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# Table of Contents

**WELCOME TO BILL PER CALL** .................................................................................................................................................. 1

- Packages .................................................................................................................................................................................. 1
- Bill Per Call Platinum ................................................................................................................................................................. 1
- Bill Per Call Gold ........................................................................................................................................................................ 1
- Customized Packages ............................................................................................................................................................... 1

**HOW DO I BEGIN?** ............................................................................................................................................................... 2

- Your Bill Per Call Account .......................................................................................................................................................... 2
- Requirements ............................................................................................................................................................................. 2
- Your Online ID & Password ....................................................................................................................................................... 2

**LOGGING INTO YOUR ACCOUNT** ........................................................................................................................................... 3

**ACCOUNT SETTINGS** .................................................................................................................................................................. 4

- LOGIN SETTINGS ...................................................................................................................................................................... 4
- PROFILE SETTINGS ................................................................................................................................................................. 5
- PACKAGE DETAILS ................................................................................................................................................................. 6

**PHONE SETTINGS** ................................................................................................................................................................... 7

- PHONE LINE SETTINGS ........................................................................................................................................................ 7
  - Master Account Dropdown Menu ........................................................................................................................................ 7
  - Apply Updates To All Extensions ........................................................................................................................................ 8
  - Customer Service Number ................................................................................................................................................... 8
  - Company Type ..................................................................................................................................................................... 8
  - Block Unknown Calls ........................................................................................................................................................ 8
  - CVV2 Code ......................................................................................................................................................................... 8
  - Phone Login Pin ................................................................................................................................................................. 9
  - Cost Per Call ....................................................................................................................................................................... 9
  - Cost Per Minute ................................................................................................................................................................. 9
  - Minutes Free ..................................................................................................................................................................... 9
  - Max Call Time .................................................................................................................................................................. 9
  - Use Answer Pin ................................................................................................................................................................. 9
  - Name Announce ............................................................................................................................................................... 9
  - Max Call Time Message .................................................................................................................................................... 9
  - Use Female Voice ............................................................................................................................................................ 9
  - Play Extension Menu ....................................................................................................................................................... 10
  - Live Call .......................................................................................................................................................................... 10
  - Extension Hunt .................................................................................................................................................................. 10
  - -Extensions- .................................................................................................................................................................... 10
  - Alias Name ....................................................................................................................................................................... 11
  - Alias Extension Number ................................................................................................................................................... 11
  - Forwarding Number ......................................................................................................................................................... 11

**HOURS OF OPERATION** ........................................................................................................................................................... 12

- Apply Updates To All Extensions ........................................................................................................................................ 12
- Open All Day ........................................................................................................................................................................ 13
- Closed .................................................................................................................................................................................. 13
- 24/7 Operation ................................................................................................................................................................... 13
- Closed Operation ............................................................................................................................................................... 13
- Time Zone ........................................................................................................................................................................... 13

**EXTENSION LIST** .................................................................................................................................................................. 14

- Disable .................................................................................................................................................................................. 14
- Extension ............................................................................................................................................................................... 14
- Alias Ext ............................................................................................................................................................................... 14
Welcome to Bill Per Call

Bill Per Call is powered by Bill Per Call. It is a service that allows people to utilize a toll-free number to sell their products, services or provide customer service.

Bill Per Call assists these people in promoting their business by providing the toll-free number, the ability to establish their cost per call, the ability to track their call transactions, etc. Bill Per Call is sold as individual packages. Potential customers can choose the package that suits their needs.

Packages
- Bill Per Call Platinum
- Bill Per Call Gold
- Customized Packages

Bill Per Call Platinum
*Bill Per Call Platinum* provides a basic toll-free number and the ability to add multiple extensions. These packages are advantageous to clients who have a large number of departments and/or multiple extensions.

Bill Per Call Gold
*Bill Per Call Gold*, clients share a toll-free number along with other Gold package clients and have no extensions. Each client who owns a Gold package has his/her own account number. When their customers dial the toll-free number, they’ll be prompted to enter the client’s “extension” (client’s account number) and will be connected to the client. This package is most beneficial to clients who may be budgeting or have a small work force.

Customized Packages
If you are in need of specific package features, consult your agent to discuss customizing a package to suit your needs.
How Do I Begin?

Your Bill Per Call Account
Once you’ve selected the Bill Per Call package that suits your needs, it is very easy to get started. Your agent will assist you in doing so.

Requirements
Utilizing Bill Per Call is extremely easy and does not require any software purchase or installation. You will need the following:

– A Bill Per Call account
– Access to the Internet
– Telephone or recording equipment (microphone, etc.) - see “Audio Settings” – pg. 19.  
  Note: Clients are responsible for their own audio recordings.

Your Online ID & Password
Once you’ve established a Bill Per Call account, you will be provided your own Online ID and Password - see “Logging Into Your Account” – pg. 3.
Logging Into Your Account

– Access your agent’s pay per call website and click the “Login” button.

– If you are an existing client, log in as usual. If you are a new client, enter the Online ID and Password that you were provided.

– Online IDs and Passwords can be changed at anytime - see “Login Settings” – pg. 4.
Account Settings

An Overview

**LOGIN SETTINGS**

Login Settings allow you to change your Online ID and Password. Simply fill out the corresponding section and click the “Change” button once done.

If you change your mind, click the “Reset” button at any time.
PROFILE SETTINGS

Profile Settings allow you to enter your company name and general contact information. If your agent established your account, you will find your information already filled in. All fields are required. This is helpful in generating your 1099-MISC document for your personal tax filing.

Enter your company name and other contact info.
PACKAGE DETAILS

Package Details provide an overview of your specific package features. You may use it as a reference point in evaluating your package and will find it especially helpful if considering adjusting or upgrading your account.
Phone Settings

An Overview

**PHONE LINE SETTINGS**

Phone Line Settings allow you to establish desired features for your main phone line and extensions (if extensions are applicable to your account).

**Master Account Dropdown Menu**
This feature is most beneficial for Platinum accounts. Clients can establish settings for their master phone line and conveniently apply settings to their extensions by utilizing the Master Account dropdown. For one-time bulk updating or linking extensions, see “Apply Updates To All Extensions” below and “Linked Extensions” – pg. 15.
**Apply Updates To All Extensions**
If you have a Platinum account and would like to simultaneously apply settings to your main phone line and all of your extensions, select the Apply Updates To All Extensions option. You’ll notice that all underlined feature names will turn red. This means that you may apply the feature settings you’ve entered to all of your extensions upon clicking “Save Settings”. If you would like to apply only specific features to all of your extensions, click on the underlined feature name that you do not want to apply to all your extensions. You’ll notice that the feature name returns to its original black color. Once you are satisfied with your selections, click the “Save Settings” button to apply all of the feature settings in red to all of your extensions.

**Note:** Applying updates to all extensions or linked extensions is accessible when specific extensions are selected from the “Master Account Dropdown Menu”.

**Customer Service Number**
Enter the customer service telephone number you’d like to provide your callers.

**Company Type**
Select your field of business from the Company Type dropdown.

**Block Unknown Calls**
This feature will block calls that do not display a telephone number. Callers that block their number will not be able to get through.

**CVV2 Code**
Select the CVV2 Code option if you’d like your customers to enter the security code on the back of their credit cards.
Phone Login Pin
As a security measure, you may establish a 5-digit login pin. Once established, you or your employees must enter the pin to answer incoming calls. This feature prevents unauthorized individuals from answering customer calls.

Cost Per Call
If you wish to charge your customers a flat rate when they call your toll-free number, enter the desired rate in the Cost Per Call field.

Cost Per Minute
Use the Cost Per Minute field to establish the rate you’d like to charge after an allotted time. For example, if you’d like to charge your customers $1.25 after the first minute, enter 1.25 in the Cost Per Minute Field and select “1” from the Minutes dropdown. If you wish to charge your customers from the get go with no free minutes, select “0” from the Minutes dropdown – see “Minutes Free” below.

Minutes Free
If you’d like to provide your customers free minutes, use the Minutes Free field to select that figure.

Max Call Time
Select the maximum call time you wish to provide your customers. For example, if you don’t want calls to exceed an hour, select 60 from the Max Call Time dropdown.

Use Answer Pin
If you would like to establish a 5-digit “Phone Login Pin” (see “Phone Login Pin” above), you must select the Use Answer Pin option to activate the “Phone Login Pin” feature.

Name Announce
Select the Name Announce option if you’d like your customers to announce themselves prior to taking the call. Bill Per Call will prompt the customer to say his/her name. Once the call is forwarded to you, the customer’s name will play. Clients have the option of overriding the default Name Announce recording with their own - see “Audio Settings” – pg. 19.

Max Call Time Message
Select the Max Call Time Message option if you’d like to have a recorded message play - alerting your customers that they’ve reached the end of the call.

Use Female Voice
If you’d like your customers to be prompted by a pre-recorded female voice, select the Use Female Voice option.
Play Extension Menu
If you have a Platinum account and would like your customers to hear a list of your extensions, select the Play Extension Menu option. When your customers call your toll-free number, Bill Per Call will play your extension menu. Your customers can then select their desired extension. To upload your extension menu recording, see “Audio Settings” – pg. 19.

Live Call
Select the Live Call option if an individual will be answering your customer calls. The system will ask you if you’d like to accept the call before billing starts.

If you’d like Bill Per Call to forward your customer calls to another automated IVR system and would like billing to start once the connection is made, make sure Live Call is unchecked.

Extension Hunt
If all of your extensions have the same Cost Per Call & Cost Per Minute, they can be hunted. If a particular extension is busy, the system will try (hunt) the next extension - see “Extension Hunt Sequence – pg. 17."

-Extensions-
After establishing your Master Account settings, you may review your extensions by accessing them via the “Master Account Dropdown Menu”. Simultaneous updates may be applied to all or linked extensions. For instructions on applying simultaneous updates, see “Apply Updates To All Extensions” above. To learn about linking extensions, see “Linked Extensions” – pg. 15.”
Alias Name
Use Alias Name if you’d like to apply a pseudonym to your extensions. For example, a client would like to name Extension 22 “Edith”. From the “Master Account Dropdown Menu”, the client selects Extension 22, enters “Edith” in the Alias Name field and clicks the “Save Settings” button.

Alias Extension Number
By default, Bill Per Call extensions appear as Extension 10, 11, 12, etc. If you have a Platinum account, the Alias Extension Number feature allows you to replace the default extension number with your own. For example, a client has a Platinum account with 20 extensions. He’d like to match his 20 Bill Per Call extensions to that of the 20 extensions in his physical office. One of his office extensions is numbered “330” and he would like to apply this number to his Platinum account’s Extension 22. The client accesses Extension 22 from his “Master Account Dropdown Menu”, enters “330” in the Alias Extension Number field and clicks “Save Settings”.
Note: The Alias Name and Alias Extension Number features can be used in conjunction.

Forwarding Number
Use the Forwarding Number field to enter the telephone number to which you’d like to direct incoming customer calls. For example, a client has a Platinum account with multiple extensions. A different employee mans each extension. Each employee has his/her own specific telephone number (“forwarding number”). Using the “Master Account Dropdown Menu”, the client can access each extension and enter the forwarding number of the employee associated with the specific extension. When customers call the client’s toll-free number and enter their desired extension, the call is then forwarded to the number entered in the Forwarding Number field for that specific extension.
Note: For “Phone Login Pin”, “Cost Per Call”, etc. definitions, see “Phone Line Settings” above. To return to your “Master Account”, select “Master Account” from your “Master Account Dropdown Menu”.

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 aliases

 Alias Name
Use Alias Name if you’d like to apply a pseudonym to your extensions. For example, a client would like to name Extension 22 “Edith”. From the “Master Account Dropdown Menu”, the client selects Extension 22, enters “Edith” in the Alias Name field and clicks the “Save Settings” button.

 Alias Extension Number
By default, Bill Per Call extensions appear as Extension 10, 11, 12, etc. If you have a Platinum account, the Alias Extension Number feature allows you to replace the default extension number with your own. For example, a client has a Platinum account with 20 extensions. He’d like to match his 20 Bill Per Call extensions to that of the 20 extensions in his physical office. One of his office extensions is numbered “330” and he would like to apply this number to his Platinum account’s Extension 22. The client accesses Extension 22 from his “Master Account Dropdown Menu”, enters “330” in the Alias Extension Number field and clicks “Save Settings”.
Note: The Alias Name and Alias Extension Number features can be used in conjunction.

Forwarding Number
Use the Forwarding Number field to enter the telephone number to which you’d like to direct incoming customer calls. For example, a client has a Platinum account with multiple extensions. A different employee mans each extension. Each employee has his/her own specific telephone number (“forwarding number”). Using the “Master Account Dropdown Menu”, the client can access each extension and enter the forwarding number of the employee associated with the specific extension. When customers call the client’s toll-free number and enter their desired extension, the call is then forwarded to the number entered in the Forwarding Number field for that specific extension.
Note: For “Phone Login Pin”, “Cost Per Call”, etc. definitions, see “Phone Line Settings” above. To return to your “Master Account”, select “Master Account” from your “Master Account Dropdown Menu”.

www.billpercall.com
Use Hours of Operation to establish your business hours. You may indicate specific hours for your main phone line and extensions using Hours of Operation's Master Account dropdown.

For example, if the hours of operation on a client’s main phone line is Monday through Friday from 11am to 8pm and closed on Saturdays and Sundays, the client would enter the information as seen in the example below and click the “Save” button. Customers calling on Saturday and Sunday will hear a recording stating that the business is closed.

If specific extensions have different hours of operation, select the extension from the Master Account dropdown and enter that extension’s information.

**Apply Updates To All Extensions**

If the hours of operation you’ve entered on your main phone line also apply to your extensions, select the Apply Updates To All Extensions option and click the “Save” button. Your entries will be applied to all of your extensions.
Open All Day
If your business will be open all day on a particular day of the week, click the Open All Day option for that weekday. Once the Open All Day option is selected, the “Open” and “Close” fields will dim. If you have a 24/7 operation, see “24/7 Operation” below.

Closed
If your business is closed on a particular day, select the Closed option for the corresponding day. The corresponding “Open” and “Close” fields will dim.

24/7 Operation
If your business is open 24 hours a day, 7 days a week, select the 24/7 Operation option. You’ll notice that the weekdays’ “Open” and “Close” fields will dim.

Closed Operation
Selecting the Closed Operation option will leave your current hours of operation settings intact but will temporarily override the settings. Depending on how you’ve setup your account, incoming calls will be directed to a default off hours message, your own customized off hours message, or a specific extension.

Time Zone
Use Time Zone to set the specific time zone for your main line and extensions. Times zone may differ. For example, a client can set his main phone line to Pacific Time and set his extensions to different time zones.
If you have a Platinum account, Extension List provides exclusive control over enabling or disabling your extensions and assigning online IDs and passwords.

**Note:** Once an extension logs into the account, that extension only has access to pages that apply to the extension.

<table>
<thead>
<tr>
<th>Disable</th>
<th>Extension</th>
<th>Alias Ext</th>
<th>Alias Name</th>
<th>OnlineID</th>
<th>Web Password</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
<td></td>
<td>Sam</td>
<td>09765432</td>
<td>09765</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>11</td>
<td>Maxine</td>
<td>08654321</td>
<td>08654</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>12</td>
<td>Claude</td>
<td>07553321</td>
<td>07553</td>
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<tr>
<td></td>
<td>13</td>
<td>13</td>
<td>Bill</td>
<td>06452321</td>
<td>06452</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>14</td>
<td>Sharon</td>
<td>05362311</td>
<td>05362</td>
</tr>
</tbody>
</table>

### Disable
Use the Disable option to disable or enable an extension. For example, if an extension will be unavailable for a period of time, you can disable the extension until the recipient is once again available. When your Web Call page is accessed, only your enabled accounts will appear.

### Extension
The Extension column shows all of your extensions. Use the column to apply settings to the desired extension.

### Alias Ext
If you've established an “Alias Extension Number” in “Phone Line Settings” ([Extensions] – pg. 10), the Alias Ext column will show the established “Alias Extension Number”.

### Alias Name
If you've established an “Alias Name” in “Phone Line Settings” ([Extensions] – pg. 10), the Alias Name column will show the established “Alias Name”.

### OnlineID
Use the OnlineID field to enter the OnlineID you’d like to issue the extension.

### Web Password
Use the Web Password field to enter the Web Password you’d like to issue the extension.
LINKED EXTENSIONS

If you'd like to apply the same information or features to specific extensions, Linked Extensions will assist you in doing so.

Linked Extensions differ from mass updating (provided by the Apply Update To All Extensions option and Master Account dropdown) in that it applies your entries to specific extensions whereby mass updating applies entries to all extensions.

Here’s an example of Linked Extensions in action:

A client has three departments in his business that operate from 9am to 5pm Monday - Friday. Extensions 11, 16 and 17 represent the three departments. To avoid entering the same hours of operation three times, the client selects Linked Extensions.

From the Extension dropdown, the client selects Extension 11.

All extensions will be displayed. The client selects Extensions 16 and 17 and clicks the “Save” button. Extensions 11, 16 & 17 are now linked. Information entered for one will be applied to the others.
The client selects “Hours of Operation” from “Phone Settings” and Extension 11 is selected from the Master Account dropdown. 9am to 5pm is entered for Monday through Friday and the client clicks the “Save” button. When he selects Extension 16 and 17 from Hours of Operation’s Master Account dropdown, the same information appears for each extension.

**Link All Extensions**
If you select the Link All Extensions option, when setting or editing a feature on an extension, the same will be applied to all extensions.
EXTENSION HUNT SEQUENCE

**Important!** The “Extension Hunt” field must be checked in “Phone Line Settings” for Extension Hunt Sequence to work.

Extension Hunt Sequence will assist you in safeguarding against missed calls in the event that a customer does not reach his desired extension (call unanswered). Use Extension Hunt Sequence to list your extensions in the order you desire. In doing so, if an incoming call is not answered by the first extension, it will bounce to the next extension and so on, until the call is answered.

For example, a client would like Extension Hunt Sequence to start with Extension 11, followed by Extension 16 and 17.

The client uses the up arrows on each ascending tier to position the extensions as desired.
With Extensions 11, 16 and 17 now in sequence, calls will bounce in this order. If Extension 17 does not answer the call, it will bounce to Extension 10 and so on. When done, the client clicks the “Save Sequence” button.
**AUDIO SETTINGS**

Use Audio Settings to upload the recordings you would like your customers to hear. Audio Settings provides recording options such as:

- Phone Greeting
- Web Greeting
- Max Call Time Message
- On Hold Music
- Etc.

Use the Audio Settings dropdown menu to see a list of the recordings you’ll need.

After creating your audio files (see “Create Your Recordings” below), return to Audio Settings and upload your audio files (see “Uploading Your Recordings” below).

**Create Your Recordings (Via Computer)**

It’s easy to create a basic recording using your computer’s Sound Recorder (Windows) application. If you’re using Windows, Sound Recorder is already installed on your computer. If you’re not using Windows, check your computer’s list of applications for a sound recording program and follow the instructions provided in its Help menu. If this doesn’t help, consider purchasing recording software.

**Create Your Recordings (Via Telephone)**

To record your audio files by telephone, perform the following steps:
− Dial your toll-free service number.
− You will hear the introduction to your service.
− Press the "***" key.
− Enter your password (a.k.a, pin number) once prompted.
− Press the number for the “Voice Record” option.
− Select the type of recording you wish to perform from the menu options.

Upload Your Recordings
Once you’ve recorded your audio files – matching each to the corresponding dropdown menu item (as seen in the example below), follow the steps outlined:

− Click Audio Setting’s “Browse” button
− When the “Choose File” menu opens, access your audio file by double-clicking file name or by selecting it and clicking the “Open” button. This automatically places the file path in the “Browse” field.
– Clicking the “Upload Audio” button will load your audio file.
– Click the “Play” button to hear your recording and the “Stop” button to stop play feedback.

– Repeat these steps to upload your remaining files.

Once your audio files are uploaded, your customers will hear your recordings and the music you’ve chosen.

Replace Or Delete An Audio File
If you’d like to replace or delete an audio file(s), retrieve the audio file by selecting the corresponding menu item from Audio Settings’ menu dropdown. You’ll see the indicative “Play” and “Stop” buttons for the particular file.

Click the “Delete Audio” button and the file is removed. You may replace it by performing the above “Upload Your Recordings” instructions. Repeat these steps for each additional file you wish to replace or delete.
Voicemail allows you to check messages left by your customers if you are unable to take a call.

Listen To Voicemail

To listen to your voicemail, click the “Message” link.
Call Transactions

An Overview

Once your company generates calls, you will be able to track these calls as well as the profit you’ve made by accessing Call Transactions.

MONTHLY SUMMARY

Monthly Summary provides an overview of your monthly gross and net earnings. It functions as a quick reference when checking information such as:

− Net Profit
− Inbound / Outbound minutes, etc.
Total Net Profit
Total Net Profit displays your net revenue (after applicable fee deductions) for the particular month you’ve selected.

Total Call Amount
The Total Call Amount indicates the total profit earned from customer calls.

Total Call Profit Percentage Charge
The Total Call Profit Percentage Charge is the amount deducted from your “Total Call Amount” at the percentage rate indicated on your Package Details page (for information on “Package Details”, see “Package Details” – pg. 6). For example, if a client’s “Total Call Amount” for the month of September is $2,000.00 and the established call profit percentage is 20%, the Total Call Profit Percentage Charge will be $400.00.

Total Inbound Charge
The Total Inbound Charge is the fee applied to your total inbound minutes for the month selected. For example, if a client accrued 6000 inbound minutes for the month of September and the rate at which inbound minutes are billed is $.10, the client's Total Inbound Charge will be $600.00.

Total Outbound Charge
The Total Outbound Charge is the fee applied to your total outbound minutes for the month selected. For example, if a client accrued 3000 outbound minutes for the month of September and the rate at which outbound minutes are billed is $.15, the client’s Total Outbound Charge will be $450.00.

Total Call Profit
The Total Call Profit figure indicates your profit after call profit percentage, inbound and outbound minute deductions.

Chargebacks/Refunds
The Chargebacks/Refunds figure is a summation of all of the chargebacks and/or refunds applied for the month selected. If a Chargebacks/Refunds figure exists, it will be deducted from your “Total Call Profit” amount.

Gross Profit
The Gross Profit figure is the amount remaining after call transaction (call profit, inbound/outbound minutes) and chargebacks/refunds charges are deducted.

Past Due Balance
A Past Due Balance amount will appear if a client has a negative “Total Net Profit” (from a previous month) that was not paid. If an unpaid “Total Net Profit” amount occurs for additional months, the amount(s) will be added to a running tally until the full amount is paid in full via automatic deduction from the “Gross Profit” or invoice.
MONTHLY CALL REPORT

Use Monthly Call Report to review your monthly call transactions. For example, if a client would like to check his total call transactions and profit for the month of September 2006, using the “Statement Period” drop-downs, the client would select “September” “2006”.

The client also has his choice of “Sort By” criteria and may sort by “Ascending” or “Descending” order. The desired records per page may also be selected.

Note: Once you’ve finished making your selections, you must press the “Update” button to retrieve your data.
**Total Net Profit**  
Total Net Profit displays your net revenue for the particular month you’ve selected.

**Total InBound Time**  
The Total InBound Time figure is a summation of minutes (from each call for the month selected) once each customer dialed the client’s toll free number.

**Total OutBound Time**  
The Total OutBound Time figure is a summation of minutes from each forwarded call for the month selected.

**Total Online Time**  
The Total Online Time figure is a summation of minutes from each accepted call for the month selected. Your customers are charged based on the online minutes.

**Statement Period**  
Use Statement Period’s “Month” and “Year” dropdown to retrieve the objective month and year you wish to review.

**Sort By**  
Use the Sort By dropdown to select the particular column heading by which you wish to sort. You may also sort in “Ascending” or “Descending” order.

**Records Per Page**  
Use Records Per Page to select the number of records per page you would like to retrieve.

**Date**  
The Date column indicates the call transaction date within the month selected. Clicking the “Date” link for each record will reveal individual calls received that particular day of the selected month. For further details on daily call transactions, see “Daily Call Report” – pg. 28.

**InBound**  
The InBound column is a summation of minutes (from each call for the specific day of the month selected) once each customer dialed the client’s toll free number.
OutBound
The OutBound column is a summation of minutes from each forwarded call for the specific day of the month selected.

Online
The Online column is a summation of minutes from each accepted call for the specific day of the month selected. Your customers are charged based on the online minutes.

Profit
The Profit column indicates the revenue earned for the specific day of the month selected.
**DAILY CALL REPORT**

Use Daily Call Report to review your daily call transactions. For example, a client would like to review his call transactions and profit for September 17, 2006. Using the “Statement Date” dropdown, the client selects “9/17/2006”. From the “Call Type” dropdown, the “All” option is chosen to view both phone and web call transactions.

The client also has his choice of “Sort By” criteria and may sort by “Ascending” or “Descending” order. The desired records per page may also be selected.

**Note:** You must press the “Update” button once you’ve finished making your selections to retrieve your data.

**Total Net Profit**
Total Net Profit displays your net revenue for the particular day you’ve selected.
**Total InBound Time**
The Total InBound Time figure is a summation of minutes (from each call for the day selected) once each customer dialed the client’s toll free number.

**Total OutBound Time**
The Total OutBound Time figure is a summation of minutes from each forwarded call for the day selected.

**Total Online Time**
The Total Online Time figure is a summation of minutes from each accepted call for the day selected. Your customers are billed based on the online minutes.

**Statement Date**
Use Statement Date’s dropdown to retrieve the objective day you wish to review.

**Call Type**
Use the Call Type dropdown to retrieve “PhoneCall” or “WebCall” transactions.

**Sort By**
Use the Sort By dropdown to select the particular column heading by which you wish to sort. You may also sort in “Ascending” or “Descending” order.

**Records Per Page**
Use Records Per Page to select the number of records per page you would like to retrieve.

**CallerID**
The CallerID column indicates the customer’s telephone number through which the call transaction occurred.

**Type (Call Type)**
The Type (a.k.a. “Call Type”) column indicates whether the call transaction occurred via the “Phone” or “Web”.

**Ext.E (Extension Entered)**
The Ext.E (a.k.a. “Extension Entered”) column indicates the extension entered by the customer.

**Ext.A (Extension Answered)**
The Ext.A (a.k.a. “Extension Answered”) column indicates the extension that accepted the customer’s call.

**Start (Call Started)**
The Start (a.k.a. “Call Started”) column indicates the time when the call transaction started.
Accepted (Call Accepted)
The Accepted (a.k.a. “Call Accepted”) column indicates the time when the client accepted the call.

End (Call Ended)
The End (a.k.a. “Call Ended”) column indicates the time when the call ended.

In (InBound)
The In (a.k.a. “InBound”) column indicates the total minutes for the call once the customer dialed the client’s toll free number.

Out (OutBound)
The Out (a.k.a. “OutBound”) column indicates the total minutes for the forwarded call.

Online
The Online column indicates the total minutes for the call transaction once the client accepted the call. Your customers are billed based on the online minutes.

Status
The Status column indicates if the call was approved, voided, etc.

Profit
The Profit column indicates the revenue earned from the call transaction.

-View Previous Invoices [View [Month/Year] Statement (PDF)]-
To view an invoice from a previous month or year, access “Monthly Summary” and select the desired month and year from the dropdown. When done, click the “Update” button. When the data is retrieved, access the invoice by clicking the “View [Month/Year] Statement (PDF)” link.
CALL LOG

Call Log allows you to search for customer transactions, issue refunds, block calls from a specific telephone number, etc.

Find A Customer Transaction
You may use one of the following three search criteria for retrieving customer transactions. They are:

− ID
− Card Number
− CallerID

Search By ID
If you know the transaction’s ID number, use this search criterion to retrieve the record and click the “Search” button.

Search By Card Number
If you know the customer’s credit card number, use this criterion to retrieve the record and click the “Search” button.

Search By CallerID
If you know the telephone number the customer used when the charge was incurred, you may search by this criterion. Click the “Search” button to retrieve the record.

Issue A Refund
If you need to issue a refund to a customer, click the “Refund” button and the customer’s credit card will be credited.

Block A Telephone Number
If a call transaction is a fraudulent charge, you may block the telephone number associated to the transaction to prevent future calls from that number. Perform the following steps:

− Retrieve the record by using one of the above search criteria
− Click the “Search” button
– Once you’ve found the record, press the “Block Caller” button. The system will block the telephone number from entering the system and apply the “Blocked” designation to any existing records associated to that telephone number.

**Block Additional Telephone Numbers**
If you’d like to block additional telephone numbers:

– Enter the telephone number in the Phone Number field
– Click the “Search” button
– If a number of transactions come up associated to the number, simply press the “Block Caller” button on the first transaction. The system will apply the “Blocked” designation to the remaining transactions and prevent the number from entering the system in the future.

**Printing Call Log Records**
To print a Call Log record, click the “Printer Friendly Version” button of the specific transaction(s) you wish to print.
Web Call Settings

An Overview

Your Web Call Settings will allow your customers to initiate calls from your web call page.

WEB PAGE PHOTO(S)

Use Web Page Photo(s) to upload photos you’d like to display on your master account and extensions. Photos should be in .jpeg or .gif format.
Upload Your Photo(s)
- Once you’ve chosen photos for your master account and extensions, click Web Page Photo(s)’s “Browse” button.

When the “Choose File” menu opens, access your photo file by double-clicking its name or by selecting it and clicking the “Open” button.

This will automatically place the file path in the “Browse” field.
– Click the “Upload Photo” button and your photo file will load.

![Web Page Photo(s) interface](image)

– Repeat these steps for each extension photo you wish to upload by selecting the objective extension from the Master Account dropdown and then performing the above procedure.

![Web Page Photo(s) interface](image)

**Replace Or Delete A Photo**

If you’d like to replace or delete a photo, click the “Delete Photo” button. To replace it, repeat the above “Upload Your Photo(s)” instructions.

![Web Page Photo(s) interface](image)

**Note:** If you’ve already uploaded a photo to your master account and/or extensions, uploading another photo to the same master account or the same extension will override the existing one.
SERVICE DESCRIPTION

Use Service Description to establish your web call page settings. When potential customers visit your web call page, they’ll see your company description and your additional settings.

**Note:** To establish your web call page, access the “URL For Website Visitors” section of “Getting Started” in your “Client Help”.

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**Display Web Greeting Controls**
If you’d like to provide your customers the ability to stop, pause, etc. your web greeting (see “Audio Settings” – pg. 19) when it plays, select this option.

**AutoStart Web Greeting When Page Loads**
If you’d like your web greeting (see “Audio Settings” – pg. 19) to start playing once your customers access your web call page, select this option.

**Display Photo Slideshow Controls**
If you’d like to provide your customers the ability to stop, pause, etc. your web page photos (see “Web Page Photo(s)” – pg. 33) as they display in the slideshow, select this option.

**Text Description**
Use the Text Description box to enter information about your company, product or service and/or important information you wish to convey to your customers.

**Note:** Once done making your entries, click the “Save” button.
AFTER PURCHASE PAGE

Use After Purchase Page to enter the URL to which you’d like to direct your customers once they’ve finished making a web call purchase on your site.

Enter your URL in the “http://” field as seen in the example below:
MAKE WEB CALL

Use Make Web Call to initiate a web call from one of your customers.

After entering your customer’s telephone number, the system will call the customer and ask if he/she would like to place a web call to you. If the customer chooses to do so, he/she will be prompted to enter his/her credit card information.

This feature is particularly useful if you’ve made arrangements for scheduled calls to a customer.

Restoration, Inc.:
Enter Your Phone Number:
(  )  -  

Place Call

Currently Available

About Restoration, Inc.

Call Restoration, Inc. now!
Payment Options

An Overview

GATEWAY ACCOUNT

A “gateway” account (a.k.a. “merchant account”) provides the convenience of immediate access to your funds. Once a call transaction has processed successfully, your funds are routed directly to your gateway terminal - thereby eliminating the middleman.

Existing Gateway Terminal

If you’ve chosen “Gateway Account” as your option for receiving your Bill Per Call earnings and would like to use your existing gateway account, please refer to “Gateway Requirements” in your “Client Help” for information on obtaining a new MID & TID number. Once your information is received, you may enter it by accessing “Gateway Account”.

![Gateway Account](image)
Non-Existing Gateway Terminal
If you’ve chosen “Gateway Account” as your option for receiving your Bill Per Call earnings and do not have an existing gateway terminal, please refer to “Gateway Requirements” in your “Client Help” for information on obtaining a terminal. If you need further assistance, please contact your agent.

PAYOUT ACCOUNT

If you’ve chosen Payout Account as your option for receiving your Bill Per Call earnings, you must establish the method through which you’d like to receive payment. You may choose from the following:

– Direct Deposit
– Wire Transfer
– Check

Direct Deposit
If you’d like to receive your payout funds via direct deposit, select this option and complete all of the required fields. Click the “Save” button once done making your entries. Your funds will be deposited to the bank account you’ve entered.

Wire Transfer (Foreign & Domestic)
If you reside within the U.S. or outside of the U.S. and would like to receive your payout funds via wire transfer, select this option and complete all of the required fields. Your funds will be wired to the account you’ve entered.

Note: A $35.00 wire transfer fee will be deducted from your payout upon each executed wire transfer.
Check
If you’d like to receive your payout funds via check, select this option and complete all of the required fields. Your check will be mailed to you.
Note: A $10.00 check fee will be deducted from your payout upon each check issuance.

A $10.00 check fee will be deducted from your monthly payout.
**CREDIT CARD ENTRY**

Use Credit Card Entry to manually enter credit card information for automatic service fee payment (if you've chosen this method), for use on feature purchases, upgrades, etc.

To enter your credit card information, click the “Credit Card Entry” button, enter your information and click the “Save” button.

**Note:** More than one credit card may be entered. The check mark indicates that a card is preferred.
View/Edit Credit Card
After saving your credit card information, you’ll be able to view or edit the information at any time. Simply click the “View/Edit link” for the card you wish to view or edit.

Delete Credit Card
If you wish to delete a saved credit card record, simply click the “Delete” link for the card you wish to delete.
Help

Our Help menu provides easy access to the following items:

− Getting Started
− Tutorials
− Manual
− FAQs
− Demo
− Web Links
− Audio Recordings
− Gateway Requirements
− Terms of Agreement

Getting Started
Getting Started provides basic tips on promoting your service, establishing your telephone preamble, phone menu options, et. al.

Tutorials
Our client tutorials provide a visual overview of the Bill Per Call client environment and can assist you in becoming familiar with the system.

Manual
Our client manual is readily available for your use in becoming familiar with the Bill Per Call environment.

FAQs
Use FAQs to review frequently asked questions about the Bill Per Call system.

Demo
View our demo for an overall introduction to Bill Per Call’s automated service.

Web Links
Use Web Links to establish “availability” buttons on your web site.

Audio Recordings
Use Audio Recordings to view sample recordings that can assist you in establishing your own.

Gateway Requirements
Use Gateway Requirements to assist you in establishing your gateway terminal.

Terms of Agreement
Our Terms of Agreement is readily available for your review.