

Following is a list of Frequently Asked Questions by topic.

Dispute Resolution

1. Why am I being charged for calls that should be blocked?

The charges may be incorrect. The CLEC may complete a Billing Adjustment Request (BAR) Form and submit it to the appropriate service type center. Please see the dispute resolution process in Chapter 2 of this document and visit the AT&T Web site for more information at:

<http://www.wholesale.att.com/forms/billing&collections.html>

2. How do I get a duplicate copy of my bill?

The CLEC may request a duplicate copy of its bill by contacting its Billing Center Service Representative. See contact information for the appropriate Service Representative at:

<http://www.wholesale.att.com/forms/billing&collections.html>

3. How do I send AT&T a dispute claim?

AT&T has provided the CLEC with a formal process for submitting dispute claims. Please see the dispute resolution process in Chapter 2 of this document and visit the AT&T Web site to obtain the appropriate forms and contact information at:

<http://www.wholesale.att.com/forms/billing&collections.html>

4. Why can't I just give AT&T the dispute over the phone?

AT&T requires all CLECs to complete the Billing Adjustment Request (BAR) Form when submitting a dispute claim. This form, if completed properly, provides AT&T with the information necessary to research the charges in dispute. In addition the BAR form contains contact information in the event the Service Representative processing the dispute claim needs to contact the CLEC for additional information.

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Dispute Resolution (Continued)

5. Where and how do I find information about the tariff?

A CLEC can find the most up-to-date tariff information at the AT&T Web site: <http://cpr.att.com/>

This site contains an easy reference index that allows the CLEC to search the tariff by topic, subject, type of service etc.

CRIS Billing

1. How will I receive my first bill?

If an electronic billing media option is not selected the customer will receive a CLUB[®] formatted paper bill.

2. Can we choose our bill periods?

Yes, a customer can choose from 18 different billing cycles. They are as follows:

Billing Period	QXX
1	Q81
2	Q82
4	Q84
5	Q85
7	Q87
8	Q88
10	Q80
11	Q91
13	Q83
14	Q94
16	Q86
17	Q97
19	Q89
20	Q90
22	Q92
23	Q93
25	Q95
26	Q96
28	Q98
29	Q59

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**CRIS Billing
(Continued)**

Due to system constraints, the following restrictions apply to the Q billing accounts:

- The 1st and 29th billing periods are “closed”. No new billing accounts should be established in these billing periods.
 - If a CLEC has multiple Q accounts within an RAO, each one must be in a separate billing period.
3. When can I expect to receive my bill?

AT&T has an internal measurement requirement to have bills ready for delivery to the U.S. Post Office by the sixth work day after each billing period. Delivery to the customer premise will vary from 2 to 4 working days for Post Office delivery. Customers can have billing media delivered via Federal Express by supplying AT&T with their Federal Express number.

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**CRIS Billing
(Continued)**

4. What kinds of electronic billing options does AT&T offer?

Following are the different billing options that AT&T provides:

Billing Options	Description
Diskette Analyzer Bill software (DAB™)	Delivery options include 3.5 disk, CD-ROM and, File Transfer Protocol (FTP). Please refer to the Non-Regulated Services-Prices List, N6.4, for information on the rates for DAB™ for Alabama, Mississippi, Louisiana, Kentucky, and Tennessee. Please refer to the GSST, A13.4.7, for information on the rates for DAB™ for Florida, Georgia, North Carolina, and South Carolina.
AT&T Billing Magnetic Tape (flat file format)	Delivery options include CD-ROM, FTP, 6250 bpi tape (discontinued after 10/01/01), 18 track cartridge tape, and Connect Direct. There is no charge for Billing Magnetic Tape (BMT) for the first six months. There will be a charge for the BMT if the paper CLUB® bill is not discontinued after six months. Please refer to the Non-Regulated Services-Prices List, N6.3.3, for information on the rates of BMT for Alabama, Mississippi, Louisiana, Kentucky, and Tennessee. Please refer to the GSST, A13.4.5, for information on the rates for BMT for Florida, Georgia, North Carolina, and South Carolina.
Electronic Data Interchange (EDI-national standard)	Delivery options include CONNECT:Direct™, Value Added Network, and AT&T Gateway.

5. How many bills will I receive?

The customer will receive one bill per type of business (resale, local number portability, and interim number portability) per Revenue Accounting Office (RAO). There are 12 Revenue Accounting Offices in the 9-state region (one per state except for 3 RAO's in Florida and 2 RAO's in Georgia).

6. What kind of call detail format does AT&T use?

Call Detail Records follow the Telcordia EMI version xx format.

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**CRIS Billing
(Continued)**

7. How are UNE's billed?

UNE Loops and UNE Port/Loop combos are billed in a CABS CBOS format.

8. Can AT&T recommend a vendor to process CLEC's electronic billing?

AT&T does not provide a vendor lists because of legal ramifications.

9. Who do I call concerning billing issues?

Questions regarding billing formats and media options for CRIS service can be addressed by Enhanced Billing Service Interconnection Billing.

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CABS Billing

1. Why is my bill so large?

AT&T adheres to the national Carrier Access Billing System (CABS) Billing Output Specifications (CBOS) standards for CABS billing. CBOS is the only format that we provide for CABS billing. Depending on the services ordered this might make your CABS bills large because of the detail included with the CBOS format.

2. What media types can I receive?

AT&T adheres to the national Carrier Access Billing System (CABS) Billing Output Specifications (CBOS) standards for CABS billing. CBOS is the only format that we provide for CABS billing. AT&T does have several billing format options available.

The following table presents the different billing format options provided by AT&T:

Bill Media	Format
Paper	Paper
3.4 HD Diskette	Paper Image
CD-ROM, monthly or bill period	Paper Image
Magnetic Tape (Reel (discontinued after 10/01/01) or Cartridge)	CBOS BDT
Data Transmission (CONNECT:Direct™)	CBOS BDT

Both the CD-ROM and the diskette options are a print image of the paper bill. The magnetic tape and the data transmission options will provide the bill in the national standard CBOS BDT format. Telcordia (formerly BellCore) maintains the CBOS BDT.

If one of the CBOS BDT options is chosen, the customer must be able to process this data in its own internal systems. The customer will also need to have a copy of the CBOS BDT documentation. The CBOS BDT documentation is proprietary to Telcordia and AT&T cannot provide this information directly to the customer. A copy of the CABS CBOS Documentation may be ordered through Telcordia's Distribution Service Center at (908) 699-5800.

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**CABS Billing
(Continued)**

A list of the CBOS Volumes, their reference numbers and titles are listed in the following table:

Reference Number	CBOS Volume	Titles
SR 1868:	Volume 1	Overview
SR 1869:	Volume 1A	Phrase Codes
SR 1871:	Volume 2	Service Exhibits (Printed Bill Exhibits)
SR 1872:	Volume 3	BDT (Billing Data Tape) – Record Formats
SR 1873:	Volume 3A	BDT Edits
SR 1874:	Volume 4	Data Elements (Field Descriptions)
SR 1875:	Volume 5	MPB (Meet Point Billing)

3. Is there a charge for more than one billing option?

The CABS bill (Reel (discontinued after 10/01/01), Cartridge, or CONNECT:Direct™) has no charge if it replaces the paper bill. Otherwise, if this format is not the primary billing option, there is a charge. Refer to the contract or FCC Tariff #1, Section 13.6, for rate information.

4. Can I have my bill sent via Network Date Mover (NDM) to one location and a paper copy sent to another?

Yes, since NDM or CONNECT:Direct™ billing is set up as a point to point line you may install this line wherever you decide. The paper bill address may be sent wherever you wish by calling the Service Center at the phone number listed on the Return Document page of your bill and requesting the change.

5. When can I expect to receive my bill?

The CLEC should expect to receive the CABS bills from AT&T within seven calendar days from the date of the billing period. So if the billing period is the 7th, it should have its bills by the 14th (this will vary depending on local posting delivery)

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**CABS Billing
(Continued)**

6. Can I choose my own billing period?

Whenever possible, AT&T will try to accommodate these types of requests. Some types of bills are only processed in certain billing periods and these may or may not be able to be moved.

7. Can my bill be sent overnight express?

AT&T can send overnight any bill media types at the customer's request. There is a charge for this service. Magnetic tape, cartridge or reel (discontinued after 10/01/01), are automatically expressed overnight at this time.

8. Who do I call if I have questions about my bill?

Please refer to the Service Center phone number listed on the Return Document page of your bill.

9. Can I transmit a payment?

Payments may be wired through to AT&T's Treasury Department or a check may be mailed to AT&T's Payment Remittance Office (PRO) on the address included with your bills.

10. Can I make a payment via the Internet?

Not at this time

11. How can I stop all this paper and receive my bill electronically?

AT&T offers electronic billing on magnetic tape, 6250 reel (discontinued after 10/01/01) or cartridge in the CBOS format. AT&T also offers this format via Network Data Mover (NDM), also known as CONNECT:Direct™. This is supported only over a point-to-point connection. You will need to contact your Account Team Member and request a change. He/she will coordinate the change with you. The paper bill image is also available on diskette and CD-ROM.

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**Access Daily
Usage Files
(ADUF)**

1. What are the delivery options available?

ADUF customers can choose between two delivery options:

- CONNECT:Direct™ using a LAN-to-LAN connection
- CONNECT:Direct™ using Dial-up (TCP-IP).

2. How much does it cost?

The cost for ADUF varies from state to state. This information can be obtained from your AT&T contract negotiator.

3. What and why are certain positions populated in the EMI record?

AT&T populates fields or positions in the EMI so that a CLEC can use the EMI records for billing. See the EMI field definitions for the appropriate values in the EMI records.

4. How can I bill this?

AT&T does not provide information on how a CLEC is to bill for ADUF records due to legal ramifications.

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**Optional Daily
Usage Files
(ODUF)**

1. What is the difference between ODUF and ADUF?

ODUF contains end user billing records so the CLEC can bill the end user. ADUF contains billable access generated by UNE-P ports that can be used to bill carriers.

2. I already have a CONNECT:Direct™ connection with AT&T, why do I have to test ODUF over CONNECT:Direct™?

The purpose of the testing is to insure that the ODUF files are being transmitted correctly. Special security also has to be setup during this test so the files can be passed.

3. I plan to use TCP-IP (Dial-up connection) and pull my data, and I already have a Dial Card. Why do I have to test ODUF over CONNECT:Direct™?

During Dial-up testing certain security protected data sets must be accessed and this security is set up during the testing process. The testing also covers how to dial into the AT&T network and download the files.

4. I received a 10-01-18 record with the “To Number” blank. What is this record?

A 10-01-18 record with the “To Number” blank is a resale service AT&T offers called incoming Backup line. This is a usage sensitive service where both outgoing and incoming calls are billable. Since AT&T does not have the originating number in the incoming Backup line recording, the “To Number” is swapped with the “From Number” and put in the 10-01-18 record.

5. Why must I purchase CONNECT:Direct™ Software from Sterling Commerce, Inc. to receive my files over CONNECT:Direct™?

This is the only approved software AT&T uses for sending records electronically. The CONNECT:Direct™ software is proprietary to Sterling Commerce, Inc. and AT&T cannot provide it directly to the customer.

6. Does AT&T send ODUF over the Internet?

No

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**Optional Daily
Usage Files
(ODUF)
(Continued)**

7. Why do I need the EMI documentation from ATIS?

This is the format that AT&T uses to transmit the messages. The EMI documentation is needed so that the CLEC can understand and process all the necessary fields in the records to bill their end users. AT&T cannot provide the EMI documentation because it is proprietary to ATIS.

8. I changed the IP address on my server and my ODUF files stopped. Why?

The IP address controls where the ODUF files are being sent over CONNECT:Direct™. A change in this address would result in an unknown file address.

9. How can I tell if I am missing a file from AT&T?

Using the information in the header records you will be able to determine if a file is missing. There is a sequential invoice number for each pack of messages that AT&T sends from each Revenue Accounting Office. If a pack is received and the invoice number is not sequential, then a file is missing.

10. What is N11 service?

N11 service is a form of abbreviated dialing AT&T offers. Depending on the N11 service, calls to N11 numbers may be usage sensitive, and charges billed for the service.

11. What is Back-up Line?

Back-up line is a usage sensitive service where both outgoing and incoming calls are billable.

12. Why are my Local calls unrated?

Local calls are unrated because rating occurs on bill day.

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**Billing Contact
Names and
Numbers**

1. What are the Billing Contact Names and Numbers?

The following table presents the billing contact names and numbers that are referenced in this guide:

Billing Topic	Name	Number
Billing Administrator (Customers A - F)	Paulette Miller	205-321-4407
Billing Administrator (Customers G - M)	Shelia Goodwin	205-321-3217
Billing Administrator (Customers N - T)	J C Bledsoe	205-321-4017
Billing Administrator (Customers U - Z)	Tracy Click	205-321-3522
ADUF SME	Eddie Russell	205-321-4224
ODUF SME	Andy Plummer	205-321-4321
WeBS (Wholesale Billing Services) Manager	Laura Walls	205-321-4385