**Billing
Process
Overview**   The Billing Process includes:

- Daily processing of service orders for account creation and updating.
- Collection and processing of usage to be applied to an account.
- Accumulation and calculation of billable charges such as recurring, usage, Other Charges and Credits (OC&Cs), late payments, and taxes.
- Rendering of a bill to the customer.

The Billing Process is a continuous cycle, but a Billing Period can be viewed as a completion of one cycle of the entire Billing Process.

AT&T utilizes either the Customer Records Information System (CRIS) or the Carrier Access Billing System (CABS) to bill AT&T's own customers and the Competitive Local Exchange Carriers (CLECs) as customers in the same manner.

CRIS processes billing information for:

- AT&T's end user customers
- Resale services sold to other CLECs

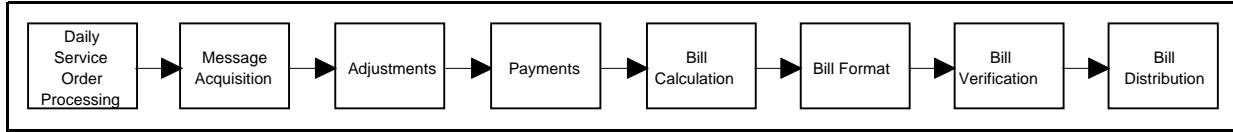CABS processes billing information for:

- Access Services sold to Inter-exchange Carriers (IXCs)
- Unbundled Network Element services sold to CLECs without central office access to the customer.

**Sub-Process
Overview**

Billing can be divided into eight, distinct sub-processes; however, from a high level it is helpful to categorize the billing sub-processes into Daily Processing and Bill Period Processing.

Following is the process flow of the billing sub-processes:

Daily Service Order Processing	→	Message Acquisition	→	Adjustments	→	Payments	→	Bill Calculation	→	Bill Format	→	Bill Verification	→	Bill Distribution

**Daily
Processing
Overview**

The sub-processes that occur in the Daily Processing involve taking the information from Service Orders received from the Service Order Control System (SOCS) and updating accounts in CRIS or CABS accordingly.

The Daily Processing sub-process includes the following:

Process	Description
Daily Service Order Processing	This sub-process receives and processes completed Service Orders on a daily basis from SOCS and updates customer accounts in CRIS and CABS with the appropriate services and billing indicators.
Message Processing	This sub-process collects usage data, edits, and validates the usage, then packages and routes the usage to the appropriate billing system (CRIS or CABS) for processing and guiding to the correct account.
Adjustments	This sub-process applies adjustments to appropriate accounts for billing adjustments such as contract disputes, commission rulings, or CLEC billing disputes.
Payments and/or Deposits	This sub-process applies to the timely and accurate posting of customer payments and deposits.

**Bill Period
Processing
Overview**

Bill Period Processing is a set of processes that occurs during an actual billing period.

Bill Period Processing includes daily processes plus:

Process	Description
Bill Calculation	This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service on the account, other charges and credits, usage, surcharges, and taxes. This sub-process also applies aggregation rules and discounting (if applicable).
Bill Formatting	This sub-process produces variable sized and formatted invoices based on specific customer criteria or AT&T standards for CRIS, and an 8.5" x 11" CBOS standard bill for CABS.
Bill Verification	This sub-process checks for accuracy of bill content and format in order to catch billing problem trends. Bill Verification occurs daily and problem trends that are detected are investigated and corrected.
Bill Distribution	This sub-process prints and distributes billing invoices through electronic and paper media.