

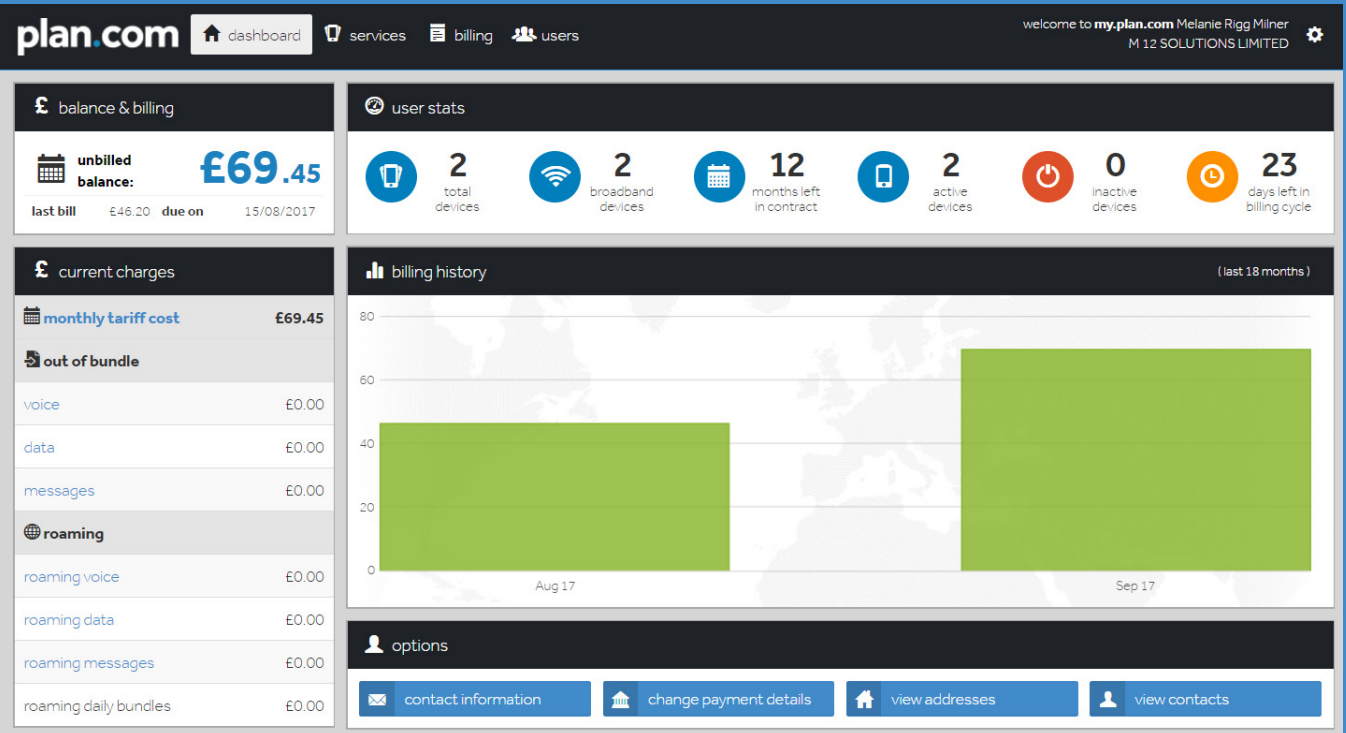
M12's New Mobile Portal

Find out more about our brand new, revolutionary mobile portal, brought to you in partnership with plan.com.

YOUR MANAGEMENT

Our portal allows you to view everything at a glance and manage every aspect of your plan. Your balances, bills, devices, usage and everything else to do with your account. It allows you to make changes at the touch of a button.

HOMEPAGE



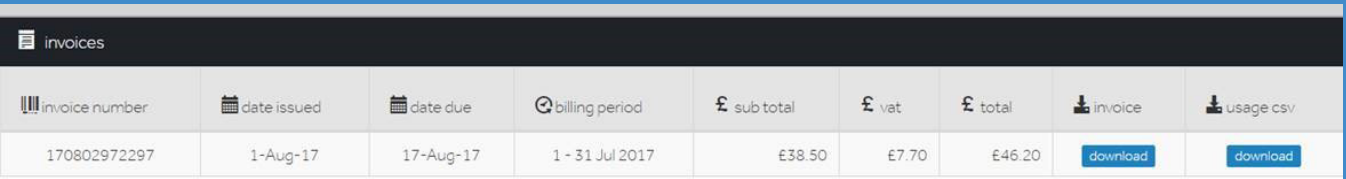
The screenshot shows the plan.com mobile portal homepage. At the top, there's a navigation bar with 'plan.com', 'dashboard', 'services', 'billing', and 'users'. A welcome message says 'welcome to my.plan.com Melanie Rigg Milner M 12 SOLUTIONS LIMITED'. The main content is divided into several sections:

- balance & billing:** Shows an 'unbilled balance' of £69.45, with a 'last bill' of £46.20 due on 15/08/2017.
- user stats:** Displays key metrics: 2 total devices, 2 broadband devices, 12 months left in contract, 2 active devices, 0 inactive devices, and 23 days left in billing cycle.
- current charges:** Lists 'monthly tariff cost' at £69.45 and 'out of bundle' charges for voice, data, and messages, all at £0.00. It also shows 'roaming' charges for voice, data, messages, and daily bundles, all at £0.00.
- billing history:** A bar chart showing charges for Aug 17 and Sep 17. The chart shows a significant increase in charges for Sep 17 compared to Aug 17.
- options:** Includes buttons for 'contact information', 'change payment details', 'view addresses', and 'view contacts'.

At a glance view:

- Balance and when it's due
- Tariff details
- Any overspend on voice, data or SMS
- Billing history for last 18 months

INVOICES



The screenshot shows the 'invoices' section of the mobile portal. It features a table with columns for invoice number, date issued, date due, billing period, sub total, vat, total, invoice, and usage csv. Below the table are 'download' buttons for each invoice.

invoice number	date issued	date due	billing period	£ sub total	£ vat	£ total	invoice	usage csv
170802972297	1-Aug-17	17-Aug-17	1 - 31 Jul 2017	£38.50	£7.70	£46.20	download	download

Check your invoices:

- When they're due
- How much is due
- Compare with previous months
- Easy to download specific invoices and share
- Export usage to Excel

USERS

title	first name	surname	email address	created on	last login on	status	
Ms.	Melanie	Rigg Milner	melanie.rigg-milner@m12solutions.co.uk	01-Aug-17 14:50		Active	

The screen to manage portal users.

DEVICES

label	status	mobile	conn.date	exp.date	tariff	£ balance	usage	
DR	Active	07841448280	12 Jul 2017	12 Jul 2019	Mobile Broadband 4G 20GB - Single	£38.50		

This is where you would see all the devices listed and what tariff they are on, username, allowance used etc.

TARIFF & BOLT ONS

tariff details

07841448280 status **bar this device** contract dates 12/07/17 - 12/07/19
Mobile Broadband 4G 20GB - Single **This service is Active**

voice usage (0%) data usage (0%) message usage (0%)

added bolt-on	cost	start date	end date
no contracted bolt-ons			

tariff cost £23.40
out of bundle charges £0.00

- voice £0.00
- data £0.00
- messages £0.00
- roaming voice £0.00
- roaming data £0.00
- roaming messages £0.00
- roaming daily bundles £0.00

total balance £23.40

bolt-ons manager

choose a bolt-on 01/08/2017 to £ **+ add bolt-on**

< back to services **save bolt-ons**

From this screen you can click on the device and manage more options such as bar the device, add a bolt on etc.

device usage history

show types: voice data sms/mms roaming voice roaming data roaming sms/mms from 01/08/2017 to 31/08/2017 **reset** **filter**

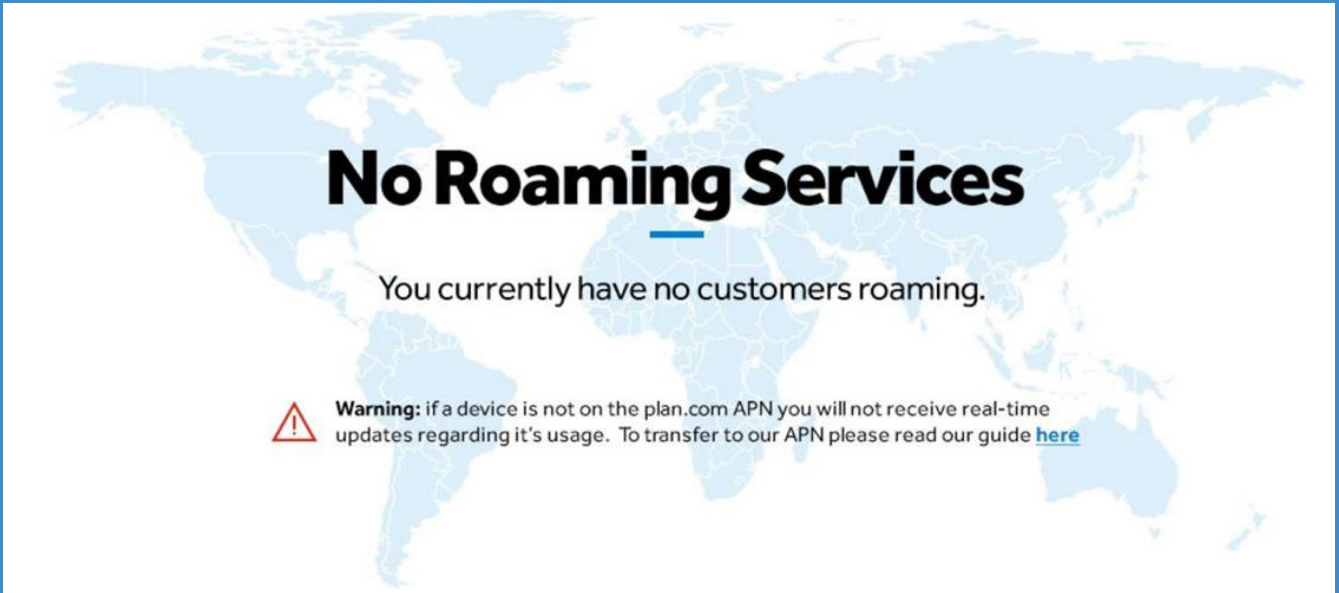
date & time	type	detail	dialled number	usage	unit	£ cost
No data available in table						

And from the same screen above you can access the right hand tab which gives information on device usage history.

OUR MANAGEMENT

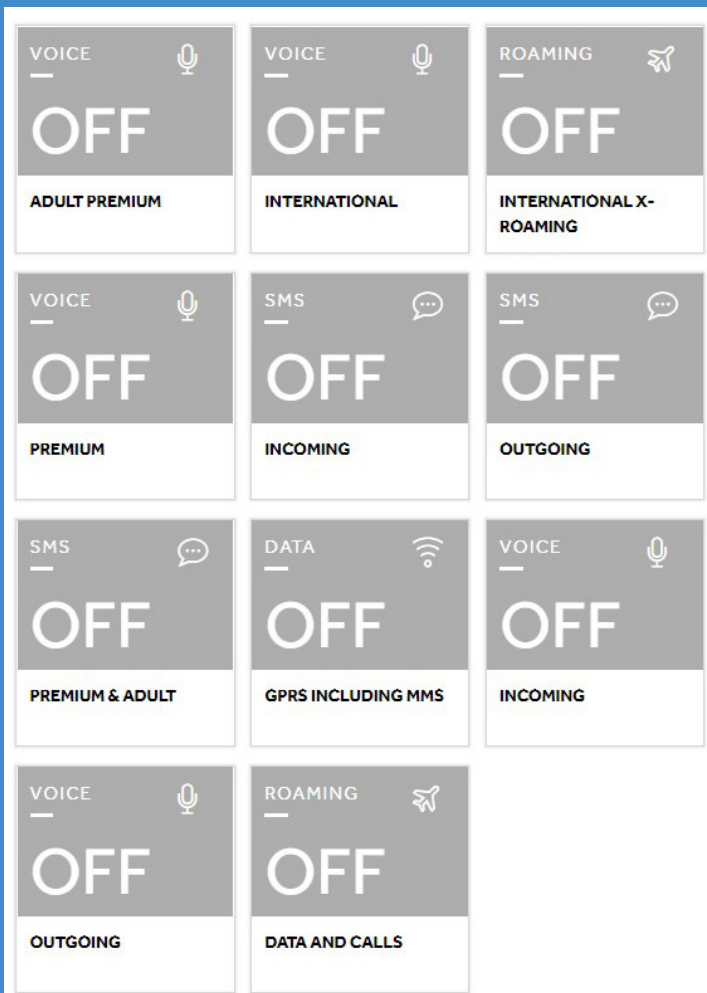
In addition to the above we (M12) get a portal that allows us to better manage your customer experience. We can offer you bespoke tariffs to match your needs, prevent bill shock by adding bolt on's and setting thresholds to prevent overspend. The portal gives us total control and allows us to support you with unprecedented customer service.

ROAMING



We have an entire alerts section for overseas travel. We can see who is roaming and where, and immediately add bolt-ons if necessary.

MANAGING YOUR USERS



We can manage bars such as adult, premium, international etc on a user by user or company wide basis. Maximum control and flexibility, at the touch of a button.

**CLICK HERE TO FIND
OUT MORE NOW**