T Analyst™:
Frequently Asked Questions

What is T Analyst™?

An online bill reporting and analysis tool that allows you to view, analyse, and report on your bills and associated data.

T Analyst allows you to:

- **Review billing and usage data**
  - Thirteen months of current and historical information to help with trend analysis of all charges, which can be downloaded for printing or storage

- **View standard reports**
  - View, download and analyse reports in multiple formats including PDF or CSV for offline use

- **Create custom reports**
  - Create reports specific to your organisation's needs
  - Create and apply custom filters to your reports to find specific information

- **Allocate charges among cost centres**
  - Customised hierarchies align costs to your unique organisational structure, enabling an efficient cost allocation process to be done efficiently

What are the key features of T Analyst?

- Bill Presentation
- Bill Analysis
- Cost Allocation
- Setup and Options
- Help

See pages 5 – 6 of this document for detailed information regarding each of these features.

Who are typical users of T Analyst?

Customers who:

- Review and analyse telecommunication bills
- Rank telecommunications expenses as a significant budget item
- Have many services/accounts
- Need to allocate costs across multiple departments or locations
- Need to control user behavior (i.e. after hours usage, excessive expenses)
- Need to track calling patterns for sales and marketing

Which organisational roles typically use T Analyst?

- General Manager or Owner
- Telecommunications Manager
- Finance/Accounts Payable
- Management
- Marketing
- Sales
- Customer Support

What are the key customer benefits of T Analyst?

- Convenience — *"Quicker, fewer clicks"*
    - Bill presentation: Consolidated bills for easy review
    - Bill analysis: Comprehensive view of data for analysis
    - Cost allocation: Quick, easy allocation reports

- Control — *"What I want, how I want it"*
    - Bill presentation: Single or consolidated bills with the ability to drill down from summary to detail
    - Bill analysis: Reports automatically delivered via email to specified distribution list
    - Cost allocation: Multiple hierarchy functionality for various cost-allocation reports

- Customisation— *"My data presented in a way that's relevant to my needs"*
    - Bill presentation: Clear service and account descriptions, which can be specified by the user
    - Bill analysis: Customisable reports and filters with multiple fields, calculations, delivery methods, file types, frequency and distribution preferences
    - Cost allocation: Hierarchies and cost allocation to align with unique organisational structures

- Reliability— *"Reliable and secure…a solution I can depend on"*
    - Bill presentation: Accurate online bills consistent with paper bills
    - Bill analysis: Detailed data aligned with summary data
    - Cost allocation: Automated reports remove 'human error' associated with manual allocation

How can customers benefit from the T Analyst functionality?

- Access detailed view of telecommunications spend, monitor spending trends, and allocate charges to specific internal cost centers.
- Use these reports to monitor employee spend on a monthly basis and identify misuse of personal and international calling.
- Run a summary of call charges for each employee to establish personal spend against official charges.
- Use these reports to mark-up communications services and re-bill to customers.
- Potentially save hours each month on the allocation of data and call charges to departments.
- Use the requested reports feature to automatically generate and distribute monthly billing reports to each academic department for review.
- Run reports on their 1800 numbers to determine which regions or markets are producing the highest responses to advertising campaigns.

Why did Telstra invest in developing these capabilities?

As part of our ongoing efforts to improve our customer experience, we have made a substantial investment to provide you with better insight into your bills and control over finances by deploying the new online billing product.

Cost

Is there a fee associated with the use of the new capabilities?

No, the service is provided free of charge though normal internet usage charges apply.

Features

What functionality is available with each key feature?

- **Bill Presentation**
  - View current bills and up to 13 months of historical bills for all Telstra accounts.
  - View detail data for up to 13 months for all Telstra accounts.
  - View a single statement or consolidate multiple bills to easily see total costs.
  - Compare current costs to historical data to quickly identify unanticipated variances and analyse cost and usage trends.
  - Download bills (PDF, CSV).

- **Bill Analysis**
  - Build unlimited customised reports to meet specific reporting needs.
  - Build customised filters to quickly extract specific information from high volumes of data (calls made to a specific number, costs greater than a specific value, calls made during a certain timeframe).
  - Schedule automated reports for recurring delivery to user and additional recipients.
  - Run reports against multiple levels of the organisational structure (corporate, departmental, individual, geographical).
  - Download table and graph reports (PDF, CSV, JPG, PNG).
  - Gain immediate access to pre-defined Summary and Detail reports:

Summary Reports:

- Account Billing Overview
- Account Billing Trend
- Account Summary
- Call & Usage Summary (by Call Type)
- Call & Usage Trend
- Call Analysis Summary
- Call Frequency
- Inbound Call Details
- Service Billing Trend
- Service and Equipment Summary
- Service Summary
- Top Frequently Called International Destinations
- Top Frequently Call Numbers (By Service)
- Top Services (by Call Type)
- Top Services (by Charge)
- Top Services (by Destination)

Detail Reports:

- Account Billing Details
- Adjustments
- Call & Usage Itemisation
- Call Analysis Detail
- Directory
- Discount Summary – Information Only
- Inventory Ons & Offs
- Invoice Billing Details
- Other Charges & Credits Detail
- Payments
- Service and Equipment Detail
- Service Ons & Offs
- Top 250 Calls (by Charge)
- Top 250 Calls (by Duration)

- **Cost Allocation**
  - Allocate accounts and services to a unique organisational hierarchy with integrated hierarchy functionality.
  - Run a monthly Cost Allocation report with just a few clicks.
  - Download reports (PDF, CSV).

- **Setup and Options**
  - Add and manage users by selecting permissions and aligning visibility to a specific area within the organisational hierarchy.
  - Apply customised mark-ups to reports for re-billing.
  - Define personal and business phone numbers to enforce employee calling policies.

How often will new bills appear online?

New bills are available within 2-4 days of their bill issue date (i.e. the same day that the paper bill is normally received by mail).

What are the browser requirements for the new capabilities?

You need Microsoft® Internet Explorer (version 6.0 or greater) or Mozilla-Firefox® (version 2.0 or greater) browsers.

Support and Training

How will Telstra support customers for the new capabilities?

If you have any questions regarding T Analyst, please use the Contact Us link located under the Help page.

What kind of training or educational materials will be available?

Under the Help section of T Analyst, you will find a detailed user guide, FAQ and online tutorials. In the coming months additional support tools will be made available.