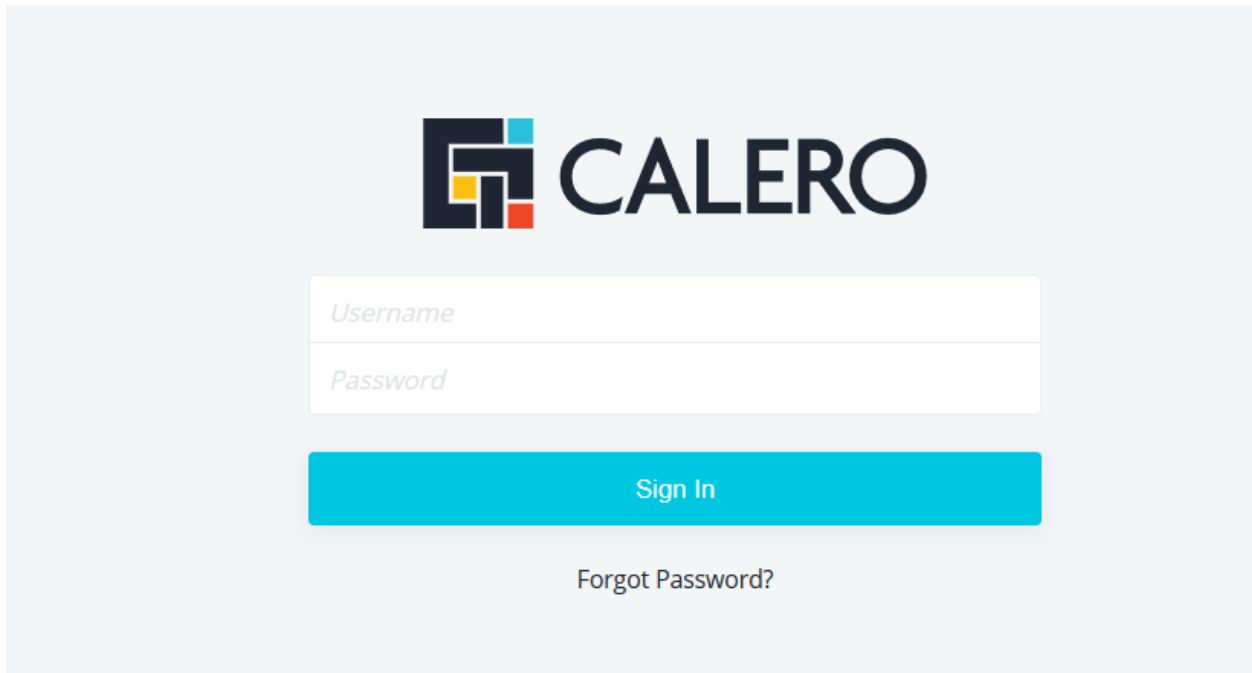


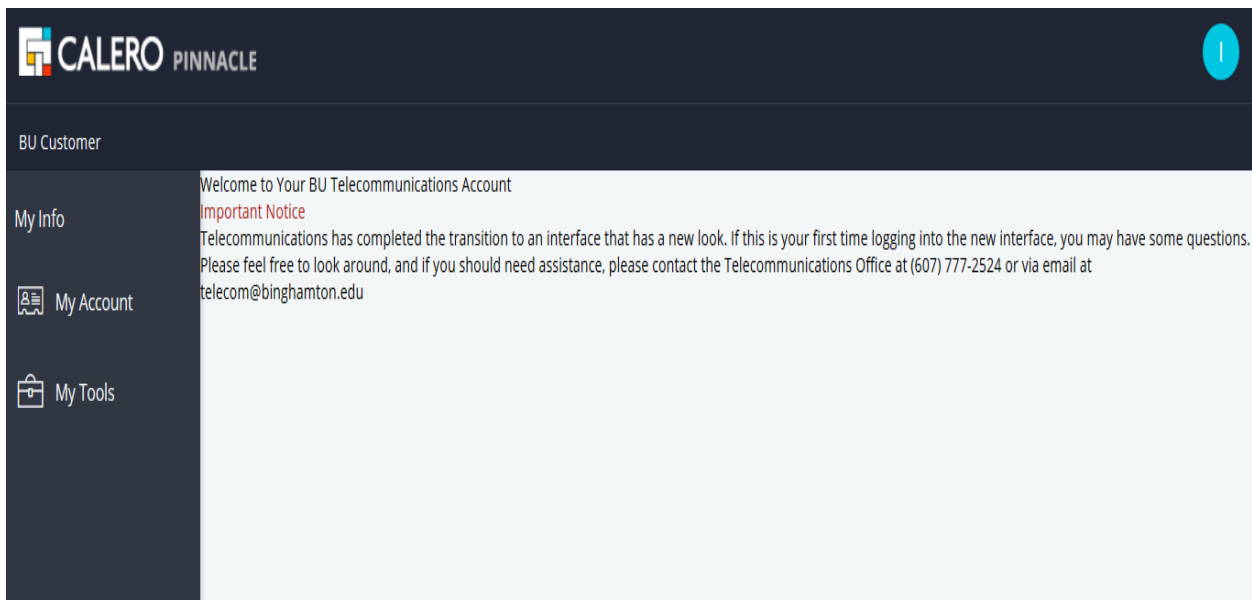
**For Vendors or Single Subscribers Set Up with
No Roll Up Accounts**

You may log into the Pinnacle billing system by entering your *User Name and Password*.



The image shows the login interface for the CALERO Pinnacle billing system. At the top center is the CALERO logo, which consists of a stylized 'C' made of four colored squares (black, blue, yellow, red) followed by the word 'CALERO' in a bold, sans-serif font. Below the logo are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. Below these fields is a large, bright blue button with the text 'Sign In' in white. At the bottom center of the login area is a link that says 'Forgot Password?'.

This will bring you to the BU Customer screen.



The image shows the 'BU Customer' screen in the CALERO Pinnacle system. The top header is dark blue with the CALERO PINNACLE logo on the left and a user profile icon on the right. Below the header, the text 'BU Customer' is displayed. The main content area is divided into a left sidebar and a main panel. The sidebar contains 'My Info', 'My Account' (with a calendar icon), and 'My Tools' (with a toolbox icon). The main panel displays a welcome message: 'Welcome to Your BU Telecommunications Account'. Below this is an 'Important Notice' in red text: 'Telecommunications has completed the transition to an interface that has a new look. If this is your first time logging into the new interface, you may have some questions. Please feel free to look around, and if you should need assistance, please contact the Telecommunications Office at (607) 777-2524 or via email at telecom@binghamton.edu'.

VIEWING YOUR STATEMENT

To view your statement, go to the side menu bar and click on *My Account* and then click *Statements*. In the main section of the screen where it reads *Statements*, scroll down to *Billing Date* and click on the billing date of the statement you would like to view.

BU Customer > My Account > Statements

My Info

My Account

Overview >

Statements >

Account History

Online Payment

My Tools

Statements

Name [redacted] B-Number [redacted]

1 - 18 Rows Per Page 50

Billing Date	Current Charges Due	Total Amount Due
01-FEB-2020	30.39	30.39
01-JAN-2020	30.39	30.39
01-DEC-2019	30.39	30.39
01-NOV-2019	30.39	60.78
01-OCT-2019	30.39	30.39

Click on **View Bill** to bring up a view of your statement.

BU Customer > My Account > Statements > 01-FEB-20

My Info

My Account

Overview >

Statements >

Account History

Online Payment

My Tools

View Bill

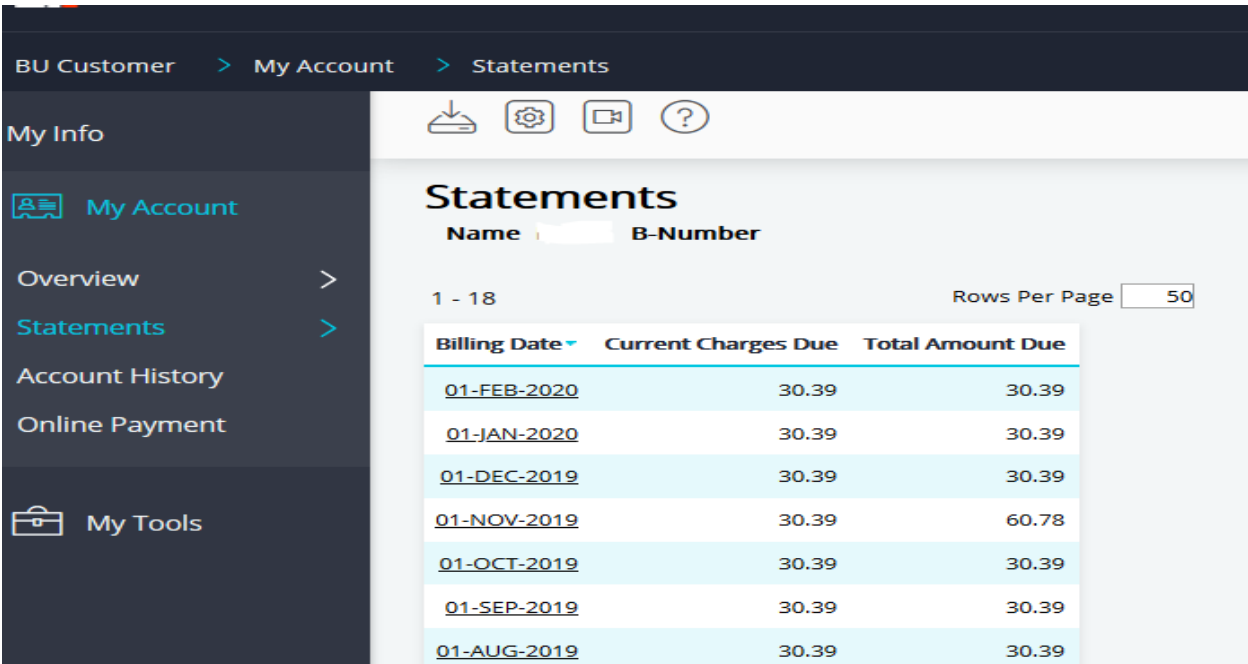
Statement Summary

Name [redacted] B-Number [redacted] Billing Date 1-FEB-2020
Current Charges Due 30.39 Total Amount Due 30.39 Payment Due 27-FEB-2020

Category	Usage Subtype	Total Charge Records	Total Amount
Pay/Adjust		1	-30.39
Recurring Charges		5	28.14
Tax		1	2.25

TO MAKE A PAYMENT

To make a payment, go to the side menu bar and under *My Account*, click *Online Payment*. This will bring up the Online Payment Screen.



BU Customer > My Account > Statements

My Info

My Account

Overview >

Statements >

Account History

Online Payment

My Tools

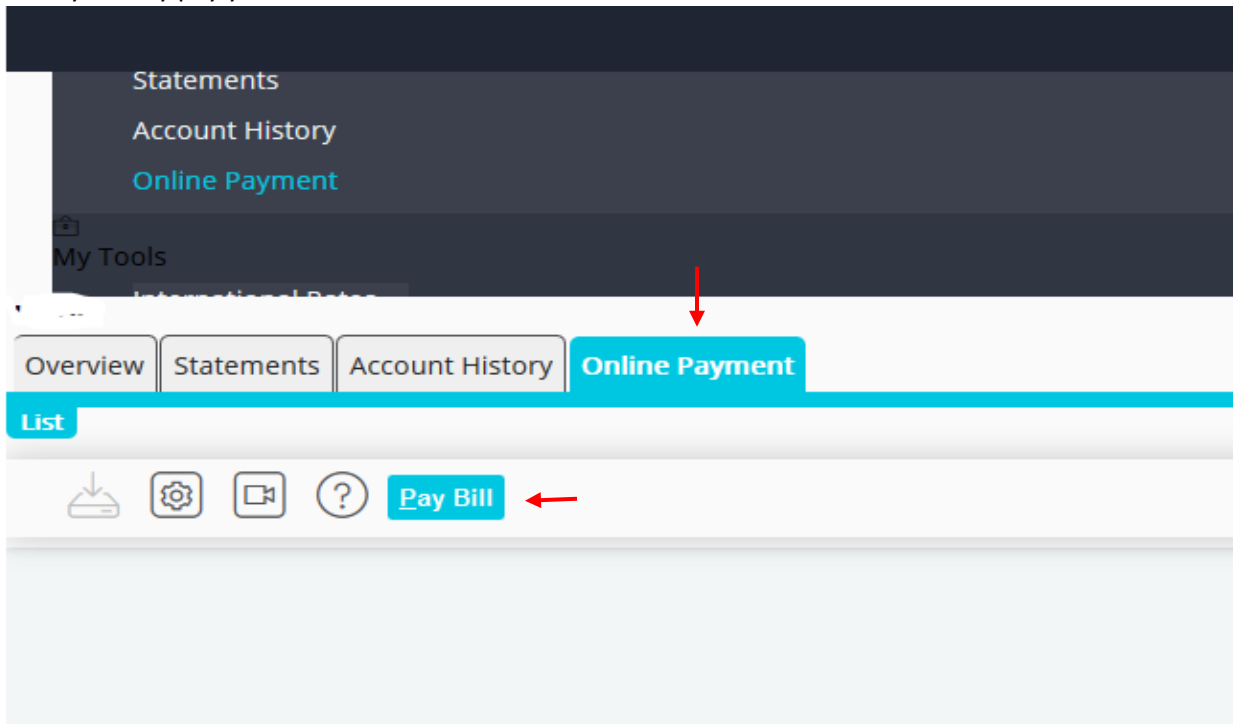
Statements

Name B-Number

1 - 18 Rows Per Page 50

Billing Date	Current Charges Due	Total Amount Due
01-FEB-2020	30.39	30.39
01-JAN-2020	30.39	30.39
01-DEC-2019	30.39	30.39
01-NOV-2019	30.39	60.78
01-OCT-2019	30.39	30.39
01-SEP-2019	30.39	30.39
01-AUG-2019	30.39	30.39

Once in the Online Payment screen, click on the *Pay Bill* tab. This will bring you to the Touchnet website where you may pay your bill.



Statements

Account History

Online Payment

My Tools

International Rates

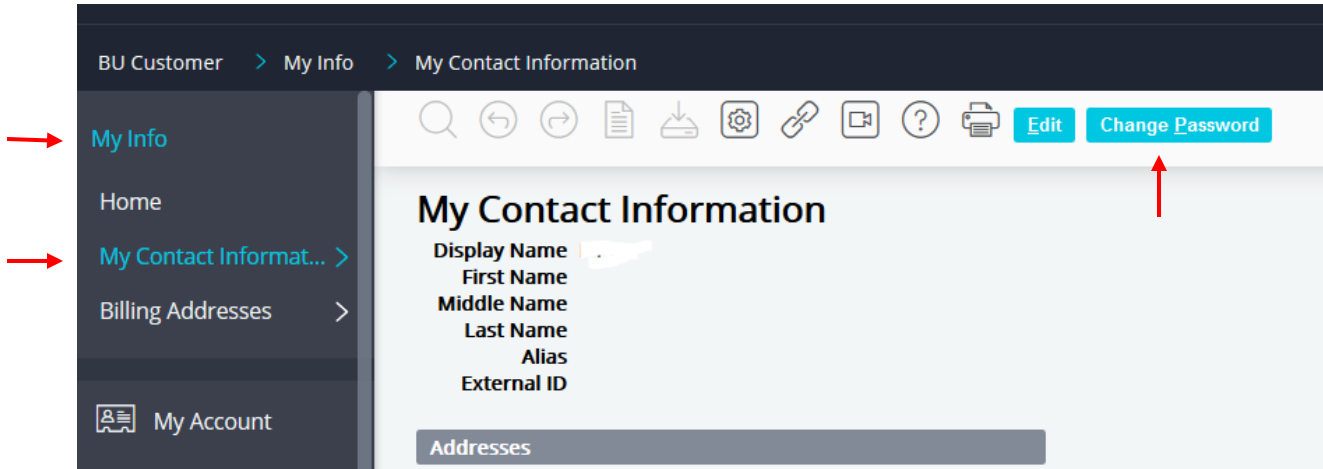
Overview Statements Account History Online Payment

List

Pay Bill

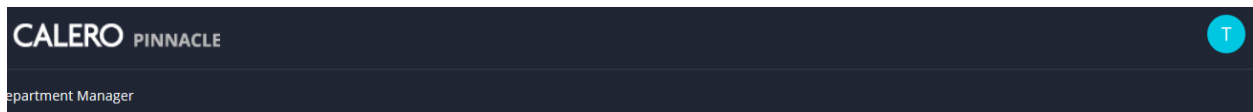
RESETTING YOUR PASSWORD

To reset your password, click on *My Info*, *My Contact Information* and then *Change Password*.



LOGGING OFF

To log off, go to upper right hand corner of the screen and click on the *Blue Circle*.



Click on blue *SIGN OUT* tab.

