

Customer Service Record

The Customer Service Record (CSR) is designed to be used in conjunction with the bill to help understand billed monthly charges. It translates the USOCs into English, and provides the customer with a complete list of products and services for which they are paying a monthly charge. The CLEC can receive the CSR annually or monthly as a part of their basic business service.

CSRs can be supplied in either of two formats:

- Complete (default)
- Summary of Services Only

CSRs are delivered to the Billed Telephone Number (BTN) address of each additional account. Optional features for the CSR include:

- Detailed format - gives the Universal Service Order Codes (USOCs) and tax code data for calls
- Summary of services only - lists the products and services, with monthly charges summarized by category of service.
- Monthly Distribution - receive the complete Customer Service Record or simply a Summary of Services each month.
- Multiple copies - order up to nine copies of the CSR per BTN

CRIS Customized Bill Media Options - Pacific Bell

(Magnetic tape is the only option available in Nevada.)

All media options are charged at retail prices and are not available for sale.

PAPER	(default)A paper invoice is automatically sent if no other billing medium is selected. The Reseller Summary Bill, 960 Summary Bill, and all end user bills within the ESBA, are packaged and sent collectively each bill round. Multiple Bill Copies: Delivery of up to nine additional copies of the bill can be ordered (maximum ten). This request can be a monthly arrangement, or as a one time request.
CUSTOM BILLING DISK	This bill is provided on a diskette that is IBM compatible with Windows-based computers. Each disk holds up to 500 bill pages and provides the same detail as received on the paper bill. The disk provides analysis software that allows reorganization of bill data to meet specific needs. Billing options that provide non-billed call detail, i.e., local calls, can also be requested.
CD BILL	This bill is provided on a CD-ROM that is IBM compatible with Windows-based computers. Each CD holds up to 40,000 bill pages and the CD provides the same detail as received on the paper bill. The disk provides analysis software that allows reorganization of bill data to meet specific needs. Billing options that provide non-billed call detail, i.e., local calls, can also be requested.
MAGNETIC TAPE	An electronic invoice of the bill is provided on a 9 track reel or 3480 cartridge magnetic tape. Detail is provided for recurring charges, non-recurring charges, and usage charges. The CLEC can select the amount of detail received. Billing options that provide non-billed call detail, i.e., local calls, can also be requested.
E*BILL	This option provides billing details by electronic transmission using the American National Standards (ANSI) format. An electronic summary of the phone bill is provided and a variety of call detail options are available. Billing options that provide non-billed call detail, i.e., local calls, can also be requested. E*Bill allows remittance of payment electronically with E*Pay. (This format is also known as EDI 811.)

Customer Service Record

CRIS CSR Media Options - Pacific Bell

PAPER CUSTOMER SERVICE RECORD (CSR)

The paper version of the CSR can be provided in three options:

Basic: provides the English translation of all products and services provided.

Detailed: provides the USOCs and English translation for each product.

Summary of Services (only): provides only the total quantities of services billed. This does not provide detail by line number or location. The Summary may be ordered in addition to the complete CSR, or as a stand alone document. The Summary of Services section is included within the complete CSR.

CUSTOM BILLING DISK

The Customer Billing Disk does not provide a CSR.

CSR ON CD

The CD CSR provides the same detail the paper CSR. The default on CD CSR is always Detailed CSR format. The CD also provides analysis software that allows reorganization of data in a variety of ways for specific needs.

MAGNETIC TAPE

The Magnetic Tape provides selected billing detail on a cartridge or reel. The tape provides the USOCs and English translations of the products. Only products with recurring charges are provided, along with the line number and location for each product. Services that do not have a recurring charge are not detailed.

E*BILL

E*Bill provides detail of product and services by electronic transmission using ANSI data format.

Detail is provided for recurring charges, non-recurring charges, and usage charges.

Billing options that provide non-billed call detail, i.e., local calls, can be requested.