

QUICK REFERENCE GUIDE

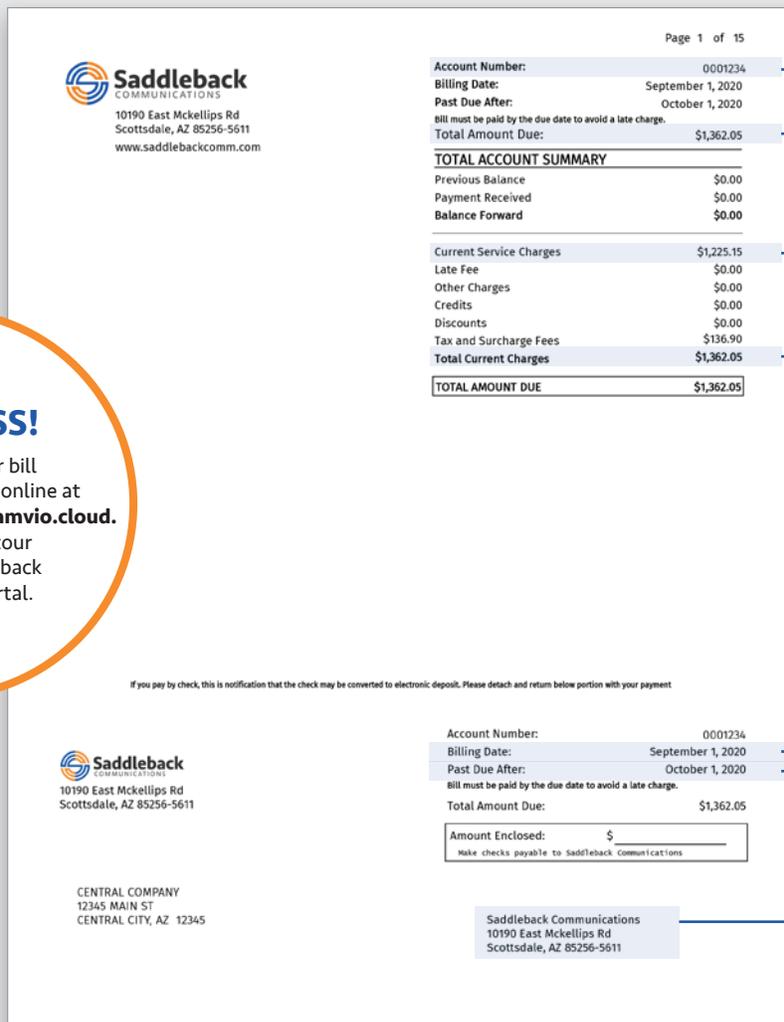
Get to Know Your New Saddleback Bill & Billing Portal

Effective October 1, 2020, Saddleback is transitioning to a new billing platform to improve functionality of the Online Billing Portal and the readability of the Saddleback invoice.

This Quick Reference Guide highlights many of the features of the new billing format and portal.

If you have questions, please contact our Customer Support Team at **480.362.7150** or **customerservice@saddlebackcomm.com**.

Bill Summary Page



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Saddleback COMMUNICATIONS
10190 East Mckellips Rd
Scottsdale, AZ 85256-5611
www.saddlebackcomm.com

Account Number: 0001234
Billing Date: September 1, 2020
Past Due After: October 1, 2020
Bill must be paid by the due date to avoid a late charge.
Total Amount Due: \$1,362.05

TOTAL ACCOUNT SUMMARY

Previous Balance	\$0.00
Payment Received	\$0.00
Balance Forward	\$0.00
Current Service Charges	\$1,225.15
Late Fee	\$0.00
Other Charges	\$0.00
Credits	\$0.00
Discounts	\$0.00
Tax and Surcharge Fees	\$136.90
Total Current Charges	\$1,362.05
TOTAL AMOUNT DUE	\$1,362.05

Amount Enclosed: \$ _____
Make checks payable to Saddleback Communications

Saddleback Communications
10190 East Mckellips Rd
Scottsdale, AZ 85256-5611

CENTRAL COMPANY
12345 MAIN ST
CENTRAL CITY, AZ 12345

Your Account Number

Total Amount Due

Service Charge

Taxes

Remittance Section

Billing Date
Due Date

Payment Address

GO PAPERLESS!

You can view your bill and submit payments online at <https://mysaddleback.camvio.cloud>.

See page 3 for a tour of the new Saddleback Online Billing Portal.

We've streamlined your bill so that your Account Detail is organized by Service Type. The change allows you to more easily allocate billing to appropriate departments or cost centers.

Account Detail Page

The screenshot shows the Account Detail Page for Saddleback Communications. It is organized by Service Type. The page includes account information, a table of service line items with their respective charges, and a summary of total charges for each service type.

Account Number	Account Name	Bill Date	Due Date
0001234		Sep 1, 2020	Oct 1, 2020

Service Type	Account Detail	Current Charges for Sep 01 - Oct 01
COLLAB	Main Serviceline Id: 0000012345	
Service Line Items	20 MAX UC DESKTOP & MOBILE (INCL)	\$0.00
	Current Charges Total	\$0.00
	Tax, Fees and Surcharges	
	SRPMIC Tax Non Com	\$0.00
	Tax, Fees and Surcharges Total:	\$0.00
	Total for Main Serviceline Id	\$0.00
INTERNET	Main Serviceline Id: 1000001234	
Service Line Items	1 BusinessConnect Broadband, 100 Mbps Down / 40 Mbps Up	\$375.95
	1 SINGLE STATIC IP (INCLUDED)	\$0.00
	1 Static IP Address	\$5.00
	Current Charges Total	\$380.95
	Tax, Fees and Surcharges	
	SRPMIC Tax Non Com	\$30.66
	Tax, Fees and Surcharges Total:	\$30.66
	Total for Main Serviceline Id	\$30.66
TOLLFREE	Main Serviceline Id: 1000001234	
Service Line Items	1 Toll Free Number	\$0.50
	Current Charges Total	\$0.50
	Tax, Fees and Surcharges	
	SRPMIC Tax Non Com	\$0.04
	Tax, Fees and Surcharges Total:	\$0.04
	Total for Main Serviceline Id	\$0.04

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We've also organized your usage summary by Service Type.

Usage Summary & Detail

Account Number	Account Name	Bill Date	Due Date
0001234		Sep 1, 2020	Oct 1, 2020

Usage For Sep. 01 - Oct. 01

Usage Summary		Calls	Minutes	Total Charges
LONG DISTANCE \$0.05/min		315	3039.0	\$116.71
TOLLFREE \$0.02/MIN		612	784.0	\$21.75
Totals.		927	3823.0	\$138.46

Usage Detail

Usage for 480-555-0101

No.	Date	Time	Called	Place Called	Min.	Charge	No.	Date	Time	Called	Place Called	Min.	Charge
1	Aug 3	10:03 AM	8045550199	FORT LEE	40.1	2.01	2	Aug 4	4:32 PM	8045550199	MANTECA	0.6	0.03
3	Aug 5	8:01 AM	9295550167	NEW YORK	0.5	0.03	4	Aug 5	8:02 AM	9295550167	NEW YORK	14.4	0.72
5	Aug 7	8:58 AM	9295550167	NEW YORK	32.8	1.64	6	Aug 7	1:59 PM	9295550167	NEW YORK	62.2	3.11
7	Aug 11	12:59 PM	9295550167	NEW YORK	2.3	0.12	8	Aug 12	8:00 AM	9295550167	NEW YORK	10.4	0.52
9	Aug 13	11:32 AM	6305550185	OAK BROOK	53.8	2.69	10	Aug 18	12:58 PM	6305550185	NEW YORK	63.2	3.16
11	Aug 19	8:00 AM	9295550167	NEW YORK	19.1	0.96	12	Aug 19	10:28 AM	9295550167	MONTGOMERY VILLAGE	77.4	3.87
13	Aug 20	1:32 PM	9295550167	NEW YORK	97.4	4.87	14	Aug 21	8:01 AM	9295550167	NEW YORK	4.2	0.21
15	Aug 24	10:57 AM	8665550132	TOLLFREE	97.0	0.03	16	Aug 26	7:59 AM	8665550132	NEW YORK	0.9	0.05
17	Aug 26	8:00 AM	9295550167	NEW YORK	0.7	0.04	18	Aug 26	8:01 AM	9295550167	NEW YORK	11.4	0.57
19	Aug 26	9:48 AM	7705550154	STONE MOUNTAIN	46.3	2.32	20	Aug 28	9:29 AM	7705550154	TOLLFREE	89.4	0.03
20 Calls for 4805550101							Minutes		724.1	Charges		\$26.94	

Usage for 480-555-0153

No.	Date	Time	Called	Place Called	Min.	Charge	No.	Date	Time	Called	Place Called	Min.	Charge
1	Aug 11	9:00 AM	9295550167	NEW YORK	16.6	0.83	2	Aug 20	9:57 AM	5155550184	HUMBOLDT	55.1	2.76
3	Aug 27	8:32 AM	9295550167	NEW YORK	29.7	1.49							
3 Calls for 4805550153							Minutes		101.4	Charges		\$5.07	

Usage for 480-555-0177

No.	Date	Time	Called	Place Called	Min.	Charge	No.	Date	Time	Called	Place Called	Min.	Charge
1	Aug 4	6:00 PM	8665550139	TOLLFREE	0.5	0.03	2	Aug 4	9:00 PM	8665550139	TOLLFREE	0.5	0.03
3	Aug 7	6:03 PM	8665550139	TOLLFREE	0.5	0.03	4	Aug 7	9:00 PM	8665550139	TOLLFREE	0.5	0.03
5	Aug 11	7:00 PM	8665550139	TOLLFREE	0.5	0.03	6	Aug 11	10:00 PM	8665550139	TOLLFREE	0.5	0.03
7	Aug 14	6:59 PM	8665550139	TOLLFREE	0.5	0.03	8	Aug 14	10:00 PM	8665550139	TOLLFREE	0.5	0.03
9	Aug 18	6:59 PM	8665550139	TOLLFREE	0.5	0.03	10	Aug 18	10:00 PM	8665550139	TOLLFREE	0.5	0.03
11	Aug 21	6:59 PM	8665550139	TOLLFREE	0.5	0.03	12	Aug 21	10:00 PM	8665550139	TOLLFREE	0.5	0.03
13	Aug 25	6:59 PM	8665550139	TOLLFREE	0.5	0.03	14	Aug 25	10:00 PM	8665550139	TOLLFREE	0.5	0.03
15	Aug 28	5:56 PM	8665550139	TOLLFREE	0.5	0.03	16	Aug 28	9:00 PM	8665550139	TOLLFREE	0.5	0.03
16 Calls for 4805550177							Minutes		8.0	Charges		\$0.40	

Usage for 480-555-0166

Service Type Usage Summary

Service Type Usage Detail by Number

Account Information

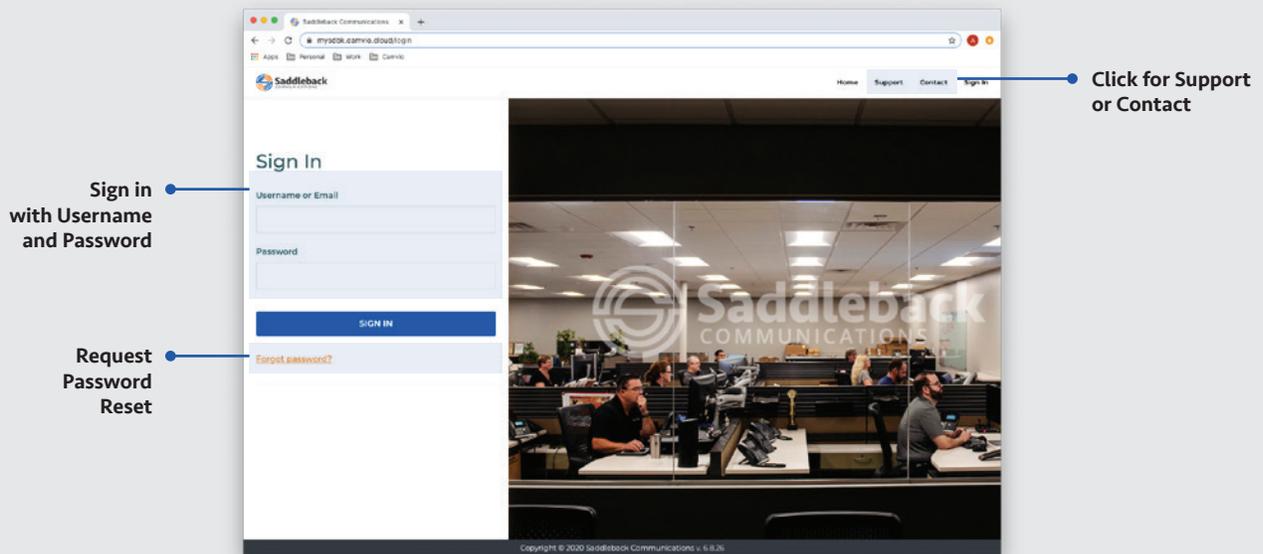
Total Usage Detail for Service Type

Call Detail by Number

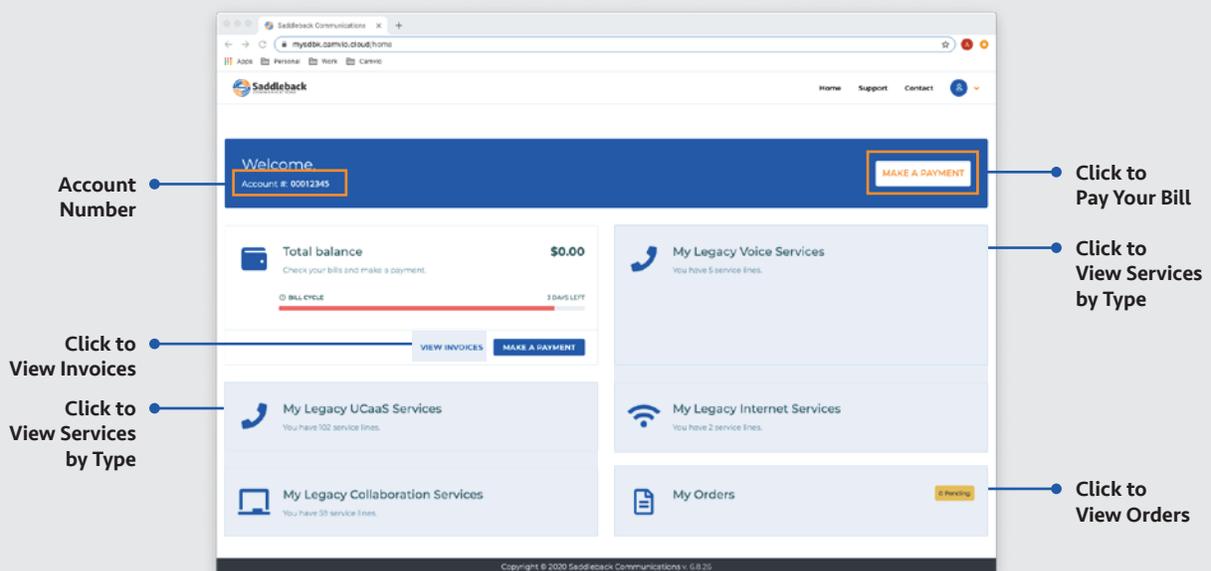
Call Detail Summary by Number

The Saddleback Billing Portal has been updated with a modern and intuitive interface so you can find what you need with a click of your mouse.

Billing Portal Login Page



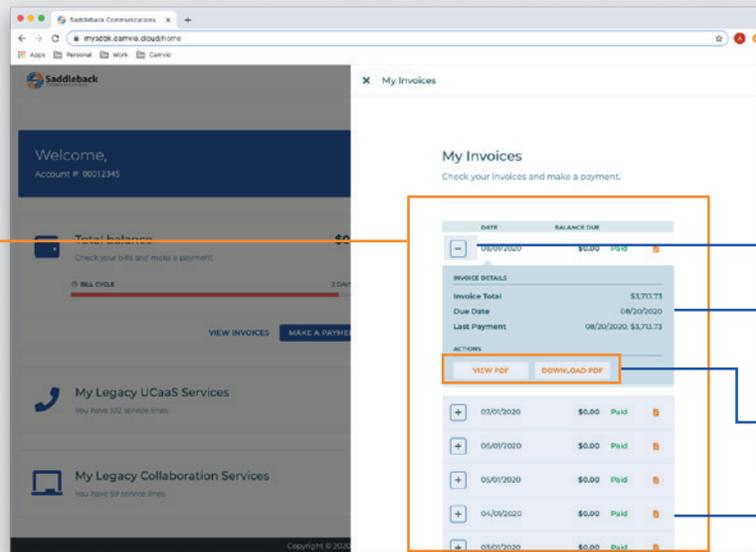
Welcome Page & Dashboard



Our new Online Billing Portal gives you instant access to your payment history, including invoice summaries and full detail. You also can instantly see your balance due and make a payment online.

Invoices Page

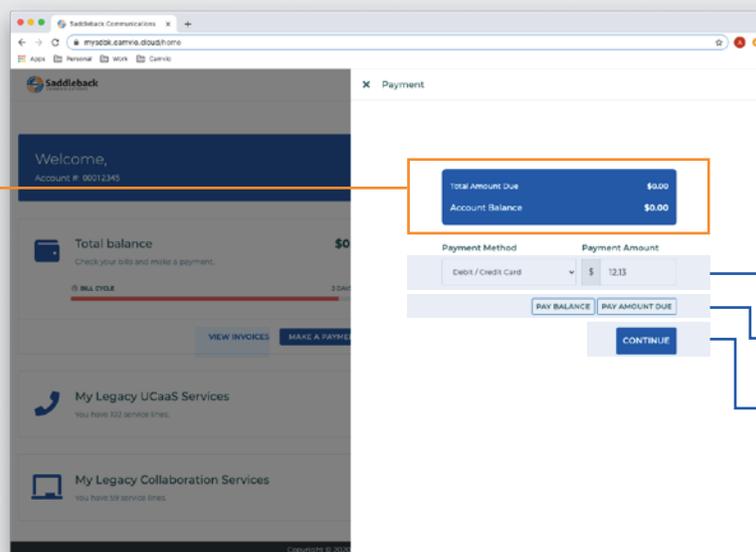
See Invoice List by Billing Date



- Click + to See Invoice Details
- See Invoice Summary:
 - Total
 - Due Date
 - Last Payment
- View or Download Invoice as PDF
- View Invoice Status at a Glance

Payment Page

View Amount Due & Account Balance



- Select Payment Method & Amount
- Pay Amount Due or Full Balance
- Click Continue to Enter Payment Information