



POC 3.0

**Viewing Unbilled Usage v1.13 Final**  
Content Document

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Last Saved on Thursday, April 17, 2008  
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## Overview Statement

This document contains the content that is necessary for POC 3.0, Viewing Unbilled Usage. This content is final and released on 17 April 2008.

## Revision History

Date	Version	Wireframe	Description	Author
2008-03-25	1.0		Initial Release	Bob Chapman
2008-04-09	1.1	1.2	Change Request 9100, Tiered Data Usage. Changes were on pages 3 and 8 of the wireframe.	Bob Chapman
2008-04-10	1.11	1.2	Changes to tags 3-C7 and 8-C7 after clarification from Legal	Bob Chapman
2008-04-17	1.12	1.2	Additional comments from Stakeholder	Bob Chapman
2008-04-17	1.13	1.2	Additional comments from Stakeholder	Bob Chapman



## ***POC 3.0—Viewing Unbilled Usage***

Content document created to version 1.2 of the wireframe document dated April 8, 2008.

### **Definition of Content Types**

<b>Element</b>	<b>Description</b>
Page Header	The top line of the main body of a page.
Subhead	A secondary copy element usually indicating a subtopic within the page.
Body	A tertiary style of copy usually in the form of sentences or paragraphs within the main body of the page.
Label	Identification for some other element, such as a graphic or body text.
Legal	Disclaimers, required instructions, or information required by Legal.
Table Element	Content within a table such as a description, a dynamically-driven name of a product or service, and so forth.
Control	Form element usually user-input driven.
Option	The name or information related to an option button.
Check Box	The name or information related to a check box.
Information	Information messages, which includes error messages, with level 1, level 2, or level 3.
List Option	The choices within a drop-down list, with each option requiring a URL.
Link	When there are separate text-based links that function as a call to action.
Button	A graphic call to action.
Alt Text	Meta content that is not immediately visible on the page, but can substitute for graphics and assists accessibility and search engine optimization.

**NOTE:** Content with < > indicates dynamic content.



Page 2: Acct Info-CRU-Voice			
Wireframe Reference	Content Type	Content	Notes/Comments
<p><b>Note:</b> Pages 2 through 6 is the same page in the system. Page 2 has title information and information for the <b>Voice</b> tab. Page 3 has information for the <b>Data</b> tab. Pages 4 through 6 are special cases, such as system not available.</p>			
2-C1	Subhead	Current Usage for Voice and Data	This word order emphasizes it is current usage for both voice and data.

Page 2: Acct Info-CRU-Voice			
Wireframe Reference	Content Type	Content	Notes/Comments
2-C2	Label	Any	Labels from eBill sync-up.  (Units added to description below the labels, not to the labels. This is to be consistent with the Data tab.)
		Anytime	
		NW	
		Nights and Weekends	
		M2M	
		Mobile to Mobile	
		M2X	
		Expanded Calling	
		PTT	
		Push to Talk	
		BONUS	
		Bonus	
		FIM	
		First Incoming Minute Free	
		OVR	
		Overage	
ROLL			
Rollover			

Page 2: Acct Info-CRU-Voice			
Wireframe Reference	Content Type	Content	Notes/Comments
2-C3	Table Element	Any	Units required per change request. Placed on the text description to be consistent with Data tab.
		Used <actual> of <limit> minutes	
		NW	
		Used <actual> of <limit> minutes	
		M2M	
		Used <actual> of <limit> minutes	
		M2X	
		Used <actual> of <limit> minutes	
		PTT	
		Used <actual> of <limit> minutes	
		BONUS	
		Used <actual> of <limit> minutes	
		FIM	
		Used <actual> of <limit> minutes	
		OVR	
		Used <actual> of <limit> minutes	
ROLL			
Used <actual> of <limit> minutes			

Page 2: Acct Info-CRU-Voice			
Wireframe Reference	Content Type	Content	Notes/Comments
2-C4	Legal	<b>Important.</b> This usage information summary is only an estimate. It may not include usage within the last 48 hours. The next invoice may reflect additional activity that is currently not available for this summary. <a href="#">Read about reporting and processing usage.</a>	The "read" link opens a pop-up message with the complete text (change request). See 2-C7 for pop-up text.
2-C5	Body	This is summary information. For detailed information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	Make sure bolded text is actual menu text.
2-C6	Not used	[n/a]	Text required by change request included in 2-C3.

Page 2: Acct Info-CRU-Voice			
Wireframe Reference	Content Type	Content	Notes/Comments
2-C7	Legal (in pop-up window)	<p>Pop-up window text:</p> <p>This usage information summary is only an estimate. It may not include usage within the last 48 hours. The next invoice may reflect additional activity that is currently not available for this summary.</p> <p>There are delays in reporting and processing call records. It may take up to five days for airtime usage on AT&amp;T's wireless network to show up in any "Minutes Used" category. Additional delays may occur due to technical difficulties.</p> <p>Further delays may apply to roaming usage, which is based on call records received from other carriers. A delay of a minimum of two to ten days for roaming usage is usual and up to 60 days or longer is possible.</p> <p>During the time the invoice is being processed, you may not be able to view usage or you may experience additional delays in reporting of usage.</p> <p>For voice calls, minutes used in excess of those available will be deducted either from available Rollover minutes or from another category of usage for which that call is eligible. "Minutes Used" may reflect airtime for unanswered voice mails, administrative calls, and other calls which are not billed.</p> <p>Note for data usage: 1024 kB = 1 MB.</p> <p>Usage displayed will only be for the current rate plan and/or features. If there was a recent rate plan and/or feature change, current usage prior to the change is not available.</p>	

Page 3: Acct Info-CRU-data			
Wireframe Reference	Content Type	Content	Notes/Comments
<p><b>Note:</b> Pages 2 through 6 is the same page in the system. Page 2 has title information and information for the <b>Voice</b> tab. Page 3 has information for the <b>Data</b> tab. Pages 4 through 6 are special cases, such as system not available.</p>			
3-C1	Label	<div style="background-color: #cccccc; padding: 2px;">SMS</div> Text Message <div style="background-color: #cccccc; padding: 2px;">MMS</div> Multimedia Message <div style="background-color: #cccccc; padding: 2px;">SMI</div> International Text Message <div style="background-color: #cccccc; padding: 2px;">MMI</div> International Multimedia Message <div style="background-color: #cccccc; padding: 2px;">GPRS</div> Internet/Data Transfer <div style="background-color: #cccccc; padding: 2px;">IMB</div> Messaging <div style="background-color: #cccccc; padding: 2px;">VSC</div> Video Share Calling <div style="background-color: #cccccc; padding: 2px;">VXC</div> Video Exchange	Labels from eBill sync-up. Slight changes made to SMI and MMI to remove "SMS" and "MMI" from label; the customer shouldn't have to figure out what MMI is.

Page 3: Acct Info-CRU-data			
Wireframe Reference	Content Type	Content	Notes/Comments
3-C2	Table Element	SMS	<p>The abbreviation "kb" is lower case per style guide. These were added per the change request.</p> <p>GPRS now can have units of kilobytes (kb), megabytes (Mb), or gigabytes (Gb), depending upon what was purchased.</p>
		Used <actual> of <limit> messages	
		MMS	
		Used <actual> of <limit> messages	
		SMI	
		Used <actual> of <limit> messages	
		MMI	
		Used <actual> of <limit> messages	
		GPRS	
		Used <actual> <unit> of <limit> <unit>	
		IMB	
		Used <actual> of <limit> messages	
		VSC	
		Used <actual> of <limit> minutes	
VXC			
Used <actual> of <limit> minutes			
3-C3	Legal	<p><b>Important.</b> This usage information summary is only an estimate. It may not include usage within the last 48 hours. The next invoice may reflect additional activity that is currently not available for this summary. <a href="#">Read about reporting and processing usage.</a></p>	<p>The "read" link opens a pop-up message with the complete text. See 2-C7 for pop-up text.</p>

Page 3: Acct Info-CRU-data			
Wireframe Reference	Content Type	Content	Notes/Comments
3-C4	Legal	This is summary information. For detailed information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	Per the change request.
3-C5	Not Used	[n/a]	Text required by change request included in 3-C2.
3-C6	See 2-C7	[n/a]	Use same pop-up text page as 2-C7.
3-C7	Information, Level 2	You have exceeded your initial data transfer purchase for this billing period. Your account has been charged for one or more additional data transfer purchases. For further information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	Displays only after first tier of data has been used in a billing period. Resets at the start of the next billing period.



Page 4: Acct Info-CRU/NonCRU-Voice-System Msg			
Wireframe Reference	Content Type	Content	Notes/Comments
<p><b>Note:</b> Pages 2 through 6 is the same page in the system. Page 2 has title information and information for the <b>Voice</b> tab. Page 3 has information for the <b>Data</b> tab. Pages 4 through 6 are special cases, such as system not available.</p>			
4-C1	Body	The voice usage summary is not available at this time. Please try again later.	
4-C2	Body	The data usage summary is not available at this time. Please try again later.	

Page 5: Acct Info-CRU/NonCRU-Voice/Data-Msg			
Wireframe Reference	Content Type	Content	Notes/Comments
<p><b>Note:</b> Pages 2 through 6 is the same page in the system. Page 2 has title information and information for the <b>Voice</b> tab. Page 3 has information for the <b>Data</b> tab. Pages 4 through 6 are special cases, such as system not available.</p>			
5-C1	Body	<p>No Voice Service—User permitted to change rate plans (F3)</p> <p>This account does not include voice service. If you want, <a href="#">change the rate plan</a> to add voice service from AT&amp;T.</p> <p>No Voice Service—User <i>not</i> permitted to change rate plans (F3)</p> <p>This account does not include voice service.</p> <p>No Data Service—User permitted to change features (F4)</p> <p>This account does not include data service. If you want, <a href="#">change the features</a> to add data service from AT&amp;T.</p> <p>No Data Service—User <i>not</i> permitted to change features (F4)</p> <p>This account does not include data service.</p>	<p>Link goes to page to change the rate plan (no voice service) or change the features (no data service). No links provided if user not allowed to change plans or features.</p>



Page 6: Acct Info-CRU-Shared/Pool			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
<p><b>Note:</b> Pages 2 through 6 is the same page in the system. Page 2 has title information and information for the <b>Voice</b> tab. Page 3 has information for the <b>Data</b> tab. Pages 4 through 6 are special cases, such as system not available.</p>			
6-C1	Body	This wireless number is part of a plan that shares usage with at least one other wireless number. A current usage summary for this wireless number is not available here.	



Page 7: Acct Info-not CRU-voice			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
<b>Note:</b> Pages 7 through 8 is the same page in the system. Page 7 has title information and information for the <b>Voice</b> tab. Page 8 has information for the <b>Data</b> tab.			
7-C1	Subhead	Current Usage for Voice and Data	This word order emphasizes it is current usage for both voice and data. The asterisk is a part of this label, and will refer to 7-C4.

Page 7: Acct Info-not CRU-voice			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
7-C2	Label	ANY	Labels from eBill sync-up. Example labels from OLAM screenshots I received did not have colons after the titles.
		Anytime	
		NW	
		Nights and Weekends	
		M2M	
		Mobile to Mobile	
		M2X	
		Expanded Calling	
		PTT	
		Push to Talk	
		BONUS	
		Bonus	
		FIM	
		First Incoming Minute Free	
		OVR	
		Overage	
ROLL			
Rollover			

Page 7: Acct Info-not CRU-voice			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
7-C3	Table Element	Any	
		Used <actual> of <limit> minutes	
		NW	
		Used <actual> of <limit> minutes	
		M2M	
		Used <actual> of <limit> minutes	
		M2X	
		Used <actual> of <limit> minutes	
		PTT	
		Used <actual> of <limit> minutes	
		BONUS	
		Used <actual> of <limit> minutes	
		FIM	
		Used <actual> of <limit> minutes	
		OVR	
		Used <actual> of <limit> minutes	
ROLL			
Used <actual> of <limit> minutes			

Page 7: Acct Info-not CRU-voice			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
7-C4	Legal	<b>Important.</b> This usage information summary is only an estimate. It may not include usage within the last 48 hours. The next invoice may reflect additional activity that is currently not available for this summary. <a href="#">Read about reporting and processing usage.</a>	The "read" link opens a pop-up message with the complete text. Text of pop-up in 2-C7
7-C5	Body	This is summary information. For detailed information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	
7-C6	Not used	[n/a]	Change request text included in 7-C3
7-C7	See 2-C7	N/A	Use the same pop-up as 2-C7.

Page 8: Acct Info-not CRU-data			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
<p><b>Note:</b> Pages 7 through 8 is the same page in the system. Page 7 has title information and information for the <b>Voice</b> tab. Page 8 has information for the <b>Data</b> tab.</p>			
8-C1	Label	<div style="background-color: #cccccc; padding: 2px;">SMS</div> Text Message <div style="background-color: #cccccc; padding: 2px;">MMS</div> Multimedia Message <div style="background-color: #cccccc; padding: 2px;">SMI</div> International Text Message <div style="background-color: #cccccc; padding: 2px;">MMI</div> International Multimedia Message <div style="background-color: #cccccc; padding: 2px;">GPRS</div> Internet/Data Transfer <div style="background-color: #cccccc; padding: 2px;">IMB</div> Messaging <div style="background-color: #cccccc; padding: 2px;">VSC</div> Video Share Calling <div style="background-color: #cccccc; padding: 2px;">VXC</div> Video Exchange	<p>Labels from eBill sync-up. Slight changes made to SMI and MMI to remove "SMS" and "MMI" from label; the customer shouldn't have to figure out what MMI is.            Example labels from OLAM screenshots I received did not have colons after the titles.</p>

Page 8: Acct Info-not CRU-data			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
8-C2	Table Element	SMS	The abbreviation "kb" is lower case per style guide. These were added per the change request. GPRS now can have units of kilobytes (kb), megabytes (Mb), or gigabytes (Gb), depending upon what was purchased.
		Used <actual> of <limit> messages	
		MMS	
		Used <actual> of <limit> messages	
		SMI	
		Used <actual> of <limit> messages	
		MMI	
		Used <actual> of <limit> messages	
		GPRS	
		Used <actual> <unit> of <limit> <unit>	
		IMB	
		Used <actual> of <limit> messages	
		VSC	
		Used <actual> of <limit> minutes	
VXC			
Used <actual> of <limit> minutes			
8-C3	Legal	<b>Important.</b> This usage information summary is only an estimate. It may not include usage within the last 48 hours. The next invoice may reflect additional activity that is currently not available for this summary. <a href="#">Read about reporting and processing usage.</a>	The "read" link opens a pop-up message with the complete text. Text in 2-C7

Page 8: Acct Info-not CRU-data			
Wireframe Reference	Content Type	Proposed Content	Notes/Comments
8-C4	Body	This is summary information. For detailed information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	
8-C5	Not Used	[n/a]	Change request text included on 8-C2.
8-C6	See 2-C7	[n/a]	Use the same pop-up as 2-C7.
8-C7	Information, Level 2	You have exceeded your initial data transfer purchase for this billing period. Your account has been charged for one or more additional data transfer purchases. For further information, go to <b>Billing Information (eBill)</b> under <b>Billing</b> in the menu.	Displays only after first tier of data has been used in a billing period. Resets at the start of the next billing period.



***Additional Notes***