



ROCK REPORTS

Granite is dedicated to empowering our clients to understand and control their communication services. Both our billing and reporting is based on a policy of clarity and transparency displaying all of your data and voice connections.

MODERNIZING YOUR PORTAL

CUSTOMIZABLE DASHBOARD

Select and filter the results you want to see when you log in! Our Dashboard now allows for a user to change the items they see to only include the most important.

CLEARLY SEE YOUR INVOICES

Granite provides a detailed breakdown of your invoice, whether in PDF form, a high level look, or an in depth analysis of all charges.

STANDARDIZED REPORTING

Rock Reports will provide phenomenal reporting, whether on billing items, ticket statuses, or any custom report a customer may needed created for their business.

ONBOARDING REPORT

Granite's new Onboarding report can help any customer understand exactly what is currently in process with coming to Granite.

NEW FUNCTIONS

Rock Reports is now packed with new functionalities, including customizable reports for all tabs and the ability to filter items shown in each area.

DID INVENTORY

View all DID's that you currently have with Granite, whether it is on a PRI, SIP communication, or Hosted Voice.

UPDATED BILLING PAGE

Billing with Granite has never been easier. Our new Billing page shows all current or past due invoices, along with detailed accountings of exactly what created each charge on the invoice.

CREATE YOUR OWN USERNAME

Make your login information personal with self-selected user names and passwords.

REQUEST A WEB DEMO

Contact your premier today.

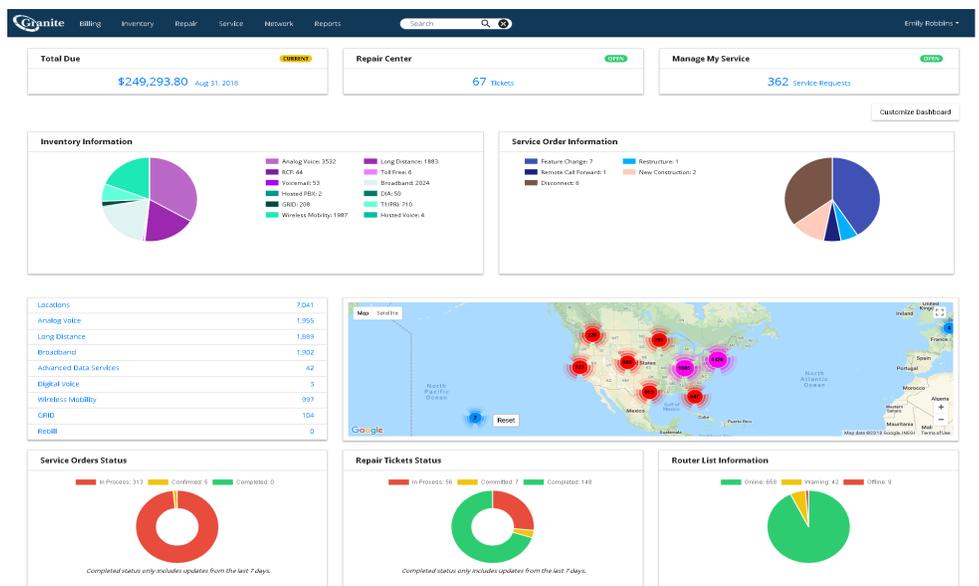
CONTACT

Granite Headquarters
100 Newport Ave Ext
Quincy, MA 02171

P : 866.847.1500

W : www.granitenet.com

S : @GraniteTelecom





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FAQ'S

Granite is dedicated to empowering our clients to understand and control their communication services. Both our billing and reporting is based on a policy of clarity and transparency displaying all of your data and voice connections.

MOST COMMONLY ASKED QUESTIONS

How can I view my invoice on Rock Reports?

All invoices are found under the “Billing” tab within Rock Reports. A user can select the hyperlink on the left of the invoice line item to pull the PDF, or use the “View Details” hyperlink on the right to view in depth details relating to the charges present on the invoice.

How can I view my services with Granite?

All inventory information with Granite can be found in the “Inventory” tab. From here, a customer can sort all results shown to view specific services, locations, accounts, or any other search criteria they need to identify the service(s) that they are looking to review.

Can I submit and track repairs and new orders with Granite on this portal?

Yes – by utilizing the Repair and Service tabs, a customer can place and manage new repairs, as well as place new Service Order requests on their lines. These tabs link directly to Granite’s ordering and repair systems, allowing for the customer to see all up to date notes on these tickets to understand the current status.

What data and support does Granite Managed Service provide in the “Network” tab?

Customers that utilize our managed router system will be able to see all routers and their current status. The information here is live, so the customer can view immediately what is active and what is inactive for their routers. Further, we can also provide many details such as circuit speed, router memory, average response time, IP information, and much more. A customer can also view data utilization charts for each circuit running into these routers over any time frame they wish (daily, monthly, yearly, etc.).

Some of the documents I am used to seeing are not appearing within the “Reports” tab, where can I find these?

The new Rock Reports portal utilizes the My Profile page, which can be accessed by clicking the drop down menu at the top right of the portal page. Going to the My Profile page, a customer can view their account set up, all associated Granite accounts, view and upload any documents they would like shared or have been shared by Granite, and create new users for their company.

[Request a Web Demo.](#)

[Contact your premier today.](#)