

SECTION NO. 8

8. **Billing and Collection Services***

The Telephone Company will provide the following services:

- (A) Recording Service,
- (B) Message Billing Service, and
- (C) Billing System Information Service

8.1 **Recording Service**

The Telephone Company will provide Recording Service in association with the offering of Feature Groups C and D Switched Access Service for customer messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the customer messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets and at offices where the Telephone Company provides Feature Group A Switched Access Service and has the ability to record the Feature Group A call detail with automatic message accounting equipment and mark the recorded call detail as Feature Group A call detail for a specific customer, the Telephone Company will provide Recording Service for Feature Group A Switched Access Service.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the customer has ordered Feature Group A, C or D Switched Access Service.

8.1.1 **General Description**

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 answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

* Intrastate billing and collection services are offered on a bundled or group basis. The service consists of separate rates for the following:

- a) Recording
- b) Combined rate for message processing, inquiry, message billed service, number of bills rendered, CMDSI and CMDSII services. Minimum and maximum order quantities do not apply.

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8. Billing and Collection Services

8.1 Recording Service (Cont'd)

8.1.1 General Description (Cont'd)

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

Provision of customer message detail is the provision of magnetic tapes containing the assembled and edited customer message detail where available and when requested by the customer, data-transmitting the assembled and edited customer message detail to the customer, sorting the message detail, and providing name and address information for the message detail. 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 was processed by the Telephone Company.

8.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will record all customer messages, which are accessible by the Telephone Company provided recording equipment. Unavailable customer messages (i.e., certain Feature Group C operator and TSPS messages which are not accessible by Telephone Company provided recording equipment or operators) will not be recorded. 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 established by the Telephone Company.
- (B) A standard format for the provision of the recorded customer message detail will be established by the Telephone Company and provided to the customer. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change.
- (C) Upon request, sorted or unsorted customer message detail will be provided to the customer in accordance with the customer specifications.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

This information will only be provided to the extent that it is available in the Telephone Company data bases. Upon request, name and address information will be provided to the customer.

Upon request, sorting will be provided in accordance with the specifications the customer provides when it orders recorded customer message detail. The information necessary to sort the recorded message detail must be available in the Telephone Company records or be provided by the customer. If the sorting is to be performed using information which is confidential due to legal, national security, end user or regulatory imposed requirements, the information will not be used unless the customer secures written permission from the end user for the Telephone Company to use such information.

When available, the name and address information will be provided for the calling number shown in the recorded customer message detail. If the name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the name and address information will not be used unless the customer secures written permission from the end user for the Telephone Company to use the information.

(D) Where available and requested by the customer, recorded customer message details with or without sorting and with or without names and addresses will be provided on magnetic tape. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Unless specified otherwise by the customer, the magnetic tapes will be sent to the customer via first class U.S. Mail service. However, the customer may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes be data-transmitted to the customer.

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8. **Billing and Collection Services (Cont'd)**

8.1 **Recording Service (Cont'd)**

8.1.2 **Undertaking of the Telephone Company (Cont'd)**

- (E) Recorded customer message detail which is used to provide Message Processing and Message Bill Processing Service is retained by the Telephone Company for no longer than 45 days. The rated message detail is retained for reference (i.e. on paper or microfiche) in place of the recorded customer message detail. The Telephone Company will make every reasonable effort to recover recorded customer message detail not used in Message Processing Service. The charges as set forth in 17.5.1(D) following will apply for all such detail provided. When these recorded customer message details are data-transmitted to a customer premise, the data transmission charges 17.5.1(E) will apply. Such a request must be made within 30 days from the date the details were initially made available to the customer.
- (F) Program Development charges, as set forth in 17.5.1(F) following, apply for the hours required to design, develop, test and maintain the necessary programs to provide customer requested data or accommodate customer provided changes.

8.1.3 **Liability of the Telephone Company**

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Recording Service is as follows:

- (A) If customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue based on previously known values. This estimated customer 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 amounts due to account for the unbillable revenue.

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8. **Billing and Collection Services (Cont'd)**

8.1 **Recording Service (Cont'd)**

8.1.3 **Liability of the Telephone Company (Cont'd)**

- (B) When the Telephone Company is notified that, due to error or omission, incomplete data have been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes 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 can not be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in (A) preceding.
- (C) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than 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.

8.1.4 **Obligations of the Customer**

- (A) The customer shall order Recording Service under a Special Order. The customer shall order Recording Service at least one month prior to the date when the customer message detail is to be recorded.
- (B) The customer shall order, under a Special Order, provision of recorded customer message detail without sorting or name and address information at least one month prior to the date when it wishes to receive the recorded message detail. Any change in the provision of recorded customer message detail without sorting and name and address information to the customer will be accommodated provided the customer gives two weeks advance written notification to the Telephone Company.
- (C) The premises of the ordering customer 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 detail recordings.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision

(A) Audit Provision

Audit provisions apply as specified in Section 3.6(E) preceding.

(B) Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service is provided is one month. The minimum monthly charges are the charges for each rate element ordered by the customer for a 30 day period. If the service is terminated prior to the completion of the initial months service, the Telephone Company will estimate the minimum charge for each rate element using the most recent data available.

(C) Cancellation of a Special Order

A customer may cancel a Special Order for Recording 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 canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for Recording Service is the date the customer requests the recordings to start.

When a customer cancels a Special Order for Recording Service after the order date but prior to the start of service, the minimum monthly charges will apply.

(D) Changes To Special Orders

When a customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be canceled and a new Special Order will be issued. Material changes to a pending Special Order for Recording Service include changes in the location and/or number of Telephone Company recording locations, changes in

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision (Cont'd)

(D) Changes to Special Orders (Cont'd)

sorting parameters, provision of end user phone number and address, provision of data transmission to a customer location of customer recorded message detail, and changes in schedules, dates or intervals for receipt of customer recorded message detail. Non-material changes to a pending Special Order include changes in customer name, customer address and customer requests to receive Recording Service output at the Telephone Company location instead of through U.S. Mail. All cancellation charges as set forth in (C) preceding will apply for the canceled Special Order.

8.1.6 Rate Regulations

- (A) The Recording Service Special Order charge (17.5.1(B)) applies for each Special Order accepted by the Telephone Company for Recording Service.
- (B) The charges for Recording (17.5.1(B)) and for assembly and editing (17.5.1(C)) apply per message recorded and per message assembled and edited.
- (C) When non-rated customer message detail is entered on a data file or magnetic tape for provision of message detail to a customer, the per tape charge applies for each data file or magnetic tape prepared, and the per record charge (17.5.1(D)) applies for each record processed. A record is a logical grouping of information as described in the programs that process the information. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. 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 or data file, whichever number of records is higher.

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8. **Billing and Collection Services (Cont'd)**

8.1 **Recording Service (Cont'd)**

8.1.6 **Rate Regulations (Cont'd)**

(C) (Cont'd)

whichever number of records is higher.

(D) The rates associated with Data Transmission (17.5.1(E)) apply when message detail is data transmitted to a customer location by the Telephone Company. This charge applies on a per record transmitted basis.

(E) The Program Development Charges as set forth in 17.5.1(F), apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs. The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours for each service ordered will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.

(F) Individual Case Basis (ICB) rates and changes are contained in 17.5 following.

8.2 **Message Billing Service**

Message Billing Service consists of Message Processing Service and Bill Processing Service.

The Telephone Company will not render bills under this tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that a customer offers.

8.2.1 **General Description**

(A) Message Processing Service

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8. **Billing and Collection Services (Cont'd)**

8.2. **Message Billing Service (Cont'd)**

8.2.1 **General Description (Cont'd)**

(A) Message Processing Service (Cont'd)

Message Processing Service is the transforming of the recorded customer call details into rated messages in preparation for billing. Message Processing Service includes initial data entry and rating of messages.

Initial data entry is the assembly of recorded customer call details into customer messages. This function includes editing and verification of recorded details to assure that the data required for rating are present.

Rating of customer messages is the computing of applicable charges for each customer message based on the customer provided schedule of rates. Rating also includes the preparation of customer message detail for input to Bill Processing Service, the customer, or other entities.

(B) Bill Processing Service

Bill Processing Service includes message-billed (when necessary) and bulk-billed account establishment, posting of rated messages and rate elements, preparation and rendering of bills, collection of deposits, receiving payments, maintenance of accounts, treatment of accounts, message investigation and inquiry.

Message-billed service is a billing service for an end user account where individual customer messages are posted to the account and are listed on the bill rendered to the end user. This includes customer credit card end user accounts without an end user common line, or WATS Access Lines and WATS-type service access lines where individual messages or groups of messages are posted to the account and listed on the bill rendered to the end user.

Bulk-billed service is a billing service for an end user account with a WATS Access Line or WATS-type service access line where individual customer messages are not listed on the bill rendered to the end user.

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8. Billing and Collection Services (Cont'd)

8.2. Message Billing Service (Cont'd)

8.2.1 General Description (Cont'd)

(B) Bill Processing Service (Cont'd)

Account establishment is the preparation of a customer's end user record so that a bill can be sent to that end user.

Posting is the examination and identification of all the rateable elements specified by the customer to be billed to an end user and the application of appropriate customer rates and charges. The rating may be performed by the Telephone Company, another entity or the customer. Rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the end user for customer message-billed and bulk-billed services. These statements may, at Telephone Company choice, 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 collecting of monies from end users for services furnished by the customer and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid end user accounts and posting of credits and adjustments.

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

Inquiry is the answering of end user questions about charges billed for customer services, application of credits and adjustments to end user accounts, and review of customer messages removed from an end user's bill.

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8. Billing and Collection Services (Cont'd)

8.2. Message Billing Service (Cont'd)

8.2.2 Undertaking of the Telephone Company

(A) Message Processing Service

- (1) 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 to be processed may be customer messages from Recording Service as set forth in 8.1 preceding or other customer messages which are chargeable in accordance with the rate schedule furnished by the customer.

Any sent-paid coin messages provided as input by the customer will be processed unless the customer specifies in writing that such messages are not to be processed.

- (2) A record of customer call details is required to provide Message Processing Service. Where a customer subscribes to Recording Service as set forth in 8.1 preceding, those recorded details may be used as the input. Where the customer provides the 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 apply for the hours required to design, develop, test and maintain the necessary programs. The Telephone Company will provide to the customer the precise details of the required standard format. If, in the course of Telephone Company business, it is necessary to change the standard format, the Telephone Company will provide notification to the involved customers six months prior to the change.
- (3) The Telephone Company will develop the customer's schedule of rates into a rating program. Program development charges apply for the hours required to design, develop, test and maintain the necessary programs.

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SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2. Message Billing Service (Cont'd)

8.2.2 Undertaking of the Telephone Company (Cont'd)

- (A) Message Processing Service (Cont'd)
- (4) 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 an individual order basis.
 - (5) 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 changes. Such changes will require modifications of the rating program. Program development charges apply for the hours required to design, develop, test and maintain the necessary program changes in addition to the End User Rate Element Rate Level Change charge.
 - (6) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual order basis. Program development charges apply for the hours required to design, develop, test and maintain the necessary program changes in addition to the End User Rate Element Rate Structure Change charge.
 - (7) Where the Telephone Company has rated customer messages which are to be billed to an end user by another Exchange Telephone Company, the Telephone Company will enter the messages on a magnetic tape or data file which can be used for data transmission of the details. When the customer has so arranged with an involved Exchange Telephone Company, the Telephone Company will transmit the rated message details to such other Exchange Telephone Company for billing to end users in its operating territories. When the customer does not have billing arrangements with an Exchange Telephone Company, rated messages for billing to the end users of such an Exchange Telephone Company will be delivered to the customer.

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SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2. Message Billing Service (Cont'd)

8.2.2 Undertaking of the Telephone Company (Cont'd)

(A) Message Processing Service (Cont'd)

(7) (Cont'd)

Program development charges apply for the hours required to design, develop, test and maintain the necessary programs to provide customer requested data or accommodate customer provided changes.

- (8) 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. Upon completion of the review, rated customer messages will be delivered to the Bill Processing Service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer.

(B) Bill Processing Service

- (1) When Bill Processing Service is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages. End user accounts established by the Telephone Company will not reflect any previous balance due.

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, when necessary in accordance with the Telephone Company deposit regulations, maintain a service deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon request from the customer.

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8. **Billing and Collection Services (Cont'd)**

8.2. **Message Billing Service (Cont'd)**

8.2.2 **Undertaking of the Telephone Company (Cont'd)**

(B) Bill Processing Service (Cont'd)

- (2) The Telephone Company will provide Bill Processing Service for message-billed service and bulk-billed services which are posted to end user accounts located within the operating territory of the Telephone Company.
- (3) Rated customer messages are required to provide Bill Processing Service. If the customer subscribes to Message Processing Service as set forth in (A) preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company.

Such customer provided rated message data must identify the 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 apply for the hours required to design, develop, test and maintain the necessary programs. 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 notify the involved customers six months prior to the change.

- (4) The Telephone Company will bill all rated customer messages provided by the customer to the customers end user. The bill format will be determined by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.2. Message Billing Service (Cont'd)

8.2.2 Undertaking of the Telephone Company (Cont'd)

(B) Bill Processing Service (Cont'd)

- (5) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service the Telephone Company will determine the conditions and the period of time to implement such service.
- (6) Program development charges apply for hours required to design, develop, test and maintain necessary programs to provide customer requested data or accommodate customer provided changes.
- (7) Reserved for future use.
- (8) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.2 Undertaking of the Telephone Company (Cont'd)

(B) Bill Processing Service (Cont'd)

- (9) Rated customer messages input to Bill Processing Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer.
- (10) The Telephone Company will post rated customer messages to the appropriate end user accounts. The Telephone Company will bill to an end user other customer message-billed service charges, such as provision of a credit card, issuing of a credit card, blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due as a result of the credits authorized by customer inquiry instructions and customer furnished statements.
- (11) The Telephone Company will establish an end user account for customer 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 customer bulk-billed rate elements, such as provision of a bulk-billed service access line, installation of an access line and provision of an access line extension, when it receives a Special Order for such services from a customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due as a result of the credits authorized by customer inquiry instructions and customer furnished statements.

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8. **Billing and Collection Services (Cont'd)**

8.2 **Message Billing Service (Cont'd)**

8.2.2 **Undertaking of the Telephone Company (Cont'd)**

(C) Message Billing Service Ordering

- (1) The Telephone Company will provide Message Billing Services under a Special Order. The Message Billing Service Special Order Charge will apply each time a service is ordered. The format of this Special Order will be specified by the Telephone Company.
- (2) The Telephone Company will accept an end user account activity special order to (a) establish or change end user account data, (b) establish or change an end users account balance due, (c) establish or change end user account rate element rate levels and (d) change end user account rate element rate structure. The methods, procedures and manner in which the end user account data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company.

8.2.3 **Liability of the Telephone Company**

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Message Billing Service is as follows:

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8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.3 Liability of the Telephone Company (Cont'd)

- (A) If Bill 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 and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(A) preceding. If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone Company's liability for damages will be as set forth in 8.1.3(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 customer detail has been provided, as set forth in 8.2.2(A)(8) preceding and/or 8.3 following, to a customer, the Telephone Company will make a reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was 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 8.1.3(A) preceding.
- (C) 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 in which it provides the service. If the error is caused by the Telephone Company and the Telephone Company cannot bill the proper end user in a timely manner, 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 8.1.3(A).

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8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.3 Liability of the Telephone Company (Cont'd)

- (D) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than 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.

8.2.4 Obligations of the Customer

- (A) The customer shall order Message Billing Services under a Special Order for each area where service is desired. 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 initially ordered, the customer shall order the service for 1 year. Not later than six months prior to the end of the order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services 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 apply for another year and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

- (B) When Message Processing Service is ordered, the customer shall furnish the Telephone Company an annual estimate of the number of messages (message capacity), including those messages which will be bulk billed, to be processed for that order.

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company an estimate of message-billed messages and bulk-billed messages. The capacity estimate for inquiry shall be the same as those provided for message-billed and/or bulk-billed messages, respectively.

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8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.4 Obligations of the Customer (Cont'd)

- (C) The customer shall furnish all 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 taxes and/or State taxes.
- (D) The customer shall furnish to the Telephone Company a written schedule of its rates and charges in a mutually agreeable time frame to allow the Telephone Company to establish a rating program.
- (E) The customer shall be responsible for all contact and arrangements with its end users concerning the provision and maintenance of the customer's service, including prior customer balances due from end users.
- (F) 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 are agreeable to the Telephone Company, for the handling of end user questions about bills.

When the customer orders message-billed or bulk-billed Bill Processing Service without inquiry, the customer shall furnish the Telephone Company with written instructions as to where inquiries are to be referred.

The customer shall notify its end users through its tariff or other appropriate means when the customer handles the bill inquiries. The customer shall furnish the Telephone Company in writing all end user bill adjustment statements.

- (G) 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.

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8. **Billing and Collection Services (Cont'd)**

8.2 **Message Billing Service (Cont'd)**

8.2.4 **Obligations of the Customer (Cont'd)**

- (H) The customer agrees to permit the Telephone Company to determine and collect customer service deposits from all customer's end users in accordance with the Telephone Company's deposit regulations. The customer will notify its end users through its tariffs or other means that the Telephone Company will determine and collect customer service deposits.
- (I) When the customer furnishes recorded customer detail for Message Processing Service and/or rated customer message detail for Bill Processing Service, it shall 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.

8.2.5 **Audit Provisions and Payment Arrangements**

(A) Audit Provisions

Audit Provisions apply as specified in Section 3.6(E) preceding.

(B) Minimum Period

The minimum period for which Message Billing Service is provided and for which charges apply is one year. A minimum period of 1 year applies for each additional period of service ordered.

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of a month. The monthly charge will be one-twelfth of the minimum yearly charge.

(C) Reserved for future use.

SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.5 Audit Provisions and Payment Arrangements (Cont'd)

(C) Reserved for future use.

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SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.5 Audit Provisions and Payment Arrangements (Cont'd)

(D) Cancellation of a Special Order

A customer may cancel a Special 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 Special Order is to be canceled. 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 Special Order for Message Billing Service after the order date, but prior to the start of service, a charge equal to the Special Order charge, program development costs and any non-recoverable capital costs incurred by the Telephone Company will apply to the customer.

(E) Changes to Special Orders

When a customer requests changes to a pending Special Order for Message Billing Service, such changes 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.

SECTION NO. 8

8. **Billing and Collection Services (Cont'd)**

8.2 **Message Billing Service (Cont'd)**

8.2.6 **Rate Regulations**

- (A) The Message Billing Service Special Order charge (17.5.2(A)) applies for each Special Order for Message Processing Service and/or Bill Processing Service, other than establishment of or changes to end user account data, establishment of or changes to end user account rate levels and changes to end user balances due.
- (B) The Message Processing Service message charges (17.5.2(B)) apply during the yearly period ordered by the customer.
- (C) Reserved for future use.
- (D) Bill Processing Service charges (17.5.2(C)) apply during the yearly period ordered by the customer.
 - (1) The Message/Bulk Billed processing charge (17.5.2(C)(1)) applies for each Message Billed and/or Bulk Billed message that is processed to the message billing file.
 - (2) The Message/Bulk Billed inquiry charge (17.5.2(C)(2)) applies for each Message Billed and/or Bulk Billed message that is processed to the message billing file.
- (E) Reserved for future use.

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SECTION NO. 8

8. **Billing and Collection Services** (Cont'd)

8.2 **Message Billing Service** (Cont'd)

8.2.6 **Rate Regulations** (Cont'd)

- (F) The Message-Billed Service charge per bill rendered (17.5.2(D)) applies each month that one or more messages or related rate elements are billed to an end user.
- (G) A Bulk-Billed Service charge per bill rendered (17.5.2(D)) applies each month that one or more bulk-billed charges are billed to an end user.

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SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.6 Rate Regulations (Cont'd)

- (H) The Program Development charges (17.5.2(E)) apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs.

The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours for each service ordered will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.

- (I) The rate associated with Data Transmission of rated customer message detail between other Exchange Telephone Company locations (17.5.2(F)) applies when message detail is data transmitted to or received from another Exchange Telephone Company location by the Telephone Company. This charge applies on a per record transmitted or received basis. A record is a logical grouping of information as described in the program that processes the information.

- (J) The End User Account Activity charges (17.5.2(G)) apply whenever a customer requests end user account activity.

An End User account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

- (1) The End User Account Activity Special Order charge (17.5.2(G)(1)) applies whenever the customer furnishes to the Telephone Company end user account information that establishes an account or changes the rate element, rate levels, rate element structure, or balance due associated with an end user account.
- (2) The End User Account Establishment or Change Charge (17.5.2(G)(2)) applies whenever customer furnished information is used by the Telephone Company to establish or change end user account data.

SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.6 Rate Regulations (Cont'd)

(J) (Cont'd)

(2) (Cont'd)

This charge does not apply to end user account rate element rate level changes, rate element rate structure changes, and adjustments to end user account balance.

In addition, the End User Account Establishment or Change charge does not apply when rated customer messages are posted to a message-billed account associated with an end user common line. The End User Account Establishment or Change charge applies when the Telephone Company, at the request of a customer, establishes or changes a message-billed account with a credit card but without an associated end user common line.

- (3) The Adjustment to End User Account Balance charge (17.5.2(G)(3)), applies whenever customer furnished information is used by the Telephone Company to change an end users account balance. The charge applies per end user account, per adjustment.
- (4) The End User Account Rate Element Rate Level Change charge (17.5.2(G)(4)) 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.
- (5) The End User Account Rate Element Rate Structure Change charge (17.5.2(G)(5)) applies whenever customer furnished information is used by the Telephone Company to change an End Users rate structure. This charge applies for each end user account on a per rate element changed basis.

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SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.2 Message Billing Service (Cont'd)

8.2.6 Rate Regulations (Cont'd)

(K) Message Toll Sampling charges (17.5.2(H)) apply when records are entered on a data file or magnetic tape in order to provide toll sampling information to a customer, a record is a logical grouping of information as described in the programs that process the information. The number of records output from the programs that process the information will be used to determine the charges. The per tape charge applies for each tape prepared.

(L) Reserved for future use.

(M) The Provision of Local Exchange Company Originating Messages Summary charge (17.5.2(I)) applies when message toll detail is summarized in a customer specified report type format provided on either a data file, magnetic tape or paper. This charge is in addition to any required program development charges and/or tape charges and applies per report prepared.

A standard format for the provision of the originating messages summary will be established by the customer and provided to the Telephone Company. If changes in the format become necessary, the customer will notify the Telephone Company six months prior to the change.

(N) Individual Case Basis (ICB) rates and charges are contained in 17.5.4 following.

SECTION NO. 8

8. **Billing and Collection Services (Cont'd)**

8.3 **Billing System Information Service**

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

8.3.1 **General Description**

Billing System Information Service is the provision of information to the customer from Telephone Company record systems. 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. Information relating to services provided by any other entity will not be provided.

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

8.3.2 **Undertaking of the Telephone Company**

- (A) Upon request from a customer who has also ordered Bill Processing Service, the Telephone Company will provide information from its records as follows:
- (1) message detail for a message end user
 - (2) account detail for a message end user

Message detail is message-billed records in exchange message record (EMR) format.

Account detail is data that furnishes the end user name, billing address and billing parameters.

Message detail and/or account 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 from the end user to obtain the information from the Telephone Company. The customer shall furnish the Telephone Company the end user's written permission for the information to be released.

SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.3 Billing System Information Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) Billing System Information will be provided on a total file and/or file update basis as follows:

- (1) The total file output will contain end user information for the current billing period. The billing period will be set by the Telephone Company. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes.

Once available, the paper printout, magnetic tape or fiche will be sent to the customer via first class U.S. Mail service. At the option of the customer, the customer may pick up the paper printout, magnetic tape or fiche at a location designated by the Telephone Company or request the information be data-transmitted to the customer.

- (2) The file update output will contain end user information for the current billing period only. The current billing period is the period associated with the most recent bill rendered to an end user. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply magnetic tapes. The file updates will include those records added and those records deleted, if available.

Once available, the magnetic tape will be sent to the customer via first class U.S. Mail service. At the option of the customer, the customer may pick up the paper output, fiche or magnetic tape at a location designated by the Telephone Company or request the information be data-transmitted to the customer.

- (C) The Telephone Company will, at the request of the customer, mark any message-billed message end user account, as a user of the customer's message services. After marking is ordered, the end user account will be marked as a customer end user account at the time the first message is posted to the end user account.

SECTION NO. 8

8. **Billing and Collection Services (Cont'd)**

8.3 **Billing System Information Service (Cont'd)**

8.3.2 **Undertaking of the Telephone Company (Cont'd)**

- (D) Upon acceptance by the Telephone Company of a Special Order for Billing System Information Service, the Telephone Company will determine the period of time to implement such service on an individual order basis.

8.3.3 **Liability of the Telephone Company**

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

8.3.4 **Obligations of the Customer**

- (A) The customer shall order Billing System Information Service under a Special Order. The customer shall order those Billing System 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 System Information Service output.
- (C) The customer shall take every effort to make sure that Billing System Information Service output is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing System 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.
- (D) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing System Information Service.

SECTION NO. 8

8. **Billing and Collection Services (Cont'd)**

8.3 **Billing System Information Service (Cont'd)**

8.3.4 **Obligations of the Customer (Cont'd)**

- (E) When the customer orders marking, all accounts containing that customer's messages will be marked starting with the next bill period and marks will be made until the customer orders removal of all marks.

8.3.5 **Payment Arrangements**

(A) Cancellation of a Special Order

A customer may cancel a Special Order for Billing System 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 canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for a Billing System Information Service is the date the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing System Information Service reports.

When a customer cancels a Special Order for Billing System 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.

(B) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing System Information Service, any additional time required on the part of Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

SECTION NO. 8

8. Billing and Collection Services (Cont'd)

8.3 Billing System Information Service (Cont'd)

8.3.6 Rate Regulations

- (A) The Provision of Billing System Information Service Special Order Charge (17.5.3(A)) applies for each Special Order accepted by the Telephone Company for Billing System Information Service.
- (B) Billing System Information Detail Charges (17.5.3(B)) apply when records are entered on a data file or magnetic tape in order to provide information to a customer. A record is a logical grouping of information as described in the programs that process the information. 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, whichever number of records is higher. The per tape charge applies for each tape prepared.
- (C) The Program Development Charges (17.5.3(C)) apply on either a basic or premium basis when the Telephone Company is required to make programming changes to meet customer needs. The Telephone Company will keep a count of the hours and fraction thereof to provide program development and will bill the customer accordingly. The hours will be summed and then rounded to the nearest hour. When the total is less than one hour, a one hour minimum will be used to determine the charges.
- (D) The rate associated with Data Transmission of Billing System Information Service details to a location designated by the customer (17.5.3(D)) applies when Billing System Information Service detail is data transmitted to a location designated by the customer by the Telephone Company. This charge applies on a per record transmitted basis.
- (E) The marking of message End User Accounts charge (17.5.3(E)) applies for each end user account marked. No charge applies for the removal of all customer marks.
- (F) Individual Case Basis (ICB) rates and charges are contained in 17.5.4 following.

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