uControl
Invoice & CDR Quick Start Guide

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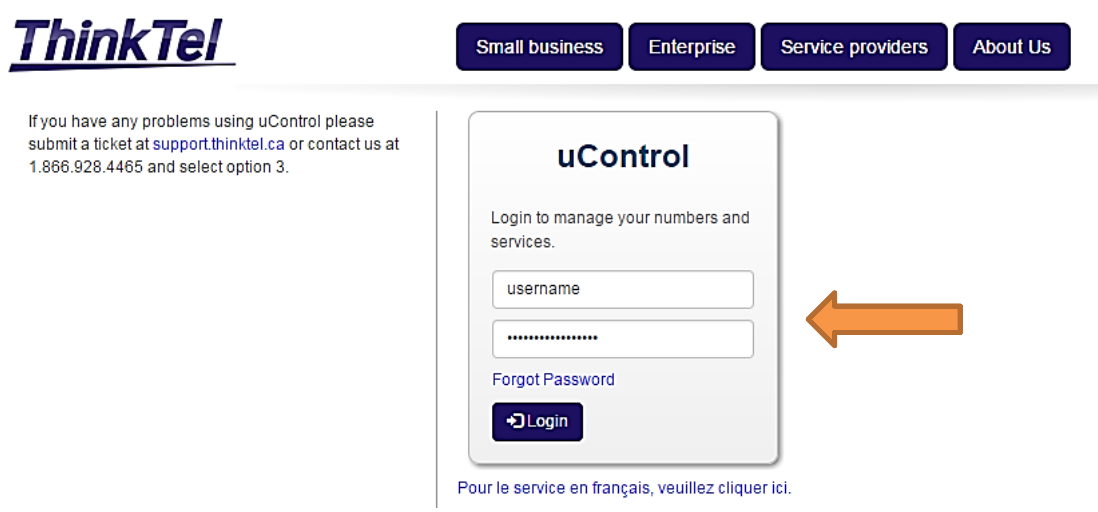
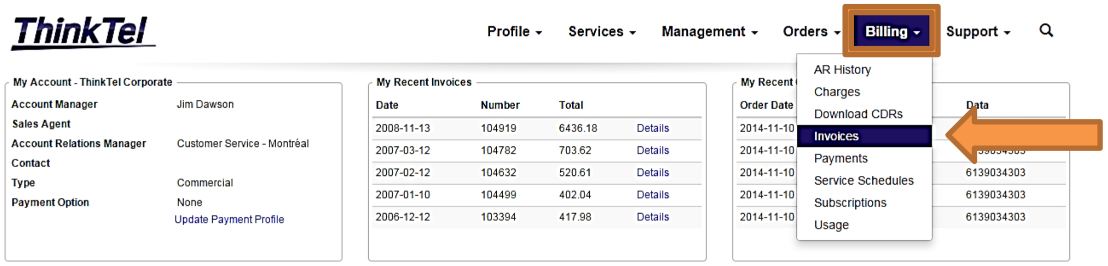
Login to uControl

Open your web browser and go to https://ucontrol.thinktel.ca. Once there, you will be prompted to login; simply enter the username and password that were provided to you when you opened your account with ThinkTel. If you do not have the information at hand, please contact your Account Manager or Account Relations Manager.

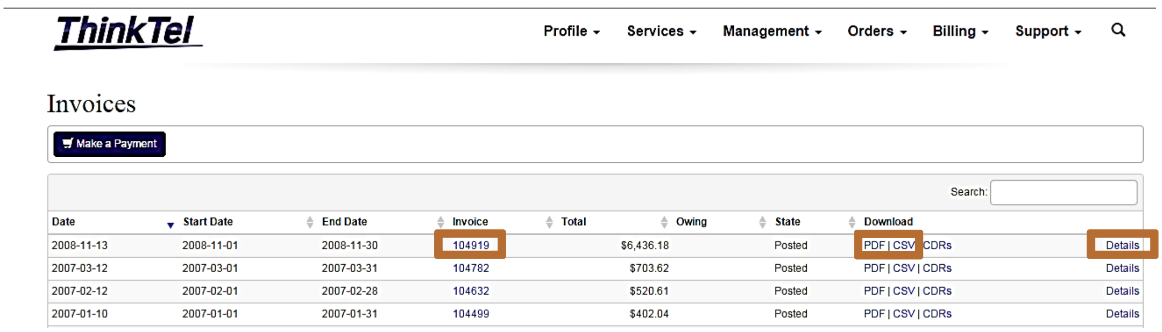


Viewing your invoices

Once logged in, click the “Billing” button in the top menu bar, and select "Invoices" from the pull down menu.



The next screen will show you a list of all invoices associated with your account.



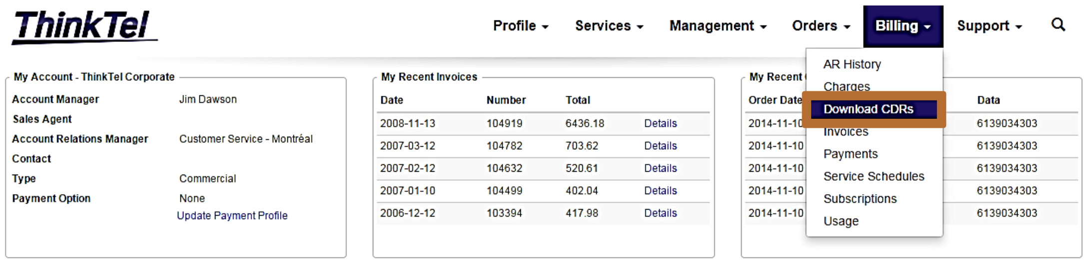
You can sort your invoices using any of the column headers to easily view them by date, number or total amount.

Several options are available to view your invoice details and all charges associated with your account for a given bill run. To view online using your browser, simply click on the number of the invoice you would like to consult, or click on "Details" in the last column on the right.

uControl also gives you the possibility of downloading your invoices as a pdf document or an Excel-compatible csv file.

Viewing and downloading Call Detail Records (CDR)

Call Detail Records (CDRs) enables the customer to keep track of their actual usage. CDRs for a specific date range can be downloaded by clicking on the “Billing” button in the top menu bar, and selecting "Download CDRs" from the pull down menu.



You will then be asked to define the parameters of the call records query you would like to run.

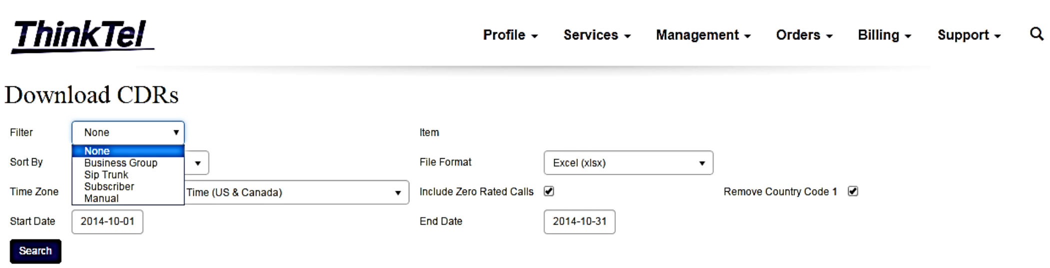
The "Type" allows you to specify the level for which you would like to view CDRs. Call Detail Records can be provided from an Account, Business Group, Sip Trunk or Subscriber level. You simply need to select the desired option from the drop down menu.

1. Select the Filter
   - None
   - Business Group
   - SIP Trunk
   - Subscriber
   - Manual
2. Select the corresponding Item
3. Select how you want the CDR sorted by. Default is Received Time (Fast)
   - Billed
   - Billing Number
   - Call Time
   - Destination
   - Destination Location
   - Duration
   - Label
   - Rate per minute
   - Received Time (Fast) Default
   - Source
   - Source Location
   - Usage Type
4. Select the File Format.
   - Comma Separated (csv)
   - Excel (xlsx)
   - Semi-Colon Separated (csv)
   - Tab Separated (tsv)
5. Select your preferred time zone.
   If you are wanting only long distance call records Remember to remove the check by "Include Zero Rated Calls"
   If you are wanting the CDR's to have 1 in front of the number remove the check by "Remove Country Code"
6. Select the Date Range
7. Click "Search" This will open an excel spreadsheet(If you left as default)
   The field titles are
   A=Billing Number

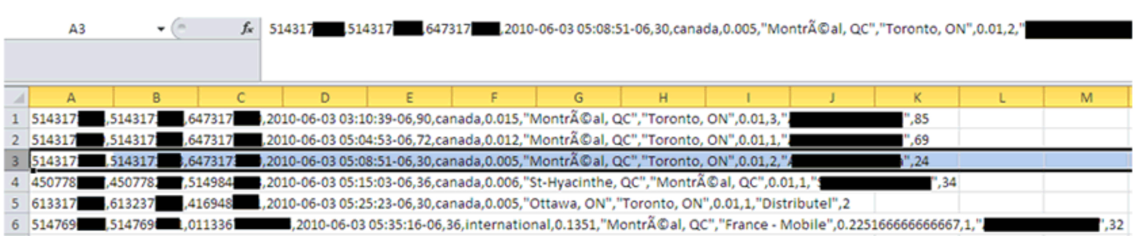
B=Source Number
C=Destination Number
D=Date
e=Duration
F=Type of LD
G=Call cost
H=Source location
I=Destination Location
J=LD rate
K=number of channels
L=type of line

8. Click on letter (B or C) so you highlight the whole Column
   Click on "sort & filter" (top right)
   You will have to search for each number (DID) if SIP Trunk or Business Group was selected as above type. But this will at least put them in order so it should make it easier to find, as this will group all the calls made by a DID together. So will only have to add up G column (Billed Amount (Dollars)) for total call cost per DID.

Should you want to get CDRs from a specific Business Group, Sip Trunking and/or Subscriber level, you will need to use the "item" field to indicate the specific group, trunk or subscriber for which you would like to download records.



Once completed, click **Search**. uControl will then generate a downloadable CSV file with the desired CDRs.

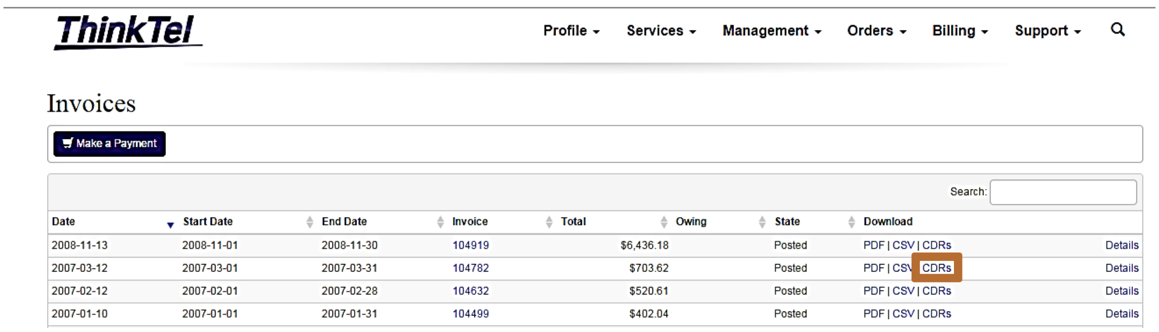


The information and structure of each individual Call Detail Record is the following:

Billing Number, Source Number, Destination Number, Call Date, Rounded Call Duration (Seconds), Usage Type, Billed Amount (Dollars), Source Location, Destination Location, Rate (Dollars Per Minute), Label, Raw Duration

For example: 613317XXXX,613237XXXX,416948XXXX,2010-06-03 05:25:23-06,30,canada,0.005,"Ottawa, ON","Toronto, ON",0.01,1,"Distributel",2

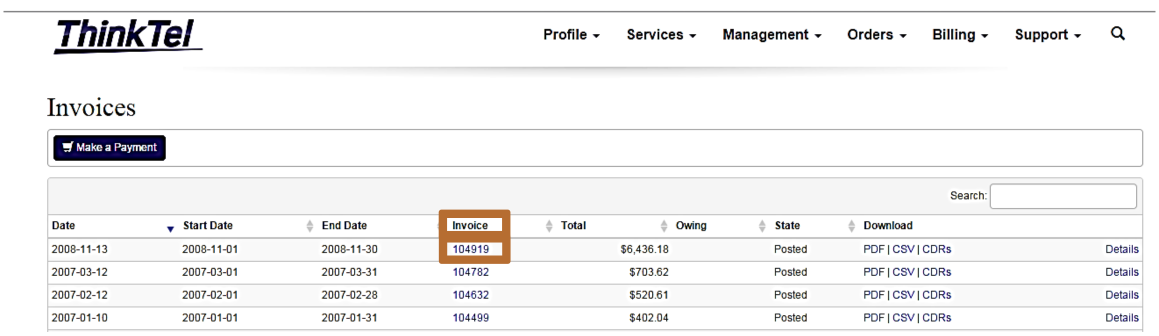
To easily download all the CDRs associated with your account over the course of a given bill run, you may do so by simply clicking on the "CDR" link from the "invoices" page.



Downloading via FTP

Invoices, charge details and CDRs can be downloaded via FTP using the following instructions:

In order to download specific files from the customer-facing FTP server, you will need to determine the filename of the file in question. These can be obtained from the uControl web interface (see below)



The filenames structures are as follows:

Invoice PDF

- Filename: {AccountNumber}-{InvoiceNumber}.pdf
- Example: 20009999-1000999.pdf

Invoice Charges CSV

- Filename: {InvoiceNumber}-charges.csv
- Example: 1000999-charges.csv

Invoice Call Detail Records CSV

- Filename: {InvoiceNumber}.csv
- Example: 1000999.csv

Please use the following credentials to connect via FTP

Using an FTP client:

Hostname: ucontrol.thinktel.ca
Port: 21
Encryption: Explicit FTP over TLS (FTPS)
Username: your account number
Password: your account password
Filename: 1000999.csv

Using a web browser:

URL: ftp://ucontrol.thinktel.ca/1000999.csv
Username: your account number
Password: your account password

We recommend using an FTP client that supports FTPS encryption. Not all web browsers support FTPS; please refer to the documentation provided with your browser (Explorer, Firefox, Chrome etc.) for details.

For any further questions regarding your billing, CDRs or uControl's invoicing capabilities, please contact our Customer care team or your Account Relation Manager.