Conducting Preliminary Research
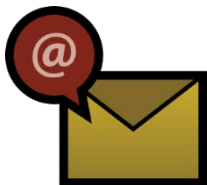
Preliminary Research for Usage Notifications

Step	Action
1	Determine device's billing cycle end date by either: • Looking on device's bill from Verizon Wireless. • Generating view of Device Usage Report that includes Billing Cycle End Date.
2	Establish normal usage patterns to help you identify *abnormal* usage using the following three reports:

Examine this Report	To
Device Usage Report	Determine daily byte count for individual lines of service

Device Reports > Device Usage Report ?

Generate Report | Reset

Export | Print

No. of Result: 11   Show 20 ▼ per page   ‹ Page 1 of 1 ›

System Default ▼ | Edit View | Create View

Device Identifier	Usage Date	Usage(KB)	Billing Cycle End Date	MDN/MSISDN	IP Address	SMS Usage
09613612010	7/10/2013	2.67	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/9/2013	2.72	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/8/2013	3.00	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/7/2013	3.00	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/6/2013	2.72	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/5/2013	3.00	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/4/2013	2.72	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/3/2013	3.00	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/2/2013	2.52	8/1/2013	9083077180	10.226.22.10	0
09613612010	7/1/2013	0.00	8/1/2013	9083077180	10.226.22.10	0
09613612010	6/30/2013	0.00	8/1/2013	9083077180	10.226.22.10	0
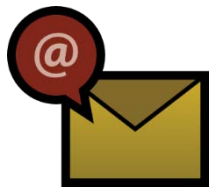
Preliminary Research for Usage Notifications

Step	Action

2 (Cont'd)

Examine this Report	To
Aggregated Device Usage Report	Obtain sums of usage over defined time period. Eliminates having to add daily usage from Device Usage Report. Specify date ranges that coincide with time period setting of notification: Daily, Weekly or Monthly.

Device Reports > Aggregated Device Usage Report

Account *	Device Identifier *	Start Date *	End Date *
-	%	6/1/2013	6/30/2013

MDN/MSISDN	Device Group	IP Address
	-- ALL --	

City	State	Sub Customer	Geo Locale

Richard Group

Advanced Search

Generate Report **Reset**

Export **Print**

No. of Result: 3   Show 10 per page   ‹ Page 1 of 1 ›

System Default   **Edit View**   **Create View**

| Device Identifier	MDN/MSISDN	Usage Date	Usage(KB)	Device Group	Billing Cycle End Date	Service Plan
09102885820	7322895551	6/1/2013 - 6/30/2013	1,192.63	High Usage Group	8/1/2013	T Plan 1
09611822348	9083077232	6/1/2013 - 6/30/2013	216.01	High Usage Group	8/1/2013	T Plan 1
09613612010	9083077180	6/1/2013 - 6/30/2013	815.37	Low Usage Group	8/1/2013	T Plan 2
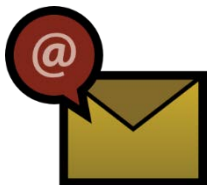
Preliminary Research for Usage Notifications

Step	Action

2 (Cont'd)

Examine this Report	To
Graphical Data Usage Chart	Get a quick visual of device/device group usage. patterns.
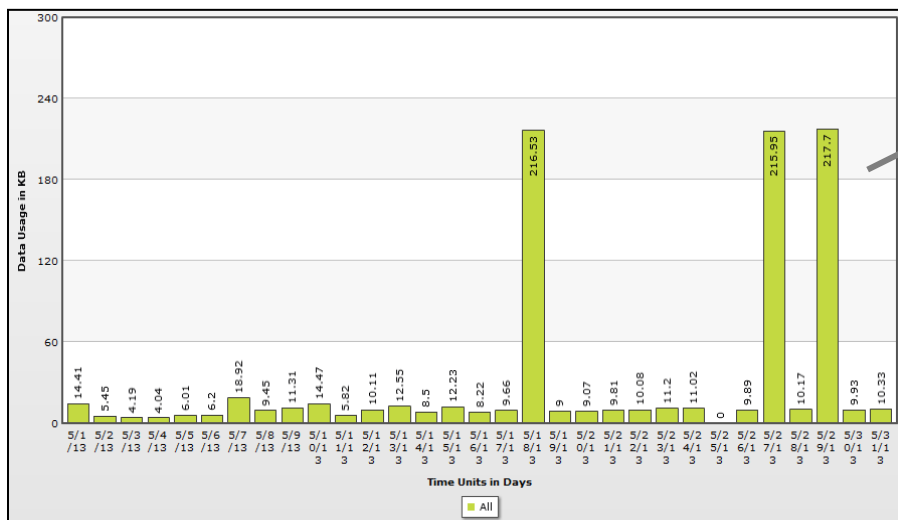
This chart displays usage for a single device over a 30-day period. It clearly shows that on 5/18/13, 5/27/13 and 5/29/13, very large spikes of over 200KB in traffic occurred. The spikes are likely abnormal conditions, where usage notifications would be useful.