

BILLING AND COLLECTION SERVICES -
BILLING INFORMATION SERVICE

A. GENERAL

At the request of the customer, the Telephone Company will provide information to the customer from its customer records, billing files and account data base.

General Description

Billing Information Service is the provision of information to the customer from Telephone Company billing information systems containing customer records of message detail, account detail, service and equipment detail, nonsent-paid indicators, customer name and address (CNA) information and such other information as may be available.

Message detail is message-billed records in exchange message record (EMR) format in the Billing Information file.

Account detail is data that furnishes the end user name, billing address and billing parameters other than message detail and/or service and equipment detail.

Service and equipment detail is data associated with the customer's rate elements.

Such Billing Information Service will be limited to the provision of information to a customer relating exclusively to end user services provided by that customer and deemed essential by the Telephone Company for the customer to either answer end user billing inquiries regarding customer services or to properly bill the customer's services. In addition, information relating to Marketing Information Systems reports and/or interfaces specific to the customer and other customized reports will be provided. Information relating to services provided by any other entity will not be provided.

Information is defined as any entry in the records or data base which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided.

Requests from a customer for nonproprietary information, at the option of the Telephone Company, will be provided after reviewing the specific data requested. Charges will be applied on an Individual Case Basis.

Upon acceptance by the Telephone Company of a request for nonproprietary information from a customer, the Telephone Company will determine the period of time to implement such request on an Individual Case Basis.

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B. REGULATIONS

1. Undertaking of the Telephone Company

- a. When Billing Information Service is ordered by the customer, and the Telephone Company has agreed to provide the information requested the Telephone Company will do so as set forth in b. through k. following on an Individual Case Basis.
- b. A message end user is an account with customer message or bulk-billed detail (for a bill period) or an account which is marked, as set forth in f. following, or established as an end user of the customer's message or bulk-billed services.

Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the customer requires this information in order to bill its services, it shall secure written permission and/or the appropriate clearances from the end user or the appropriate Federal Agency to obtain the information from the Telephone Company. The customer shall furnish the Telephone Company the written permission obtained from the appropriate source for the information to be released.

- c. Upon request from an authorized supervisor of the customer for end user information when automatic number identification (ANI) service is provided to the customer by the Telephone Company or when the customer offers a telecommunications service for which the billing is based on authorized calling or called parties, the Telephone Company will provide information from its nonsent-paid records. Only current information which resides in the data base will be provided.
- d. Where Telephone Company facilities are available and subject to the agreement of the Telephone Company, information may be provided from Telephone Company Information Systems on an interrogation basis at the request of the customer. The method of interrogation will be determined by the Telephone Company.

The nonsent-paid interrogation file will be updated each business day to reflect current end user information. The accounts interrogation file will be updated each bill day (day bills are printed for distribution) to reflect current end user information.

If it is necessary for the Telephone Company to develop an interrogation program for the customer, program development charges, as set forth in C. following, apply for the hours required to design, develop, test and maintain the necessary programs.

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B. REGULATIONS (Cont')

1. Undertaking of the Telephone Company (Cont'd)

e. Telephone Company records information will be provided on a total file and/or file update basis as follows:

- (1) The total file basis will permit the customer to receive, at the customer's option, all the end user information that is authorized for the customer's use. The total file output will contain end user information for the current billing period. The billing period will be set by the Telephone Company. After the information system ordered by the customer is in service, the data will be available from the Telephone Company within a mutually agreed upon time frame. (C) (C) (C)

Once available, the data will be provided to the customer in electronic format. When the information is data-transmitted to the customer, the data transmission charges will be determined on an Individual Case Basis. (C) (C)

- (2) The file update basis will permit the customer to receive, at the customer option, all the end user information that is authorized for the customer's use. The file update output will contain end user information for the current billing period only. The file updates will include those records added and those records deleted, if any. (Deleted records may not be retained in all instances by the Telephone Company). For accounts record information, the file updates may be provided on a monthly interval. For nonsent paid information, the file updates may be provided for each business day. (C)

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B. REGULATIONS (Cont')

1. Undertaking of the Telephone Company (Cont'd)

- f. The Telephone Company will, at the request of the customer, mark any noncustomer credit card message-billed message end user account as a user of the customer's message services, after marking is ordered, at the time the first message is posted to the end user account. If not marked at the request of the customer, such an end user account will not be identified as a customer account unless there are customer message details associated with the account in the long distance detail file for the period for which message detail is ordered by the customer. Customer bulk-billed message end user accounts and message end user accounts with customer credit cards, subscription charges or other rate elements unique to the customer are identified as customer accounts. The mark will be removed at the request of the customer. Charges apply to mark the account and maintain the mark in future months as set forth in C.7. following.
- g. Upon acceptance by the Telephone Company of a Special Order to establish or change Billing Information Service from a customer, the Telephone Company will determine the period of time to implement such service on an Individual Order Basis. Charges as set forth in C.7. following will apply.
- h. The Telephone Company will provide the format for interrogation of its data files from its Billing Information files. (C)
- i. If the customer requests the information ordered by the customer to be resupplied by the Telephone Company because of incorrect customer specifications or errors, the Telephone Company will attempt to resupply the information in accordance with a new customer order. All appropriate charges, as set forth in C. following, will apply.
- j. Where facilities are available and subject to the agreement of the Telephone Company, updating of customer data bases or files from Telephone Company data processing terminals or equipment in Telephone Company locations may be undertaken at the request of the customer. The charges for such a service will be determined on an Individual Case Basis.

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B. REGULATIONS (Cont')

1. Undertaking of the Telephone Company (Cont'd)

- k. Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA bureau. The CNA name and town data, but not street address, will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request by request basis by voice telecommunications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

The Telephone Company will specify the location where requests are to be received and the format in which the requests are to be made.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

At the request of the customer, written confirmation of the name and town location will be sent to the authorized supervisor making the request by first class U.S. Mail service.

2. Obligations of the Customer

- a. The customer shall order Billing Information Service under a Special Order. The customer shall order those Billing Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.
- b. With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output. When interrogation is ordered, the customer shall identify the authorized terminals and authorized individuals who will be responsible for requesting and supplying the information necessary to perform the interrogation.
- c. The customer shall make every effort to insure that Billing Information Service output and interrogation capability is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing Information Service outputs to third parties for any use by such third parties except for work for the customer and which is under complete control of the customer.

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B. REGULATIONS (Cont')

2. Obligations of the Customer (Cont'd)

- d. The customer shall furnish, to the Telephone Company, when File Interrogation Service is ordered, an estimate of the number of requests per business day, that the Telephone Company will be asked to handle for each data base and file from which File Interrogation Service is ordered. Charges for this service will be determined on an Individual Case Basis.
- e. The customer shall be responsible for all contacts and inquiries from its end user concerning Billing Information Service.
- f. The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of Billing Information Service.
- g. When the customer orders marking of noncustomer credit card message-billed message end user accounts, all accounts containing that customer's messages will be marked starting with the next bill period and marking will continue until the customer orders marking discontinued. The customer shall, when it orders marking removed, provide 30 days advance notice and furnish the telephone number of each end user account for which the mark is to be removed in a format acceptable to the Telephone Company. The mark will be removed prior to the next bill period following the expiration of the 30-day notice.
- h. When CNA service is ordered, the customer will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the CNA bureau.

3. Payment Arrangements

a. Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service file systems data is provided and for which charges apply is one year.

The minimum monthly charges for File Interrogation Service are the charges for the total number of requests per business day furnished by the customer as set forth in 2.d. preceding times 18 (i.e., 20 business days per month times 0.9).

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B. REGULATIONS (Cont')

3. Payment Arrangements (Cont'd)

a. Minimum Periods and Minimum Monthly Charges (Cont'd)

When the customer discontinues File Interrogation Service prior to the end of the one-year minimum period, the minimum monthly charge for File Interrogation Service will apply for each remaining month and fraction of a month.

b. Cancellation of a Special Order

A customer may cancel a Special Order for Billing Information Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for a Billing Information Service is the date the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing Information Service Data or receive interrogation requests.

When a customer cancels a Special Order for Billing Information Service after the order date but prior to the start of service, charges as listed following shall apply.

- (1) For any service, the appropriate per-hour rate for all hours expended by the Telephone Company to provide the service.
- (2) For any service, any expense for equipment obtained for the service where such equipment cannot be reused within six months.

c. Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Telephone Company. Any additional time required on the part of Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

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B. REGULATIONS (Cont')

4. Rate Regulations

- a. The number and type of records for which charges apply as set forth in C. following will be accumulated by the Telephone Company and the Telephone Company will bill the customer in accordance with these accumulations on an Individual Case Basis. A record is a logical grouping of information as described in the programs that process the information, and load the data file used to supply the detail which is data-transmitted. For each service and type of output ordered, the number of records processed by the Telephone Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, and load the data file, whichever number of records is higher. (C)
- b. The number of hours and fraction thereof for which charges apply as set forth in C. following will be accumulated by the Telephone Company. The per-hour rate is for the use of one hour of one Telephone Company employee. The Telephone Company will bill the customer for hourly charges in accordance with these accumulations. The accumulated hours for all Telephone Company personnel required to implement the service, will be summed and rounded to the nearest hour. When the total is less than one hour, one hour will be used to determine the charges. (C)
- c. When records are entered on a data file in order to provide information to a customer, the data file charge applies for each data file prepared. In addition, the per-record charge applies for each record entered on the data file. The Telephone Company will determine the charges based on the number of data files prepared and on its count of the records entered on the data file. (C)
- d. When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each monthly bill rendered following the placing of the mark on the account until the customer requests the mark be removed. No charges apply to remove the mark. (C)

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B. REGULATIONS (Cont'd)

4. Rate Regulations (Cont'd)

- e. The Billing Information Service Special Order Charge applies for each Special Order accepted by the Telephone Company for any Billing Information Service.
- f. When a CNA request is received, the Telephone Company will keep a count of the requests. The Telephone Company will bill the customer in accordance with these records even though the Telephone Company was not able to provide a name and town location for all requests.

C. RATES

Rates and Charges

The rates and charges are:

	<u>Rates</u>	<u>USOC</u>	
1. Billing Information Systems Files		2FH++	(D)
		-	
		-	
			(D)
Per data file	\$25.00	BBLR3	(C)
	ICB rates and		(C)
Per record processed	charges apply	-	(C)
2. File Interrogation Service			
Per interrogation service request received	ICB rates and charges apply	2FG++	
	<u>FID</u>		
3. Program Development charge,			
Basic, per hour AHM N	\$75.00	PRDBN	
(applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)			

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C. RATES (Cont'd)

Rates and Charges (Cont'd)

The rates and charges are: (Cont'd)

	<u>FID</u>	<u>Rates</u>	<u>USOC</u>
3. Program Development charge, (Cont'd)			
Premium, per hour AHM P (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)		95.00	PRDBP
4. Data transmission to a customer location of Billing Information Service details, per record transmitted.....		ICB rates and charges apply	DRU++
5. Marking of Message End User Accounts			
Marking, per end user account		.04	MDBEA
Maintenance of mark, per end user account per month		.0002	MDBPM
6. Updating of customer data bases or files per record transmitted.....		ICB rates and charges apply	BAG++
7. Provision of Billing Information Service			
Special Order Charge per special order		25.00	-
8. Customer Name and Address (CNA) Information Service			
CNA interrogation, per request received		ICB rates and charges apply	-
CNA interrogation confirm-		ICB rates and charges apply	-