



## “Avantige” Frequently Asked Questions

### 1. What is Avantige?

Avantige is Freecom's online billing and call reporting system. It holds your current call details plus the previous three months' invoices and call details.

### 2. How do I access Avantige?

Access is via the Internet at <https://www.avantige.com> clicking. If you are a new user then you can register for the service by simply emailing [register@avantige.com](mailto:register@avantige.com). You will need Internet Explorer 5.5 or greater and Adobe Acrobat Reader to receive full functionality, but no additional software is necessary. You can download Adobe Acrobat Reader from [www.adobe.com](http://www.adobe.com).

### 3. Does Avantige cost anything?

No. You can use Avantige as much as you want, when you want, with no charge. We see it as part of our full service offering.

### 4. How do I access my costs easily?

For high usage customers you may just require a summary report and you can run a range of these. They can provide information if call costs are high on a particular month or to show how much you spend on international destinations etc. If you want to know more, you can simply click on the piece of information of interest and drill through to understand how this is calculated.

### 5. Which reports are available?

There are a number of reports available that you can tailor to your needs:

#### **Summary Reports - for analysis of how your call costs are calculated via:**

- Summary by Call Type
- Summary by Date
- Summary by Destination
- Summary by Hour of Day
- Summary by Month

#### **Top Reports – analysis of:**

- Your most expensive calls
- Your longest calls
- Most frequently called numbers

#### **Key Reports - specific detailed information including:**

- Call detail
- Summary by calling number

Avantige allows you to analyse data via the above reports, view them on screen in text or graph format, and export to Excel (CSV format), Word.

### 6. When will my call traffic data be available?

We load your call traffic as soon as it is available. This enables you to forecast your monthly costs during that month.

You will still be invoiced as per your monthly cycle, however traffic provided during the month can be used for reporting and forecasting expenses only. Your full audited traffic is provided on Avantige at the end of the month.



**7. Does Avantige hold both Mobile and Fixed Line calls?**

Yes. We load all your call traffic, including fixed, mobile, non-geographic numbers, calling cards and any additional services into Avantige, enabling you to receive comprehensive and accurate reports. However, certain information may not be available until the end of the month.

**8. Where can I go for more information?**

If the information you need is not contained within this document, try the user guide and detailed help function contained within the system, alternatively, contact us on **0870 060 0270** and we will attempt to help you.