

ACCESS SERVICE

8. Billing and Collection Services

Billing and Collection Services described in this Section (page 1 - 110 inclusive) apply to all participating companies with the exception of the following:

- Hickory Telephone Company
- Lackawaxen Telephone Company

The Telephone Company may, at the option of an IC, provide the following services:

- (A) Recording Service,
- (B) Billing Service,
- (C) Billing Analysis Service, and
- (D) Billing Information Service

8.1 Recording Service

The Telephone Company may provide Recording Service in Association with the offering of Feature Groups C and D Switched Access Service for IC messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the IC messages on manual tickets, the Telephone Company may provide Recording Service for the manual tickets.

The Telephone Company may 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 IC has ordered Feature Group C or D Switched Access Service.

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

8.1.1 General Description

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

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

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.1 General Description (Cont'd)

Assembly and editing is the aggregation of the recorded IC 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. Assembly and editing is performed at least once a week.

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

8.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will record all IC messages carried over Features Groups C and D Switched Access Service that are available to Telephone Company provided recording equipment or operators. Unavailable IC 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 IC messages recorded during the billing period established by the Telephone Company. Except as set forth in 8.1.2(F) and 8.1.3 following, recorded message detail from previous billing periods will not be recovered and made available to the IC.
- (B) A standard format for the provision of the recorded IC message detail will be established by the Telephone Company and provided to the IC. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved ICs six months prior to the change.

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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) The recorded IC message detail provided to the IC will not be sorted to furnish detail by specific end users, groups of end users, by office or by location.
- (D) Recorded IC message detail will be provided to an IC as set forth in (E) following. The Telephone Company will determine the number of magnetic tapes or data files required to provide the recorded message detail to the IC.
- (E) At the request of an IC, magnetic tapes containing the recorded IC message details will be provided to the IC as part of Recording Service. 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 IC, the magnetic tapes will be sent to the IC via first class U.S. Mail service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request that the detail on the magnetic tapes or in a data file be data-transmitted to the IC. When the IC message details are data-transmitted to an IC location, the data transmission charges will be determined on an individual case basis. When the IC does not wish to receive the recorded IC message details, and the Telephone Company receives notice from the IC at least two weeks prior to the date the details would be sent to the IC, the charge as set forth in 8.1.7 (C) following does not apply.
- (F) At the IC's request, the Telephone Company will make every reasonable effort to recover recorded IC message detail previously made available to the IC and make it available again for the IC. The charges as set forth in 8.1.7 (C) following will apply for all such detail provided. When the IC message details are data-transmitted to an IC 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 IC.

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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

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

- (A) If IC 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 IC messages and associated revenue based on previously known values. This estimated IC message volume will be included along with the IC message detail provided to the IC 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 IC amounts due to account for the unbillable revenue.
- (B) When the Telephone Company is notified that, due to error or omission, incomplete data have been provided to an IC, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the IC 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 IC. If the data cannot 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 IC 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 IC

- (A) The IC shall order Recording Service under a Special Order where the service is desired.

The IC shall order Recording Service at least one month prior to the date when the IC message detail is to be recorded.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.4 Obligations of the IC (Cont'd)

- (B) The IC shall order provision of recorded IC message detail at least one month prior to the date when it wishes to receive the recorded message detail. However, the IC may wish to receive magnetic tapes of the recorded detail or have the recorded detail data-transmitted to an IC location at some times and not at others. Therefore, change in the provision of recorded IC message detail to the IC will be accommodated provided the IC gives two weeks advance written notification to the Telephone Company.
- (C) The IC'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 detail recordings.

8.1.5 Payment Arrangements and Audit Provision

(A) Audit Provision

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

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

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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)

(B) Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service is provided and for which charges apply is one month. The minimum monthly charges are the charges for IC messages recorded, IC messages assembled and edited (except when Message Processing Service is ordered for the same monthly period) and when ordered by the IC, provision of IC message detail on magnetic tapes or data files. If the service is cancelled or discontinued prior to entering the IC message detail on magnetic tapes or data files, the minimum monthly charge will be the charge for all IC messages recorded, assembled and edited for a 30 day period. The Telephone Company will use the most recent 30 day period for which data is available to determine the minimum charge.

(C) Cancellation of a Special Order

An IC 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 received written or verbal notice from the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Recording Service is the date the IC requests the recordings to start.

When an IC 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 an IC requests changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled and the requested changes will be undertaken if they can be accommodated by the Telephone Company under a new Special Order. All cancellation charges as set forth in (C) preceding will apply for the cancelled Special Order.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.6 Rate Regulations

- (A) For each IC message recorded, the recording and the assembling and editing charges apply except when the IC orders Message Processing Service. When Message Processing Service as set forth in 8.2.1 following is ordered for the same month that Recording Service is ordered, the assembling and editing charge does not apply per IC message.

The charges for recording and for assembly and editing apply per message recorded and per message assembled and edited whether or not the IC's schedule of rates specifies billing on a per message basis or any other basis.

- (B) The per Special Order charge applies for each Special Order accepted by the Telephone Company for Recording Service.
- (C) When message detail is entered on a data file or magnetic tape for provision of message detail to an IC, the per tape charge applies for each data file or magnetic tape prepared, and the per record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. 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)

8.1.7 Rates and Charges

The rates and charges are:

	<u>Rates</u>
(A) Recording,	
- Per IC Message	\$0.0314
- Per Special Order	20.00
(B) Assembling and editing	
- Per IC message	ICB rates and charges apply
(C) Provision of IC Message	
- Per record processed	ICB rates and charges apply

8.1.7 Rates and Charges

The rate below for Recording applies only to
- **Palmerton Telephone Company**

	<u>Rates</u>
(A) Recording,	
- Per IC Message	\$0.0320

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service

At the request of an IC, the Telephone Company with reasonable notice and reasonable effort may provide Billing Service.

The Telephone Company may provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its operating territory when the Telephone Company supplies the input records at the IC's request. When the IC supplies the input records, the Telephone Company will process the input records supplied by the IC as set forth in 8.2.1 and 8.2.2 following.

The Telephone Company will provide two types of Billing Service: 1) Message Billing Service as set forth in 8.2.1, and 2) Private Line Billing Service as set forth in 8.2.2 following.

The Telephone Company will provide Bill Processing Service and Private Line Billing Service only on the condition that (1) it purchases the accounts receivable, if any, from the IC as set forth in 8.2.3 following or (2) the Telephone Company agrees to act as billing agent for the IC.

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 an IC offers.

8.2.1 Message Billing Service

Message Billing Service consists of Message Processing Service and Bill Processing Service. An IC may order Message Processing Service or Bill Processing or both services.

(A) General Description

(1) Message Processing Service

Message Processing Service is the transforming of the recorded IC 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 IC call details into IC messages. This function includes editing and verification of recorded details to assure that the data required for rating are present.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) General Description (Cont'd)

(1) Message Processing Service (Cont'd)

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

Further, rating is always performed and editing may be performed coincident with the implementation of a change in the IC's schedule of rates.

(2) 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 IC 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 IC).

Bulk-billed service is a billing service for an end user account with a Dedicated Access Line (DAL) Service to the end user premises where individual IC messages are not posted to the account and are not listed on the bill rendered to the end user.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) General Description (Cont'd)

(2) Bill Processing Service (Cont'd)

Message-billed service is a billing service for an end user account with an end user common line where individual IC 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 an IC credit card end user account without an end user common line or Dedicated Access Line (DAL) Service where individual messages 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 IC end user 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 is the examination and identification of all the ratable elements specified by the IC to be billed to an end user. Application of appropriate IC rates and charges to all such rate elements is also included when requested by the IC. The rating may be performed by the Telephone Company, another entity or the IC. Editing and rating of rate elements is performed when IC services are established or changed. Rating is always performed and editing may be performed coincident with the implementation of a change in the IC'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 IC 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.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) General Description (Cont'd)

(2) Bill Processing Service (Cont'd)

Receiving payment and maintenance of accounts is the collecting of monies from end users for services furnished by the IC and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid end user accounts, posting of credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's services and/or local telephone exchange services to an end user. Where local telephone exchange service access is denied, access to IC service will also be denied.

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

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

(B) Undertaking of the Telephone Company

(1) Message Processing Service

- (a) When Message Processing is ordered by an IC, the Telephone Company will process all of the IC messages it possesses as set forth in (b) through (l) following at rates and charges set forth in (G) following.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

- (b) The Telephone Company will provide Message Processing Service only for IC messages originating or recorded within the operating territory of the Telephone Company. The IC messages which the Telephone Company will process may be IC messages from Recording Service as set forth in 8.1 preceding or, at the direction of the IC, other IC messages which are chargeable in accordance with the rate schedule furnished by the IC.

Any sent-paid coin IC messages provided as input by the IC will be processed unless the IC specifies in writing that such IC messages are not to be processed. When such IC messages are processed message processing charges will apply. When such messages are not processed they may not be included in any IC message detail provided to the IC.

- (c) A record of IC call details is required to provide Message Processing Service. Where an IC subscribes to Recording Service as set forth in 8.1 preceding, those recorded details may be used as the input. Where the IC 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. The charges as set forth in (G)(12) following will apply if the IC data-transmits its call details to the

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

(c) Cont'd

Telephone Company. If the IC provided records must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, the program development charges as set forth (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in 8.1.7(B) preceding, applies in addition to all other charges for all such details converted by the Telephone Company. The Telephone Company will provide to the IC 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 ICs six months prior to the change. If the IC requests the IC provided call details be reprocessed by the Telephone Company because of an IC error, the Telephone Company will reprocess the IC provided call details and the appropriate charges as set forth in (G) following will apply.

(d) The Telephone Company will develop the IC's schedule of rates into a rating program. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs.

(e) Upon acceptance by the Telephone Company of a Special Order for Message Processing Service from an IC, the Telephone Company will determine the period of time to implement such service on an individual order basis.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

(f) Changes in the rate levels of IC charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the IC requesting such changes. Such changes will require modifications of the rating program. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary program changes. If any IC message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in (G)(1) and (G)(2) following apply for all IC messages processed.

(g) Changes in the rate structure for IC 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, as set forth in (G)(3) following, apply for the hours required to design, develop, test, and maintain the necessary program changes. If any IC message detail must be reprocessed in order to apply the rate structure changes, the appropriate message processing charges as set forth in (G)(1) and (G)(2) following apply for all IC messages reprocessed.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

(h) Where the Telephone Company has rated IC messages which are to be billed to an end user by another Exchange Telephone Company, the Telephone Company will enter the IC messages on a magnetic tape or data file which can be used for data transmission of the details. When the IC has so arranged with an involved Exchange Telephone Company, the Telephone Company will transmit the rated IC message details to such other Exchange Telephone Company for billing to end users in its operating territories. When the IC does not have billing arrangements with an Exchange Telephone Company, rated IC messages for such an Exchange Telephone Company will be delivered to the IC. The charges as set forth in (G)(4) following apply to rated IC messages that are data-transmitted to the other Exchange Telephone Companies. The charges as set forth in (G)(5) following apply to rated IC messages that are delivered to the IC. When the IC message details are data-transmitted to the IC location, the data transmission charges will be determined on an individual case basis. Program development charges as set forth in (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs.

(i) Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the IC, 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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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

- (j) The Telephone Company will, upon request, provide the IC the rated IC message detail.

The rated IC message detail will be provided on a request by request basis in a format similar to that used by the Telephone Company as input to Bill Processing Service. All rated IC message detail available to the Telephone Company will be provided to the IC. The rated IC message detail will not be sorted to furnish detail by specific end users, groups of end users, by office or by location. The Telephone Company will provide the IC detail on a magnetic tape. The magnetic tapes will, be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs. When a magnetic tape is provided, the charges as set forth in (G)(5) following also apply.

Unless specified otherwise by the IC, the magnetic tapes will be sent to the IC using first class U.S. Mail service. However, the IC may pick up the magnetic tapes at a location designated by the Telephone Company or request the information on the magnetic tapes be data-transmitted to the IC. When the information is data-transmitted to an IC location, the data transmission charges will be determined on an individual case basis.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

(k) If the IC makes a request within 30 days of the date the IC details were initially made available to the IC, the Telephone Company will make a reasonable effort to recover the IC detail and make it available again to the IC. The charges set forth in (G)(5) will apply for all such IC detail provided. When the IC details are data-transmitted to an IC location, the data transmission charges will be determined on an individual case basis.

(1) IC messages which the Telephone Company processes that cannot be rated in accordance with the IC rates schedule will be reviewed by Telephone Company message investigation groups. Upon completion of the review, rated IC messages will be delivered to the IC when the IC orders such service or to Bill Processing Service when the IC orders such service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the IC. At the request of the IC, the unrated IC messages will be reviewed for unauthorized use of the IC service by Telephone Company message investigation groups for a period of up to 90 days after the IC message was processed. The appropriate charges, as set forth in (G)(5) following or (G)(7) and (G)(8) following, will apply.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service

- (a) When Bill Processing Service is ordered by an IC, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all IC messages, bulk-billed messages and related rate elements it possesses as set forth in (b) through (n) following at rates and charges as set forth in (G) following. The Telephone Company will not establish an end user account with any IC 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 IC service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first IC 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. Service deposits will not be maintained by individual IC accounts but will be maintained for the end user account in general. The Telephone Company will provide the IC a copy of its service deposit regulations upon request from the IC.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(b) The Telephone Company will provide Bill Processing Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated IC messages into a message-billed group and a bulk billed group for application of rates as set forth in (G) following.

(c) At the request of the IC, the Telephone Company may prepare and distribute IC credit cards by first class U.S. Mail service. The Telephone Company will assign the credit card number and will mark its records and files to show that an end user has been issued an IC credit card. The Telephone Company will specify the information it requires to issue a credit card and the format to be used by the IC in furnishing such information. The charges as set forth in (G)(13) following apply. Plastic coated paper cards will be distributed unless the IC requests another type of card be provided. Charges to prepare and distribute other such cards will be developed on an individual case basis. When it becomes necessary as determined by the Telephone Company, to change the credit card number or discontinue the billing of credit card calls to an end user account because of nonpayment of charges or unauthorized use of Telephone Company and IC service offerings, the Telephone Company will notify the IC. The Telephone Company will provide the IC the credit card number, associated

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8. Billing and Collection Services (Cont'd)

8.2 Billing Services (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(c) (Cont'd)

end user account name and billing address for the credit card number change or billing discontinued. All charges for calls associated with such a discontinued credit card after the IC has been notified will become the responsibility of the IC. End user questions concerning the issuing of IC credit cards will not be handled by the Telephone Company.

- (d) Rated IC messages are required to provide Bill Processing Service. If the IC subscribes to Message Processing Service as set forth in (1) preceding, the rated IC messages may be used as the input. If the IC provides the rated IC messages, those IC messages must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. The charges as set forth in (G)(12) following apply if the IC data-transmits its rated message data to the Telephone Company.

Such IC provided rated message data must identify the end user account to be billed. If the IC provided rates messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in 8.1.7(B) preceding, applies in addition to all other charges for all such rated IC messages converted by the Telephone

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8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(d) (Cont'd)

Company. The Telephone Company will provide to the IC 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 ICs six months prior to the change. If the IC requests the IC provided rate IC messages by reprocessed by the Telephone Company because of an IC error, the Telephone Company will reprocess the IC provided rated IC messages and the appropriate charges as set forth in (G) following will apply.

(e) For end user accounts in its operating territory where the IC has ordered Bill Processing Service, the Telephone Company will bill all rated IC messages provided by the IC. The bill format will be determined by the Telephone Company.

(f) Upon acceptance by the Telephone Company of a Special Order for Bill Processing Service from an IC, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis. Program development charges, as set forth in (G) (3) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the IC services.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

- (g) The Telephone Company will provide Bill Processing Service only on the condition that (1) it purchases the accounts receivable from the IC as set forth in 8.2.3 following or (2) the Telephone Company agrees to act as billing agent for the IC.
- (h) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in 8.4 following.
- (i) The Telephone Company may, at the option of the IC, provide message-billed Bill Processing Service with or without inquiry and bulk-billed Bill Processing Service with or without inquiry. When the Telephone Company provides inquiry, the Telephone Company will be responsible for contacts and arrangements with the IC's end users concerning the billing, collecting, crediting and adjusting of the IC service charges, except prior IC balances due from end users, in accordance with written instructions furnished by the IC. At the request of the IC when the IC has ordered inquiry, the billed IC messages which are removed from an end user's bill in accordance with IC inquiry instructions will be reviewed for unauthorized use of IC service by Telephone Company message investigation groups for a period of up to 90 days after the billed IC message has been removed from an end user's

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(i) (Cont'd)

bill. For any billed IC messages removed from an end user's bill in accordance with IC inquiry instructions, the Telephone Company will make appropriate adjustments to the IC's accounts receivable. When the Telephone Company provides Bill Processing Service without inquiry, all contacts from IC end users concerning the IC billed amounts will be referred to the IC, and the Telephone Company will only be responsible for contacts with IC's end users concerning the collection of IC service deposits and charges, except prior IC balances due from end users. Inquiry will only be provided when the IC is provided Bill Processing Service at the same time for the same operating area.

(j) The Telephone Company will accept the IC gift certificates for payment from end users if the IC agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

(k) Rated IC 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, as set forth in (G)(7) and (G)(8) following, will apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(k) (Cont'd)

Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the IC. At the request of the IC, the rated IC messages which cannot be billed to an end user will be reviewed for unauthorized use of IC service by Telephone Company message investigation groups for a period of up to 90 days after the rated IC message was processed.

- (1) The Telephone Company will post rated IC messages to the appropriate end user account when it identifies an IC message to be billed to an end user and will mark the appropriate end user account when an IC credit card is issued to an end user. The Telephone Company will bill to an end user other IC 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 an IC. Other IC message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on IC message data received from Message Processing Service or from the IC. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by IC inquiry instructions and IC furnished statements.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Processing Service (Cont'd)

(m) The Telephone Company will establish an end user account for IC bulk-billed service when it receives an order from an IC to perform such activity for a specific end user and will bill IC bulk-billed charges to the end user. The Telephone Company will bill other IC 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 when it receives a Special Order for such services from an IC. Other IC message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on IC message data received from Message Processing Service or from the IC. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by IC inquiry instructions and IC furnished statements.

(n) Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the IC, 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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(3) Message Billing Service Ordering

(a) The Telephone Company will provide Message Billing Services under a Special Order. For all Message Billing Service, other than establishment of or changes to end user account data (including credit card data), establishment of or changes to end user account rate elements and changes to end user balances due, the Message Billing Service Special Order charge as set forth in (G)(14) following will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.

(b) The Telephone Company will arrange with the IC to accept under a Special Order end user account information to establish and change end user account data (including credit card data), establish and change end user account rate elements and change end user balances due. 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. The charges to handle such Special Orders will be determined on an individual case basis.

(C) Liability of the Telephone Company

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (1) 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 IC detail. If the lost IC detail cannot be recovered and the Telephone Company recorded the details, the IC 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 IC detail cannot be recovered and the IC provided the detail, the IC will be requested to resupply the detail. If the IC 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 IC when the IC orders such service and any recovered IC messages will be billed.
 - (2) When the Telephone Company is notified that, due to its error or omission, incomplete IC detail has been provided, as set forth in 8.2.1(B)(1)(i) preceding and/or 8.4 following, to an IC, the Telephone Company will make a reasonable effort to recover and provide the IC detail to the IC at no additional charge. Such request to recover the IC detail must be made within 30 days from the date the IC detail was initially made available to the IC. 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.
 - (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state 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 8.1.3(A).
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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (4) In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Message Billing Service.

(D) Obligations of the IC

- (1) The IC shall order Message Billing Services under a Special Order where service is desired. The IC 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 IC shall order the service for 1, 3 or 5 years. Thereafter, upon six months' written notice, additional service may be ordered for 1, 3 or 5 years at the rates and charges as set forth in (G) following. The IC may order inquiry for a service period that is different from that for Bill Processing. However, the IC shall not order inquiry unless it also has ordered Bill Processing Service for the same period and the same operating area. Not later than six months prior to the end of an order period, the IC 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 IC, the Telephone Company will automatically extend the services for another year, using the most recent 12 months of capacity provided. The IC will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in (G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (2) When Message Processing Service is ordered, the IC shall furnish the Telephone Company, and for each year in the order, an estimate of the number of messages (message capacity), including those messages which will be bulk billed, to be processed.

In addition, when Bill Processing Service is ordered, the IC shall furnish the Telephone Company, 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 furnished by the IC for message-billed messages and bulk-billed messages. The capacity estimate for inquiry for each year shall be the same as that for message-billed and/or bulk-billed messages.

- (3) The IC 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 IC service is subject to any Federal taxes and/or State taxes. When IC messages are to be billed by an entity other than the Telephone Company, the IC shall furnish written instructions as to how the rated IC messages are to be provided to that other entity. If the IC does not furnish complete instructions, all resulting unbillable messages will be delivered to the IC. The information shall be furnished by the IC in a timely manner.
- (4) The IC shall furnish to the Telephone Company a written schedule of its rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The IC'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 IC.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (5) When the IC orders Bill Processing Service, it shall authorize the Telephone Company in writing to deny service to end users for nonpayment. If that authorization is not received, Bill Processing Service will not be provided.
- (6) The IC shall be responsible for all contact and arrangements, including prior IC balances due from end users, with its end users concerning the provision and maintenance of the IC's service.
- (7) When the IC orders message-billed or bulk-billed Bill Processing Service with inquiry, the IC 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 IC orders message-billed or bulk-billed Bill Processing Service without inquiry, the IC shall furnish the Telephone Company with written instructions as to where inquiries are to be referred.

When the IC does not order inquiry service and desires credit adjustments be made to the end user balance due, the IC shall furnish a statement for each end user account where the credit is desired. These statements shall show the IC message, the date the IC message was billed and the amount of the credit. These statements shall be furnished to the Telephone Company under a Special Order as set forth in (B)(3)(b) preceding.

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

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (8) The IC will immediately redeem all IC gift certificates the Telephone Company receives in payment for any end user charges. The IC agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (9) The IC agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect IC service deposits from all end users of the IC's services for which the Telephone Company provides billing for the IC. The IC 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 IC service deposits. The IC will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to determine and collect end user service deposits.
- (10) When the IC desires that a credit card be issued by the Telephone Company for an end user, the IC shall furnish the credit card information as specified by the Telephone Company. The information shall include a statement from the IC that the end user has requested the credit card. When the IC is notified by the Telephone Company that an IC credit card billing is discontinued, the IC shall notify the appropriate end user. The IC also agrees to be responsible for all charges to the discontinued credit card after receipt of notice of discontinuance and all charges to an IC credit card where the end user states in writing to the Telephone Company that the end user did not request the credit card.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (11) When the IC furnishes recorded IC detail for Message Processing Service and/or rated IC 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.

(E) Payment Arrangements and Audit Provision

(1) Audit Provision

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

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(2) Minimum Period

The minimum period for which Message Billing Service is provided and for which charges apply is one year. If the IC orders Message Processing Service and/or Bill Processing Service for 3 or 5 years, then the minimum period and the period for which charges apply is that period ordered by the IC. A minimum period of 1, 3 or 5 years, as ordered by the IC, 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.

(3) Minimum Order Capacities and Minimum Yearly Charges

Message Billing Service is subject to minimum order capacities and minimum yearly charges. The minimum order capacities are the message capacity and bill capacity as specified in (a) following. The minimum yearly charge as specified in (b) or (c) following, whichever is higher, shall apply.

- (a) The message capacity ordered by the IC for any year in a 3 or 5 year order for Message Processing Service shall not be lower than 25 percent of the largest message capacity ordered for any year in a 3 or 5 year order. The bill capacity ordered by the IC for any year in a 3 or 5 year order for Bill Processing Service shall not be lower than 25 percent of

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(a) (Cont'd)

the largest bill capacity ordered for any year in a 3 or 5 year order. The minimum yearly bill capacity for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in (D)(2) preceding. The minimum yearly capacity ordered for each year for inquiry shall be the same as that for message-billed and/or bulk-billed messages.

- (b) For Message Processing Service, the minimum yearly charge is the product of the message capacity per year furnished by the IC as set forth in (D)(2) and (a) preceding and the appropriate Message Processing Service rate times 0.9. The appropriate Message Processing Service rate is the Message Processing Service rate as set forth in (G)(1) following for the specific year period ordered.

For Bill Processing Service, the minimum yearly charge is the product of the message-billed bill capacity and/or bulk-billed bill capacity per year furnished by the IC as set forth in (D)(2) and (a) preceding and the appropriate Bill Processing Service message-billed and/or bulk-billed rate times 0.9. The minimum yearly charge for message-billed messages and bulk-

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(b) (Cont'd)

billed messages will be determined separately based on the estimates the IC furnished as set forth in (D)(2) and (a) preceding. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rates as set forth in (G)(7) following for the specific message-billed service year period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in (G)(7) following for the specific bulk-billed service year period ordered.

For inquiry, the minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. For message-billed inquiry, the minimum yearly charge is the product of the message-billed bill capacity for the year furnished by the IC as set forth in (D)(2) and (a) preceding and the appropriate message-billed inquiry rate times 0.9. For bulk-billed inquiry, the minimum yearly charge is the product of the bulk-billed bill capacity for the year furnished by the IC as set forth in (D)(2) and (a) preceding and the appropriate bulk-billed inquiry rate time 0.9. The appropriate message-billed inquiry rate is the average of the message-billed inquiry rates as set forth in (G)(7) following for the year period ordered. The appropriate bulk-billed inquiry rate is the bulk-billed inquiry rate as set forth in (G)(7) following for the year period ordered.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

- (c) For Message Processing Service, the minimum yearly charge is the difference of the message capacity per year furnished by the IC as set forth in (D)(2) and (a) preceding and the year allowance times the appropriate message Processing Service rate. The year allowance will be determined by the Telephone Company and will be the total IC messages for the ICs processed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Message Processing Service rate is the Message Processing Service rate as set forth in (G)(1) following for the specific year period ordered.

For Bill Processing Service, the minimum yearly charge is the difference of the message-billed bill capacity plus the bulk-billed bill capacity for the year furnished by the IC as set forth in (D)(2) and (a) preceding and the year allowance times the appropriate Bill Processing Service message-billed or bulk-billed rate. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the IC furnishes as set forth in (D)(2) and (a) preceding and a prorate of the allowance. The allowance will be prorated using the ratio of the message-billed bill capacity furnished by the IC for the year for which the minimum yearly charge is determined.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(c) (Cont'd)

The year allowance will be determined by the Telephone Company and will be the total IC messages for all ICs billed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rate as set forth in (G)(7) following for the year period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in (G)(7) following for the year period ordered. For inquiry, the minimum yearly charge will be determined for the year by using the message-billed bill capacity or the bulk-billed bill capacity less a prorate of the year allowance times the appropriate inquiry message billed or bulk-billed inquiry rate. The minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. The prorate of the allowance will be the same as that set forth in the preceding paragraph.

When the Message Processing Service rates are not shown separately and are included in the Bill Processing Service rates, the Message Processing Service minimum yearly charges will not apply. When the inquiry rates are not shown separately and are included in the Bill Processing Service message-billed processing and bulk-billed processing rates, the inquiry minimum yearly charges will not apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(4) Cancellation of a Special Order

An IC 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 IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Message Billing Service is the date the IC and the Telephone Company mutually agree the service is to start.

When an IC 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 charges, program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the IC.

(5) Changes to Special Orders

When an IC 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.

(F) Rate Regulations

- (1) The Message Processing and Bill Processing Service message charges apply during the yearly periods by the IC. The Telephone Company will not initiate rate changes to the Message Processing Service charges as set forth in (G)(1) following or the Bill Processing Service charges as set forth in

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(1) (Cont'd)

(G)(7) following that apply to the IC order during the yearly periods for that specific order. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is an IC message which is used by the Telephone Company to develop the IC bulk-billed charge.

- (2) During any yearly period in which the actual IC messages processed and/or billed exceeds the message capacity as stated in the following, additional charges apply. For Message Processing Service, for each IC message processed that exceeds (a) 110 percent of the message capacity ordered for the year or (b) the message capacity ordered plus the year allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in (G)(1) and (G)(2) following apply. The year allowance is the quantity determined as set forth in (E)(3)(c) preceding. For Bill Processing Service, for each message-billed IC message processed that exceeds (a) 110 percent of the message-billed bill capacity ordered or (b) the message-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in (G)(7) and (G)(8) following apply. The prorated allowance is the quantity determined as set forth in (E)(3)(C) preceding.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

For Bill Processing Service, for each bulk-billed IC message processed that exceeds (a) 110 percent of the bulk-billed bill capacity ordered or (b) the bulk-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in (G)(7) and (G)(8) following apply. The prorated allowance is the prorated quantity determined as set forth in (E)(3)(c) preceding.

For each year for message-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for message-billed messages. The appropriate charges for the specific inquiry ordered as set forth in (G)(7) and (G)(8) apply.

For each year for bulk-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for bulk-billed messages. The appropriate charges for the specific inquiry ordered as set forth in (G)(7) and (G)(8) apply.

For each IC message processed and/or billed between the message capacity ordered and the allowance (i.e. 110 percent level or order plus allowance level, whichever applies) specified in the preceding paragraphs, the appropriate rate as set forth in (G)(1) or (G)(7) will apply.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

The IC, at its option, may order additional capacity for inquiry and capacity required to process and/or bill the additional messages at the rates as set forth in (G) following subject to the minimum period and minimum yearly charges as set forth in (E)(2) and (E)(3) preceding. When more than one order exists at the same time for an IC, the rates for inquiry, IC messages processed and/or billed that exceed the total inquiry, message and/or bill capacity, respectively, for all existing orders will be the appropriate rates for the most recent order, plus the appropriate additional inquiry, message and/or bill processing charge as set forth in (G)(2) and (G)(8) following for the most recent order.

(3) The Message-Billed Service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state IC messages are billed by the Telephone Company to the end user on the same bill for the IC, the Message Billed Service Charge times 0.5 applies each month. When more than one copy of the end user bill is provided to the end user, the Message-Billed Service charge applies for each additional copy of the end user bill provided.

(4) A Bulk-Billed Service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state IC bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the IC, the Bulk-Billed Service Charge times 0.5 applies each month. When more than one copy of the end user bill is provided to the end user, the Bulk-Billed Service charge applies for each additional copy of the end user bill provided.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (5) When message detail is data-transmitted to or received from an Exchange Telephone Company location by the Telephone Company, a charge as set forth in (G)(4) following, 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 or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted.
- (6) When message detail is data-transmitted to or received from an IC location by the Telephone Company, a charge, as set forth in (G)(6) and/or (G)(12) following, 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 or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted and/or received.
- (7) The Message Billing Service Special Order charge 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 (including credit card data), establishment of or changes to end user account rate elements and changes to end user balances due, accepted by the Telephone Company.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(7) (Cont'd)

The End User account activity charges apply whenever an IC Special Order requests end user account data be established or changed, nonrecurring or recurring IC rate element be added or changed in an end user account and/or an end user balance due be changed.

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.

The end user account activity Special Order charge always applies and the end user account establishment and change charge, end user account rate element rate level change charge, or the end user account rate element rate structure change charge may apply depending on the activity ordered by the IC as set forth in (a), (b), (c) and (d) following.

- (a) The end user account activity Special Order charge applies whenever the IC 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.
- (b) The end user account establishment and change charge applies whenever IC furnished information is used by the Telephone Company to establish or change end user account data or rate elements, or balances due, except for information to change end user account rate element rate levels or rate structure. End user account rate element rate level and rate structure change charges are applied as set forth in (c) and (d) following.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(7)(Cont'd)

(b) (Cont'd)

In addition, the end user account establishment and change charge does not apply when rated IC messages are posted to a message-billed account associated with an end user common line. The end user account establishment and change charge does not apply when an IC credit card is listed on a message-billed account associated with an end user common line and does not apply for any subsequent preparation or distribution of an IC credit card. The end user account establishment and change charge does apply when the Telephone Company, at the request of an IC, establishes or changes a message-billed account with a credit card but without an associated end user common line. The end user account establishment and change charge applies for each account established, rate element established, account changed (except for credit card changes), rate element changed and balance due changed.

(c) The end user account rate element rate level change charge applies whenever IC 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.

(d) The end user account rate element rate structure change charge applies whenever IC 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.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (8) When message detail is entered on a data file or magnetic tape to be provided to an IC, the per tape charge applies for each data file or tape prepared and the per record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or 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.
- (9) The rates as set forth in (G)(7) apply for Bill Processing Service for an IC message-billed service depending on the total (i.e., sum of interstate and intrastate IC messages) number of messages billed for an end user account per month. The rate groups are 1 to 10 messages per month, 11 to 100 messages per month, 101 to 600 messages per month and over 600 messages per month. The rate for the largest number of IC 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 count of IC messages billed each bill day to an end user account.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (10) When the Telephone Company receives an order from the IC to issue one or more IC credit card(s) to an end user, Special Order and Credit Card Issuance preparation and distribution charges apply. If the IC requests another card to be issued for any reason, the preparation and distribution charges apply. If for any reason the IC requests a change to be made in the credit card information maintained on an end user account by the Telephone Company, including the marking of the account to show issuance of a credit card by the IC or discontinuance of an existing card, and the IC does not request the distribution of a credit card, only the preparation charge applies. The Telephone Company will determine the charges based on its record of the Special Orders to prepare and distribute IC credit cards received from the IC.
- (11) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (12) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the IC 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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>
(1) Message Processing Service	
- 1 year period, per message	*
- 3 year period, per message	*
- 5 year period, per message	*
(2) Additional Message Processing,	
- per message above the message	
capacity ordered and allowance	
specified	#
(3) Program Development,	
- Basic, per hour	ICB rates
(applicable to work performed	and charges
within the Telephone Company's	apply
normal work schedule and using the	
normal work force)	
Premium, per hour	ICB rates
- (applicable to work performed	and charges
outside the Telephone Company's	apply
normal work schedule and/or which	
requires additions to the	
work force)	

* The Message Processing Service rate for each specific offering is included in the appropriate Bill Processing Service rate set forth in (7) following.

The Additional Message Processing rate is included in the Additional Bill Processing message-billed processing rate or bulk-billed processing rate, as appropriate, set forth in (7) following.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(4) Data transmission of rated IC messages detail between other Exchange Telephone Company locations, - per record transmitted	ICB rates and charges apply
- per record received	ICB rates and charges apply
(5) Provision of rated IC message detail, - per record processed	ICB rates and charges apply
- per tape or data file	ICB rates and charges apply
(6) Data transmission to an IC location of rated IC message details, - per record transmitted	ICB rates and charges apply

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

(7) Bill Processing Service

The rates for Bill Processing Service is as follows with the exception of those listed on Page 51.

	<u>Rates</u>			
	Messages per End User			
	Account Per Month			
	1 to	11 to	101 to	Over
	<u>10</u>	<u>100</u>	<u>600</u>	<u>600</u>
message-billed processing,				
- 1 year period, per message	\$0.1035	\$0.1035	\$0.1035	\$0.1035
- 3 year period, per message	ICB	ICB	ICB	ICB
- 5 year period, per message	ICB	ICB	ICB	ICB
message-billed inquiry,				
- 1 year period, per message	*	*	*	*
- 3 year period, per message	*	*	*	*
- 5 year period, per message	*	*	*	*

	<u>Rates</u>
bulk-billed processing,	
- 1 year period, per message	\$0.1035
- 3 year period, per message	ICB rates and charges apply
- 5 year period, per message	ICB rates and charges apply
bulk-billed inquiry,	
- 1 year period, per message	#
- 3 year period, per message	#
- 5 year period, per message	#

* The message-billed inquiry rate is included in the appropriate message-billed processing rate set forth preceding.

The bulk-billed inquiry rate is included in the appropriate bulk-billed processing rate set forth preceding.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

(7) Bill Processing Service

PALMERTON TELEPHONE COMPANY

	<u>Rates</u>			
	<u>Messages per End User</u>			
	<u>Account Per Month</u>			
	<u>1 to</u>	<u>11 to</u>	<u>101 to</u>	<u>Over</u>
	<u>10</u>	<u>100</u>	<u>600</u>	<u>600</u>
message-billed processing,				
- 1 year period, per message	\$0.1055	\$0.1055	\$0.1055	\$0.1055
- 3 year period, per message	ICB	ICB	ICB	ICB
- 5 year period, per message	ICB	ICB	ICB	ICB

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

The rates for Message Billing is as follows with the exception of those listed on Page 53.

	<u>Rates</u>
(8) Additional Bill Processing, per message above the bill capacity ordered and allowance specified,	
- message-billed processing, each	\$0.1035
- message-billed inquiry, each	*
- bulk-billed processing, each	0.1035
- bulk-billed inquiry, each	#
(9) Message-Billed Service, in which one or more messages or message service related rate elements are billed,	
- per bill rendered for an end user account	0.47
(10) Bulk-Billed Service, in which a charge associated with a bulk-billed service is billed,	
- per bill rendered for an end user account,	0.47

* The Additional Bill Processing message-billed inquiry rate is included in the Additional Bill Processing message-billed processing rate set forth preceding.

The Additional Bill Processing bulk-billed inquiry rate is included in the Additional Bill Processing bulk-billed processing rate set forth preceding.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

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Rates

(8)	Additional Bill Processing, per message above the bill capacity ordered and allowance specified, - message-billed processing, each - message-billed inquiry, each - bulk-billed processing, each - bulk-billed inquiry, each	\$0.1055 * 0.1055 #
(9)	Message-Billed Service, in which one or more messages or message service related rate elements are billed, - per bill rendered for an end user account	0.479
(10)	Bulk-Billed Service, in which a charge associated with a bulk-billed service is billed, - per bill rendered for an end user account,	0.479
(11)	Message-Billed Service, in which one or more messages or message service related rate elements are billed along with Interstate elements	0.2395
(12)	Bulk Billed Service, in which a charge associated with a bulk-billed service is billed along with Interstate elements	0.2395

* The Additional Bill Processing message-billed inquiry rate is included in the Additional Bill Processing message-billed processing rate set forth preceding.

The Additional Bill Processing bulk-billed inquiry rate is included in the Additional Bill Processing bulk-billed processing rate set forth preceding.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(11) End User Account Activity,	ICB rates
- Special Order Charge to	and charges
receive end user account data	apply
- End User Account Establishment	
and Change, except rate element	
rate level changes and rate	
structure, charge, per end user	
account established or changed,	
per recurring or nonrecurring	
rate element established or	
changed and end user balance	
due changed, each	*
- End User Account Rate Element	
Rate Level Change Charge,	
per rate element changed,	
each	*
- End User Account Rate Element	ICB rates
Rate Structure Change Charge,	and charges
per rate element changed,	apply
each	
(12) Data transmission from an IC	ICB rates
location of Message Billing	and charges
Service detail or information,	apply
- per record received	
(13) Credit Card Issurance,	
- preparation, per end user	
account	*
- distribution, per card	ICB rates
	and charges
	apply

* Rates for these offerings are included in the Bill Processing Service message-billed processing and bulk-billed processing rates, as appropriate, set forth in (7) preceding.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

		<u>Rates</u>
(14)	Message Billing Service Special Order Charge, - per Special Order	\$20.00
(15)	Retention of Records Under Accounting Orders, - per order per month	ICB rates and charges apply

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service

The Telephone Company may provide Private Line Billing Service only for those IC private line services for which the Telephone Company is providing Special Access Service. The Telephone Company will not render bills for IC private line services for which it does not provide Special Access Service that are connected at end user premises to IC private line services for which it does render bills.

The Telephone Company will not render bills for usage-based rate elements under this section of the tariff. Usage-based rate elements will be billed as set forth in 8.2.1 preceding.

(A) General Description

Private Line Billing Service includes editing and rating, account establishment, rendering of bills, receiving payments, maintenance of accounts, treatment of accounts and inquiry (when ordered by the IC).

Editing and rating is the examination and identification of all the ratable elements of an IC private line service and the application of the appropriate IC rates and charges to the service. These functions are performed when private line services for an IC's end user are established or changed. Rating is always performed, and editing may be performed, coincident with the implementation of a change in the IC's schedule of rates.

Account establishment is the preparation of an IC end user record so that a bill can be sent to that end user.

Rendering of bills is the preparation and mailing of statements of the amounts due from end users for service received from the IC. 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 deposits and monies from end users for services furnished by the IC and maintenance of records of all transactions.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Services (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(A) General Description (Cont'd)

Treatment of accounts is the forwarding of notices of delinquent or unpaid end user accounts, posting credits and adjustments, and when necessary as determined by the Telephone Company, denial of the IC's Special Access Service.

Inquiry is the answering of end user questions about charges for IC services and negotiating of credits and adjustments to end user accounts and review of IC charges which are removed from an end user's bill.

(B) Undertaking of the Telephone Company

- (1) When Private Line Billing Service is ordered by an IC, the Telephone Company will establish a Private Line Account, edit and rate the billing detail, bill the end user and maintain and treat the Private Line Account (based on the rate and end user data supplied by the IC) at the rates and charges as set forth in (G) following, as set forth in (2) through (14) following. The Telephone Company will not establish a Private Line end user account with an IC 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 IC service. The Telephone Company will, when necessary in accordance with Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established. The Telephone Company will, when necessary in accordance with Telephone Company deposit regulations, maintain a service deposit balance for each end user account. The Telephone Company will provide the IC a copy of its deposit regulations upon request from the IC.

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (2) Private Line Billing Service records and end user accounts will be maintained by the Telephone Company in a standard format in order to identify the end user and bill the format in order to identify the end user and bill the ratable elements. The Telephone Company will establish this format and provide it to the IC. The Telephone Company will also establish the format it will use to bill private line services and provide it to the IC. If, in the course of Telephone Company business, it is necessary to change these formats, the Telephone Company will notify the involved ICs six months prior to the change.
- (3) The Telephone Company will develop the IC's schedule of rates and charges into a rating program. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs.
- (4) Upon acceptance by the Telephone Company of a Special Order for Private Line Billing Service from an IC, the Telephone Company will determine the period of time to implement such service on an individual case basis.
- (5) Changes in the rate levels of IC services to be billed will normally be implemented within 60 days after receipt of a Special Order from the IC requesting such changes. Such changes will require modifications of the rating program. Program development charges, set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary program changes.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (6) Changes in the rate structure of the IC services to be billed also require a change in the rating programs. 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 case basis. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary program changes.
- (7) The Telephone Company will not provide any information related to Private Line Billing Service accounts under this section of the tariff. Private Line Billing Service information may be obtained as set forth in 8.4 following.
- (8) The Telephone Company may, at the option of the IC, provide Private Line Billing with or without inquiry. When the Telephone Company provides Private Line Billing with inquiry, the Telephone Company will be responsible for contacts and arrangements with the IC's end users concerning the billing, collecting, crediting and adjusting of the IC service charges, except prior IC balances due from end users, in accordance with written instructions furnished by the IC. At the request of the IC, the billed IC charges which are removed from the end user bill in accordance with the IC inquiry instructions will be reviewed for unauthorized use of the IC service by Telephone Company message investigation groups for a period of up to 90 days after the billed IC charges have been removed from the end user's bill. For any billed IC charges which are removed from an end user's balance due in accordance with the IC's instructions, the Telephone Company will make an appropriate adjustment to the IC's accounts receivable.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(8) (Cont'd)

When the Telephone Company provides Private Line Billing without inquiry, all contacts from IC end users concerning the IC's billed amounts will be referred to the IC and the Telephone Company will only be responsible for contacts with IC's end users concerning the collection of IC service charges, except prior IC balances due from end users. Inquiry will only be provided for those end user accounts for which the IC has ordered Private Line Billing.

(9) When the Telephone Company encounters bills which are to be rendered to end users or end user billing addresses not located in the Telephone Company's operating territory or in a state where Private Line Billing Service has not been ordered, such bills will be handled as follows:

(a) If the bill to the end user is for a service for which the Telephone Company provides a Special Access Service to the IC and the IC has ordered the appropriate Private Line Billing Service, the Telephone Company will bill the end user.

(b) In all other situations, the bill will be delivered to the IC and the IC shall be responsible to furnish an accounts receivable adjustment to the Telephone Company as set forth in 8.2.3 following.

(10) The Telephone Company will accept IC gift certificates for payment from end users if the IC agrees in writing to redeem all such gift certificates. The format of the gift certificates must be acceptable to Telephone Company.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Services (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

- (11) Where the rates for IC services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the IC, 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.
- (12) The Telephone Company will provide Private Line Billing Services under a Special Order. For all Private Line Billing Services other than establishment of or changes to end user account data, establishment of or changes to end user account rate elements and changes to end user balances due, the Private Line Billing Service Special Order charge as set forth in (G)(5) following will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.
- (13) The Telephone Company will arrange with the IC to accept under a Special Order end user account information to establish and change end user account data, establish and change end user account rate elements and change end user balances due. 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. The charges to handle such Special Orders will be determined on an individual case basis.
- (14) If the IC requests the Private Line bills be reprocessed by the Telephone Company because of an IC error, the Telephone Company will treat the reprocessing as a rate level or rate structure change. Determination of whether the reprocessing is a rate level change or rate structure change will be made by the Telephone Company based on the Special Order the Telephone Company receives from the IC. All appropriate charges as set forth in (G) following will apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(C) Liability of the Telephone Company

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

- (1) If Private Line Billing detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will recover the lost detail based on previously received information. This recovered detail will be provided to the IC if the IC has ordered the appropriate Billing Information Service as set forth in 8.4 following. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed or when the amount not billed is unknown, no more than 3 months charges for the services not billed.
- (2) When the Telephone Company is notified that, due to its error or omission, incomplete detail has been provided to the IC when such detail has been ordered as set forth in 8.4 following, the Telephone Company will make a reasonable effort to recover the detail and provide such information to the IC at no additional charge to the IC. Such request to recover the detail must be made within 30 days from the date the details were initially made available to the IC. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed or when the amount not billed is unknown, no more than 3 months charges for the services not billed.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

- (3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state 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 is unknown, no more than 3 months charges for the services misbilled.
- (4) In the absence of willful misconduct, no liability for damages to the IC or other person or entity other than that as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Private Line Billing Service.

(D) Obligations of the IC

- (1) The IC shall order Private Line Billing Service under a Special Order where service is desired.

When Private Line Billing Service is ordered initially, the IC shall order the service for at least one year. Thereafter, upon six months written notice, additional service may be ordered for a minimum of one year and the rates and charges as set forth in (G) following will apply. Not later than six months prior to the end of a order period, the IC shall notify the Telephone Company in writing if service is to be discontinued at the end of the period. If not notice is

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

(1) (Cont'd)

received from the IC, the Telephone Company will automatically extend the service for an additional year, using the most recent 12 months of bill capacity provided. All appropriate rates and charges as set forth in (G) following for another year will apply and the minimum monthly charges will be based on the most recent 12 months of bill capacity provided. The IC will be notified by the Telephone Company when such an extension is made.

(2) When Private Line Billing Service is ordered, the IC shall furnish the Telephone Company for each year in the order an estimate of the average number of bills (bill capacity) to be rendered each year.

(3) The IC shall furnish in the format specified by the Telephone Company all information necessary for the Telephone Company to provide the Private Line Billing Service including an affidavit that states whether the IC Private Line Service is subject to any Federal taxes and/or State taxes. When IC bills are to be rendered to locations not in the operating territory of the Telephone Company, the IC shall furnish an address where the bills are to be sent. If the IC does not furnish an address, all unaddressable bills will be delivered to the IC. The information shall be furnished by the IC in a timely manner.

(4) The IC 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 interval required to establish a rating program must be mutually agreed to by the Telephone Company and the IC.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (5) When the IC orders Private Line Billing Service, it shall authorize the Telephone Company in writing to deny service to end users for nonpayment. If that authorization is not received, Private Line Billing Service will not be provided.
- (6) The IC shall be responsible for all contacts and arrangements, including prior IC balances due from end users, with its end users concerning the provision and maintenance of the IC's services.
- (7) When the IC orders Private Line Billing Service with inquiry, the IC shall furnish the Telephone Company written instructions which are agreeable to the Telephone Company, for the handling of end user questions about bills.

When the IC orders Private Line Billing Service without inquiry, the IC shall furnish the Telephone Company with written instructions as to where inquiries are to be referred. When the IC does not order Telephone Company Inquiry service and desires credit adjustments be made to the balances due from an end user, the IC shall furnish a statement for each end user account where the credit is desired. These statements shall show the rate element to be credited, the date the rate element was billed and the amount of the credit.

The IC shall notify its end users through its tariff or other appropriate means when the IC handles the bill inquiries. The IC shall furnish the Telephone Company in writing all bill adjustments as set forth in 8.2.3 following.

- (8) The IC will immediately redeem all IC gift certificates that the Telephone Company receives in payment for end user charges. The IC agrees to use a gift certificate format which is agreeable to the Telephone Company.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(D) Obligations of the IC (Cont'd)

- (9) The IC agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect IC service deposits from all end users of the IC's services for which the Telephone Company provides billing for the IC. The IC 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 IC service deposits. The IC will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to collect end user service deposits.

(E) Payment Arrangements and Audit Provisions

(1) Audit Provisions

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provisions

(1) Audit Provisions (Cont'd)

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

(2) Minimum Periods

The minimum period for which Private Line Billing Service is provided, and for which charges apply, is one year.

A minimum period of one year applies for each additional period of service ordered.

When service is discontinued prior to the expiration of a minimum period, the minimum monthly charge is applicable for each month and fraction of month remaining in the minimum period.

(3) Minimum Monthly Charges

- (a) During the initial year minimum period, there is a minimum monthly charge based on the IC's estimate of the number of bills to be rendered during that period. The minimum monthly charge is the charge for Bill Rendering, as set forth in (G)(2) following, for 75 percent of the monthly volume. The monthly volume is 1/12 of the bill capacity ordered during the initial year.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provisions (Cont'd)

(3) Minimum Monthly Charges (Cont'd)

(a) (Cont'd)

If the actual monthly volume during any consecutive three month period exceeds 1/12 of the bill capacity ordered by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is the charge for Bill Rendering, as set forth in (G)(2) following, for the monthly average of the actual volume used during those three months.

(b) During each additional yearly minimum period, the minimum monthly charge is the charge for Bill Rendering, as set forth in (G)(2) following, for the monthly average of the actual volume of bills rendered during the previous 12 months.

If the actual monthly volume during any consecutive three month period exceeds the monthly average by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is the charge for Bill Rendering, as set forth in (G)(2) following for the monthly average of the actual volume used during those three months.

(4) Cancellation of a Special Order

An IC may cancel a Special Order for Private Line 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 IC that the

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provisions (Cont'd)

(4) Cancellation of a Special Order (Cont'd)

Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Private Line Billing Service is the date that the IC and the Telephone Company mutually agree service is to start.

When an IC cancels a Special Order for Private Line Billing Service after the order date but prior to the start of service, a charge equal to the Special Order charges, program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the IC.

(5) Changes to Special Orders

When an IC requests changes to a pending Special Order for Private Line 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.

(F) Rate Regulations

(1) The Private Line Billing Service Special Order charge applies for each Special Order for Private Line Billing Service, other than establishment of or changes to end user account data, establishment of or changes to end user account rate elements or changes to end user balances due, accepted by the Telephone Company.

(2) The end user account activity charge applies whenever an end user account is established or changed pursuant to a Special Order from an IC and/or whenever a nonrecurring or recurring IC rate element or balance due is added to or changed in the account.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

An end user account is a record for a Private Line Billing Service which has a unique name and address and billing number identification, assigned by the Telephone Company, to which a bill is rendered.

The end user account activity Special Order charge always applies and the end user account establishment and change charge, end user account rate element rate level change charge or the end user account rate element rate structure change charge may apply depending on the activity ordered by the IC as set forth in (a), (b), and (d) following.

- (a) The end user account activity Special Order charge applies whenever the IC furnishes to the Telephone Company end user account information that establishes or changes the information or rates or balance due associated with an end user account.
- (b) The end user account establishment and change charge applies whenever IC 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. End user account rate element rate level and rate structure changes charges are applied as set forth in (c) and (d) following. The end user account establishment and change charge applies for each account established, rate element established, account changed and rate element changed and balance due changed.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(2) (Cont'd)

- (c) The end user account rate element rate level change charge applies whenever IC 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.
 - (d) The end user account rate element rate structure change charge applies whenever IC 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.
- (3) The bill rendering charge applies each month that one or more charges is billed by the issuing of a statement to an end user account. When both interstate and state private line service charges are billed by the Telephone Company to the end user on the same bill for the IC, the Bill rendering charge times 0.5 applies each month.
- (4) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (5) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the IC in accordance with these records. The hours for each order will be summed and then rounded to the nearest hour, except that when the total is less than an hour, one hour will be used to determine the charges.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>
(1) End User Account Activity	ICB rates
- Special Order to receive end user account data, per Special Order	and charges apply
End User Account Establishment and Change, except rate element rate level changes and rate structure changes, Charge,	
- per end user account established or changed and per recurring and non-recurring rate element established or changed, each	*
End User Account Rate Element Rate Level Change Charge,	
- per rate element changed	*
End User Account Rate Element Rate Structure Change Charge,	ICB rates
- per rate element changed	and charges apply
(2) Bill rendering charge,	
- per bill rendered for an end user account	\$1.16

* Rates for these offerings are included in the Bill rendering charge rate set forth in (2) following.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>
(3) Program Development Charge	
- Basic, per hour (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)	ICB rates & charges apply
- Premium, per hour (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)	ICB rates & charges apply
(4) Inquiry	
- per bill rendered for an end user account	*
(5) Private Line Billing Special Service Order Charge,	
- per Special Order	\$20.00
(6) Retention of Records Under Accounting Orders,	
- per order per month	ICB rates & charges apply

* Rate for this offering is included in the Bill rendering charge rate set forth in (2) preceding.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable

The Telephone Company will, unless the Telephone Company agrees to act as billing agent for the IC, purchase from the IC its accounts receivable that arise from bills rendered by the Telephone Company to that IC's end users. The purchase of accounts receivable will be limited to amounts due the IC when the Telephone Company provides Bill Processing Service and/or Private Line Billing Service for the IC. After an IC orders Bill Processing Service and/or Private Line Billing Service and the Telephone Company is purchasing the IC's accounts receivable, the IC is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The IC will provide a written assurance to the Telephone Company as to such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the IC to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing ownership to the accounts receivable.

The Telephone Company's purchase of an IC's accounts receivable shall be with recourse adjustments as set forth in (B) following to account for amounts due the IC that the Telephone Company is unable to collect from the end users which use the IC's services. The amounts due the IC for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of an IC's service) will determine from its records the total current amount lawfully billed to the IC's end users for IC services, including all taxes applicable to such services. A Total Current Amount Billed will be determined for each IC for each end user bill day.

(B) Recourse Adjustments

For each bill day, the Telephone Company will make recourse adjustments to the Total Current Amount Billed as follows:

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone company removes from end users balances due in accordance with IC inquiry instructions. In addition, for each bill day, the Telephone Company will subtract from the Total Current Amount Billed, an amount that equals the face value of any IC gift certificates (or its predecessor company's gift certificate) the Telephone Company has in its possession. The IC gift certificates the Telephone Company possesses will be returned to the IC.

(2) Telephone Company and IC Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed amounts for end user bills which the Telephone Company delivers to the IC and amounts for gross receipts taxes, if any, the Telephone Company is legally obligated to pay in connection with accounts purchased by and amounts billed and collected by the Telephone Company pursuant to 8.2.1 and 8.2.2 preceding. In addition, for each bill, the Telephone Company may make adjustments to the Total Current Amount Billed to account for amounts on statements received from the IC for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company may make adjustments to the Total Current Amount Billed to account for additions and subtractions for IC or Telephone Company prior billing period errors.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. Uncollectibles are amounts billed by the Telephone Company to end users on Final Customer Bills that are added to the Uncollectible (realized) Accounts of the Telephone Company. The Telephone Company will determine the IC amount for uncollectibles for each bill day by multiplying the Total Current Amount Billed by the IC uncollectible factor rounded up to the nearest 1/1000th as determined in (a) or (b) following.

- (a) To determine the IC uncollectible factor, except for the initial three months that bill Processing Services and/or Private Line Billing Service is provided to the IC, the Telephone Company will determine from its records the dollar amount lawfully billed on Final Customer Bills which, after standard collection efforts are completed, is added to its uncollectible (realized) accounts (uncollectible amount) for bills rendered to end users in the most recent 3 month period. This uncollectible amount will include adjustments to account for any payments received by the Telephone Company for outstanding Final Customer Bill amounts that pre-date the most recent 3 month period and any deposits held by the Telephone Company for services provided to the end users where Final Customer Bills have been rendered. The uncollectible amount (including where necessary the IC's or its predecessor company's history of uncollectible to develop a full recent 3 month period) will be used by the Telephone Company in

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(3) Uncollectible Adjustments (Cont'd)

(a) (Cont'd)

an uncollectible apportionment study to determine the realized uncollectible amount for each IC which is provided Bill Processing Service and/or Private Line Billing Service by the Telephone Company for the most recent 3 month period. This realized uncollectible amount for an IC will, after the adjustment to account for IC amounts for uncollectibles for the previous 3 month period which were greater or lesser than the realized uncollectible amount for the same 3 month period, be divided by the Total Current Amount Billed for the IC for the same most recent 3 month period to develop an IC uncollectible factor. This factor will be used by the Telephone Company for the next 3 months to determine the IC amount for uncollectibles. Just prior to the end of the 3 month period, the Telephone Company will determine a new IC uncollectible factor in the same manner as above for the ensuing 3 month period.

- (b) When an IC orders Bill Processing Service and/or Private Line Billing Service, the IC at the time such services are ordered shall provide to the Telephone Company a history of its or its predecessor company's uncollectibles. This history or uncollectibles shall indicate by month its total amounts billed and its uncollectible amounts. The Telephone Company will use these data to develop the IC uncollectible factor for the first three months. To the extent that such IC or its predecessor company data do not exist, then the IC uncollectible factor for the first three month period will be determined on an individual case basis. The IC uncollectible factor developed either from IC history or on an individual case basis will be used to determine the IC amount for uncollectibles for the first three month period.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the IC

- (1) The Telephone Company will purchase accounts receivable from the IC on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day or on the next bill date (i.e., same date in the following month as the bill date), whichever is the shortest interval, except as provided herein, the Telephone Company will remit payment to the IC for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the Second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the IC as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the IC (Cont'd)

(2) Further, if any portion of the net purchase amount is not received by the IC by the payment date as set forth in (1) preceding, or if any portion of the net purchase amount is received by the IC in funds which are not immediately available to the IC, then a late payment penalty shall be due the IC. The late payment penalty shall be the portion of the net purchase amount not received by the payment date times a late factor. The late factor shall be the lesser of:

(a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service and/or Private Line Billing Service to the IC, compounded daily for the number of days from the payment date to and including the date that the Telephone Company actually makes the payment to the IC, or

(b) 0.000657 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company actually makes the payment to the IC.

Any late payment penalty will be included with the next Telephone Company payment to the IC.

(3) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the IC after the date the Telephone Company billed the charges to be adjusted to the end user plus 45 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lesser of:

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the IC (Cont'd)

(3) (Cont'd)

(a) the highest interest rate (in decimal value) which may be levied by the law for commercial transactions in the state in which the Telephone Company provides Bill Processing Service and/or Private Line Billing Service to the IC, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or

(b) 0.0000657 per day, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account.

Any late payment penalty will be included with the adjustment made by the Telephone Company to the IC's Total Current Amount Billed.

(D) Netting of IC Access Service Charges and Net Purchase Amounts

When a payment for IC Access Service Charges under this tariff is due to the Telephone Company from the IC on the same payment date that a net purchase amount is due to the IC from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the IC, net the payment for IC Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the IC or require the IC to pay the Telephone Company the net amount when such net amount is due the Telephone Company. If either party does not make the payment on the payment date, a late payment penalty as set forth in (C) preceding or 2.4.1 (B)(3) preceding, whichever is appropriate, applies.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(D) Netting of IC Access Service Charges and Net
Purchase Amounts (Cont'd)

Upon request from the IC, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.3 Purchase of Accounts Receivable) to the authorized representative of the IC who is responsible for auditing these amounts.

8.2.4 Billing Arrangements when the Telephone Company Acts
as Billing Agent for the IC

When the Telephone Company agrees to act as billing agent for the IC, the billing service, payment arrangements and ownership of the accounts receivable will be as follows:

- (A) The billing services, including the collection from end users of monies for the IC accounts receivable that arise from bills rendered by the Telephone Company to that IC's end users, provided by the Telephone Company will be as set forth in 8.2.1 and 8.2.2 preceding.
- (B) For the IC accounts receivable that arise from bills rendered by the Telephone Company to that IC's end users, the Total Current Amount Billed and the Recourse Adjustments will be determined as set forth in 8.2.3 preceding. The payment of the net monies due the IC will be handled as set forth in 8.2.3 (C) preceding.
- (C) The ownership of the IC accounts receivable will not be transferred by the IC to the Telephone Company. When the IC discontinues Billing Service provided under this tariff where the Telephone Company is acting as billing agent for the IC, the Telephone Company will determine and make a final payment to the IC as set forth in (B) preceding. This final payment shall be considered to be all of the remaining monies due the IC for the bills rendered to the IC's end users by the Telephone Company. When the Telephone Company discontinues billing the IC's end users for IC Services, any deposits for IC services will be returned to the appropriate end user in accordance with Telephone Company final billing procedures.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service

At the request of an IC which is a common carrier, the Telephone Company upon reasonable notice and with reasonable effort may provide Billing Analysis Service for detection, investigation and deterrence of billing evasion activities.

The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications services.

Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and IC service offerings, and unauthorized use of Telephone Company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company

- (A) When Billing Analysis Service is ordered under a Special Order by an unauthorized Security representative of the IC, the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at rates and charges as set forth in 8.3.7 following.
- (B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from an IC specifying the central office(s) where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multifrequency signals may be undertaken at the request of the authorized Security representative of the IC to meet the needs of the IC. Such special construction will be provided as set forth in Telephone Company Local Exchange Tariffs.
 - (1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the IC. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office (i.e. ESS control group). Alternatively, for an office requested by the IC, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B)(Cont'd)

(2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and Telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout or microfiche at the discretion of the Telephone Company and sent to the authorized Security representative of the IC by registered first class U.S. Mail service. However, an authorized Security representative of the IC may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the IC by a written report and/or a telephonic report within six working days after the end of a weekly scan.

(C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the IC specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided include the provision of an identification report, collection of evidence, provision of a detection and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, assistance to law enforcement agencies, provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an IC's billing evasion control programs.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the IC's service in a report to the authorized Security representative of the IC for each line or billing evasion activity specified by the IC.
- (2) Collection of evidence is the gathering of information pertinent to the line, message, or party associated with the billing evasion activity specified by the authorized Security representative of the IC. Collection of evidence includes a written notification to the authorized Security representative of the IC of the results of such gathering efforts. The Telephone Company will determine the information provided in the written notification.
- (3) Subject to the agreement of the Telephone Company, a detection and documentation scan on an individual line will be provided when an authorized Security representative of the IC provides a written request for such a scan. Provision of a detection and documentation scan on an individual line is the continuous scan of a line for irregular signals and when an irregular signal is recognized, the collection by Telephone Company equipment of information to show an irregular signal and use of the line occurred. Any information collected during the continuous scan of a line will be considered the property of the Telephone Company. The Telephone Company will notify the IC of the results of the scan and will permit authorized Security representatives of the IC to review the results. The scan and any associated information will not be provided to any person or entity until the Telephone Company is requested to do so by subpoena or lawful demand. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (4) Preparation of an affidavit and prospective summary is the written documentation of the evidence collected by the Telephone Company personnel who performed such activities.
- (5) Preservation of evidence is the placement of the collected evidence in a secure location under the control of Telephone Company Security personnel for a period of up to two years. Such preservation of evidence will be continued beyond two years by the Telephone Company when requested by appropriate law enforcement agencies or the authorized Security representative of the IC. The charges for Preservation of Evidence as set forth in 8.3.7 (B) following will apply.
- (6) Assistance to law enforcement is the accompanying of duly authorized law enforcement personnel to a location where billing evasion activities have been determined to exist in order to identify billing evasion activity devices or materials. The Telephone Company personnel will provide such assistance to law enforcement personnel only after law enforcement involvement has been arranged by the IC, or under services as set forth in (10) following. If such assistance is required at locations outside the operating territory of the Telephone Company involved, any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC, except to the extent that such expenses are paid by the judicial system.
- (7) Provision of expert witness analysis is the review, study and other technical support activities provided by Telephone Company experts to analyze and/or document whether devices and materials associated with an investigation furnished by the authorized Security representative of the IC or under services as set forth in (10) following operate, perform or contain billing evasion activities. A written analysis report will be provided to the authorized Security representative of the IC. The expert will be selected by the Telephone Company.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (8) Provision of expert witness testimony is the preparation of testimony and the submission of such testimony in association with an investigation. A copy of the written testimony, if any, will be provided to the authorized Security representative of the IC. The expert witness will be selected by the Telephone Company. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC.
- (9) Coordination of billing evasion investigative services between Telephone Companies is the referral of investigative information to other Telephone Company Security personnel, provision of billing evasion information to other Telephone Company Security personnel, the collection of information from other Telephone Company Security personnel, and the tracking, collecting and reporting of the results of such investigations to the authorized Security representative of the IC.
- (10) Coordination of billing evasion investigative activities of participating law enforcement agencies is the provision of billing evasion information to the law enforcement agencies, the collection of billing evasion information from the law enforcement agencies and the tracking, collecting and reporting of the results of such participation to the authorized Security representative of IC. This coordination will be provided only upon receipt of written authorization from the authorized Security representative of the IC.
- (11) Review of IC billing evasion deterrence control programs and related activities is advice to and/or training of IC personnel on billing evasion deterrence and preventive controls and the development of billing evasion deterrence and preventive control programs for the IC.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

The Telephone Company may, at the request of the IC, provide investigation service on a premium time basis. When investigation service is provided on such a basis, premium time charges as set forth in 8.3.7 (B) following apply.

(D) Deterrence services will be provided at any location in the operating territory of the Telephone Company that Telephone Company Security personnel can safely and legally enter. Deterrence services will be provided, at the request of the authorized Security representative of the IC, by written or telephonic notice. A telephone notice received from the authorized Security representative of the IC, must be followed by written confirmation within one day. Deterrence services will be provided only after an investigation service has been provided by the Telephone Company and billing evasion activity is found to warrant such actions. Deterrence service includes the contacting and interviewing of parties identified by the Telephone Company as being involved in billing evasion activities, the recovery of devices and/or materials associated with billing evasion activities, service review for possible suspension of Telephone Company service, and publicity assistance for publicizing billing evasion activity deterrence.

(1) Contacting and interviewing of parties is the written or verbal notification to, or a face-to-face discussion with, a party or parties by Telephone Company Security personnel in order to deter further billing evasion activities. Contacting and interviewing is provided at locations identified by law enforcement agencies, the IC or the Telephone Company.

(2) Recovery of devices or materials is the attempt by Telephone Company Security personnel to recover devices or materials which are used in association with Telephone Company facilities in billing evasion activities. Such recovery is provided at locations identified by the Telephone Company, law enforcement agencies or the IC.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

- (3) Service Review for possible suspension of Telephone Company service is the request for authority to suspend service from appropriate Telephone Company officers, notification to the end user that service will be suspended and, after review of the end user response, or lack thereof, suspension of service, if warranted, in the Telephone Company's judgment.
- (4) Publicity assistance for publicizing billing evasion activity deterrence is the provision of information and personnel to aid in publicizing billing evasion activity deterrence. The Telephone Company will determine what information it will provide, if any, and will select the personnel and media, if any, to provide this service.

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 IC or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Analysis Service.

8.3.4 Obligations of the IC

- (A) The authorized Security representative of the IC shall order all Billing Analysis Service. The authorized Security representative of the IC shall order those Billing Analysis Services it wishes to receive.
- (B) With each order, the IC shall designate and identify its authorized Security representative who will be responsible to protect the information and to whom the Billing Analysis Service information will be provided. The IC shall assure and take every effort to make sure the Billing Analysis Service information is provided to and used only by authorized personnel involved in billing evasion activity matters.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the IC (Cont'd)

- (C) When Billing Analysis Service Investigation is ordered, the authorized Security representative of the IC shall furnish all known details of the billing evasion activities, including the access lines, parties or messages to be investigated, and shall furnish all necessary end user information it possesses to the Telephone Company Security personnel. The specification of the access line, party or message to be investigated shall be in writing by the authorized Security representative of the IC.
- (D) When law enforcement agencies are to be brought into the investigation, the authorized Security representative of the IC shall secure their participation or authorize the Telephone Company in writing to obtain and coordinate such law enforcement agency participation.
- (E) When evidence collected by the Telephone Company is to be produced in connection with a judicial proceeding, the IC shall notify the Telephone Company of such a requirement in a timely manner.
- (F) When the IC requests that service be suspended for unauthorized use, the IC shall furnish a written request authorized by an officer of the IC. The request shall state the reason for the request and tariff, contract or legal provision permitting such suspension and shall correctly identify the end user, telephone number and the location of the end user service to be suspended.
- (G) All inquiries from the IC's end users concerning services provided under this tariff are to be handled by the IC. Any questions to the Telephone Company shall be made by the authorized Security representative of the IC.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the IC (Cont'd)

- (H) Except as set forth in 8.3.2(D)(4) preceding, publicizing of actions resulting from services provided under this tariff shall be the responsibility of the IC. The IC shall not publicize that the Telephone Company assisted the IC unless the IC has written permission to do so from the Telephone Company.
- (I) When the authorized Security representative of the IC orders detection service or a detection and documentation scan of an individual line, it shall specify in writing the offices, lines or parties to be included in the scanning and reports the Telephone Company will provide.
- (J) When provision of expert witness analysis is ordered by the IC, the IC shall be responsible for furnishing the evidence to be analyzed unless the services as set forth in 8.3.2(C)(10) preceding are ordered by the IC.
- (K) When provision of expert witness testimony is ordered by the IC, the IC shall include the name, if any, of the Telephone Company expert it desires and when and where the testimony is needed.
- (L) When the IC wants a quotation of the total charges for the service ordered, the IC shall request such at the time of the order. Quotation regulations and charges as set forth in 2.1.9 preceding apply.

8.3.5 Payment Arrangements

(A) Minimum Periods

The minimum period for which Billing Analysis detection service continuous scanning is provided and for which charges apply is one week.

(B) Cancellation of a Special Order

An IC may cancel a Special Order for Billing Analysis Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

notice from the authorized security representative of the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Billing Analysis Service is the date the Telephone Company Security organization receives the Special Order.

When an IC cancels a Special Order for Billing Analysis Service after the order date but prior to the start of service, a charge as listed following shall apply.

- (1) For detection service, the per report charge for each 60-day report ordered and the per week charge for each office where a continuous scan is ordered.
- (2) For investigative service, two times the appropriate hourly charge for the service ordered and the per occurrence charge for each documentation scan ordered.
- (3) For deterrence service, two times the contact and interview of parties hourly charge for the service ordered.

(C) Changes to Special Orders

IC requested changes to a pending Special Order for Billing Analysis Service will be undertaken if they can be accommodated by the Telephone Company. However, all changes to pending Special Orders for detection service will be considered as a discontinuance of the pending order and the placement of a new order and appropriate charges will apply. Any additional time required on the part of the Telephone Company personnel will be billed to the IC at the appropriate hourly charges.

8.3.6 Rate Regulations

- (A) The charge per report for the 60 day report, as set forth in 8.3.7(A) following, applies for each report provided to an IC even though no signaling irregularities are found.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.6 Rate Regulations (Cont'd)

- (B) The charge per office per week for continuous scan as set forth in 8.3.7(A) following applies for each week of service when though no signaling irregularities are found.
- (C) The per hour rate for investigative service and/or deterrence service is for the use of one hour of one Telephone Company Security person's time.
- (D) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide the service the IC ordered and will bill the IC 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.
- (E) Premium time is all hours for work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force.
- (F) The Provision of Billing Analysis Service per Special Order charge applies for each Special Order accepted by the Telephone Company for any Billing Analysis Service.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.7 Rates and Charges

The rates are:

	<u>RATES</u>
(A) Detection Service,	
- 60 Day Report per office, per report	ICB
- Continuous Scan per office, per week	ICB
(B) Investigative Service,	
- Identification Report, per hour*	ICB
- Collection of Evidence, per hour*	ICB
- Documentation Scan per line, per occurrence	ICB
- Preparation of Affidavit and Prospective Summary, per hour*	ICB
- Preservation of Evidence, per week	ICB
- Assist Law Enforcement, per hour*	ICB
- Provision of Expert Witness Analysis, per hour*	ICB
- Provision of Expert Witness Testimony, per hour*	ICB
- Coordination services, per hour*	ICB
- Review services, per hour*	ICB
(C) Deterrence Service,	
- Recovery of devices, per hour	ICB
- Contact and Interview of Parties, per hour	ICB
- Service Review, per hour	ICB
- Publicity Assistance, per hour	ICB
(D) Provision of Billing Analysis Service,	
- per Special Order	ICB

* Premium time per hour rates are two times the per hour rates and will, when necessary, be included in the ICB rates and charges.

ACCESS SERVICE

8. Billing and Collecting Services (Cont'd)

8.4 Billing Information Service

At the request of the IC, the Telephone Company may provide information to the IC from its end user records, billing files and account data base.

8.4.1 General Description

Billing Information Service is the provision of information to the IC from Telephone Company record systems labeled as Customer Records Information System (CRIS), Non-Sent-Paid Indicator Data Base (DBAS) and Customer Name and Address Bureau (CNA). Such Billing Information will be limited to the provision of information to an IC relating exclusively to end user services provided by that IC. Information relating to services provided by any other entity will not be provided.

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

8.4.2 Undertaking of the Telephone Company

- (A) When Billing Information Service is ordered by the IC, the Telephone Company will provide information on a request by request basis as follows in (B) through (M) following at the rates and charges as set forth in 8.4.7 following.
- (B) Upon request from an IC and when the IC has ordered Message Billing Service Bill Processing Service, the Telephone Company will provide information from its CRIS records as follows:
 - (1) message detail for a message end user
 - (2) account detail for a message end user
 - (3) service and equipment detail for a message end user.

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

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

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

A message end user is an account with IC message or bulk-billed detail (for a bill period) or an account which is marked, as set forth in (F) following, or established as an end user of the IC's message or bulk-billed services.

Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate due to legal, national security, end user or other appropriate requirements will not be provided. If the IC 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 IC shall furnish the Telephone Company the end user's written permission for the information to be released.

(C) Upon request from an IC and when the IC has ordered Private Line Billing Service, the Telephone Company will provide information from its CRIS records as follows:

- (1) account detail for a private line end user
- (2) service and equipment detail for a private line end user.

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

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

A private line end user is an account with rate element detail (for a bill period) or an account which is established, at IC request, as an end user of the IC's private line (non-message) services.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

Account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate requirements will not be provided. If the IC 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 IC shall furnish the Telephone Company the end user's written permission for the information to be released.

(D) Upon request from an authorized supervisor of the IC for end user information when automatic number identification (ANI) service is provided to the IC by the Telephone Company or when the IC offers a telecommunications service for which the billing is based on authorized calling or called parties, the Telephone Company will provide information from its DBAS records. Only current information which resides in the data base will be provided.

(E) Where Telephone Company facilities are available and subject to the agreement of the Telephone Company, CRIS and/or DBAS information may be provided on an interrogation basis at the request of the IC.

The interrogation basis will permit the IC to access a data file which contains the data base information from a data processing terminal at the IC location, furnish an end user telephone number and, after verification that the information is authorized for the IC's use, receive the end user information. The interrogation file will be provided during normal Telephone Company business hours. The DBAS interrogation file will be updated each business day to reflect current end user information. The CRIS interrogation file will be updated each bill day (day bills are prepared and dated for an end user for an IC's service) and will be updated daily when information is available and when the Telephone Company updates the file on a daily basis to reflect current end user information.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

The Telephone Company will develop the IC's CRIS and DBAS information order into a retrieval and interrogation program. Program development charges, as set forth in 8.4.7 following, apply for the hours required to design, develop, test and maintain the necessary programs.

(F) CRIS and/or DBAS information will be provided on a total file and/or file update basis as follows:

- (1) The total file basis will permit the IC to receive, at the IC's option, all the end user information that is authorized for the IC's use on paper printout, magnetic tape or fiche. 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. After the information system ordered by the IC is in service, the paper printout, magnetic tape or fiche will be available from the Telephone Company within 10 working days of the IC request.

Program development charges as set forth in 8.4.7 following, apply for the hours required to design, develop, test and maintain the necessary programs that are used to provide the paper output, magnetic tape or fiche.

Once available, the paper output, magnetic tape or fiche will be sent to the IC via first class U.S. Mail service. At the option of the IC, the IC may pick up the paper output, magnetic tape or fiche at a location designated by the Telephone Company or request the information be data-transmitted to the IC. When the information is data-transmitted to the IC, the data transmission charges will be determined on an individual case basis.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

- (2) The file update basis will permit the IC to receive, at the IC option, all the end user information that is authorized for the IC's use on paper printout, fiche or magnetic tape. 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 any (deleted records may not be retained by the Telephone Company). For CRIS information, the file updates will be provided on a monthly interval. For DBAS information, the file updates will be provided for each business day.

Program development charges as set forth in 8.4.7 following, apply for the hours required to design, develop, test and maintain the necessary programs that are used to provide the paper output, fiche or magnetic tape.

Once available, the file update paper output, fiche or magnetic tape will be sent to the IC via first class U.S. Mail Service. At the option of the IC, the IC 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 IC. When the information is data-transmitted to the IC, the data transmission charges will be determined on an individual case basis.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

(3) The total file output and the file update output will, at the option of the IC, be provided on a quick turnaround basis. Such quick turnaround output will be provided one working day after the information that the IC ordered is available. Once available, the output will be provided on paper output, fiche, or magnetic tape and will be sent to the IC via first class U.S. Mail service. At the option of the IC, the IC 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 IC. When the information is data-transmitted to the IC, the data transmission charges will be determined on an individual case basis.

(G) The Telephone Company will, at the request of the IC, mark any message-billed message end user account, other than end user accounts with IC credit cards or rate elements, as a user of the IC's message services. After marking is ordered, the end user account will be marked as an IC end user account at the time the first message is posted to the end user account. If not marked at the request of the IC, such an end user account will not be identified as an IC account unless there are IC message details associated with the account for the bill period for which message detail is ordered by the IC. The mark will be removed at the request of the IC. Charges to mark the account and maintain the mark in future months as set forth in 8.4.7(G) following apply. IC bulk-billed end user accounts and message end user accounts with IC credit cards or the IC rate elements are counted as IC accounts.

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (I) The Telephone Company will provide the format for interrogation of its data files and the format of any printed, magnetic tape or fiche output from its CRIS and DBAS files.
- (J) Upon request from an authorized supervisor of the IC who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA bureau. The CNA name and town data, but not street address, will be provided only when the IC needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request by basis by voice telecommunications. Name, town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

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

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

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

- (K) If the IC requests the information ordered by the IC be resupplied by the Telephone Company because of incorrect IC specifications or errors, the Telephone Company will resupply the information in accordance with a new IC order and all appropriate charges as set forth in 8.4.7 following will apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(L) Where facilities are available and subject to the agreement of the Telephone Company, updating of IC data bases or files from Telephone Company data processing terminals or equipment in Telephone Company locations may be undertaken at the request of the IC. The charges for such a service will be determined on an individual case basis.

(M) The Telephone Company will provide Billing Information Service under a Special Order. For all Billing Information Services, the Billing Information Service Special Order charge as set forth in 8.4.7(I) following applies.

8.4.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the IC 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.

8.4.4 Obligations of the IC

(A) The IC shall order Billing Information Service under a Special Order. The IC shall order those Billing Information Services where it wishes to receive the services and shall specify how often it wishes the service to be provided.

(B) With each order, the IC shall identify the authorized individual and address to receive the Billing Information Service output. When interrogation is ordered, the IC shall identify the data processing terminals authorized to receive the information and the authorized individual who will be responsible for all terminal activities. When CNA service is ordered, the IC will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the CNA bureau.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the IC (Cont'd)

- (C) The IC shall take every effort to make sure that Billing Information Service output and interrogation capability is provided only to authorized personnel. The IC shall agree, in writing to the Telephone Company, that the IC will not provide the Billing Information Service outputs to third parties for any use by such third parties except for work for the IC and which is under complete control of the IC.
- (D) The IC shall furnish, to the Telephone Company, when interrogation service is ordered all information necessary to allow the Telephone Company to establish an interrogation program. In addition, the IC shall furnish the Telephone Company, for each data base and file where the interrogation is ordered, an estimate of the number of requests per business day that the Telephone Company data bases and file will be asked to handle. The IC's terminals used to interrogate the Telephone Company data bases and files must be capable of working with Telephone Company equipment and software.
- (E) The IC shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.
- (F) The IC shall not publicize or represent to others that the Telephone Company jointly participates with the IC in the development of the ICs end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of Billing Information Service.
- (G) When the IC wants a question of the charges for the service ordered, the IC shall request such at the time of the order. Quotation regulations as set forth in 2.1.9 preceding apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the IC (Cont'd)

- (H) When the IC orders marking of non IC credit card message-billed message end user accounts, all accounts containing that IC's messages will be marked starting with the next bill period and marking will continue until the IC orders marking discontinued. The IC shall, when it orders marking removed, furnish the telephone number of each end user account for which the mark is to be removed. The mark will be removed prior to the next bill period.

8.4.5 Payment Arrangements

(A) Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service CRIS and/or DBAS file interrogation is provided and for which charges apply is one year.

The minimum monthly charges for CRIS and/or DBAS file interrogation are the charges for the total number of requests per business day furnished by the IC as set forth in 8.4.4(D) preceding times 18 (i.e., 20 business days per month times 0.9).

When the IC discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.

(B) Cancellation of a Special Order

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

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

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

(C) Changes to Special Orders

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

8.4.6 Rate Regulations

- (A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company and the Telephone Company will bill the IC in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the magnetic tape or data file used to supply the detail which is data-transmitted or put on fiche. 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, print the paper output and load the magnetic tape or data file, whichever number of records is higher.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

- (B) The number of hours and fraction thereof for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company. The per hour rate is for the use of one hour of one Telephone Company programmer. The Telephone Company will bill the IC for hourly charges in accordance with these accumulations. The accumulated hours for each order will be summed and rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (C) When a CNA request is received, the Telephone Company will keep a count of the requests. The Telephone Company will bill the IC in accordance with these records even though the Telephone Company was not able to provide a name and town location for all requests.
- (D) When records are entered on a data file or magnetic tape in order to provide information to an IC, the per tape charge applies for each data file or tape prepared. In addition, the per record charge applies for each record entered on the data file or tape. The Telephone Company will determine the charges based on the number of data files or tapes prepared and on its count of the records entered on the data file or tape.
- (E) When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each month following the month the account is marked until the IC requests the mark be removed. No charges apply to remove the mark.
- (F) The Provision of Billing Information Service per Special Order Charge applies for each Special Order accepted by the Telephone Company for any Billing Information Service.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges

The rates and charges are:

(A) CRIS 10 Working Day Information

	Rates*			
	Message Detail	Account Detail	Service and Equipment Detail	Detail on Tape
Service,				
- Paper output, per record processed	ICB	ICB	ICB	
- Magnetic tape, per record processed per tape or data file	ICB	ICB	ICB	
- Fiche output, per record processed	ICB	ICB	ICB	ICB

* The Quick Turnaround per record charge and the per tape charge is three times the 10 working day per record charge and per tape charge.

	<u>Rates</u>
(B) DBAS Information Service,	
- Paper output, per record processed	#
- Magnetic tape, per record processed	#
- Fiche output, per record processed	#
(C) CRIS File or DBAS File interrogation,	
- per request received	#

These offerings are only provided where facilities are available. However, other Exchange Telephone Companies not under this tariff provide such offerings. When facilities can be made available with the agreement of the Telephone Company, ICB rates and charges apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

	<u>Rates</u>
(D) Program Development charge,	
- Basic, per hour (applicable to work performed within the Telephone Company's normal work schedule and using the normal work force)	ICB rates and charges apply
- Premium, per hour (applicable to work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force)	ICB rates and charges apply
(E) CNA Information Service,	
- CNA interrogation, per request received	*
- CNA interrogation confirmation, per request confirmed	*
(F) Data transmission to an IC location of Billing Information Service details, - per record transmitted	ICB rates and charges apply
(G) Marking of Message End User Accounts, - marking, per end user account	ICB rates and charges apply
- maintenance of mark, per end user account per month	ICB rates and charges apply

* These offerings are only provided where facilities are available. However, other Exchange Telephone Companies not under this tariff may provide such offerings. When facilities can be made available with the agreement of the Telephone Company, ICB rates and charges apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

	<u>Rates</u>
(H) Updating of IC data bases or files - per record transmitted	ICB rates and charges apply
(I) Provision of Bill Information service - per Special Order	ICB rates and charges apply