

**Bill Period Processing****General Overview**

The Bill Period Processing is a set of processes that occurs during an actual billing period. There are 10 billing periods for CABS, and 20 billing periods for CRIS.

Bill Period Processing includes the following sub-process:

- Bill Calculation
- Bill Formatting
- Bill Verification
- Bill Distribution

**Bill Calculation**

This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service of the account, other charges and credits (OC&C), usage, surcharges, and taxes. The sub-process also applies aggregation rules and discounting (if applicable).

The major activities included in the Bill Calculation sub-process are:

- Billing systems pull customer profiles to begin bill calculation.
- Monthly recurring non-usage USOC-related charges are added.
- OC&Cs are calculated for fractional recurring and non-recurring charges.
- Adjustments are calculated.
- Customer, product, and service data is aggregated and discounts are determined (if applicable).
- Surcharges are calculated and added to the total by accessing various data files (if applicable).
- Late payment charges are calculated.
- Taxes are calculated based on the appropriate tax exemption indicators and tax tables.

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**Bill Formatting**

This sub-process produces variable sized and formatted invoices based on specific customer criteria or industry standards.

The major activities in the Bill Formatting sub-process are:

- The bill is formatted according to industry standards for CABS and to a customer-segment-specific or AT&T standard for CRIS.
- If no predetermined error conditions are found, the bills are held in the bill presentation module for printing. Otherwise, Billing Control verifies sample bills and the Bill Corrections Group investigates and corrects the predetermined error conditions on CRIS bills.
- For CABS, a pause is inserted in the processing cycle at Bill Formatting. During the pause, the Bill Verification Group executes the verification process.

**Bill Verification**

The Billing Verification 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.

The major activities that occur during the CRIS Bill Verification process are:

- The Billing Control Group receives a sample of bills in paper or online format.
- Billing Control pulls a subset from the sample to perform verification.
- If Billing Control detects a problem, then a decision is made on whether bills will be rerun or not. If the bills are not rerun, they are released for distribution, otherwise they are returned to IT to rerun bills.
- If no problem is detected during verification then the bills are released for distribution.

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**Bill Verification  
(Continued)**

The major activities that occur during the Wholesale Bill Verification process are:

- The Bill Verification Group analyzes the results of the verification of the usage portion of Switched and Ancillary bills performed by MAVRIC (Mechanized Adjustment, Verification, Rate Impact Analysis, and Correction).
- Based on the results gathered by the Bill Verification Group, a decision is made to either release CABS Pause and continue on with the process, or to rerun the current cycle.
- Billing Verification Group reports errors to IT for correction in the next Bill Cycle.
- CABS bills are released for bill distribution based on the bill media option chosen by the customer.

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**Bill Distribution**

The Bill Distribution sub-process prints and distributes the billing invoices through electronic and paper delivery options.

The major activities that occur during the Bill Distribution process are:

- Files to be printed are spooled to initiate the printing process.
- Bills are printed on paper and/or electronic formats, and prepared for enclosing and/or electronic delivery.
- If necessary, bill inserts and return envelopes are added to the bill during the enclosing process.
- After bills are enclosed, they are manifested for delivery to the Post Office.
- If manifest is accepted, then bills are accepted by the Post Office for delivery to the customer and the Bill Distribution Center performs manual tracking to document bill distribution date.
- If manifest is not accepted, the Bill Distribution Center Manager makes a decision to reprint bills or pay a penalty.