Customer Help Guide

How to download Bill Reports
My O2

Please download the last 3 monthly Bill Reports
for the type detailed below:

– Report 1: 'Itemised Call Report'

...and download the last 1 monthly Bill Report
for the type detailed below:

– Report 2: 'Cost Breakdown by Subscription Type'

To get started, click the following link:
https://accounts.o2.co.uk/signin

Step 1: Log in to My O2 with your Username and Password

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My O2 Business
All your account and bill details in one place

Sign in to My O2 Business

Username (usually your email address)

Password

☐ Remember my username

Sign in

➤ Forgotten your username or password?

— or —

Use your Virgin Media O2 ID

If you've linked your Virgin Media and O2 details to create a new Virgin Media O2 ID, sign in with it here. Find out more

Sign in with a Virgin Media O2 ID

Sign in to My O2 Business

Get instant, online access to your account and your bills. With your Bill analyser, you can review and print your bills, and with My Account, you can request changes to your account, swap sims and much more. Whether you need to manage your own account, or everyone in your organisation, My O2 Business gives you the information you need, when you need it.

If you have a personal My O2 account as well as Business, then you can just use those same login details to sign in into your My O2 Business account from this page.

Not signed up to My O2 Business yet?

Get in touch with your usual O2 Business contact to use this free service, and start taking control of your account and your bills today.

New to O2?

If you have recently joined O2 with a business tariff then we've probably already signed you up to My O2 Business. Look out for an email that you'll need to complete your registration. Or speak to your usual O2 business contact for help.

If the link in your Welcome email has expired, you can request another email. If you haven't received your email in 24 hours, check out our Help & Support.

Step 2: Click on 'Manage my O2 Business products'

| Sign out

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My O2
Manage your account and get more from O2

My O2 products and services

Other Services

My O2 Business

● Manage my My O2 Business products

○ **My details**

● Manage my details

Do you have other O2 products and services?

Add products that are not registered to a My O2 account, such as a **Pay As You Go** device.

● Add products and services

Exclusive benefits available at no extra cost

My O2 App
Manage your O2 accounts on the move.

O2 and NSPCC
Let's keep kids safe online.

O2 😊 NSPCC
Let's keep kids safe online

O2 Academy
Find gigs, buy tickets and go behind the scenes.

Step 3: Click on 'Bill Analyser – View your bills, analyse your spend and run reports'

Step 4: Click on 'REPORTING' – this will open a drop-down menu

Step 5: Click on the 'Run Reports' option

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My O2 Business Home

SELECTED ACCOUNT

ACCOUNT ⌄

ADMINISTRATION ⌄

INVOICING ⌄

REPORTING ⌃

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O2 HELP & SUPPORT ⌄

🔍 Search Accounts   ⬤ Only active

⬤ Include unbilled

Current Balance
£0.00 *(Inc. VAT)*

Overdue Amount
£0.00 *(Inc. VAT)*

Account Status
Normal

Payment Type
Direct Debit Customers

Amount In Query
£0.00 *(Inc. VAT)*

Payment Terms
30 Days Airtime

LATEST INVOICE – 13/01/2024

£157.20 *(ex VAT)*

This invoice is payable on or before 12/02/2024

☁ Download

View Invoices ⊕

ALLOWANCES

There are no allowances for the selected account.

Step 6: Click on the highlighted date range to open up the menu

Reports

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🔵 Analytics

Filters

Search: [_____]   Date Range: ⓘ | Jan 2024 - Jan 2024 📅 |

Available Reports

⇅ Report Name	Report Description	Report Format
☐ 📋 Billed Allowances	ⓘ Summary of pre and post allowance costs, including a summary of costs per subscriber.	CSV
☐ 📋 Billing Summary	ⓘ Summary of account usage and spend at subscriber, account and group level.	XLS
☐ 📋 Calls by Type	ⓘ Summary of outbound calls made.	CSV
☐ 📋 Connections	ⓘ All connections on your account - active, inactive and unbilled.	CSV
☐ 📋 Cost Breakdown by Subscription Type	ⓘ Voice, data and line charges accrued by subscribers.	CSV

Step 7: Change the dates to cover just one month and click 'Apply'

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Search: [   ]   Date Range: ℹ️ [Jan 2024 - Jan 2024 🗓️]

Available Reports

⇅ Report Name	Report Description
☐ 📋 Billed Allowances	ℹ️ Summary of pre and post allowance costs, including a summary of cost subscriber.
☐ 📋 Billing Summary	ℹ️ Summary of account usage and spend at subscriber, account and grou level.
☐ 📋 Calls by Type	ℹ️ Summary of outbound calls made.
☐ 📋 Connections	ℹ️ All connections on your account - active, inactive and unbilled.
☐ 📋 Cost Breakdown by Subscription Type	ℹ️ Voice, data and line charges accrued by subscribers.

Date Range ✕

Start Date (*01/01/2024*)

≪	2024	≫

Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sept	Oct	Nov	Dec

End Date (*01/31/2024*)

≪	2024	≫

Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sept	Oct	Nov	Dec

[**Apply**]

[**Cancel**]

Step 8: Click on 'Cost Breakdown by Subscription Type'

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Search: [_____]   Date Range: ⓘ   Jan 2024 - Jan 2024 📅

Available Reports

⇅ Report Name	Report Description	Report Format
☐ 📋 Billed Allowances	ⓘ Summary of pre and post allowance costs, including a summary of costs per subscriber.	CSV
☐ 📋 Billing Summary	ⓘ Summary of account usage and spend at subscriber, account and group level.	XLS
☐ 📋 Calls by Type	ⓘ Summary of outbound calls made.	CSV
☐ 📋 Connections	ⓘ All connections on your account - active, inactive and unbilled.	CSV
☐ 📋 Cost Breakdown by Subscription Type	ⓘ Voice, data and line charges accrued by subscribers.	CSV

Step 9: Open the drop-down menu which shows 'Both Invoice and Usage Records'

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> Reports > Run Report

Cost Breakdown by Subscription Type

Run Cost Breakdown by Subscription Type Report for

Report Details

Account	Date Range
	From 01/01/2024 to 31/01/2024

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Level   Both Invoice and Usage Records ⌄

Network Type   All ⌄

Show Report   Download Report   Email Options

Step 10: Select the 'Invoice Records' option from the drop-down menu

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Cost Breakdown by Subscription Type

Run Cost Breakdown by Subscription Type Report for

Report Details

Account	**Date Range**
	From 01/01/2024 to 31/01/2024

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Level

✓ Both Invoice and Usage Records
Invoice Records
Usage Records

Network Type

Show Report   Download Report   Email Options

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Cost Breakdown by Subscription Type

Run Cost Breakdown by Subscription Type Report for

Report Details

Account	**Date Range** From 01/01/2024 to 31/01/2024

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Level	Invoice Records ⌄
Network Type	All ⌄

Show Report   **Download Report**   **Email Options**

Step 12: Click the bell icon, when your report is ready to download it will appear here

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Cost Breakdown by Subscription Type

Run Cost Breakdown by Subscription Type Report for

Report Details

Account		**Date Range**
		From 01/01/2024 to 31/0

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Level — Invoice Records ⌄

Network Type — All ⌄

Show Report   Download Report   Email Options

Cost Breakdown by Subscription Type Report
Your Report Covering Period **01/01/2024 - 31/01/2024 …**
🕑 a few seconds ago

Invoice 27564436
Summary Invoice 27564436 Ready For Download.
🕑 a month ago

Invoice 27007437
Summary Invoice 27007437 Ready For Download.
🕑 a month ago

Invoice 24992383

View all notifications

Step 13: Click on the prepared report and it should start downloading

Step 14: To download the next report, click on the "Run Reports" option again

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Cost Breakdown by Subscription Type

Run Cost Breakdown by Subscription Type Report for

Report Details

Account	Date Range
	From 01/01/2024 to 31/01/2024

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Level   Invoice Records ⌄

Network Type   All ⌄

Show Report   Download Report   Email Options

Step 15: Check that the Date Range is still correct, then scroll down to find 'Itemised Call'. Click on the 'Itemised Call' option

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Filters

Search: [   ]   Date Range: ⓘ [Jan 2024 - Jan 2024 📅]

Available Reports

⬍ Report Name	Report Description	Report Format
📋 Hourly Spend	ⓘ List of your hourly spend per day. Data usage logged at midnight each day.	
📋 Itemised Call	ⓘ List of your itemised call usage over a specified time period.	CSV
📋 Itemised Line	ⓘ List of your invoiced line items over a specified time period.	CSV
📋 Low Spenders	ⓘ Top 50 lowest spending subscribers.	CSV ⌄
📋 Statement Of Account	ⓘ This report lists the invoices and the associated open amounts and due dates for the selected period.	CSV

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> Reports > Run Report

Itemised Call

Run Itemised Call Report for

Report Details

Account	Date Range
	From 01/01/2024 to 31/01/2024

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Filter   No Filter

Download Report   Email Options

Step 17: Click the bell icon, when your report is ready to download it will appear here

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SELECTED ACCOUNT

ACCOUNT ⌄

ADMINISTRATION ⌄

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> Reports > Run Report

Itemised Call

Run Itemised Call Report for

Report Details

Account	Date Range
	From 01/01/2024 to 31/0

Customisation Options

Format

CSV

☐ Notify me by email when download is complete

Select the additional filter options for this report.

Report Filter   No Filter ⌄

Download Report   **Email Options**

Itemised Call Report
Your Report Covering Period **01/01/2024 – 31/01/2024** ... 🕐 a few seconds ago

Cost Breakdown by Subscription Type Report
Your Report Covering Period **01/01/2024 – 31/01/2024** Is R... 🕐 3 minutes ago

Invoice 27564436
Summary Invoice 27564436 Ready For Download. 🕐 a month ago

Invoice 27007437

View all notifications

javascript:void(0)

Step 18: Click on the prepared report and it should start downloading

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SELECTED ACCOUNT

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INVOICING ⌄

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Search: [   ]   Date Range: ⓘ   [Jan 2024 - Jan 2024 📅]

Available Reports

⇅ Report Name	Report Description	Report Format
☐ 📋 Billed Allowances	ⓘ Summary of pre and post allowance costs, including a summary of costs per subscriber.	CSV ⌄
☐ 📋 Billing Summary	ⓘ Summary of account usage and spend at subscriber, account and group level.	XLS ⌄
☐ 📋 Calls by Type	ⓘ Summary of outbound calls made.	CSV ⌄
☐ 📋 Connections	ⓘ All connections on your account - active, inactive and unbilled.	CSV ⌄
☐ 📋 Cost Breakdown by Subscription Type	ⓘ Voice, data and line charges accrued by subscribers.	CSV