



EBPP Instructions

1. BACKGROUND

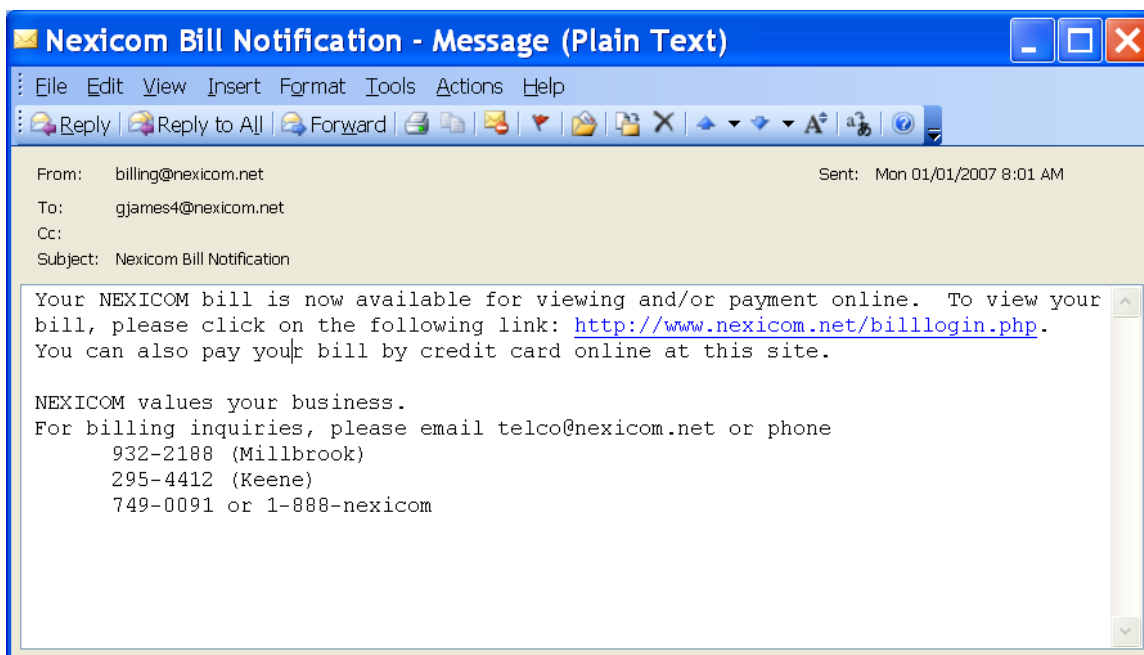
EBPP (Electronic Bill Presentment and Payment) provides Nexicom customers with the ability to:

- Receive an email notification when their bill is ready
- Securely view their bill online
- Query lines on their bill by email
- Pay their outstanding balance using their credit card

2. EBPP SET-UP

In order to view your first bill from Nexicom there are a few simple setup steps required. You will receive an email from Nexicom (see figure 1) that directs you to the EBPP website: <http://www.nexicom.net/billlogin.php>

Figure 1: Bill Notification Email



Clicking on the link in the email will bring up the following website (see Figure 2).

Notice that there is a re-direct to a secure site hosted by our billing software company, Comporium. Unfortunately, since Comporium used to be called Associated Data Services (ADS), the web address looks like an advertising site, but be assured it is genuine.

Figure 2: Login Screen

On this first screen, enter your Account Number and temporary Password and click on Login. (Note: Because you have not completed the set-up process yet, the “Forgot your password?” link will not work yet.)

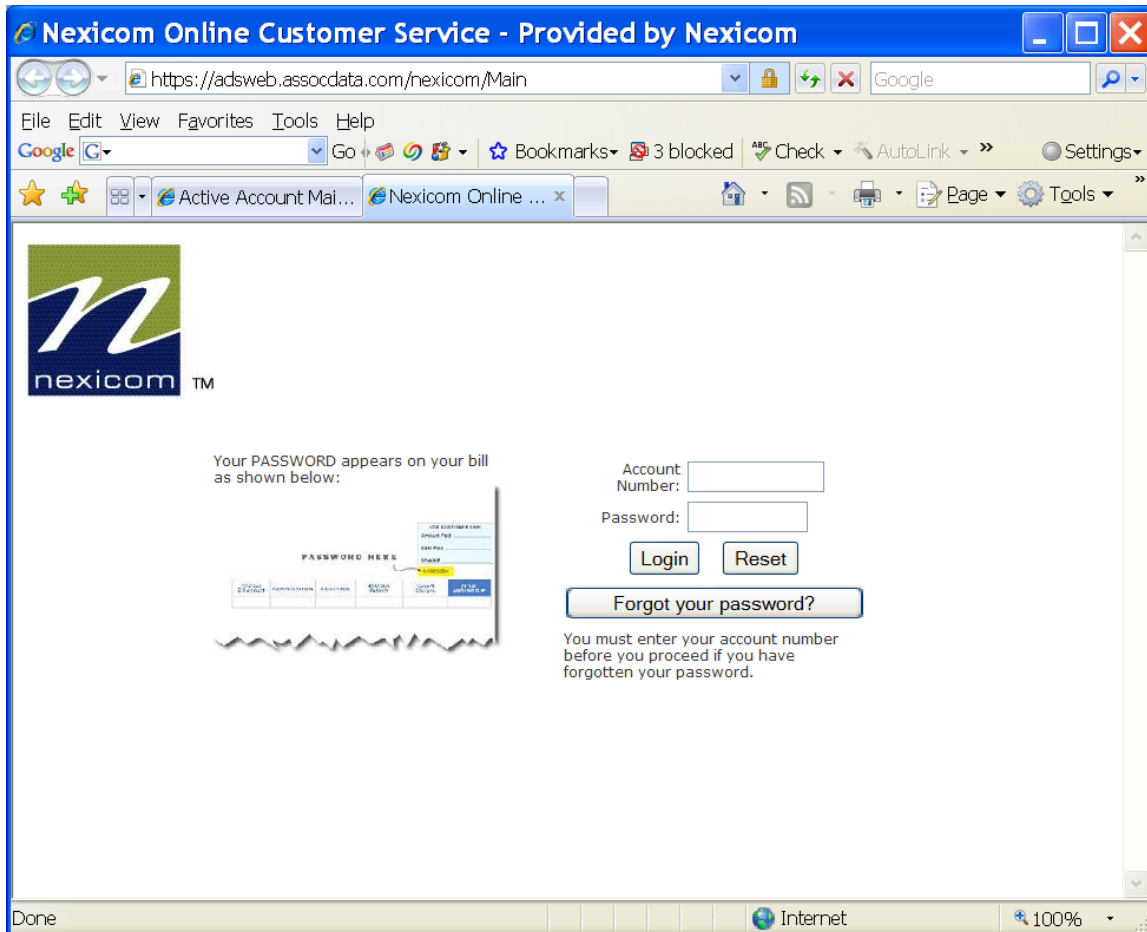


Figure 3: Site Agreement

On the next screen you should click on Agree.

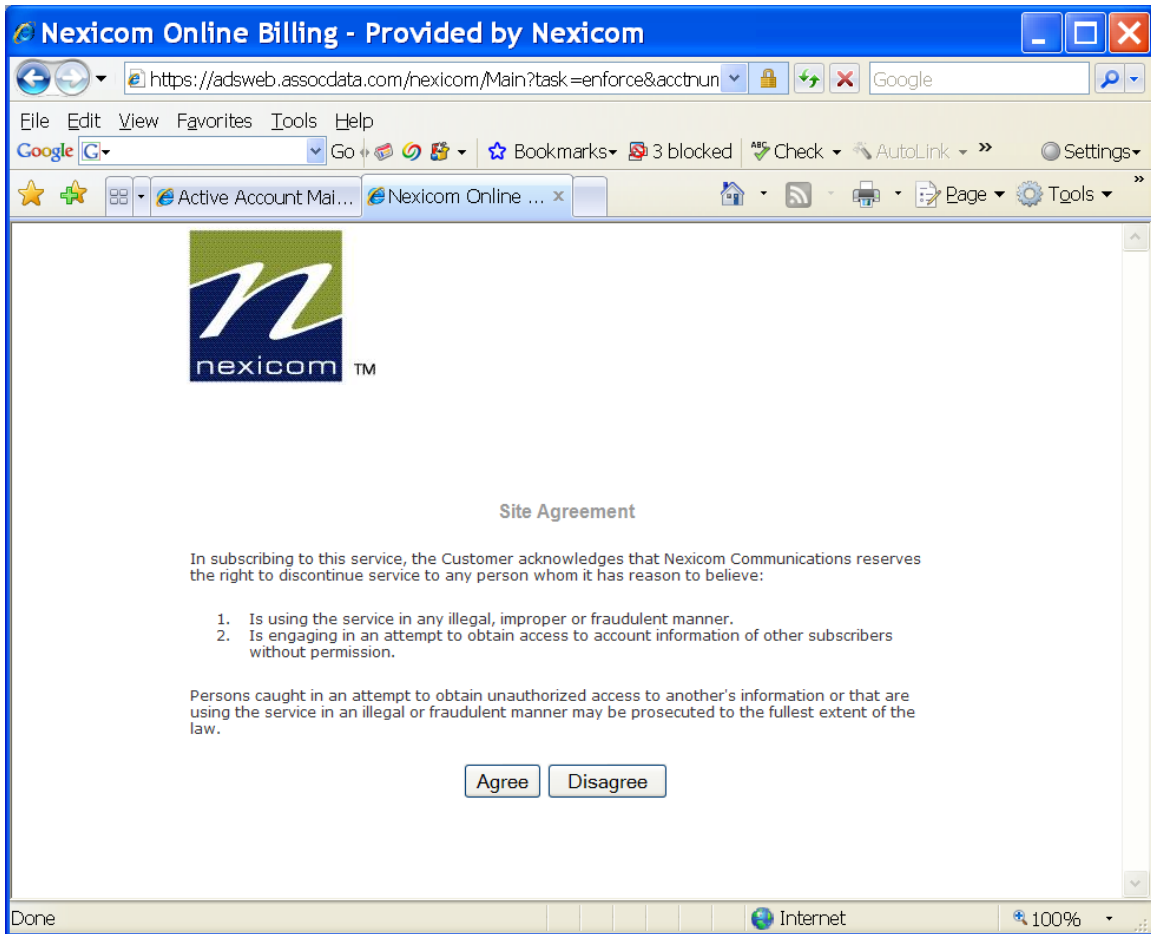


Figure 4: EBPP Setup, Step 1

The next screen is the critical one where you replace the temporary password, provide a hint for retrieval of a forgotten password and change the email address for the billing notification to be sent to, if desired. (This same screen can later be accessed by clicking Edit My Profile on the toolbar.)

The Login ID is your account number and this is provided to you every time you receive a billing notification email. You can provide an alternative Login ID that is easier to remember. This is not necessary, but may be helpful if you will be adding multiple accounts under this Login.

Complete this field with the account number or your chosen Login.

Complete and click on Next Step.

Nexicom Online Customer Service - Provided by Nexicom

https://adsweb.assocdata.com/nexicom/Main?task=login&acctnum=

File Edit View Favorites Tools Help

Google Go 3 blocked Check AutoLink Settings

Active Account Mai... Nexicom Online ... x

nexicom™

Step 1: Create login name and password.

*Login ID: Please take a moment to think of a **Login ID** that is easy for you to remember, but difficult for others to guess and enter it in the space provided.
At least 6 characters long.

*Password: Also, please feel free to use your new **Login ID** in place of your account number on all future visits.
At least 6 characters long.

*Confirm Password: Retype to confirm.

*Mothers Maiden Name: To be used to retrieve your password.

*Your Email Address:

*are required fields.

Next Step

Done Internet 100%

Figure 5: EBPP Setup, Step 2

The next two screens are not really useful unless you have multiple accounts. This one allows you to identify your accounts by easily-recognizable names. Click Next.

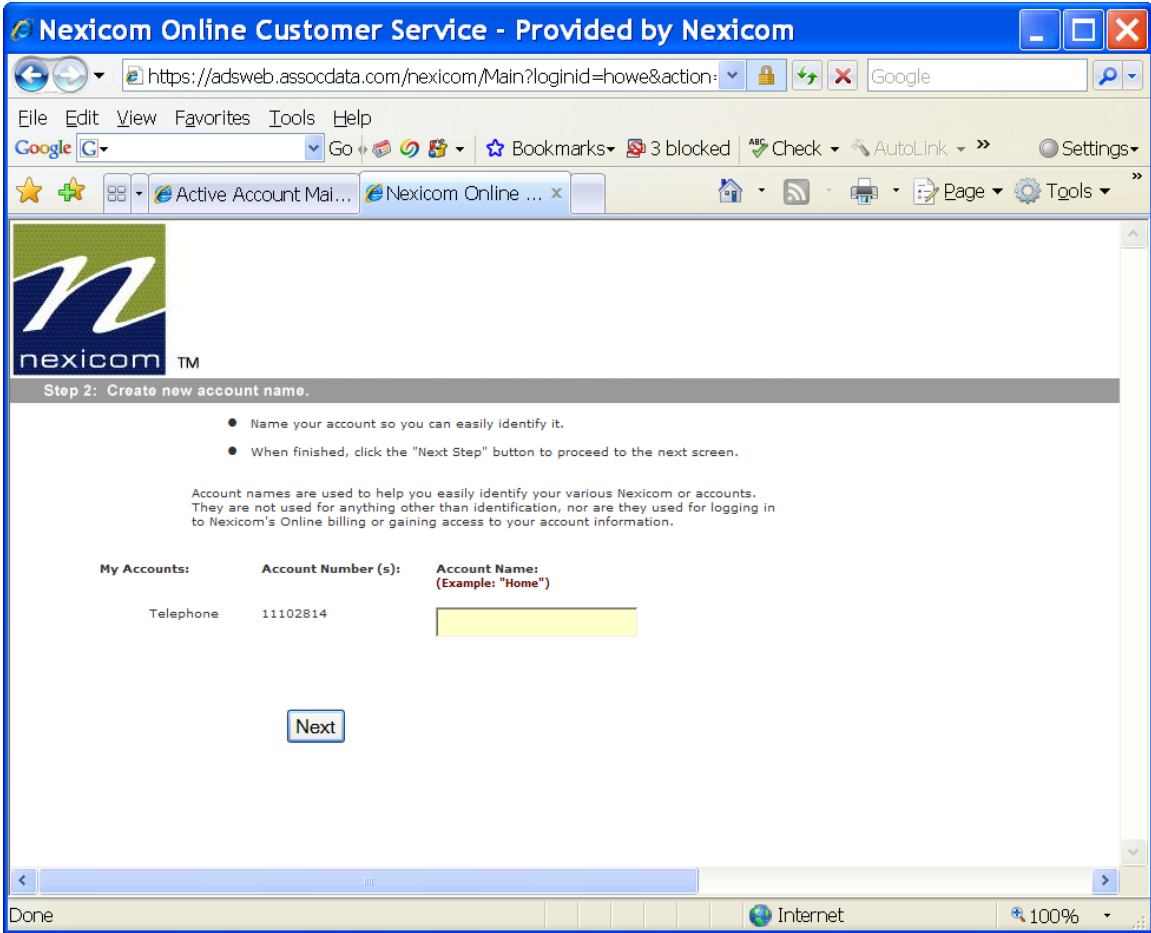


Figure 6: EBPP Setup, Step 3

In this step, any other accounts you may have at Nexicom (that have not been bundled together) can be brought in under the same EBPP login. If there aren't any, just click Next Step.

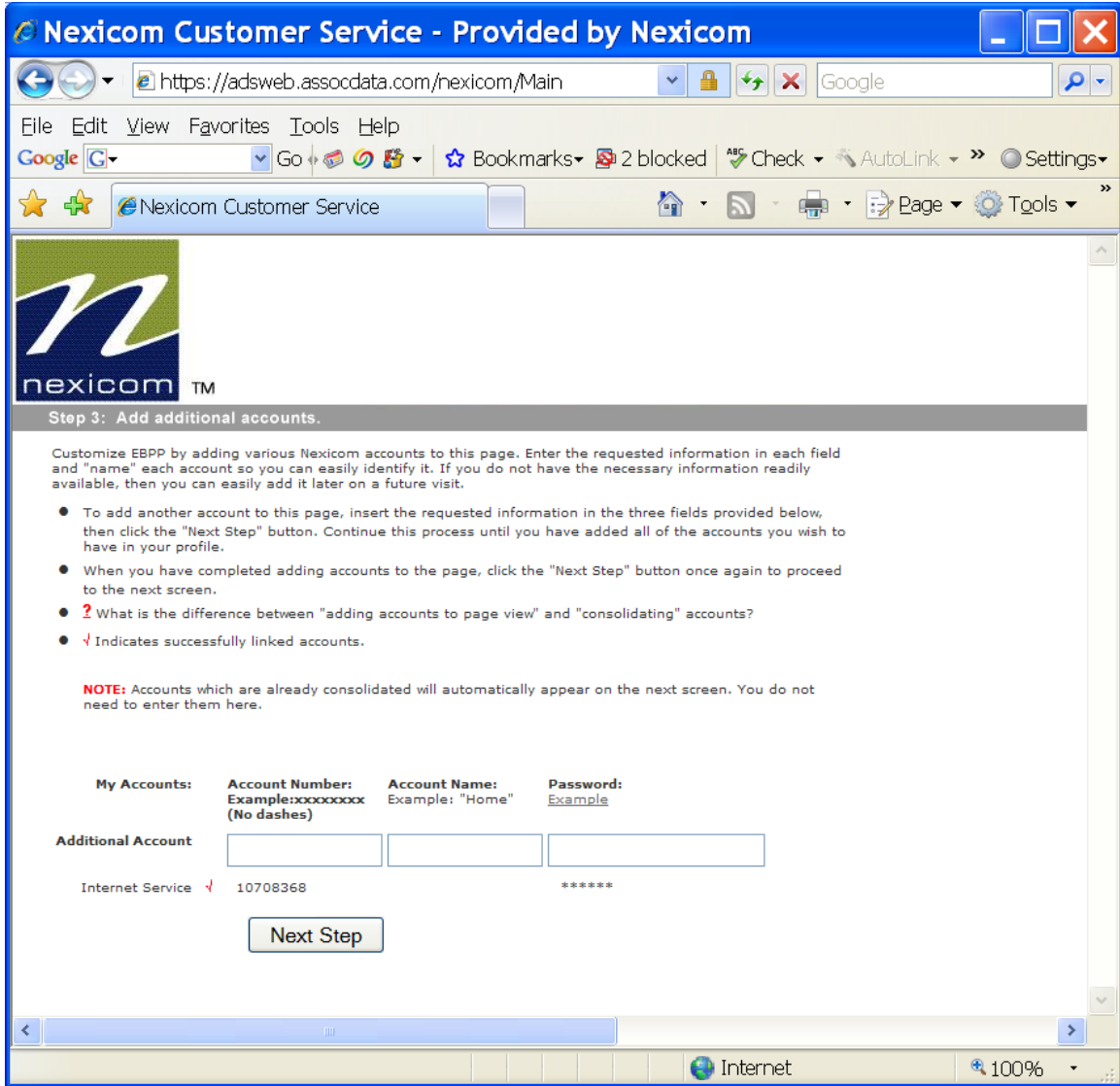
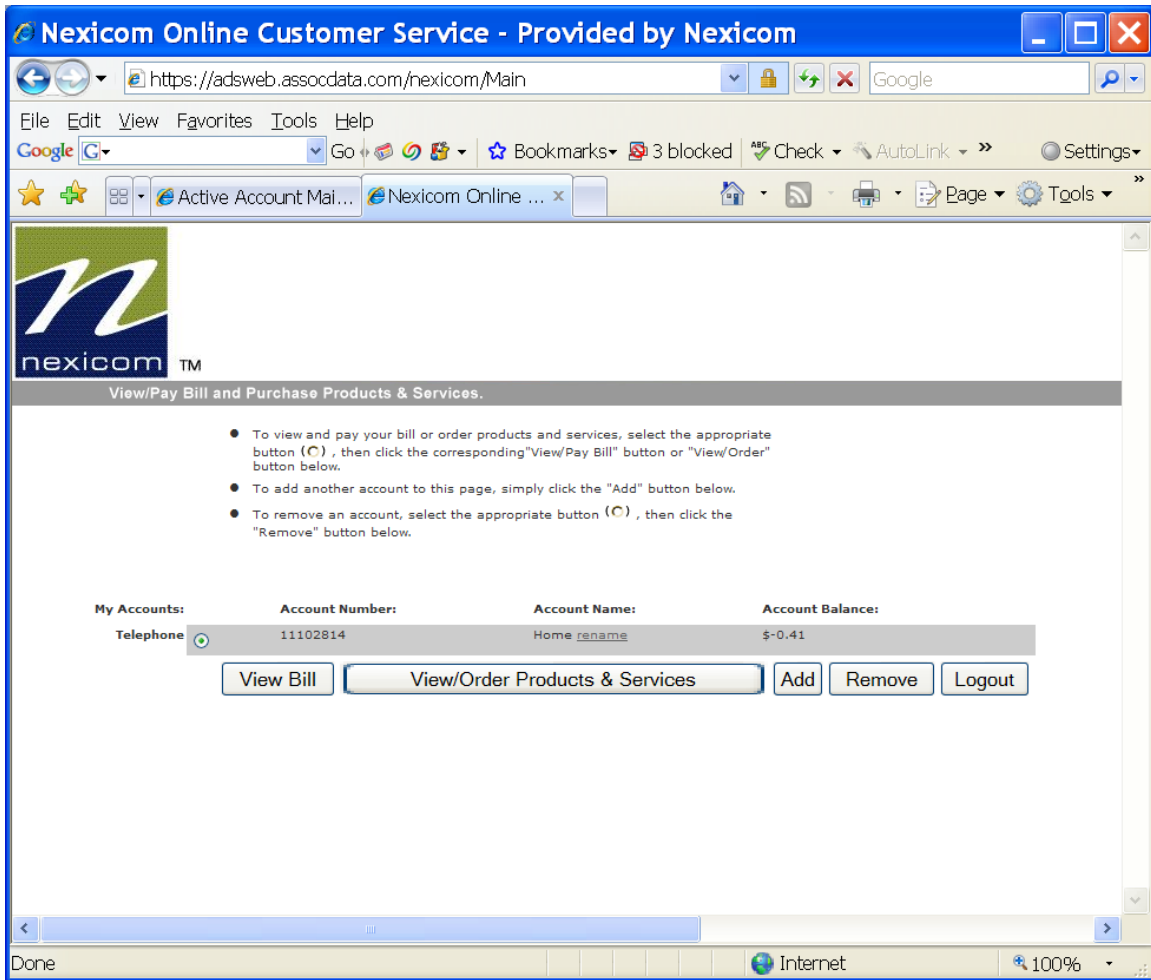


Figure 7: EBPP Setup, Final Step

This is the final result of the set-up steps and is the screen you will see from now on when you log into EBPP:



Click on View Bill to view your Nexicom bill.

(At this point in time the View/Order Products & Services button does not work.)

3. FUNCTIONS OF EBPP

a. Bill Viewing

Summary Page: When you click View Bill a screen appears that shows your account name and billing address as well as the total amount due and any payments that have been applied since the bill was generated.

Detail Page: Clicking “View Details” on the toolbar gives you a line-by-line breakdown of all the individual charges that make up your total bill.

b. Billing Line Inquiries

If you have inquiries about a particular line of their bill, put a checkmark beside it as in this example, and click on the box at the bottom “Click Here to submit...”

The screenshot shows a web browser window titled "Nexicom Online Billing - Account Number: 10707661 - Provided by N...". The address bar shows the URL "https://adsweb.assocdata.com/nexicom/Main?task=page&page=". The browser's address bar and toolbar are visible, including the Google search bar and various navigation icons. The main content area displays the Nexicom logo and a navigation menu with options like "RETURN HOME", "VIEW SUMMARY", "VIEW DETAIL", "PRINT BILL STUB", "PRINT BILL TO FILE", "HELP", "LOGOUT", and "EDIT MY PROFILE". A "Paperless Option" button is also present. The main content area shows a call log for account number 1070-7661 456-7890. The call log table has columns for No., Date, Time, Place Called, Number Called, and Calling (Min., Plan, Amount). Three calls are listed: No. 21 (Dec 24, 12:56pm, SAANICH BC, 123-456-7890, SNC, 24 min), No. 22 (Dec 24, 6:06pm, CALLANDER ON, 123-456-7890, SNC, 8 min), and No. 23 (Dec 27, 9:28am, PORTCREDIT ON, 123-456-7890, SDC, 2 min). The total minutes for these calls is 284.0. Below the call log, there is a "Taxes:" section with two items: "24. Goods and Services Tax" (.87) and "25. Provincial Sales Tax" (1.16). The total long distance charges are 16.51. A "FlexPlan 250 Minutes Summary" section follows, detailing "North America Calls" with an eligible time used of 284 min, an allotment of 250 min, and an additional period of 34 min at .0600 per min, totaling 2.04. There are also "Alto Flexible Overseas Calls" for .00, and an "Alto Flexible Plan Total" of 2.04. At the bottom of the page, there is a button that says "CLICK HERE to submit issues on boxes previously checked." The browser's status bar at the bottom shows "Internet" and "100%".

No.	Date	Time	Place Called	Number Called	*	Calling	Min.	Plan	Amount
<input type="checkbox"/> 21.	Dec 24	12:56pm	To SAANICH BC	123-456-7890	SNC	24	:		
<input type="checkbox"/> 22.	Dec 24	6:06pm	To CALLANDER ON	123-456-7890	SNC	8	:		
<input checked="" type="checkbox"/> 23.	Dec 27	9:28am	To PORTCREDIT ON	123-456-7890	SDC	2	:		
Total Minutes								284.0	

Taxes:

<input type="checkbox"/> 24.	Goods and Services Tax	.87
<input type="checkbox"/> 25.	Provincial Sales Tax	1.16
Total Long Distance Charges		16.51

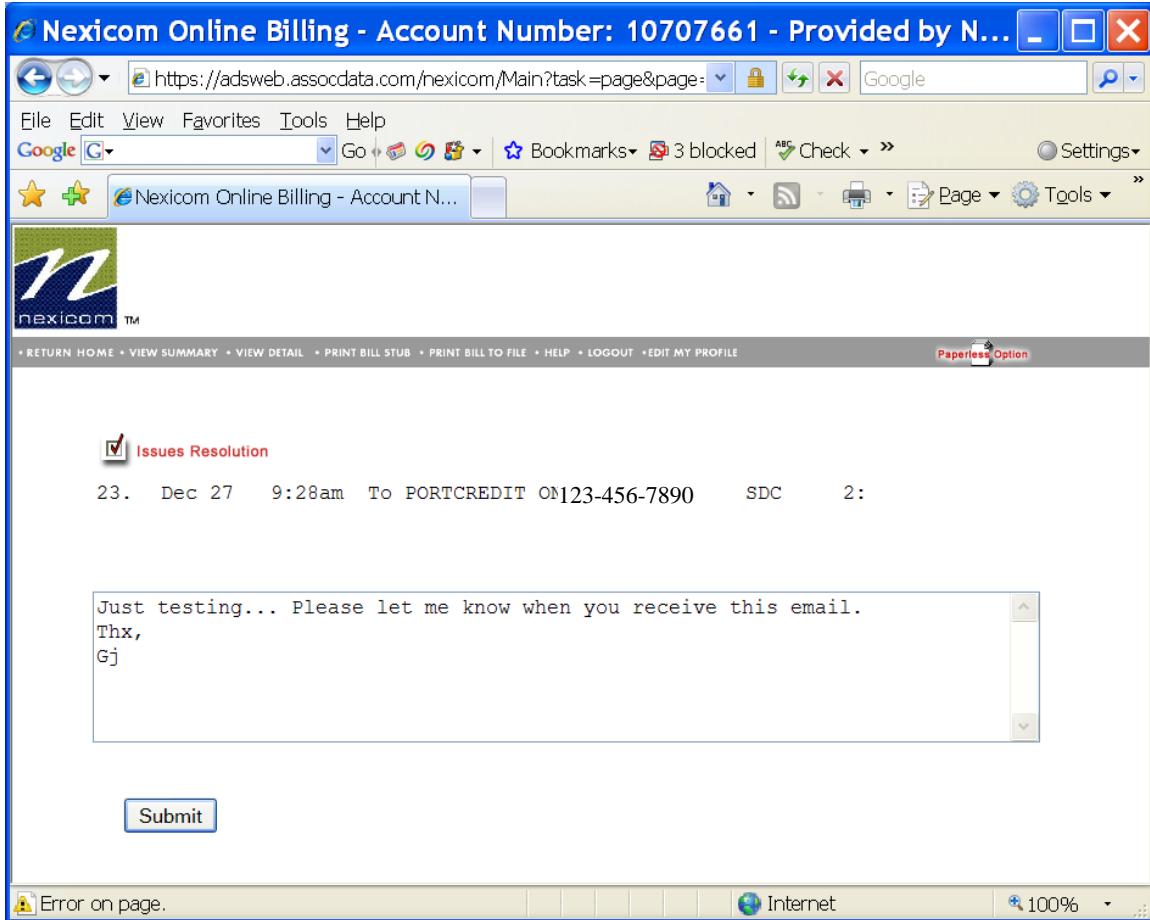
FlexPlan 250 Minutes Summary

North America Calls

: Eligible time used.....	284 min
Allotment.....	250 min
Additional Period... (.0600 per min)...	34 min
	2.04
# Alto Flexible Overseas Calls.....	.00
Alto Flexible Plan Total.....	2.04

CLICK HERE to submit issues on boxes previously checked.

The following screen will appear, allowing you to describe the nature of your inquiry.



Clicking Submit will send an email to our billing department and one our staff will investigate and contact you.

c. Other Functions, including Paperless

On the grey toolbar, there are other functions that are mostly self-explanatory.

- Print Bill To File: Converts your bill into a .zip file that, when unzipped, opens in Excel.
- Print Bill Stub: To bring in with a payment at the front counter.
- Edit My Profile: To change password or email address and to re-instate paper bills if you have previously opted for paperless.
For most residential Internet customers, electronic billing is the default. Those who request a paper bill are subject to a \$3 fee per bill unless their Internet charges are billed on to a telephone or cable tv account.
- Pay My Bill: See next section.

d. Paying by Credit Card

When you click on Pay My Bill, the following screen will appear. This allows you to charge the **outstanding balance** as shown on the Summary page to your credit card. Complete all fields and click Submit Securely. You will receive a verification email to the address you provide.

The screenshot shows a web browser window titled "Nexicom Online Billing - Account Number: 10707661 - Provided by N...". The address bar shows the URL "https://adsweb.assocdata.com/hexicom/Main?task=page&page=f". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar contains "Go", "Bookmarks", "6 blocked", "Check", "AutoLink", and "Settings". The browser tabs show "Active Account Mai..." and "Nexicom Online ...".

The main content area features the Nexicom logo and a navigation menu with links: "RETURN HOME", "VIEW SUMMARY", "VIEW DETAIL", "PRINT BILL STUB", "PRINT BILL TO FILE", "HELP", "LOGOUT", "EDIT MY PROFILE", and "PAY MY BILL".

The form instructions state: "Fill out the form below and click the 'Submit' button below to make your payment. Your transaction will be confirmed by email."

The form is divided into two sections:

- GENERAL INFORMATION**
 - First Name: [Redacted]
 - Last Name: [Redacted]
 - Address: [Redacted]
 - City: [Redacted]
 - PROV: [Redacted]
 - Postal Code: [Redacted]
 - Country: Canada
 - Phone Number: [Redacted]
 - E-Mail Address: [Redacted]
- CREDIT CARD INFORMATION**
 - Card Number: [Redacted]
 - Exp. Date: [Redacted]

At the bottom of the form, a message reads: "By clicking the 'Submit' button below, your credit card will be debited the total amount of your bill," followed by a "Submit Securely" button.

The browser's status bar at the bottom shows "Done", "Internet", and "100%".