

BILLING AND COLLECTION SERVICES

A. GENERAL

The Telephone Company will provide the following Billing and Collection Services:

- (A) Recording Service
- (B) Billing Services
- (C) Billing Analysis Service
- (D) Billing Information Service
- (E) Customized Billing Services
- (F) Denial for Nonpayment
- (G) Billing Validation Service

B. REGULATIONS

Billing and Collection Services will be provided at regulations, rates and charges specified in this section.

1. Program Development

The basic per-hour rate and the premium per-hour rate for program development as specified in Sections 8A, 8B, 8D, 8E is for the use of each Telephone Company employee's time for each hour spent on behalf of the customer.

The Telephone Company will keep a count of the hours and fraction thereof used by all Telephone Company personnel to provide program development and implementation support data and will bill the customer in accordance with these records. The time for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

2. Audit Provision for Recording Service, Message Billing Service and Private Line Billing Service

Upon reasonable written notice by the customer to the Telephone Company, the customer shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon amounts which may be payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

BILLING AND COLLECTION SERVICES

B. REGULATIONS (Cont'd)

2. Audit Provision for Recording Service, Message Billing Service and Private Line Billing Service (Cont'd)

All information received or reviewed by the customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Billing and Collection Services is as follows:

1. If customer data which was to be used by the Telephone Company to bill customer charges is not available because the Telephone Company has lost or damaged the data, or incurred recording or billing system outages, the Telephone Company will attempt to recover the data. If the data cannot be recovered, the Telephone Company will estimate the volume of lost customer data and associated revenue based on previously known values. However, if the customer data was provided by the customer, the customer will be requested to resupply the data. If the customer cannot resupply the data the Telephone Company will then complete an estimate as described preceding. In any event, the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the customer amounts due to account for the unbillable revenue.
2. When the Telephone Company is notified that, due to error or omission, incomplete data has been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new data to the customer at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, and is not provided under Billing Information Services the extent of the Telephone Company's liability for damages shall be limited as set forth in 1. preceding. If the data has been provided under billing information services the Telco liability will be limited to the amounts charged to the customer for the service.
3. If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state. If the error is caused by the Telephone Company and the Telephone Company cannot timely bill the proper end user, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount misbilled is unknown, limited as set forth in 1. preceding.

ACCESS SERVICE TARIFF
P.S.C.-Md.-No. 217

Verizon Maryland LLC

Section 8
Original Page 3

BILLING AND COLLECTION SERVICES

B. REGULATIONS (Cont'd)

4. In the absence of gross negligence or willful misconduct, no liability for damages to the customer, other person or entity other than that as set forth in 1. and 2. preceding shall attach to the Telephone Company.