

## General Billing Information

### Overview

Resale Services are SBC-2 State or SBC-Nevada (hereinafter SBC-2 State) retail services that can be purchased by a Competitive Local Exchange Carrier (CLEC) for resale to either Business or Residence end users (EUs). CLECs may not utilize the SBC-2 State brand, logo, or service marks in the resale of services unless specifically authorized by SBC-2 State under a separate agreement.

The terms Reseller and CLEC are used interchangeably throughout.

### CLEC/Resellers

Resellers are also known as Non-facilities based Competitive Local Exchange Carriers (CLECs).

Potential Resellers may include:

- Inter-Exchange Carriers (IECs)
- Facilities based Competitive Local Carriers (CLECs)
- Cable Companies
- Enhanced Service Providers (ESPs)

Resellers may market local exchange telecommunications services to both residential and business EUs.

A Reseller may purchase the SBC-2 State local exchange telecommunications resale products and services in accordance with Tariff: SCHEDULE CAL. P.U.C. NO. 175-T, Section 18.

### Basic Guidelines

Basic Guidelines for billing of CLEC-Resellers are:

- The Reseller becomes the SBC-2 State Customer of Record once the account is migrated from SBC-2 State Retail to Resale.
- SBC-2 State bills all applicable resale charges to the CLEC.
- The CLEC, not SBC-2 State, is responsible for the installation, maintenance, and repair of any inside wire and standard jack(s) conforming to key and non-switching system services for individual and pay phone service providers (PSPs).
- The CLEC is responsible for the payment of a visit charge for SBC-2 State visits to the CLEC's end user premises when any of the following conditions exist:
  - When trouble or service difficulty originates on the CLEC's end user side of the Local Loop Demarcation Point.
  - When there is no access to the local loop demarcation point during the scheduled appointment window.
  - When the CLEC end user refuses SBC-2 State access to their premises.
- SBC-2 State may disconnect CLEC resale services for failure by the CLEC Reseller to make full payment for the resale services.
- IEC, CLEC, and retail bills cannot be combined on one bill.
- SBC-2 State retail end users who have been sent a notice of discontinuance of service for non-payment will not be allowed to move to another local service provider until all outstanding charges are paid.

## General Billing Information

### Deposit Policy

It is the SBC-2 State policy to collect Advance Payments for non-recurring charges associated with installations, additions, moves, and changes of products, services, and features when a CLEC has either not established credit with SBC-2 State or has established a history of late payments.

Deposits are requested according to our tariff (175T Section 2.4.1). Deposits will not exceed the actual or estimated monthly rates and charges for the service for a two-month period. Under certain conditions, SBC-2 State may request deposits prior to or at any time after, the provision of service. The fact that a deposit has been collected in no way relieves the CLEC from complying with its obligations to promptly pay its bills, nor does collection of a deposit constitute a waiver or modification of the regular practices of SBC-2 State relating to discontinuance of service(s) for nonpayment.

### Types of Deposits:

#### Initial Deposit:

The CLEC must remit a deposit to SBC-2 State prior to the furnishing of service. This amount is based upon two months average billing for all CLECs, plus applicable termination charges per access line. The Local Service Center (LSC) will decline all live orders until the initial deposit is secured.

The initial deposit may be waived if the CLEC has a verifiable record of a good credit history for a minimum of twelve (12) months. The credit history must have been billed under the same name, with a telephone company affiliate of SBC as a local service provider.

#### Additional Deposit:

After the provision of service to a CLEC, the LSC may request a deposit or additional deposit under the following circumstances:

- During the first six (6) months of operations under a Resale Agreement, if the CLEC has been sent one or more collection letters, the deposit shall be re-evaluated. If the CLEC's average two-month bill exceeds the deposit amount held, an additional deposit may be requested.  
**Important: A 'collection letter' is a letter sent to the billing account indicating that a bill is overdue and specifying actions to be taken if remittance is not made within a given period of time.**
- Anytime the CLEC has been sent two collection letters, the deposit amount will be re-evaluated. If the CLEC's average two-month bill exceeds the deposit amount held, an additional deposit may be requested.

### Forms of Security

Deposit requirements may be satisfied in full with one form, or with a combination of forms where applicable. Three acceptable forms of security are described below:

#### Cash Deposit

A 'cash deposit' includes payment by cash, check, or money order. SBC-2 State pays simple interest on cash deposits.

#### Irrevocable Letter of Credit –

The CLEC may obtain an irrevocable letter of credit from a bank, where the bank and the form are acceptable to SBC-2 State. In this instance, the bank agrees to pay a maximum amount specified in the letter if:

SBC-2 State disconnects the CLEC for nonpayment or the CLEC goes out of business, and

## **General Billing Information**

SBC-2 State is unable to collect payment from the CLEC.

Bank letters of credit generally expire one year from the effective date and SBC-2 State does not pay interest on this type of security.

### **Limited Contract of Guaranty –**

A limited contract of guaranty (also called a Letter of Guaranty or 'LOG') is a contract providing security on an account. In this arrangement, a current business customer of SBC-2 State agrees to guarantee the account. The guarantor must have a previous account history with SBC-2 State of at least two years, with no late payment actions having been taken, and with an average monthly billing of an amount that exceeds the deposit requested from the CLEC. The guarantor will pay an amount specified in the contract should SBC-2 State find it necessary to disconnect the CLEC for nonpayment and cannot obtain payment from the CLEC.

## **Billing Inquiries**

The Local Service Center is the Business Office for CLEC/Resellers. The number to call to reach the CLEC/Reseller Business Office is indicated on the monthly bill (see [Enhanced Billing Summary Arrangement](#)). The LSC is staffed with Service Representatives who:

- Validate service orders to accommodate mandated resale access line products and the optional features in order to ensure accurate billing
- Answer billing questions and inquiries from the Reseller
- Investigate billing claims
- May act as an interface between SBC-2 State and the Reseller
- Refer misdirected calls from an EU to the Reseller
- Refer service order and installation questions or inquiries from the Reseller to the Order LSC.

When calling the LSC, the Reseller should expect the Service Representative to perform a verification to ensure that the person calling is an authorized representative of the CLEC, as per the list of authorized employees provided by the CLEC.

Service Representatives attempt to answer questions while the CLEC is on the line. If this cannot be done, a two-day response commitment will be given. In instances where the issues are too complex to be resolved within that time frame, additional response time commitments may be required. In all cases, the CLEC will be contacted within the response time, either with an answer, or with a status report on the investigation.

## **Description of Billing Systems**

### **Customer Record Information System (CRIS):**

CRIS is the system SBC-2 State uses to bill retail end user business and residence customers and CLEC Resellers.

### **Carrier Access Billing System (CABS):**

CABS is the system SBC-2 State uses to bill carriers for network access charges.

### **Flexible Automated Billing System (FABS):**

FABS is the system that SBC-2 State uses to manually bill products and services that cannot be billed mechanically in either CABS or CRIS.

## General Billing Information

### List of Charges Applicable to All Bills

The charges described below appear on all CLEC/Reseller bills. Questions concerning these charges may be directed to the Local Service Center.

### Taxes and Surcharges appearing in 'SBC Local Services' under 'Local, State, and Federal Charges' sub-Section of Bill

- **California Rate Surcharge:**
  - Applies a monthly percentage to all recurring charges and nonrecurring charges that are installment billed:
    - Surcharge is calculated using the TOTAL amount of nonrecurring charges
    - Full amount of applicable surcharge is billed on statement with first installment; remaining installments are not subject to additional surcharges
  - Charges for service or equipment provided under the SBC-2 State tariffs
  - Broken into three applications with three different rates:
    - IntraLATA **Exchange** Service:
      - Recurring and nonrecurring charges
      - Optional calling plans
      - Directory assistance
      - Zone usage messages
      - IntraLATA private line services (where service identified by 5th character of class of service is 'L, M, Q' or 'R')
    - IntraLATA **Toll** Service:
      - Local Toll calls
      - 800/WATS usage
      - IntraLATA private line services (where service identified by 5th character of class of service is 'S' or 'T')
    - Intrastate **Access**: Products contained in 175T Tariff  
**Note:** Refer to the tariff for product surcharge exceptions.
- **State Regulatory Fee** - Applies a monthly percentage to
  - All recurring charges and nonrecurring charges that are installment billed:
    - Surcharge is calculated using the TOTAL amount of nonrecurring charges
    - Full amount of applicable surcharge is billed on statement with first installment; remaining installments are not subject to additional surcharges
  - Monthly service
  - California Billing Surcharge
  - Universal Service Fund Surcredit
  - Intrastate calls
  - Intrastate directory assistance**Note:** Refer to the tariff for product surcharge exceptions.

### Other Charges - Listed in 'SBC Local Services' Section of the Bill

- **EUCL/SLC** - The end user common line charge (EUCL), also called the subscriber line charge (SLC), was implemented at divestiture as a FCC mandate as a charge for network access for interstate calling.
  - Listed as 'Access for Interstate Calling'
- **Presubscribed Interexchange Carrier Charges (PICC)**: The PICC is assessed on the end-user's presubscribed long distance carrier. In the case where the end-user has not

### General Billing Information

designated a long distance carrier, the local exchange carrier (LEC) bills the PICC directly to the end-user. The flat-rate PICC replaces the usage-sensitive CCL, which was previously paid by long distance carriers and recovered through their rates.

- **Number Portability:** Local Number Portability (LNP) refers to the ability of end-users to retain their geographic or non-geographic telephone numbers when they change any of the following:
  - Service provider
  - Type of service
  - Location
- **California Relay Services and Communications Devices Fund** - applies a monthly percentage to:
  - All recurring charges and nonrecurring charges that are installment billed:
    - Surcharge is calculated using the TOTAL amount of nonrecurring charges
    - Full amount of applicable surcharge is billed on statement with first installment; remaining installments are not subject to additional surcharges
  - Toll charges
  - California Billing Surcharge
  - Universal Service Fund Surcredit
  - Interexchange Carrier's portion of bill carries surcharge portion covering intrastate service and calls carried by carrier

**Note:** Refer to the tariff for surcharge exceptions.

  - Listed as 'California Relay Services and Communication Device Fund'
  - Section 'Billing Summary'
    - Brings forward total amount from 'SBC Local Services' section

### **General Billing Information**

- **Universal Lifeline Telephone Service Surcharge** - applies a monthly percentage to:
  - All recurring charges and nonrecurring charges that are installment billed:
    - Surcharge is calculated using the total amount of nonrecurring charges
    - Full amount of applicable surcharge is billed on statement with first installment; remaining installments are not subject to additional surcharges
  - Toll charges
  - California Billing Surcharge
  - Universal Service Fund Surcredit
  - Interexchange Carrier's portion of bill carries surcharge portion covering intrastate service and calls carried by carrier
    -
- Listed as 'Universal Lifeline Telephone Service Surcharge'
- Section 'Summary Billing'
  - Brings forward total amount from 'SBC Local Services' section
  - Federal, State and Local taxes apply
  - No surcharges apply