Online Billing Familiarisation

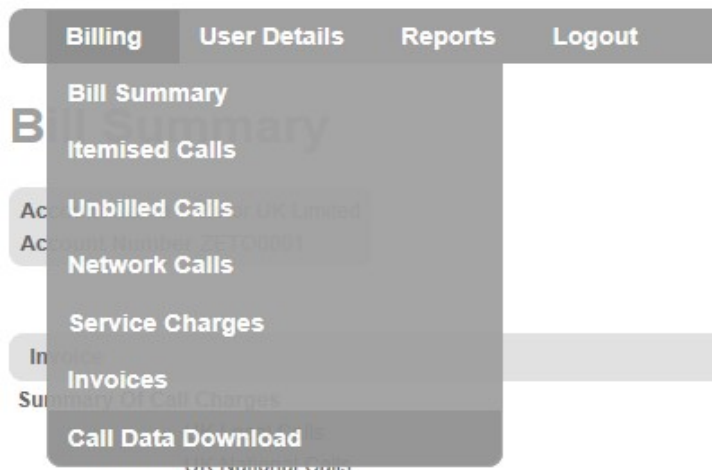To access the online billing, go to: https://triotelecom.co.uk/onlinebilling/

Having signed in with your username and password and accepted our cookies policy, your billing information will be available to view.

At the top of the screen there are four tabs; Billing, User Details, Reports and Log out. We are confident that you will be able to easily find any data you may wish to look at.

The Billing tab contains all your call and service data, together with previous and current invoices.

This makes it possible for missing invoices to be replaced easily and quickly.

Calls can be filtered using different criteria allowing you to find specific information.

This information can also be exported if required.

Viewing backdated invoices couldn't be easier with invoices listed in date order with a direct link to view it:

| Billing | User Details | Reports | Logout |

View Invoice

Account Name   Ally...
Account Number 11...

Bill Period	Invoice Date	Invoice No	Invoice Total	View
2015-07	06/08/2015	00...	1045.40	View
2015-06	06/07/2015	00...	926.54	View
2015-05	04/06/2015	00...	971.62	View
2015-04	07/05/2015	00...	810.34	View
2015-03	08/04/2015	00...	810.84	View
2015-02	05/03/2015	001235955	762.84	View

| Billing | User Details | Reports | Logout |
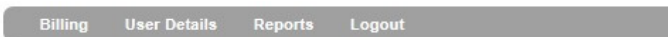
Customer

Account Details
Account Name
Account Number

Contact Details
Contact Name

Address Details

Main Address

Email Details

Email Address *   graham.clifford@redcare5g.com
michael.dixon@redcare5g.com *
ssimpson@5gcomms.com *

* indicates which email addresses your electronic bill will be sent to

The User Detail tab will show what details we hold on the account with regards to address and email details.

You can also see the current direct debit details for your account.

The Reports tab will enable you to see a more overall picture of your call spend.

Reports

Top Analysis

Call Summary By Date

Graphical Reports

If you require any help using this portal please don't hesitate to contact our Customer Care Department on 01727 221303