UNDERSTANDING YOUR COMMUNICATIONS SERVICES

ACCOUNT USAGE REPORT

Each month you will receive a report of charges. The reports are organized and summarized by General Ledger Account Number, then by customer (referred to as a subscriber), then itemized for each service. All charges for a service are listed under the service.

Services you may see listed on your summary are:

- **Voice** – with a campus telephone number.
- **Voice Mail** – with a mailbox number. Child mailboxes are each listed as an individual service with their mailbox numbers.
- **Calling Card** – with the Calling Card Number.
- **Authorization Code** – with the identifier AUTH-nnnn, where nnnn is a fictitious 4-digit number.
- **Television** – with the service location.
- **Passthru/Other** – for off-campus lines or circuits. These charges may originate from external vendors.
- **Private Line** – Used for dedicated cable pair rentals.
- **Radio** – with the 800Mhz Radio Serial Number.
- **Infrastructure** – This section may contain workorder charges which are not associated with a particular service, such as wiring installation or system setup.

### Key Areas of the Usage Report

The first page printed for each account summarizes the activity for all subscribers billing to that Account Number.

1. **The Account Number** is the General Ledger Account receiving the charges. If you have requested charges to be submitted to specific Cost Centers, Cost Type, or Project elements, these will be listed following the account number, separated by dashes. Each combination of Account Number and Cost Center, Cost Type or Project will have a separate account summary.

2. **The month during which the charges were incurred (Billing Period), and the date of the bill (Bill Date).**

3. **The Subscriber Summary** lists the totals of charges, by type, for all services for each individual subscriber. This includes “Monthly Recurring Charges” (MRCs), and non-recurring (one-time) “Other Charges and Credits” (OCCs).

4. **The Account Summary** lists the totals of all charges for this account, totaled by the Category and General Ledger Object Code. Refer to [http://www.commserv.ucsb.edu/rates/mrcocc_facstaff.asp](http://www.commserv.ucsb.edu/rates/mrcocc_facstaff.asp) for the list of services included in each Object Code.

5. Following the Subscriber Summary and Account Summary listings are the detail statements for each subscriber. All services assigned to that subscriber are listed, and charges for each service are itemized under the service.

6. **The subscriber detail section will start on a new page for each subscriber, and lists services assigned to that subscriber.**

7. **Charges associated with each service will be listed in a section for that service. This may include workorder/repair charges.**

8. **Monthly (Recurring) and One-Time (Non Recurring) Charges, and different call types are summarized in their own sections.**

9. **The Subscriber Detail Summary** lists the totals of all charges for all services for each individual subscriber summarized by charge type and General Ledger Object Code. These totals will also be found by category in the Subscriber Summary (item 3).