
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083060**

Date: June 26, 2002

To: All Wireless Service Providers

Subject: All Wireless Service Providers - Wireless Service Center Billing Dispute Form and Contact Escalation Matrix

This is to advise that in order to better serve the Wireless Service Providers in the submission of disputes of billed items, BellSouth created a Wireless Dispute Form entitled "WSC Dispute Form", RF-1253. The form is posted to the BellSouth Interconnection Services' Web site located at the following address:

<http://www.interconnection.bellsouth.com/forms/html/billing&collections.html>

After this page has been accessed, click on the **Billing and Collection Section** and scroll down to the "Wireless Dispute Form". Once the form is opened, input the required dispute information.

The form is separated into five areas. The first four are to record carrier and dispute information. The information requested includes: Customer Name/Customer Contact, Dispute Details, Dispute Type and Reason/Details.

The fifth area is for BellSouth's resolution. BellSouth's response to the Carrier's dispute will be located here.

BellSouth requests that your company begin using the Wireless Dispute Form **RF-1253** to submit disputes electronically to the Wireless Services Billing and Collections Center at the following e-mail address:

wireless.disputes1@bridge.bellsouth.com

Alternatives for submission of the Wireless Dispute Form are:

Facsimile: 770-492-9892 or

US Mail BellSouth Billing Office,
2300 Northlake Center Drive, Fifth Floor
Tucker, Georgia 30084.

To better serve Wireless Carriers, BellSouth has also prepared a Wireless Contact & Escalation matrix. The matrix is posted to the BellSouth Interconnection Services' Web site at the following address:

<http://www.interconnection.bellsouth.com/forms/html/billing&collections.html>

After this page has been accessed, click on the **Billing and Collection Section** and scroll down to the Excel file titled "BellSouth Interconnection Billing and Collections Contact and Escalation Matrix." This document has several worksheets. Select the Worksheet titled "Wireless disputes and Collections."

This matrix contains contact information to assist Wireless Carriers in identifying the BellSouth Wireless Billing and Collections Customer Representatives and their assigned accounts. In addition, the matrix provides Escalation Contacts, E-mail address, Postal Address and Facsimile & Telephone Contact Information.

Please contact your BellSouth Wireless Billing and Collections Representative with any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services