
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91083602**

Date: February 27, 2003
To: Pay Phone Service Providers (PSPs)
Subject: PSPs Billing Disputes Process Change

This is to inform you of an important change in the Payphone Service Provider Billing and Collections Center that will improve the timeliness of the billing dispute process and enhance the quality of dispute resolution provided by BellSouth. There will be no change in the current order process for submitting a request for new pay phone services, changes to existing service, or for requesting the disconnection of pay phone service.

Effective February 28, 2003, BellSouth will modify our billing dispute procedures that will require Pay Phone Service Providers to submit billing disputes on the Billing Adjustment Request (BAR) Form to the appropriate BellSouth dispute electronic mailbox, facsimile message or U.S. Mail. Concurrent with this process change, BellSouth will no longer process billing disputes via incoming calls to the Billing and Collections Center.

On receipt of a billing dispute using one of the above methods, BellSouth will provide a confirmation receipt for each submitted, rejected or resolved dispute or send a clarification request should it be necessary.

Billing disputes should be submitted as follows:

- Complete a BAR Form for each dispute type upon receipt of the BellSouth bill
- Submit the dispute to BellSouth via the appropriate e-mailbox, facsimile or U.S. Mail
- Complete the BAR Form including the following information: Company Name, Contact Name and Telephone Number or e-mail address, billing account number, bill date/s, amount in dispute by working telephone number (ANI), and reason for dispute. If carrier charges are being disputed, include name of the Inter Exchange Carrier billing the charge.

In an effort to resolve disputes in a timely manner the BAR Form must be completed accurately. Failure to submit your dispute as described above will prevent BellSouth from processing your dispute and will require clarification.

PSP Dispute using U.S. Mail: BellSouth Telecommunications
3rd Floor,
#1 Chase Corporate
Birmingham, AL 35244

PSP Dispute E-Mailbox Address: Payphone.disputes@Bellsouth.com

PSP Dispute Fax Number: 205 682-2729

BellSouth has for your convenience, a Billing Adjustment Request form online at www.interconnection.bellsouth.com.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

Note, all submissions must use the Carrier Notification or Network Disclosure Template and be submitted to the Notification and Disclosure Submission Mailbox: **Notif.Discl.Coord@bellsouth.com**. Incomplete Submission Forms will be rejected.