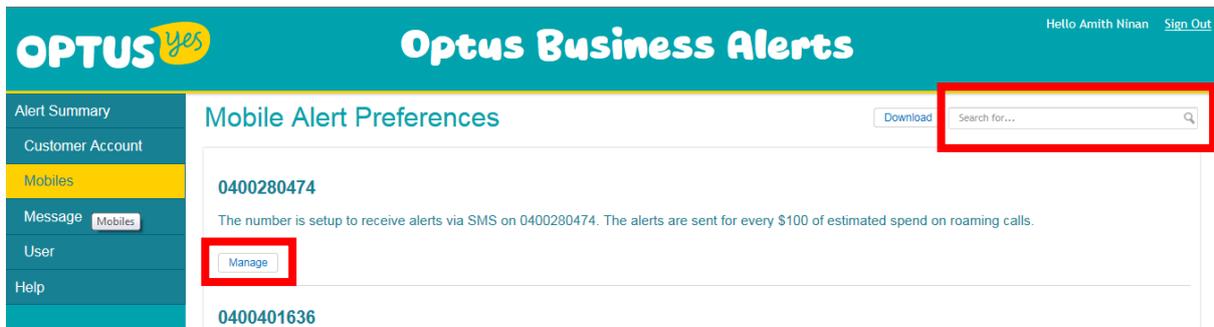
4.1 Mobile Service Preferences

Preferences can also be changed at Mobile service level:

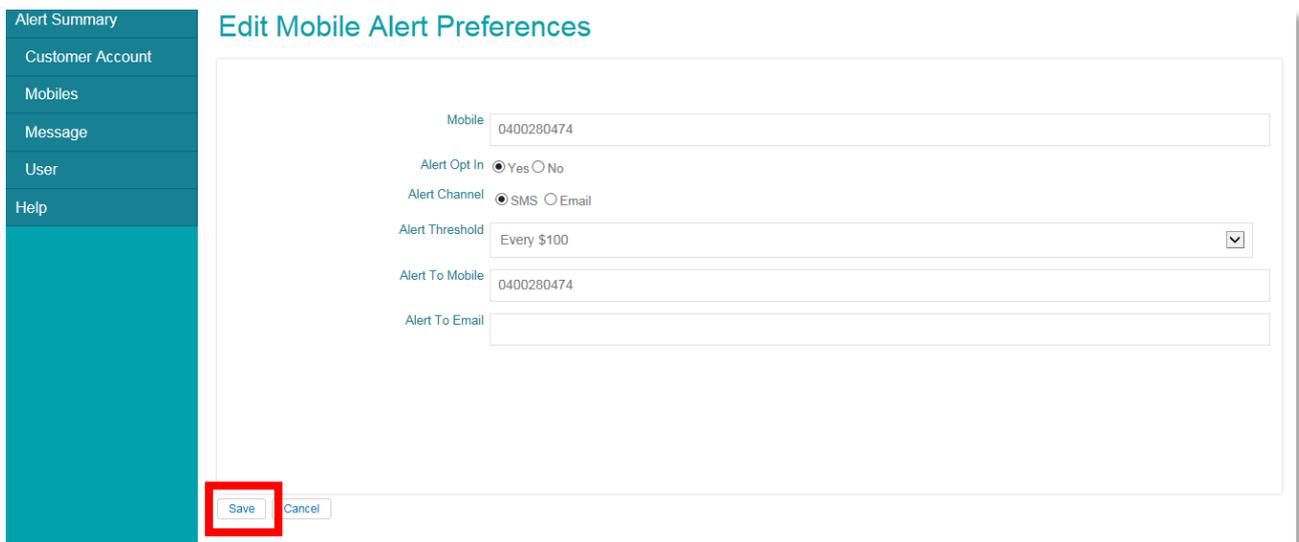
- Alert thresholds for individual services;
- Opt in and out of alerts for individual services;
- Set to receive alerts via SMS or email individually;
- Specify the email address if email alerts are enabled for a mobile service;
- Specify an alternate Mobile Service for the alerts to be sent to.

To customise Mobile Service Level Usage Alert preferences:

1. Select **Mobiles** from the navigation panel on the left;
2. To find a specific Mobile service enter the number in the search field, if required;
3. Next select the **Manage** Button for the mobile you wish to make changes to;



4. Select **Save** to apply the new settings for this mobile service once complete;



5. Repeat for other Mobile services requiring customised Usage Alert preferences.

Please Note: Mobile Service numbers may be delayed by up to 48 hours from appearing in the portal if it's a newly activated service or has changed Billing Accounts.

5. User Settings

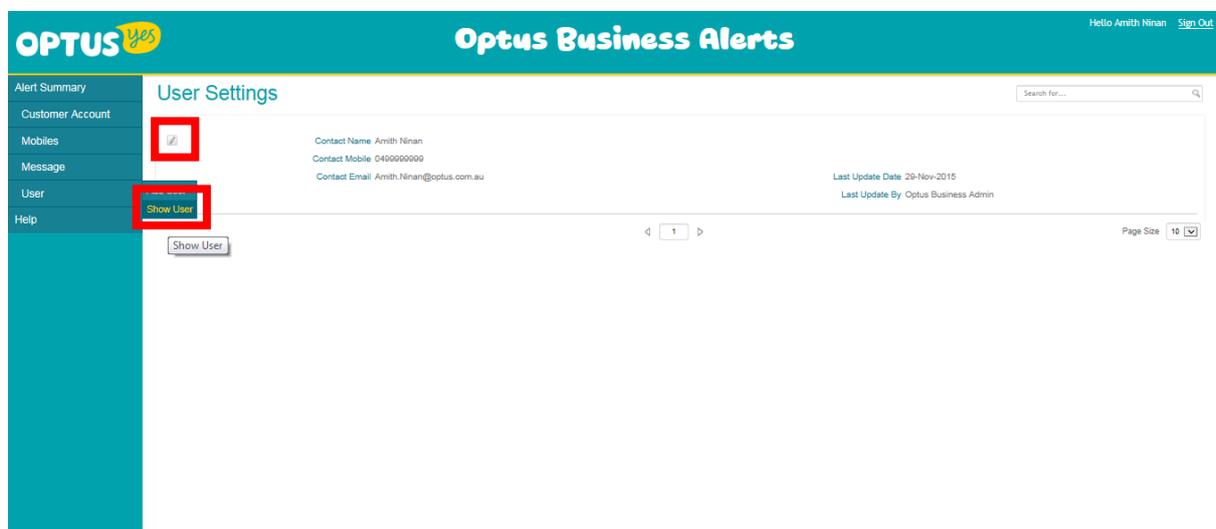
5.1 Adding Users to the Admin Portal

Additional users can be given access to the Admin Portal as required. To add additional administrator users select **Users** in the main navigation panel and select either **Show User** or **Add User** as required.

5.2 Show Users

Show User will display all current administrator users that can be updated.

Note: To delete an Administrator User please contact your Optus Business Customer Care team.



5.3 Edit Users

Select the Edit button to edit User details. Edit the Customer mobile in the required fields and Save the record.



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5.4 Add New Users

Add User will enable you to enter a new administrator user's details as per the screen below and **Save**. When a user is added, they will receive an activation email with links to support material and their user details required for Admin Portal access.



The screenshot shows the 'Add User' form in the Optus Business Alerts interface. The form is titled 'Add User' and is located in the main content area. The left sidebar contains a navigation menu with the following items: Alert Summary, Customer Account, Mobiles, Message, User, and Help. The 'User' menu item is highlighted, and a sub-menu is visible with the following options: Add User, Show Users, and Contact Mobile. The 'Add User' option is selected, and a tooltip is visible over it. The form fields are: Contact Name, Contact Email, Contact Mobile, and Password. At the bottom of the form, there are three buttons: Save, Save and New, and Cancel. The top right corner of the page shows the user's name 'Hello Amith Niran' and a 'Sign Out' link.

Note: The process can be repeated to add additional Administrators to the Admin Portal as required.

6. Included/Excluded Plan Constructs

6.1 Included Plan Constructs

Mobile services and Billing Accounts on the following product constructs or usage types are supported on the Corporate Usage Alerts service:

- Aggregated Roaming Plans (Buckets);
- Pay as you go- Geo Roam plans.

6.2 Excluded Plan Constructs

Mobile services on the following product constructs or usage types are excluded from the Corporate Usage Alerts service:

- Daily Roamer Packs (planned for a future release);
- Auto Roam plans (planned for a future release);
- All other Roaming plans not covered in Included plan constructs.

Appendix A - Glossary

Term	Description
Billing Account	'Billing Account' refers to the mobile account and its associated mobile services that receive an invoice from Optus Business.
Corporate Usage Alerts	'Corporate Usage Alerts' means the Optus Business Corporate Mobile Usage Alerts service made available via the Optus Business Corporate Usage Alerts Portal.
CSD	'CSD' known as Circuit Switched Data, is data that is used over a circuit switched communication channel compared to a Packet Switched communication channel. CSD is excluded from the Optus Business Corporate Usage Alert service.
Customer Account	'Customer Account' refers to all the Billing Accounts and Mobile services associated with a corporate mobile fleet.
EoWireless	'EoWireless' known as Ethernet over Wireless is an access type of the Optus Business Evolve IP VPN suite of solutions. EoWireless is excluded from the Optus Business Corporate Usage Alert service.
M2M	Machine to Machine (Telemetry / Jasper Wireless), are services typically used in machine to machine applications. Machine to Machine (Telemetry / Jasper Wireless) services are excluded from the Optus Business Corporate Usage Alert service.
MDF	Mobile Data Fleet, a type of rate plan construct that allows for data aggregation across the mobile services on a billing account.
Mobile Agreement	'Mobile Agreement' means the existing agreement between the Company and Optus Business for the supply of mobile handsets, SIM cards and/or the Optus Business Mobile Digital Service including the Optus General Terms (http://www.optus.com.au/about/legal/standard-forms-agreement), the relevant Service Option and any other specific terms agreed to by Optus Business and the Company.
MSISDN	Mobile Station International Subscriber Directory Number, the number associated with a Mobile service 04XX XXX XXX.
OB	Optus Business
PAYG	Pay As You Go (Data Plans), are plans in which there is no set data allowance, instead usage is charged based on the amount used. PAYG based data plans are excluded from the Optus Business Corporate Usage Alert service.
SDP	Shared Data Plan, a type of rate plan construct that allows for data aggregation across the mobile services on the billing account.
SMS	Short Message Service

Appendix B – Domestic Data Usage Alerts Troubleshooting

Unable to load the Admin Portal in a Web Browser:

Please check the following items:

1. Please ensure your system meets the minimum system requirements (see section **Requirements for Accessing the Portal** for details);
2. Your PC has a valid Public Internet connection;
3. Ensure connections to the Optus Business Corporate Usage Alerts web site are not being restricted by a firewall, Internet Gateway / Proxy or other Public Internet access control measures;
4. Please ensure you are using the correct URL (see section **Logging into the Admin Portal** for details);
5. Check if you can access the Portal via another PC and or another Public Internet connection;
6. If possible check Admin Portal access via another Internet browser;
7. If still unable to access the Admin Portal please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

Unable to login to the Admin Portal:

Assuming you're able to load the Admin Portal web site (if not please refer to the above troubleshooting details) please check the following items:

1. Please ensure your system meets the minimum system requirements (see section **Requirements for Accessing the Portal** for details);
2. Please ensure your web browser has cookies and JavaScript enabled;
3. Please ensure your using the correct login username and password for your administrator account;
4. Please reset your login password via the **Forgot Password** option on the login page;
5. Please check with your Admin Portal Super User (typically the first Admin Portal user account created) to ensure your Admin account is still valid and active;
6. If still unable to log into the Portal please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

Incorrect contact details displayed on sent usage alerts:

Please check the following items:

1. Please check the correct contact details have been entered into the Admin Portal (refer to section **3.2 Setting up Alert Contact Details** for further details);
2. If not affecting all users, ensure the services that received the incorrect contact details are actually on the correct Customer Account;
3. If alerts with incorrect contact details are still being sent please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

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Did not get a Welcome message sent upon initial activation of Usage Alerts:

Please check the following items:

1. The initial Welcome message may take up to 48 hours before it is delivered (typically at approx. 7pm daily);
2. Please ensure Usage Alerts have been correctly enabled at the Mobile Service / Billing Account and Customer Account levels (please refer to sections **3 Initial Setup** & **4 Changing Alert Preferences** for further details);
3. Ensure the affected Mobile services are eligible for Usage Alerts (please see section **8 Included / Excluded Plan Constructs** for further details);
4. Ensure the correct alert delivery options have been selected (SMS vs Email) for the mobile service;
5. If SMS delivery enabled ensure the device is capable of receiving SMS and SMS provisioning has been enabled on the Mobile service provisioning profile;
6. If email delivery enabled ensure a valid email address has been entered and that emails from the Optus Business Corporate Usage Alert platform are not being blocked or flagged as spam;
7. Ensure there has been no changes made on the service's rate plan provisioning since the initial usage alert activation;
8. If the Welcome alerts are still not being delivered please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

Did not get a usage alert via SMS:

Please check the following items:

1. Please be aware usage alerts may be delayed up to 48 hours;
2. Ensure all data usage was within Australia (please refer to **Part 2** of this guide for further information on Roaming Alerts);
3. Usage Alerts will not be sent until the start of the next account billing cycle after the initial usage alert activation;
4. Please ensure Usage Alerts have been correctly enabled at the Mobile Service / Billing Account or Customer Account levels (please refer to sections **3 Initial Setup** & **4 Changing Alert Preferences** for further details);
5. Ensure the affected Mobile services are eligible for Usage Alerts (please see section **8 Included / Excluded Plan Constructs** for further details);
6. Ensure the device is capable of receiving SMS and SMS provisioning has been enabled on the Mobile service provisioning profile;
7. Ensure the correct alert delivery options have been selected (SMS) for the mobile service;
8. Ensure there have been no changes made on the service's rate plan provisioning since the initial usage alert activation;
9. If the Usage alerts are still not being delivered via SMS please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

Did not get a usage alert via email:

Please check the following items:

1. Please be aware usage alerts may be delayed up to 48 hours;
2. Ensure all data usage was within Australia, currently data used while roaming overseas is not alerted on by the Optus Business Corporate Usage Alerts solution;
3. Usage Alerts will not be sent until the start of the next account billing cycle after the initial activation;

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4. Please ensure usage Alerts have been correctly enabled at the Mobile Service / Billing Account or Customer Account levels (please refer to sections **3 Initial Setup & 4 Changing Alert Preferences** for further details);
5. Ensure the affected Mobile services are eligible for Usage Alerts (please see section **8 Included / Excluded Plan Constructs** for further details);
6. Ensure a valid email address has been entered and that emails from the Optus Business Corporate Usage Alert platform are not being blocked or flagged as spam;
7. Ensure the correct alert delivery options have been selected (Email) for the mobile service;
8. Ensure there have been no changes made on the service's rate plan provisioning since the initial usage alert activation;
9. If the Usage alerts are still not being delivered via email please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact the Optus Business Care team for further assistance.

A Particular Billing Account is not displayed in the Admin Portal:

Please check the following items:

1. Ensure the Billing Account is correctly associated with the registered Customer Account;
2. Ensure the Billing Account has at least 1 active eligible usage alert mobile service (please see section **8 Included / Excluded Plan Constructs** for further details);
3. If the Billing Account is still not visible please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact your Optus Business Care team for further assistance.

A Particular Mobile service is not displayed in the Admin Portal:

Please check the following items:

1. Ensure the mobile service is correctly registered under a Billing Account that is associated with the Customer Account;
2. Ensure the affected Mobile service is active and eligible for Usage Alerts (please see section **8 Included / Excluded Plan Constructs** for further details);
3. If the Mobile service is still not visible please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact your Optus Business Care team for further assistance.

Unable to delete an Administrator User:

Please contact your Optus Business Customer Care team to have Administrator Users deleted from the Admin Portal, for security reasons this cannot be actioned via the Admin Portal.

A Particular Mobile usage alert is not included in the Billing Account alerts:

Please check the following items:

1. Ensure the mobile service is correctly registered under the expected Billing Account;
2. Ensure the affected Mobile service is active and eligible for Usage Alerts (please see section **8 Included / Excluded Plan Constructs** for further details);
3. Confirm a usage alert was in fact sent to the end user for their Mobile service and is not a redirected usage alert from another mobile service;
4. If the Mobile service is still not visible in the Billing Account admin alert please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact your Optus Business Care team for further assistance.

Received a Usage Alert for an incorrect usage threshold setting:

Please check the following items:

1. Ensure the Mobile services usage threshold preferences are set as expected paying particular attention to the Alert Level settings (please see section **4 Changing Alert Preferences** for further information);
2. Ensure the Usage Alert is not a redirected Usage Alert from another Mobile service (the usage alert will indicate which Mobile service number the Usage Alert is intended for);
3. If Billing Account alerts are enabled and being delivered does it also show the Usage Alert being sent for an incorrect threshold setting;
4. If the mobile service continues to receive a Usage Alert for an incorrect threshold setting please log a request to your internal Optus Business Corporate Usage Alerts contact for them to contact your Optus Business Care team for further assistance.

