

## ACCESS SERVICE

9. Billing and Collection Services9.1 General

The Telephone Company, at the option of a customer, will provide the following ancillary services:

- (A) Recording Per Message Recorded
- (B) Message Processing
- (C) Bill Processing
- (D) Bill Rendering

Customer's may determine Billing and Collection requirements that are not covered in this section of the tariff. All requests for modification to the Telephone Company Billing and Collection processing systems will require a feasibility study to determine if the customer's additional needs can be met. Customer's may also request that the Telephone Company provide certain tax compliance functions. The charges and rates plus the time periods will be administered on an individual case basis.

9.2 Recording Service

Recording Service is the recording of the details of a customer message and when requested by the customer, the provision of those details to the customer. Recording Service includes recording, assembly and editing, and provision of recorded customer message detail.

Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregating of the recorded customer message details to create individual messages and verification to assure that the data required for rating, in accordance with the standard format established by the Telephone Company, is present and accurate. Assembly and editing is performed each work day.

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9. Billing and Collection Services (Cont'd)9.2 Recording Service (Cont'd)

Provision of the recorded detail is the forwarding to the customer of magnetic tape or tapes containing the assembled and edited customer message detail or data-transmitting the assembled and edited detail to the customer. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer has been processed by the Telephone Company.

Recording is the entering on magnetic tape, in the industry standard Exchange Message Interface (EMI) format, or other acceptable media, of the details of messages for which appropriate answer and disconnect supervision has been received.

The Telephone Company will provide Recording Service in association with the offering of Switched Access Service served by the Telephone Company provided automatic message accounting equipment.

The Telephone Company will provide Recording Service on a NPA-NXX basis in designated end offices in its operating territory.

The term "Customer Message" used herein denotes a completed call originated by a customer's end user. A customer message begins when answer supervision from the customer premises, indicating that the called party has answered, is received by the Telephone Company recording equipment. A customer message ends when disconnect supervision is received by the Telephone Company's recording equipment from either the customer premises or the customer's end user's premises from which the call originated.

Rates and charges for recording service are as set forth in 17.3.1 following.

9.2.1 Undertaking of the Telephone Company

- (A) The Telephone Company will record all customer messages carried over Switched Access Service that are available to the Telephone Company provided recording equipment. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all customer messages recorded during the billing period. Except as set forth in 9.2.1(E) and 9.2.2 following, recorded message detail from previous billing periods will not be regenerated and made available to the customer.

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9. Billing and Collection Services9.2 Recording Service (Cont'd)9.2.1 Undertaking of the Telephone Company (Cont'd)

- (B) A standard format for the provision of the recorded message detail will be established by the Telephone Company and provided to the customer. If, in the course of the Telephone Company's business, it is necessary to change the format, the Telephone Company will provide notification to the involved customer's six months in prior of the change.
- (C) Name and address information will, when requested by the customer and to the extent the required names and addresses are available in the Telephone Company's customer information data bases, be provided for the recorded customer message detail for Company Code dialed message only.

The name and address information for Company Code dialed messages only will be provided with the recorded customer message detail and included on the magnetic tapes containing the record customer message detail. The name and address information will be provided in a standard format in accordance with the specifications the Telephone Company will provide. Charges to provide name and address information will be determined on an individual case basis.

- (D) At the request of a customer, magnetic tape(s) containing the record message details will be provided to the customer as part of Recording Service. The magnetic tapes will be returned to the Telephone Company. If the tapes are not returned, the cost of the tapes will be charged to the customer. The Telephone Company will supply the magnetic tapes unless specified otherwise by the customer via the U.S. Mail. However, the customer may pick up the magnetic tape at a location designated by the Telephone Company or request that the detail on the magnetic tapes be data-transmitted to the customer. When the message detail are data-transmitted to a customer location, the data transmission charge will be determined on an individual case basis.

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- (E) When the customer message details are data-transmitted to a customer location, the data transmission charges will be determined on an individual case basis. Such a request must be made within 30 days from the date the details were initially made available to the customer. Recorded and Assemble/Edited messages will be retained by the Telephone Company for 90 days.
- (F) At the customer's request the Telephone Company may undertake the development of a program and/or project to satisfy a particular customer need. Program/Project development charges would apply for such an undertaking.

9.2.2 Liability of the Telephone Company

- (A) When the Telephone Company determines message detail is not available because the Telephone Company loses or damages tapes or incurs recording system outages, it will estimate the volume of lost messages and associated revenue based on previously known values. This estimated message volume will be included along with the customer message detail provided to the customer and/or provided for Message Processing Service. In such events, the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the customer amount due to account for the unbillable revenue.
- (B) When the Telephone Company is notified that, due to error or omission, incomplete data has been provided to the customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and to provide new magnetic tapes to the customer at no addition charge. Such request to reassemble the data must be made within 90 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set for in (A) preceding.

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9. Billing and Collection Services9.2 Recording Service (Cont'd)9.2.2 Liability of the Telephone Company (Cont'd)

- (C) In the absence of willful misconduct, no liability for damages to the customer other person or entity other than that as set forth in (A) and (B) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Recording Service.

9.2.3 Obligations of the Customer

- (A) The customer shall provide specifications in the Customer Order which indicates the specific NPA-NXX and/or class of service. The customer and the Telephone Company shall mutually agree on an implementation date based on the complexity of the customized portion of the specification.
- (B) The customer shall order provision of recorded message detail at least one month prior to the date when it wishes to receive data transmission or magnetic tapes of the recorded detail or have the recorded detail data-transmitted to a customer location at some times and not at others. Any change in the provision of recorded message detail to the customer will be accommodated provided the customer gives two week advance written notification to the Telephone Company.
- (C) The customer's terminal location shall provide such signals as may be required for the proper operation of the Telephone Company's automatic message accounting equipment used to perform the recordings.

9.3 Message Process Service9.3.1 Messages Processed

- (A) When Message Processing is ordered by a customer, the Telephone Company will process all of the customer's messages it possesses as set forth in (B) through (I) following at rates and charges set for forth in 17.3.2(A).

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9. Billing and Collection Services9.3 Message Process Service (Cont'd)9.3.1 Messages Processed (Cont'd)

- (B) The Telephone Company will provide Message Processing Service only for customer messages originating or recorded within the operating territory of the Telephone Company. The customer messages which the Telephone Company will process may be customer messages from Recording Service as set forth in 9.2 preceding or, at the direction of the customer, other customer messages which are chargeable in accordance with the rate schedule furnished by the customer. Any sent-paid coin customer messages provided as input by the customer will be processed unless the customer specifies in writing that such customer messages are not to be processed. When such customer messages are processed message processing charges will apply. When such messages are not processed they may not be included in any customer message detail provided to the customer.
- (C) A record of call details is a required input to the provision of Message Processing Service. Where a customer subscribes to Recording Service as set forth in 9.2 preceding, those recorded details may be used as the input. Where the customer provides call details, the records must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. If the customer-provided records must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, program development charges will be charged on the individual case basis (ICB) for the hours required to design, develop, test and maintain the necessary programs.
- (D) The Telephone Company must develop the customer's schedule of rates into a rating program. A program development charge, as set forth above, applies for the hours required to design, develop, test and maintain the necessary program.

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9. Billing and Collection Services9.3 Message Process Service (Cont'd)9.3.1 Messages Processed (Cont'd)

- (E) Upon acceptance by the Telephone Company of a Special Order for Message Processing Service from a customer, the Telephone Company will determine the period of time to implement such service on a individual order basis.
- (F) Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the customer requesting such change. Such changes will require modifications of the rating program. Program development charges, as set forth in (C) preceding, apply for the hours required to design, develop, test and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in 17.3.2 following, apply for all customer messages reprocessed.
- (G) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Telephone Company determines it can accommodate the changes, the charges and the period of time to make such changes will be determined on an individual case basis (ICB).
- (H) Where the rates for customer services have been implement under an accounting order pending final approval from a regulatory agency, the Telephone Company will keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency.

The Telephone Company will implement such rate changes on the proposed tariff effective date unless notified otherwise by the customer in writing at least 5 business days in advance of the proposed effective date. It is the customer's responsibility to notify the Telephone Company in writing at least 5 business days before the proposed tariff effective date if the proposed tariff effective date has changed.

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- (I) If the customer makes a request within 30 days of the date the details were initially made available to the customer, the Telephone Company will make every reasonable effort to reassemble the customer detail and make it available again to the customer, and the charges as set forth in 17.3.2(A) will apply for all such customer detail provided. The charges as set for in 17.3.2(B), will apply if the details are data-transmitted to the customer.
- (J) Customer Messages which the Telephone Company processes that cannot be rated in accordance with the customer rate schedule will be reviewed by the Telephone Company message investigation groups. Upon completion of the review, rated customer messages will be delivered to the customer when the customer orders such service or to Bill Processing Service when the customer orders such service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer.

9.3.2 Data Transmission

Where the Telephone Company has rated customer messages which are to be billed to the customer's end user by another Telephone Company, the Telephone Company will enter the customer messages on a magnetic tape which can be used for data transmission of the details. When the customer has so arranged with all involved Telephone Companies, the Telephone Companies will transmit the rated message detail to the other Telephone Companies for billing to end users in their operating territories. When the customer does not have billing arrangements with all Telephone Companies, all such rated customer messages will be delivered to the customer. Associated rates and charges are set forth in 17.3.2(B) following.

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9. Billing and Collection Services9.3 Message Billing Service (Cont'd)9.3.3 Liability of the Telephone Company

The Telephone Company liability for Message Billing Service is as follows:

- (A) If Billing Processing Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail.

If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail will be set forth in 9.2.2 (A) preceding. If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to re-supply the detail. If the customer cannot re-supply the detail, the detail and the extent of the Telephone Company's liability for damages will be as set forth in 9.2.2 (A) preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed.

- (B) When the Telephone Company is notified that due to its error or omission incomplete detail has been provided to a customer, the Telephone Company will make every reasonable effort to reassemble the detail and provide such detail to the customer at no additional charge. Such request to reassemble the details must be within 30 days from the date the details were initially made available to the customer.

If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in 9.2.2 (A) preceding.

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9. Billing and Collection Services9.3 Message Billing Service (Cont'd)9.3.3 Liability of the Telephone Company (Cont'd)

- (C) If the Telephone Company finds an error or is notified of an error in billing to a customer for which it is performing the billing, it will make a reasonable effort to correct the error and bill the customer accordingly, to the limits permitted by laws of the states in which it provides the service. 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 9.2.2 (A) preceding.
- (D) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (A), (B) and (C) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Message Billing Service.

9.3.4 Obligations of the Customer

- (A) The customer shall order Message Billing Services using a Customer Order. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service. At the time Message Processing Service and/or Bill Processing Service is ordered, the customer shall order the service for one, three, or five years. Thereafter, upon six months written notice, service may be extended for one, three or five years. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if the service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company shall automatically extend the service for another year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

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9. Billing and Collection Services9.3 Message Billing Service (Cont'd)9.3.4 Obligations of the Customer (Cont'd)

- (B) When Message Billing Service is ordered, the customer and the Telephone Company shall mutually agree upon an estimate of the number of messages (message capacity), including those messages which will be bulk-billed, to be processed for each yearly period ordered.

In addition, when Bill Processing Service is ordered, the customer and the Telephone Company shall mutually agree upon, for each year in the order, an estimate of the number of message-billed and or bulk-billed messages (bill capacity) for which billing is to be provided. Separate estimates shall be derived for message billed messages and bulk-billed messages.

If the Customer has purchased Message Billing Service, the estimate of message capacity may be revised quarterly from the date the service is ordered. The quarterly revision will be submitted in writing by the Customer at least two weeks before the new quarter begins. The last quarterly revision will serve as the basis for assessing annual capacities and penalties, if applicable.

Quarterly revisions will only be allowed for Message Billing Service for Customer Orders effective during 1986. The Telephone Company reserves the right to re-evaluate this policy after allocation has been completed.

- (C) The customer shall furnish all billing information necessary for the Telephone Company to provide the Message Billing Service, including any per-month service charges applicable to an end user and an affidavit that states whether the customer service is subject to any Federal and/or State taxes. When customer messages are to be billed by an entity other than the Telephone Company, the customer shall furnish written instructions as to how the rates messages are to be provided to that entity. If the customer does not furnish complete instructions all resulting unbillable messages will be returned to the customer. The information shall be furnished by the customer in a timely manner.

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9. Billing and Collection Services9.3 Message Billing Service (Cont'd)9.3.4 Obligations of the Customer (Cont'd)

- (D) The customer shall furnish, to the Telephone Company, a written schedule of its service rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The customer's rate structure must be consistent with established Telephone Company rating methodologies. The interval required to establish a rating program must be mutually agreeable to the Telephone Company and the customer.
- (E) When the customer orders Message Billing Service, it shall authorize the Telephone Company in writing to deny service to end users for nonpayment. If the authorization is not received, Message Billing Service will not be provided.
- (F) The customer shall be responsible for all contacts and arrangements, including customer deposits and prior balances due from end user, with its end users concerning the provision and maintenance of the customer's service.
- (G) When the customer orders message billed or bulk-billed Bill Processing Service with inquiry, the customer shall furnish to the Telephone Company written instructions which must be agreed to by the Telephone Company for the handling of end user questions about bills. When the customer orders Bill Processing Service for message or bulk billing without inquiry, the customer shall furnish to the Telephone company the location where inquiries are to be referred. The customer shall notify its end users through its tariff or other appropriate means when the customer handles all bill inquiries.

When the customer furnishes recorded detail for Message Processing Service or Billing Processing Service, it shall retain a copy of the detail furnished for a minimum period of 90 days.

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9.3 Message Billing Service (Cont'd)9.3.4 Obligations of the Customer (Cont'd)

- (H) The customer agree to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's services for which the Telephone Company provides billing for the customer.

The customer will notify its end users through its tariffs or other means that the Telephone company will, when necessary, in accordance with Telephone Company deposit regulations, determine and collect customer service deposits. The customer will also include in its tariff and service arrangement and obtain regulatory concurrence for the Telephone company deposit regulations that the Telephone Company will use to determine and collect end user service deposits.

- (I) The customer will immediately redeem all customer gift certificates the Telephone company receives in payment for any end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company. The customer agrees that the customer gift certificates will be applied to the total balance due the Telephone Company.
- (J) When the customer furnishes recorded customer detail for Message Processing Service and/or rated customer message detail for Bill Processing Service, its hall be responsible to deliver the detail to the location specified by the Telephone company and it shall retain a copy of the detail furnished for at least 90 days.

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9. Billing and Collection Services (Cont'd)9.4 Bill Processing Service

Bill Processing Service is the preparation of bills for Message-Billed Service and Bulk-Billed Service, mailing of statements of the amounts due for service received from the customer, and the collection of deposits and monies due from the end users. Bill Processing Service includes message-billed (when necessary) and bulk-billed account establishment, posting of rated messages and rate elements, rendering of bills, collection of deposits, receiving payments, maintenance of accounts, treatment of accounts, message investigation and inquiry (when ordered by the customer).

Bulk-billed service is a billing service for an end user account with a dedicated access line (DAL) to the end user premises where individual customer messages are not posted to the account and are not listed on the bill rendered to the end user.

Message-billed service is a billing service for an end user account with an end user common line where individual customer messages are posted to the account and are listed on the bill rendered to the end user. Message-billed service is also a billing service for a customer credit card end user account without an end user common line or dedicated access line (DAL) where individual message or groups of messages are posted to the account and listed on the bill rendered to the end user.

Account establishment is the preparation of an end user customer record so that a bill can be sent to that end user. Posting of rated messages is the processing for billing of rated messages. Posting also includes the examination and identification of all the rateable elements required by customer service offerings and the application of appropriate customer rates and charges to the customer service. The rating may be performed by the Telephone Company, another entity or the customer.

Editing and rating of rate elements is performed when customer services are established or changed. Rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

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9. Billing and Collection Services (Cont'd)9.4 Bill Processing Service (Cont'd)9.4.1 Undertaking of the Telephone Company

- (A) When Bill Processing Service is ordered by a customer, the Telephone Company will establish and maintain customer end user accounts, prepare and render bills for all messages and bulk-billed messages and service rate elements it possesses as set forth in (B) through (O) following at rates and charges as set forth in 17.3.3. The Telephone Company will not establish an end user account with a customer balance due.

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone company will bill the service deposit when an end user account is established or for established accounts when the first message is posted to the end user account.

The Telephone Company will, when necessary, in accordance with the Telephone Company deposit regulations maintain a service deposit balance for each end user account. Deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general

- (B) The Telephone Company will provide Bill Processing Service only for message billed service, bulk-billed service, and message billed and related rate elements which are to be billed to end users whose customer services are located in the operating territory of the Telephone Company. The Telephone Company will separate the rated messages into a message billed group and a bulk-billed group in order to apply the rate as set forth in 17.3.3.

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- (C) Rated customer messages are a required input to the provision of Bill Processing Service. If the customer subscribes to Message Processing Service as set for in 9.3 preceding, the rated customer messages may be used as the input. Where the customer provides the rated customer messages, those customer messages must be in the standard format established by the Telephone Company. Such customer-provided rates messages must include a means to identify the customer end user account to be billed.

If the customer-provided rated messages must be converted by the Telephone Company to the standard format and the Telephone company agrees to make the conversion, program development charges on an individual case basis (ICB) apply for the hours required to design, develop, test and maintain the necessary program. The developed charge will include the cost for assembling and editing as appropriate. The Telephone Company will provide to the customer the precise details of the required format. If in the course of Telephone company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change. If the customer requests the customer-provided messages be reprocessed by the Telephone Company because of a customer error, the Telephone Company will process the customer-provided rated customer messages and appropriate charges at rates set forth in 17.3.3 following.

- (D) For end users in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated messages provided by the customer. The bill format will be determined by the Telephone Company.
- (E) Upon acceptance by the Telephone Company of a Customer Order for Bill Processing Service from a customer, the Telephone company will determine the period of time to implement such service on an individual case basis (ICB).

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- (F) The Telephone Company will provide Bill Processing Service only on the condition that the Telephone Company agrees to act as the billing agent for the customer.
- (G) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff.
- (H) The Telephone Company will, at the option of the customer, provide message-billed Bill Processing Service with and without inquiry and bulk-billed Bill Processing Service with and without inquiry. When the Telephone Company provides Bill Processing Service with inquiry, the Telephone Company will be responsible for contacts and arrangements with the customer's end user concerning the billing, collecting, crediting and adjusting of the customer service charges, except prior customer balances due from end users, in accordance with written instructions previously agreed to by the Telephone Company and the customer. These instructions will be furnished by the customer. When the Telephone Company provides Bill Processing Service without inquiry, all contacts from customer end user concerning the billed amounts will be referred to the customer and the Telephone Company will only be responsible for contacts with customer's end users concerning the collection of customer service deposits and charges, except customer balances due from end users.

Inquiry is the answering of end user questions about charges billed for customer services and application of credits and adjustments to end user accounts and review of customer messages removed from an end user's bill. Inquiry is only available to subscribers of bulk-billed or message-billed Bill Processing Service.

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9. Billing and Collection Services (Cont'd)9.4 Bill Processing Service (Cont'd)9.4.1 Undertaking of the Telephone Company (Cont'd)

(H) (Cont'd)

Inquiries consist of the communications, either written or oral, from the customer's end user to the Telephone Company. Communication requests would include post-billing inquiries such as disputed bill, denial of message(s), explanation of bills; pre-billing inquiries would include credit requests and customer requested recharge.

Inquiry, when performed, will be consistent with customer prescribed procedures that are mutually agreed to by the Telephone Company.

(I) The Telephone Company will bill previously unbilled customer charges to the end user, provided the associated service was furnished not more than three months preceding the date of the end user's bill, except as follows:

- collect calls
- credit card calls, or
- third party calls.

For the above items, the Telephone Company will bill customer charges to the end user provided the associated service was furnished not more than five months preceding the date of the end user's bill.

(J) Rated customer messages input to Bill Processing Service, which the Telephone Company cannot bill for any reason, will be reviewed by the Telephone company message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in 17.3.3 will apply. Unbillable messages will be disposed of in accordance with instructions that are mutually determined by the Telephone Company and the customer.

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9. Billing and Collection Services (Cont'd)9.4 Bill Processing Service (Cont'd)9.4.1 Undertaking of the Telephone Company (Cont'd)

- (K) The Telephone Company will establish a customer end user account for Message Billed Service when it identifies a message to be billed to a customer end user. The Telephone Company will bill other Message Billed Service charges, such as provision of a credit card, blocking of third number billing, and subscription charges when it receives an order for such services from a customer. Other message related charges, such as directory assistance, will be billed to the end user based on the message data received from Recording Service or from the customer.

The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

- (L) The Telephone Company will establish a customer end user account for bulk-billed service when it receives an order from a customer to perform such activity for a specific end user. The Telephone Company will bill other bulk-billed service access line, installation of an access line and provision of an access line extensions when it receives an order from a customer to perform such activities for a specific end user. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements. Other message related charges, such as directory assistance, will be billed to the end user based on the message data received from Recording Service or from the customer.
- (M) Where the rates for customer services have been implemented under an account order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.

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9. Billing and Collection Services (Cont'd)9.4. Bill Processing Service (Cont'd)9.4.1 Undertaking of the Telephone Company (Cont'd)

- (N) At the customer's request, the Telephone Company may undertake the development of a project to satisfy a particular customer need. Project development charges would apply for such an undertaking.

9.5 Bill Rendering

Rendering of bills is the preparation and mailing of statements of the deposits and amount due from the end user for services received from the customer. These statements may be included as part of the regular monthly bill for local Telephone Exchange Service mailed to the end user.

Receiving payment and maintenance of accounts is the receiving of monies from the end users of a customer for service furnished by the customer and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid accounts, negotiating of credits and adjustments, and may include denial of the customer's services and/or local Telephone Exchange Services to the end user. Where local Telephone Exchange Service access is denied, access to the service of customers may also be denied.

Message investigation is the activity undertaken by the Telephone Company to secure or attempt to secure proper billing information for messages.

Rates and charges for this service are as set forth in 17.3.4 following.

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9. Billing and Collection Services (Cont'd)9.6 Payment Arrangements and Audit Provision9.6.1 Audit Provision

Upon 60 days written notice by the customer to the Telephone Company, the customer shall have the right through its authorized representatives to make an examination and audit, during normal business hours, at reasonable intervals determined by the Telephone Company, of all such records and accounts as may under recognized accounting practices contain information bearing upon the recording of messages for which amounts 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 appears in a letter, signed by the authorized representative of the party having such right and delivered to the other party, expressly waiving such right.

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 information to be used for any other purpose.

9.6.2 Minimum Period(A) Recording Service

The minimum period for which Recording Service is provided and for which charges apply is six months.

The minimum monthly charges are the charges for customer messages recorded, customer messages assembled and edited (except when Message Processing Service is ordered for the same monthly period), and when ordered by the customer, provision of customer Message detail on a magnetic tape or data file.

If the service is canceled or discontinued prior to the customer order expiration date, the minimum monthly charges will be applied to the remainder of the term of the customer order. The minimum monthly charge will be computed using the average monthly charge for the most recent months.

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## ACCESS SERVICE

9. Billing and Collection Services (Cont'd)9.6 Payment Arrangements and Audit Provision (Cont'd)9.6.2 Minimum Period (Cont'd)(B) Message Billing

The minimum period for which Message Billing Service is provided and for which charges apply is one year.

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of month. Six months written notice is required for termination of billing and collection services.

9.6.3 Minimum Order Capacity and Minimum Yearly Charges

Message Billing Service is subject to minimum order quantities and charges. The minimum order quantities are the message capacity and bill capacity as specified below.

(A) The minimum order capacity shall be established at the beginning of the ordering period. The Telephone Company and the customer shall mutually agree upon a reasonable quantity of messages to be billed for the term of the order. The Telephone Company reserves the right to validate said quantities using historical billing volumes, switched access minutes of use or any other mechanism as may be deemed appropriate by the Telephone Company.

(B) For Message Processing Service, the minimum charge is the product of the message capacity as set forth in (A) preceding and the appropriate Message Processing Services message-billed rate, as set forth in 17.3.2 following.

9.6.4 Cancellation of a Customer Order

A customer may cancel a Customer Order for Message Billing 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 Customer Order is to be canceled.

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9. Billing and Collection Services (Cont'd)9.6 Payment Arrangements and Audit Provision (Cont')9.6.4 Cancellation of a Customer Order (Cont'd)

The verbal notice must be followed by written confirmation within 10 days. The service date for Message Billing Service is the date the customer and the Telephone Company mutually agree the service is to start. When a customer cancels a Customer Order for Message Billing Service after the order date, but prior to the start of service, a charge equal to the program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

9.6.5 Changes to Customer Orders

When a customer requests changes to a pending Customer Order for Message Billing Service, they will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

## 9.7 Rate Regulations

- (A) Message Processing and Bill Processing Service message charges apply during the yearly periods ordered by the customer. The Telephone company will not initiate rate changes to the message charges that apply to the customer during yearly periods ordered by the customer. For the purpose of determining the charges applicable to messages and/or bulk-billed messages for Bill Processing Service the charge is for each message detail processed for entry on the bill.

For the purpose of determining the charges applicable to other entries placed on the bill to meet the customer rate structure or other needs (i.e., subscription charges, credit card charges, etc.), the entries will be considered to be a message. an entry is one line of printed information on the bill.

- (B) When more than one copy of the end user bill is provided to the end user, the Message-Billed Service charges applies for each additional copy of the end user bill provided.

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9. Billing and Collection Services (Cont'd)9.7 Rate Regulations (Cont'd)

(C) When message detail is data-transmitted to a customer location by the Telephone Company or from a customer location to the Telephone Company a charge on a per record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of records transmitted.

(D) The end user account activity charges apply whenever an end user account is established or changed pursuant to a Special Order from a customer and/or whenever a balance due (whenever Inquiry is handled by the customer), nonrecurring or recurring customer rate element is added or changed in the account.

An end user account is a record for message-billed service or a bulk-billed service that has been designated at the request of the customer which has a unique name and address and billing identification number, assigned by the Telephone Company to which a bill is rendered.

The end user account establishment and changes charge or the end user account rate element rate structure change charge may apply depending on the activity ordered by the customer as set for in (1), (2), (3) and (4) following.

The rates and charges as set forth in this section apply to both intrastate and interstate jurisdictions and will be apportioned to the appropriate jurisdiction.

(1) The end user account establishment and change charge applies whenever customer furnished information is used by the Telephone Company to establish or change end user account data or rate elements, or balance due, except for information to change end user account rate element rate levels or rate structure.

This rate element applies to service order account data provided via magnetic tape in a format specified by the Telephone Company. End user account rate element rate level and rate structure change charges are applied as set forth in (3) and (4) following.

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9. Billing and Collection Services (Cont'd)9.7 Rate Regulations (Cont'd)

## (D) (Cont'd)

- (2) The end user account establishment and change charge applies whenever the customer furnishes to the telephone Company end user account information that establishes or changes the information, rates or balance due associated with an end user account in a format other than that specified in (1) preceding that would require the Telephone Company to manually write and/or type and process the service order account data and will be determined on an individual case basis.
- (3) The end user account rate element rate level change charge applies whenever customer furnished information is used by the Telephone company to change an end user account rate element rate level. The charge applies for each end user account rate element rate level changed and will be determined on an individual case basis.
- (4) The end user account rate structure change charge applies whenever customer furnished information is used by the Telephone Company to change an end user account rate element rate structure. The charges to make the end user account rate element rate structure changes will be determined on an individual case basis.

- (E) When message detail is entered on a magnetic tape to be provided to a customer, the per tape charge applies for each tape prepared and the per record charge applies for each record processed. The Telephone Company will determine the charges based on the number of data tapes created and on its count of the records entered on the tape. 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 magnetic tapes whichever number of records is higher. The charges to provide detail on a magnetic tape will be determined on an individual case basis.

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9. Billing and Collection Services (Cont'd)9.7 Rate Regulations (Cont'd)

- (F) Different rates apply for Bill Processing Service for Message Billed Service depending on the number of messages billed to an end user account per month. The rates groups are 1 to 10 messages per month, 11 to 100 message per month, 101 to 600 messages per month and over 600 messages per month. The rate for the largest number of customer messages billed for the end user account in a month will be used to determine the Bill Processing Service charges for that end user account for the month. The Telephone Company will determine the charges based on its counts or messages billed each bill day to an end user account.
- (G) The basic per hour rate and the premium per hour rate for program development and project development is for the use of one Telephone Company programmer's time.
- (H) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and project development and will bill the customer in accordance with these records. The hours 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.

9.8 Anti-cramming Best Practices Guidelines

SureWest endorses and follows the Anti-cramming Best Practices Guidelines outlined by the FCC to the extent that it is technically and economically feasible. (T)

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