

Billing & Collection Services

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Billing & Collection Services

Overview

Southwestern Bell Telephone Company makes no claim or guarantee when a bill will be delivered to a customer. SWBT's own internal guidelines suggest that paper bills be placed in the U.S. Mail on the sixth workday following the bill date. Allowing for delivery from the postal service, a customer can usually expect to receive their bill from SWBT by the tenth or eleventh workday following the bill date. This applies regardless of the bill media type (paper, Bill Plus or EDI) selected by the customer. Occasionally, some bills may be held beyond the normal ten or eleven days for auditing and certification purposes.

A CABS Billing Account Number, (BAN) will be assigned to your account by the representative at the LSC and returned on your FOC. This is the number that will appear on your bill. Any time you are placing an order and the charges should appear on this BAN, this will need to be indicated on the LSR form.

If for some reason you are wanting the charges to appear under a new BAN, you should indicate this by placing 'N' in the BAN1 Section of the LSR form.

Types of Billing Services

The CLEC will be receiving various types of bills from SWBT. The following is a brief description of each one.

Customer Access Billing System (CABS)

The Customer Access Billing System (CABS) is used for billing access services, but has been enhanced to bill Unbundled Network Elements (to non-facility based CLECs), including the following:

- Loops
- Ports, associated usage and available vertical features
- Dedicated Transport

There are 2 general types of bills produced by CABS: facility-type bills and usage-sensitive bills, and these bills are rendered on the 5th, 15th, and 25th of the month, dependent upon the type of bill. Generally, facility-type bills are generated within the 25th bill period and usage-sensitive bills are generated within the 5th and 15th bill periods.

- Facility-type bills, normally associated with special access service (dedicated facilities), are billed flat-rated monthly charges and non-recurring installation charges. These charges are billed in advance and at a circuit level.
- Usage-sensitive bills, normally associated with switched access service (shared/common facilities), are billed usage-sensitive charges based upon minutes of use, messages, etc. These bills can also include flat-rated monthly charges and non-recurring installation charges. Usage charges are billed in arrears and at an end office level.

Customer Records Information System (CRIS)

The billing of a few items which may be utilized by a facility-based CLEC are performed in CRIS. The CRIS system will bill intraLATA toll over UNE facilities and is also the system out of which INP is billed.

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Intercompany Billing Information System (IBIS)

The IBIS billing system is used for billing Ancillary Services such as:

- Directory Assistance
- Mutual Exchange of Directory Assistance Listings
- White Pages
- Operator Services
- FGA
- 800 Data Base
- LIDB Storage

IBIS bills are based on a calendar month. These bills are mailed on the tenth working day of each month with payment due thirty (30) days from receipt.

SWBT Primary Carrier Billing

SWBT bills local, optional and transit intercompany terminating compensation, and intraLATA access charges to CLECs via the Primary Carrier billing system. This system relies on the exchange of originating records for Local, Optional, Transit and IntraLATA traffic. SWBT has developed detailed 'Technical Exhibit Settlement Procedures' (TESP) which describe the flow of records and settlements for all traffic types. This document is segregated by Direct Dialed, 800, Operator Handled, and Wireless Traffic. SWBT has also developed a supplemental detailed record data creation package which outlines the step-by-step process necessary to create and transmit detail 92-01 and summary 92-99 records respectively. Please contact your Account Manager for a copy of the 'Technical Exhibit Settlement Procedures,' and data creation package.

The Primary Carrier billing process operates on a calendar month record exchange and billing cycle. For example, for the September data month the Parties would exchange summary 92-99 records during the first week of October, with billing reflecting that same usage during the first week of November, for subsequent payment. If there are any billing or originating record exchange questions related to intercompany terminating compensation please contact your Account Manager.

The Primary Carrier system also acts as a vehicle for the clearing of intraLATA CLEC carried SWBT five state credit card, collect and third number revenues from the billing to the originating (earning) Party. SWBT acts as the in-region vendor for this process. Appendix Clearinghouse which may be established in the Interconnection Agreement describes the qualifying message criteria, responsibilities of the Parties, processing charges, etc., relative to the clearinghouse process.

For additional information regarding the above billing services, please contact your Account Manager.

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Centralized Message Data Systems (CMDS)

The Facilities-Based CLEC may choose to participate in the:

- Nationwide Bell Operating Company Credit Card and Third Number System (BOC-CATS),
- Southwestern Bell Telephone Credit Card and Third Number System (SWBT-CATS),
- Purchase of Accounts Receivable Information System (PARIS), or
- State clearinghouse operations

These systems are designed to deliver and process the billing of inter-company credit card, collect, and third number messages. SWBT will perform the necessary activities of a CMDS host, when requested by a certified CLEC, under negotiated terms and conditions.

Calling cards may be established by the CLEC for its end user customers. The CLEC must assemble, transmit, format and deliver all messages in standard industry format. To obtain information regarding clearinghouse operations and standard industry format, the CLEC should consult with its SWBT Account Manager.

Description of Billing Services

SWBT offers a variety of printed and electronic billing services to Competitive Local Exchange Carriers (CLECs). The following are brief descriptions of each offering.

Printed Bills

Printed billing offers CLECs a choice between the traditional-size bill (6.5 inches X 8.5 inches) and a full-page bill (8.5 inches X 11 inches).

Bill Plussm

Bill Plussm offers the option for CLECs to receive Their bill on CD ROM. Bill Plussm provides monthly service detail by station number, additional bill data for service order activity and other charges and credits, as well as itemized calls. CLECs can use tab delimited text files for internal programming and reports. Bill Plussm is Windows-based and provides the ability to

- view the bill on a computer screen
- search for information quickly
- print selected portions of the bill
- create customized reports
- export selected bill data

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Consolidated Bill

The Consolidated Bill allows CLECs to combine their separate end-user accounts/billing numbers (BTNs) within a geographic billing area into one consolidated arrangement (SWBT has seven geographic billing areas). Consolidated bills include a consolidated summary and the account detail for each end user account.

Size Limitations include the following:

- One consolidated bill can include a maximum of 5,000 business BTN accounts
- One consolidated bill can include a maximum of 10,000 residence BTNs
- One consolidated bill cannot include both business and residence accounts

Note: If CLECs receive the Bill PlusSM CD option, the following limitations apply:

- One consolidated bill can contain a maximum of 2,500 business billing telephone number accounts
- One consolidated bill can contain a maximum of 5,000 residence billing telephone number accounts

With the Consolidated Bill option, CLECs can choose among 15 monthly bill dates in each of SWBT's seven RAOs (Arkansas, Kansas, Missouri, Oklahoma and three in Texas). CLECs can select separate bill dates for residence consolidated bills and for business consolidated bills in each geographical billing area.

Once a CBA has reached the maximum number of accounts as stated above, CLECs must establish a new CBA in a different billing period. After a CLEC has established one CBA in each of the 15 bill periods, the CLEC can establish a second CBA in the same bill period.

Note: Because the Consolidated Bill Arrangement becomes the CLEC's 'Official' bill, any late payment charges incurred apply to the entire unpaid balance.

Electronic Data Interchange Billing (EDIB)

EDIB provides an electronic telephone bill with all the information contained in the paper bill. CLECs may opt for the detail of monthly service. EDIB uses the national standard ANSI ASC X12811 Transaction Set, and Value-added networks (VANs) or SWBT's CONNECT: Direct transmission media transmits the set electronically. A customer must purchase or develop a translator for the 811 data.

EDIB provides the ability to

- eliminate re-keying information from a paper bill to internal billing systems
- mechanically process data to internal billing systems
- manipulate billing data to generate customized internal reports and rebilling
- track and audit specific charges

Please contact your SWBT Account Team for additional information.

Usage Extract Feed

Usage Extract Feed is a daily electronic transmission provides information to CLECs on their end users' usage-sensitive local service charges (e.g. intraLATA toll, usage-sensitive Call Trace, Auto Redial, Call Return and Directory Assistance Auto Connect).

Usage Extract Feed offers the following:

- Tracks intraLATA long-distance calls, can be used by CLEC to detect possible toll fraud
- CLECs can format the usage data for their internal reports

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- Provides daily usage information for CLECs to bill their end users
- Provides information for CLECs to re-bill their end users as needed.
- Provided in National Standard EMI format, the Usage Extract Feed can be transmitted via:
 - CONNECT: Direct
 - TCP/IP (Internet or direct access)

There is a minimal charge as outlined in the Resale Agreement, for the Usage Extract Feed. Please contact your SWBT CPAT Manager for additional information.

For additional information, refer to User Guides & Tech Pubs - Billing from the main menu.

Billing Reports

The Telecommunications Service Report (Resale CRIS Billing Only)

The Telecommunications Service Report consists of five different reports that provide CLECs with a summarized inventory of services comprising the monthly service charges on a CLEC's bill(s).

These reports are available on consolidated bill or single account level.

- **Report S01 - Summary of Services by Type of Service** provides a summarized listing of all telecommunications services billed on the CLEC's bill. The report details the total cost of the telephone services summarized by each product code (USOC) on the account. This report is in ascending alpha/numeric product code (USOC) order.
- **Report S02 - Detail Service Analysis by Telephone Number** provides a summarized listing of all telecommunications services billed on the CLEC's bill. The report details the total cost of the telephone services summarized by each telephone number on the Account. The report is sorted in ascending telephone number order.
- **Report S03 - Detail Service Analysis by Type of Service** provides a summarized listing of all telecommunications services billed to the CLEC's bill. The report details the total cost of the telephone services summarized by each product code (USOC) on the account and the associated telephone/circuit number. The report is sorted in ascending alpha/numeric product code (USOC) order.
- **Report S04 - Detail analysis of Data Service** provides a summarized listing of telecommunications services associated with all circuits billed to the CLEC's bill. The report is sorted in ascending alpha/numeric circuit number order.
- **Report S05 - Additional Service Information** provides a summarized report of all listing information, Calling Card number, hunt groups and call pickup groups associated with the CLEC's bill. The report is sorted in ascending telephone number order.

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Toll Sort Options

CLECs can choose from four different Toll Sort Options for the intraLATA Toll on the end user's account. Those options include:

- **Point of Bill/Date** - Sorts the toll by line or station number then by date. This is the default sort option.
- **Point of Bill/Amount of the Call** - Sorts the toll by line or station number then by the Amount of the Call from the most expensive to the least expensive.
- **Point of Bill/Type of Call/Date** - Sorts the toll by line or station number then by Type of Call such as Collect, Calling Card and Direct Dialed then by Date.
- **Point of Bill/Type of Call/Amount** - Sorts the toll by line or station number then by the Type of Call such as Collect, Calling Card and Direct Dialed then by the Amount of the Call.

Other Charges and Credit Reports

Three different reports (separate from the bill) provide CLECs with summaries and analyses of the service order or the miscellaneous and service order charges on the bill. These reports can sort the OC&C charges by Line, Station or Circuit Number; or CLEC supplied Purchase Order Number; or SWB Service Order Number.

Other Charges and Credits Sort Options

CLECs can choose from four different Other Charges and Credits (OC&C's) Sort Options on the bill:

- **Date** - Sorts all OC&C's by date where possible. Where the OC&C is not date specific, such as Directory Assistance Charges, those charges will be listed first followed by those OC&C's with a date, in date order. This is the default sort option.
- **Point of Bill/Service Order Number/Purchase Order Number** - Sorts the OC&C's by the applicable line, station or circuit number followed by the SWBT Service Order Number followed by the Purchase Order Number if supplied by the CLEC.
- **Purchase Order Number/Service Order Number/Point of Bill** - Sorts the OC&C's by the Purchase Order Number supplied by the CLEC then by the SWBT Service Order Number then by the line, station or circuit number.
- **Service Order Number/Point of Bill/Purchase Order** - Sorts the OC&C's by the SWBT Service Order Number then by the line, station or circuit number then by the Purchase Order supplied by the CLEC.

Long-Distance Summary Reports

Long-Distance Summary Reports Four different reports provide CLECs with summaries and analyses of the intraLATA long-distance charges on the bill.

Tax Summary Report

Tax Summary Report provides additional state and local tax information for all monthly charges.

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Billing Inquiry

Currently offered via SWBT's Customer Network Administration application, Billing Inquiry will be moved to SWBT's Toolbar operations support system.

Billing Inquiry is a gateway to access billing data regarding services purchased from SWBT:

- Summary of charges (current charges, balance due)
- Account status (payment and adjustments)
- Other charges and credits
- Usage charges
- Equipment detail (customer service record)
- Enhanced customer billing reports

For additional information regarding the above billing services, please contact your SWBT CPAT Manager or SWBT LSC.

Resale Conversion Charge Policy

A conversion charge applies when a CLEC assumes responsibility for an EU account. The conversion charge applies for both 'As Is' and 'As specified' conversions.

Southwestern Bell's conversion policy is consistent with Local Service Ordering Requirements (LSOR) ordering requirements.

Transactions Not Qualifying as Resale Conversions

The following transactions do not qualify as conversions, and all appropriate non-recurring charges apply, less any appropriate CLEC discount:

Regrades from:

- Business to Residence
- Residence to Business
- POTS to CENTREX
- CENTREX to POTS
- Any other change in class of service