

ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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8. Billing and Collection Services

The Telephone Company will provide the following services:

- (A) Recording Service,
- (B) Billing Service,
- (C) Billing Analysis Service, and
- (D) Billing Information Service

8.1 Recording Service

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BY: Jordan C. Neal
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(D)

(D)

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the customer has ordered Feature Group D Switched Access Service. A state operating territory of a particular Telephone Company includes all its LATAs or market areas which are located in the same state including the areas in contiguous states which are assigned to such LATAs or market areas and served by the same Telephone Company.

(C)

For Feature Group D Switched Access Service, the term "customer message" used herein denotes a completed intrastate call originated by a customer's end user. A customer message begins when answer supervision from the premise of the ordering customer is received by Telephone Company recording equipment indicating that the called party has answered. A message ends when disconnect supervision is received by Telephone Company recording equipment from either the premise of the ordering customer or the customer's end user premise from which the call originated.

(C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

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(D)

(D)

8.1.1 General Description


Recording Service is the recording of the details of a customer message and, when requested by the customer, the provision of those details to the customer. Recording Service includes recording, assembly and editing, and provision of recorded customer message.

Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service for which answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.

Assembly and editing is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present. Assembly and editing is performed at least once a week.

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8. Billing and Collection Services (Cont'd)

8.1 Recordinn Service (Cont'd)

8.1.1 General Description (Cont'd)

Provision of customer message detail is the provision of magnetic tapes containing the assembled and edited customer message detail and when requested by the customer, data-transmitting the assembled and edited customer message detail to the customer.

(D)
(D)

Except for lost or damaged records, the recorded detail will be available to the customer according to a **mutually** agreeable schedule.

(C)
(C)


8.1.2 Undertaking of the Telephone Company

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- (B) A standard format for the provision of the recorded customer message detail will be established by the Telephone Company and provided to the customer. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customer *six* months prior to the change.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.2 Undertaking of the Telephone Company (Cont'd)

(C)

(D)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

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- (D) (D)
- (D) Recorded customer message detail will be provided (C)
to a customer as set forth in (E) following. The (C)
Telephone Company will determine the number of
magnetic tapes or data files required to provide
the recorded message detail to the customer.
- (E) At the request of a customer, magnetic tapes containing (C)
the recorded customer message details will be provided (C)
to the customer as part of Recording Service. The magnetic
tapes will be provided without the return of previously
supplied tapes. The Telephone Company will supply the (T)
magnetic tapes. Unless specified otherwise by the (C)
customer, the magnetic tapes will be sent to the customer
via overnight service paid by the customer. However, the (C)
customer may pick up the magnetic tapes at a location
designated by the

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8. Billing and Collection Services (Cont'd)

8.1 Recordinn Service (Cont'd)

8.1.2 Undertakinn of the Telephone Company (Cont'd)

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(E) (Cont'd)

BY: Jordan ~~he~~
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Telephone Company or request that the detail on the magnetic tapes or in a data file be data-transmitted to the customer. When the recorded customer message details are data-transmitted to a customer designated premises, the data transmission charges will be determined as set forth 8.1.7(D). Such a request must be made according to a mutually agreeable schedule. When the customer does not wish to receive the recorded customer message details and the Telephone Company receives notice from the customer at least two weeks prior to the date the details would be sent to the customer, the charge as set forth in 8.1.7(C) following does not apply. When the customer does not wish to receive the recorded customer message detail, the terms and conditions will be as set forth in the individual case basis agreement.

(C)

(C)

(C)

(C)

(F) Recorded customer message detail which is used at the request of the customer to provide Message Processing and Bill Rendering Service is not retained by the Telephone Company for longer than 45 days. The rated but unbilled message detail and the billed message detail is retained for reference (i.e. on paper or microfiche) in place of the recorded customer message detail. For recorded customer message detail not used by Message Processing Service at the customer's request, the Telephone Company will make every reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth 8.1.7(C) following will apply for all such detail provided. When the recorded customer message details are data-transmitted to a customer premises, the data transmission charges are as set forth 8.1.7(D) following. Such a request must be made according to a mutually agreeable schedule from the date the details were initially made available to the customer.

(T)

(C)

(C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Recording Service is as follows: (M)
(M)

(A) Customer message data determined to be lost, damaged or destroyed as a result of the recording service shall be recovered if possible by the Telephone Company at no additional charge. In the event the data cannot be recovered, the Telephone Company shall estimate the messages and associated revenue based upon the method described below. (N)

(1) Partial Loss. For reporting purposes only, actual (or estimated) message and minute volumes should be reported to the customer by the Telephone Company where 1% or more of the daily messages/minutes for an entity are not able to be processed due to such things as tape read fails, invalid Entry Codes, wrong record length, and cancelled calls.

(2) Complete Loss. Estimated message and minute volumes should be reported for each loss consisting of such things as an entire tape lost in transit, lost after receipt, degaussed before processing, and received blank or unreadable. (N)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.3 Liability of the Telephone Company (cont'd)

(3) Estimated Volumes. From message and minute volume reports for the entity experiencing the loss, secure message/minute counts for the corresponding days of the four weeks preceding that in which the loss occurred. Compute an average of these volumes. Messages and associated minutes should be separated between Interstate and Intrastate. Apply the appropriate Average Revenue Per Message (ARPM) to the estimated message volume to arrive at the estimated lost revenue, except as set forth in (4) following.

(4) Exceptions to estimated volumes in (3) preceding are:

- (a) If the day of loss is not a holiday but one (or more) of the preceding corresponding days is a holiday, use additional preceding weeks in order to procure volumes for four non-holidays.
- (b) If the loss occurs on a weekday which is a holiday, except Christmas, use volumes from the four preceding Sundays.
- (c) If the loss occurs on Mother's Day or Christmas, use volumes from that day in the preceding year, if available.

(N)

(N)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.3 Liability of the Telephone Company (Cont'd)

- (T)
- (B) If customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue as set forth in (A). This estimated customer message volume will be included along with the customer message detail provided to the customer and/or provided for Message Processing Service. In such events, the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the customer amounts due to account for the unbillable revenue. (C)
- (C) When the Telephone Company is notified that, due to error or omission, incomplete data have been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such request to recover the data must be made according to a mutually agreeable schedule from the date the details were initially made available to the customer. If the data are not recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth above. (C)
- (D) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than as set forth above shall attach to the Telephone Company for its action or the conduct of its employees in providing Recording Service. (C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.4 Obligations of the Customer

- (A) The customer shall order Recording Service under a Special Order for each state where the service is desired.

The customer shall order Recording Service at a mutually agreed upon date prior to the date when the customer message detail is to be recorded. (C)
(C)

- (B) The customer shall order provision of recorded customer message detail at a mutually agreed upon date prior to the date when it wishes to receive the recorded message detail. However, the customer may wish to receive magnetic tapes of the recorded customer message detail or have the recorded detail data-transmitted to a customer premises at some times and not at others. Therefore, change in the provision of recorded customer message detail to the customer will be accommodate provided the customer gives sufficient advance written notification to the Telephone Company. (C)
(C)
(C)

For recorded customer message detail the customer shall shall order the detail in accordance with the terms and conditions of the individual case basis established and filed in this tariff to cover the provision of recorded customer message detail. (C)

Appropriate Special Order Requests must be completed before the Telephone Company will consider the ordering of Recording Service to be official. (C)
|
(C)

- (C) The premises of the ordering customer shall provide such signals as may be required for the proper operation of the Telephone Company's automatic message accounting equipment used to perform the detail recordings.

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision

(A) Audit Provision

Upon reasonable written notice by the customer to the Telephone Company, the customer shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the recording of messages for which amounts may be payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

All information received or reviewed by the customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

(B) Minimum Period and Minimum Monthly Charge

The minimum period for which Recording Service is provided and for which charges apply is one month for each state in which the service is ordered.

(C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision (Cont'd)

(B) Minimum Period and Minimum Monthly Charge (Cont'd)

THE minimum monthly charges are the charges for customer messages recorded, customer messages assembled and edited (except when Message Processing Service is ordered for the same monthly period) and when ordered by the customer, provision of customer message detail on magnetic tapes or data files. If the service is cancelled or discontinued prior to entering the customer message detail on magnetic tapes or data files, the minimum monthly charge will be the charge for all customer messages recorded, assembled and edited for a 30 day period. The Telephone Company will use the most recent 30 day period for which data is available to determine the minimum charge.

(C) Cancellation of a Special Order

A customer may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Recording Service is the date the customer requests the recordings to start.


When a customer cancels a Special Order for Recording Service after the order date but prior to the start of service, the minimum monthly charges will apply.

(D) Changes To Special Orders

When a customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled and the requested changes will be undertaken if they can be accommodated by the Telephone Company under a new Special Order. Material changes to a pending Special Order for Recording Service includes changes in the location and/or number

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision (Cont'd)

(D) Changes to Special Orders (Cont'd)

of Telephone Company recording locations, provision of data (C) transmission to a customer location of customer recorded message detail, and changes in schedules, dates or intervals for receipt of customer recorded message detail. Non-material changes to a pending Special Order include changes in customer name, customer address and customer requests to receive Recording Service output at the Telephone Company location instead of overnight service. All (C) cancellation charges as set forth in (C) preceding will apply for the cancelled Special Order.

8.1.6 Rate Regulations

- (A) For each customer message recorded, the recording and the assembling and editing charges apply except when the customer orders Message Processing Service. When Message Processing Service as set forth in 8.2.1 following is ordered for the same state and month that Recording Service is ordered, the assembling and editing charge does not apply per customer message.

The charges for recording and for assembly and editing apply per message recorded whether or not the customer's schedule of rates specifies billing on a per message basis or any other basis.

- (B) The per Special Order charge applies for each Special Order accepted by the Telephone Company for **Recording Service**.

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8. Billing and Collection Services (Cont'd)

8.1 Recordinn Service (Cont'd)

8.1.6 Rate Regulations (Cont'd)

- (C) When message detail is entered on a data file or magnetic tape for provision of message detail to a customer, the per tape charge applies for each data file or magnetic tape prepared, and the per record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information and load the magnetic tapes or data files, whichever number of records is higher. (C)

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8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.7 Rate and Charges

The rates and charges are:

	<u>Rates</u>	(T)
(A) Recording, - per customer message - per Special Order	\$ 0.0120(I) 10.51	(T)
(B) Assembling and editing, - per customer message*	0.0017	
(C) Provision of customer Message detail, - per tape or data file	ICB rates and charges apply 55.00	(T) (T)
(D) Data transmission, - per record transmitted	.0070(R)	(D) (D) (C) (C)

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*Applicable when Recording Service is ordered without Message Processing Service. Not applicable when Message Processing Services, as set forth in 8.2.1 following, is provided to the customer except as set forth in 8.2.1(B)(1)(c) and 8.2.1(B)(2)(d) following.

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service

At the request of a customer, the Telephone Company with reasonable notice and reasonable effort will provide Billing Service.

The Telephone Company will provide Billing Service in its operating territory. The minimum territory for which the Telephone Company will provide Billing Service is its state operating territory when the Telephone Company supplies the input records at the customer's request. When the customer supplies the input records, the Telephone Company will process the input records supplied by the customer as set forth in 8.2.1 following. (C)

The Telephone Company will provide Message Billing Service as set forth in 8.2.1. (C)

The Telephone Company will provide Bill Rendering Service only on the condition that (1) it purchases the accounts receivable, if any, from the customer as set forth in 8.2.3 following or (2) the Telephone Company agrees to act as billing agent for the customer. (C)

The Telephone Company will not render bills under this tariff for the provision and/or delivery of telegrams, flowers, gifts, wine or other like services that a customer offers.

8.2.1 Message Billing Service

Message Billing service consists of Message Processing Service and Bill Rendering Service. A customer may order Message Processing Service or Bill Rendering Service or both services. (T)

(A) General Description

(1) Message Processinn Service

Message Processing Service is the transforming of the recorded customer call details into rated messages in preparation for billing. Message Processing Service includes initial data entry and rating of messages. PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

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(A) General Description (Cont'd)

(1) Message Processing Service (Cont'd)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

Initial data entry is the assembly of recorded customer call details into customer messages. This function includes editing and verification of recorded details to assure that the data required for rating are present.

Rating of customer messages is the computing of applicable charges for each customer message based on the customer provided schedule of rates. Rating also includes the preparation of customer message detail for input to Bill Rendering Service, the customer, or other entities. (T)


Further, rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

(2) Bill Rendering Service (T)

Bill Rendering Service is the preparation of bills for message-billed service and bulk-billed service, mailing of statements of the amounts due for service received from the customer and the collection of deposits and monies due from the end users. Bill Rendering Service includes message-billed (when necessary) and bulk-billed account establishment, posting of rated messages and rate elements, rendering of bills, collection of deposits, receiving payments, maintenance of accounts, treatment of accounts, message investigation and inquiry (when ordered by the customer.) (T)

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(A) General Description (Cont'd)

(2) Bill Rendering Service (Cont'd)

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Bulked-billed service is a billing service for an end user account with an access line where individual customer messages are not posted to the account and are not listed on the bill rendered to the end user. (C)

Message-billed service is a billing service for an end user account with an end user common line where individual customer messages are posted to the account and are listed on the bill rendered to the end user.

(D)
|
(D)

Account establishment is the preparation of a customer's end user record so that a bill can be sent to that end user.

Posting of rated messages is the processing for billing of rated messages. Posting also is the examination and identification of all the rateable elements specified by the customer to be billed to an end user. Application of appropriate customer rates and charges to all such rate elements is also included when requested by the customer. The rating may be performed by the Telephone Company, another entity or the customer. Editing and rating of rate elements is performed when customer services are established or changed. Rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

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8. ~~Billing and Collection Services~~ (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) ~~General Description~~ (Cont'd)

(2) Bill Rendering Service (Cont'd)

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Rendering of bills is the preparation and mailing of statements of the deposits and amounts due from the end user for customer message-billed and bulk-billed services. These statements may, at Telephone Company choice, be included as part of the regular monthly bill for local Telephone Exchange Service mailed to the end user.

Receiving payment and maintenance of accounts is the collecting of monies from end users for services furnished by the customer and maintenance of records of all transactions.

Treatment of accounts is the forwarding of notices of delinquent or unpaid end user accounts and posting of credits and adjustments.

Message investigation is that activity undertaken by the Telephone Company to secure, or attempt to secure, proper billing information for customer messages.

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) General Description (Cont'd)

(2) Billing Rendering Service (Cont'd) **(T)**

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BY: Jordan C. Neal
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Inquiry is the answering of end user questions about charges billed for customer services and application of credits and adjustments to end user accounts and review of customer messages removed from an end user's bill.

(B) Undertaking of the Telephone Company

(1) Message Processing Service


(a) When Message Processing is ordered by a customer, the Telephone Company will process all of the customer messages it possesses in a state as set forth in (b) through (1) following at rates and charges set forth in (G) following.

(b) The Telephone Company will provide Message Processing Service only for customer messages originating or recorded within the operating territory of the Telephone Company. The customer messages which the Telephone Company will process may be customer messages from Recording Service as set forth in 8.1 preceding or, at the direction of the customer, other customer messages which are chargeable in accordance with the rate schedule furnished by the customer.

Any sent-paid coin messages provided as input by the customer will be processed unless the customer specifies in writing that such messages are not to be processed. When such messages are processed message processing charges will apply. When such messages are not processed they may not be included in any message detail provided to the customer.

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8. Billing and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Messane Processing Service (Cont'd)

- (c) A record of customer call details is required to provide Message Processing Service. Where a customer subscribes to Recording Service as set forth in 8.1 preceding, those recorded details may be used as the input. Where the customer provides the call details, the records must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. The charges as set forth in (G)(4) following will apply if the customer (C) data-transmits its call details to the Telephone Company. If the customer provided records must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, the program development charges as set forth in (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in 8.2.1(G) following applies in addition (C) to all other charges for all such details converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required standard format. If, in the course of Telephone Company business, it is necessary to change the standard format, the Telephone Company will provide notification to the involved customers *six* months prior to the change. If the customer requests customer provided call details to be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided call details and the appropriate charges as set forth in (G) following will apply.


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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

- (d) The Telephone Company will develop the customer's schedule of rates into a rating program. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs.
- (e) Upon acceptance by the Telephone Company of a Special Order for Message Processing Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual order basis.
- (f) Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the customer requesting such changes. Such changes will require modifications of the rating program. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in (G)(1) and (G)(2) following apply for all customer messages reprocessed.
- (g) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Telephone Company determines that it can accommodate the changes, the conditions and the period

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8. Billinn and Collection Services (Cont'd)

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8.2 Billinn Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

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(B) Undertaking of the Telephone Company (Cont'd)

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(1) Message Processing Service (Cont'd)


(g) (Cont'd)

of time required to make such changes will be determined on an individual order basis. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate structure changes, the appropriate message processing charges as set forth in (G)(1) and (G)(2) following apply for all customer messages reprocessed.

- (h) Where the Telephone Company has rated customer messages which are to be billed to an end user by another Exchange Telephone Company, the Telephone Company will enter the messages on a magnetic tape or data file which can be used for data transmission of the details. When the customer has so arranged with an involved Exchange Telephone Company, the Telephone Company will transmit the rated message details to such other Exchange Telephone Company for billing to end users in its operating territories. When the customer does not have billing arrangements with an Exchange Telephone Company, rated messages for billing to the end users of such an Exchange Telephone Company will be delivered to the customer. The charges as set forth in (G)(4) following apply to rated messages that are data-transmitted to the customer or other Exchange Telephone Companies. (C)

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8. Billinn and Collection Services (Cont'd)

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8.2 Billinn Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(B) Undertakinn of the Telephone Company (Cont'd)

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(1) Messane Processinn Service (Cont'd)

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(h) (Cont'd)

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When the customer message details are data-transmitted to the location designated by the customer, the data transmission charges will be determined as set forth in (G)(4) following. Program development charges as set forth in (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs. (C)

(i) Where the rates for customer services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.

(j) The Telephone Company will, upon request, provide the customer the rated message detail.

The rated message detail will be provided on a request by request basis in a format similar to that used by the Telephone Company as input to Bill Rendering Service. All rated customer message detail available to the Telephone Company will be provided to the customer. The rated customer message detail will not be sorted to furnish detail by specific end users, groups of end users, by office or by location. (T)

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8. Billinn and Collection Services (Cont'd)

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8.2 Billinn Service (Cont'd)

8.2.1 Message Billing Service (Cont'd).

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(B) Undertaking of the Telephone Company (Cont'd) PURSUANT TO 807 KAR 5:011,
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(1) Message Processing Service (Cont'd)

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(j) (Cont'd)


The Telephone Company will provide the customer detail on a magnetic tape. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs. When a magnetic tape is provided, the charges as set forth in (G)(5) following also apply.

Unless specified otherwise by the customer, the magnetic tapes will be sent to the customer via overnight service paid by the customer. However, the customer may pick up the magnetic tapes at a location designated by the Telephone Company or request the information on the magnetic tapes be data-transmitted to the customer. When the information is data-transmitted to a location designated by the customer, the data transmission charges will be determined as set forth in (G)(4) following.

(k) If the customer makes a request within 30 days of the date the customer details were initially made available to the customer, the Telephone Company will make a reasonable effort to recover the customer detail and make it available again to the customer. The charges as set forth in (G)(5) will apply for all such customer detail provided. When the customer details are data-transmitted to a location designated by the customer, the data transmission charges will be determined as set forth in (G)(4) following.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

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(B) Undertaking of the Telephone Company (Cont'd)

(1) Message Processing Service (Cont'd)

BY: Jordan C. Neal
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- (1) Customer messages which the Telephone Company processes that cannot be rated in accordance with the customer rate schedule will be reviewed by Telephone Company message investigation groups. Upon completion of the review, rated customer messages will be delivered to the customer when the customer orders such service or to Bill Rendering Service when the customer orders such service. Unrated messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the unrated customer messages will be reviewed for unauthorized use of the customer service by Telephone Company message investigation groups for a period of up to 90 days after the customer message was processed. The appropriate charges, as set forth in (G)(5) following or (G)(7) and (G)(8) following, will apply.

(T)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service

(T)

- (a) When Bill Rendering Service is ordered by a customer, the Telephone Company will establish and maintain end user accounts and prepare and render bills for all customer messages, bulk-billed messages and related rate elements it possesses for a state as set forth in (b) through (n) following at rates and charges as set forth in (G) following. The Telephone Company will not establish an end user account with any customer balance due.

(T)

In addition, the Telephone Company will, in accordance with Telephone Company deposit regulations, determine and collect a deposit from the end user for the customer service. The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established or for established accounts when the first customer message is posted to the end user account.

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The Telephone Company will, when necessary in accordance with the Telephone Company deposit regulations, maintain a service deposit balance for each end user account. Service deposits will not be maintained by individual customer accounts but will be maintained for the end user account in general. The Telephone Company will provide the customer a copy of its service deposit regulations upon receipt from the customer.

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8.2 Billing Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(T)

- (b) The Telephone Company will provide Bill Rendering Service for message-billed service, bulk-billed service and related rate elements which are posted to end user accounts located within the operating territory of the Telephone Company only. The Telephone Company will separate the rated customer messages into a message-billed group and a bulk-billed group for application of rates as set forth in (G) following.

(T)

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8.2 Billinn Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(c) (Cont'd)

(T)

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8.2 Billinn Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(B) Undertakinn of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(d) Rated customer messages are required to provide Bill Rendering Service. If the customer subscribes to Message Processing Service as set forth in (1) preceding, the rated customer messages may be used as the input. If the customer provides the rated customer messages, those customer messages must be in the standard format established by the Telephone Company and delivered to the location specified by the Telephone Company. The charges as set forth in (G)(4) following apply if the customer data-transmits its rated message data to the Telephone Company.

(T)

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(C)

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Such customer provided rated message data must identify the end user account to be billed. If the customer provided rated messages must be converted by the Telephone Company to the standard format and the Telephone Company agrees to make the conversion, program development charges as set forth in (G)(3) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in 8.1.7(B) preceding, applies in addition to all other charges for all such rated customer messages converted by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers *six* months

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(B) Undertakinn of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(T)

(d) (Cont'd)

prior to the change. If the customer requests the customer provided rated messages to be reprocessed by the Telephone Company because of a customer error, the Telephone Company will reprocess the customer provided rated messages and the appropriate charges as set forth in (G) following will apply.

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(e) For end user accounts in its operating territory where the customer has ordered Bill Rendering Service, the Telephone Company will bill all rated customer messages provided by the customer. The bill format will be determined by the Telephone Company.

(T)

(f) Upon acceptance by the Telephone Company of a Special Order for Bill Rendering Service from a customer, the Telephone Company will determine the conditions and the period of time to implement such service on an individual order basis, Program development charges, as set forth in (G)(3) following, apply for the hours required to design, develop, test and maintain the necessary programs including any programs to rate, change the rates of or change the rate structure of any rate elements associated with the customer services.

(T)

(g) The Telephone Company will provide Bill Rendering Service only on the condition that (1) it purchases the accounts receivable from the customer as set forth in 8.2.3 following or (2) the Telephone Company agrees to act as billing agent for the customer.

(T)

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8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

- (h) The Telephone Company will not provide any information related to Bill Rendering Service accounts under this section of the tariff. Bill Rendering Services information may be obtained as set forth in 8.4 following.

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8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(1) The Telephone Company will, at the option of the customer, provide message-billed Bill Rendering Service with or without inquiry and bulk-billed Bill Rendering Service with or without inquiry. When the Telephone Company provides inquiry, the Telephone Company will be responsible for contacts and arrangements with the customer's end users concerning the billing, collecting, crediting and adjusting of the customer service charges, except prior customer balances due from end users, in accordance with written instructions furnished by the customer. At the request of the customer when the customer has ordered inquiry, the billed customer messages which are removed from an end user's bill in accordance with customer inquiry instructions will be reviewed for unauthorized use of customer service by Telephone Company message investigation groups for a period of up to 90 days after the billed customer message has been removed from an end user's bill. For any billed customer messages removed from an end user's bill in accordance with customer inquiry instructions, the Telephone Company will make appropriate adjustments to the customer's accounts receivable. When the Telephone Company provides Bill Rendering Service without inquiry, all contacts from customer end users concerning the customer billed amounts will be referred to the customer, and the Telephone Company will only be responsible for contacts with customer's end users concerning the collection of customer service deposits and charges, except prior customer balances due from end users. Inquiry will only be provided when the customer is provided Bill Rendering Service at the same time for the same state operating area.

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8.2 Billinn Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(B) Undertakinn of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(T)

(j) The Telephone Company will accept customer gift certificates for payment from end users if the customer agrees in writing to redeem all such gift certificates. The format of the gift certificate must be acceptable to the Telephone Company.

(k) Rated customer messages input to Bill Rendering Service which the Telephone Company cannot bill for any reason will be reviewed by the Telephone Company's message investigation groups. Upon completion of the review, the billable messages will be posted and the appropriate charges, as set forth in (G)(7) and (G)(8) following, will apply. Unbillable messages will be handled in accordance with instructions that have been mutually determined by the Telephone Company and the customer. At the request of the customer, the rated customer messages which cannot be billed to an end user will be reviewed for unauthorized use of customer service by Telephone Company message investigation groups for a period of up to 90 days after the rated customer message was processed. (T)

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8.2 Billing Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(T)

- (1) The Telephone Company will post rated customer messages to the appropriate end user account when it identifies a customer message to be billed to an end user.

(D)

(D)

Other customer message-related charges, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

- (m) The Telephone Company will establish an end user account for customer bulk-billed service when it receives an order from a customer to perform such activity for a specific end user and will bill customer bulk-billed charges to the end user.
The Telephone

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8.2 Billing Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(B) Undertaking of the Teleuhone Company (Cont'd)

(2) Bill Rendering Service (Cont'd)

(T)

(m) (Cont'd)

Company will bill other customer bulk-billed rate elements, such as provision of a bulk-billed service access line, installation of an access line and provision of a Special Order for such services from a customer. Other customer message-related charges for bulk-billed service, such as directory assistance and DIAL-IT charges, will be billed to the end user based on customer message data received from Message Processing Service or from the customer. The Telephone Company will make adjustments to end user balances due to account for application of credits authorized by customer inquiry instructions and customer furnished statements.

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(n) Where the rates for customer services have been implemented under an accounting order pending final approval from a regulatory agency, the Telephone Company will, upon written request from the customer, keep such records as may be required to make any adjustments to the end users as may be ordered by the regulatory agency. The charges for such a service will be determined on an individual case basis.

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PURSUANT TO 807 KAR 5611,
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(3) Message Billinn Service Ordering

(a) The Telephone Company will provide Message Billing Services under a Special Order. For all Message Billing Service, other than establishment of or changes to end user account data establishment of or changes to end user account rate elements and changes to end user balance due, the Message Billing Service Special Order charge as set forth in (G)(14) following will apply to orders

(C)

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8.2 Billing Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(B) Undertaking of the Telephone Company (Cont'd)

(3) Messane Billing Service Ordering (Cont'd)

(a) (Cont'd)

accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.

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PURSUANT TO 807 KAR 501.1,
SECTION 9 (1)

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- (b) The Telephone Company will arrange with the customer to accept under a Special Order end user account information to establish and change end user account data, establish and change end user account rate elements and change end user balances due. The methods, procedures and manner in which the end user account data and changes are forwarded to the Telephone Company must be agreeable to the Telephone Company. The charges to handle such Special Orders will be determined on an individual case basis. (C)

(C) Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, the Telephone Company liability for Message Billing Service is as follows:

- (1) If Bill Rendering Service detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will attempt to recover the lost customer detail. If the lost customer detail cannot be recovered and the Telephone Company recorded the details, the customer detail and the extent of the Telephone Company's liability for damages will be set forth in 8.1.3(B) preceding. If the lost customer detail cannot be recovered and the customer provided the detail, the customer will be requested to resupply the detail. If the customer cannot resupply the detail, the detail and the extent of the Telephone (T) (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(C) Liability of the Telephone Company (Cont'd)

(1) (Cont'd)

Company's liability for damages will be as set forth in 8.1.3 preceding. This recovered detail will be included in message detail provided to the customer when the customer orders such service and any recovered customer messages will be billed. (C)

(2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided, as set forth in 8.2.1(B)(1)(j) preceding and/or 8.4 following, to a customer, the Telephone Company will make a reasonable effort to recover and provide the customer detail to the customer at no additional charge. Such request to recover the customer detail must be made within 30 days from the date the customer detail was initially made available to the customer. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in 8.1.3 preceding. (C)

(3) If the Telephone Company finds, or is notified of, an error in billing to an end user, it will make a reasonable effort to correct the error and bill the appropriate end user within the limits permitted by laws of the state in which it provides the service. If the error is caused by the Telephone Company and the Telephone Company cannot bill the proper end user in a timely manner, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount misbilled is unknown, limited as set forth in 8.1.3. (C)

(4) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than as set forth in (1), (2) and (3) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Message Billing Service.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the Customer

- (1) The customer shall order Message Billing Services under a Special Order for each state where service is desired. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Rendering Service. (T)

At the time Message Processing Service and/or Bill Rendering Service is initially ordered, the customer shall order the service for 1 year. Thereafter, upon written notice, additional service may be ordered for additional years at the rates and charges as set forth in (G) following. The customer may order inquiry for a service period that is different from that for Bill Rendering. However, the customer shall not order inquiry unless it also has ordered Bill Rendering Service for the same period and the same state operating area. Not later than three months prior to the end of an order period, the customer shall notify the Telephone Company in writing if any service is to be discontinued at the end of the period. If no notice is received from the customer, the Telephone Company will automatically extend the services for another year, using the most recent 12 months of capacity provided. The customer will be notified by the Telephone Company when such an extension is made. All appropriate charges, as set forth in (G) following, for another year will apply and the minimum charges will be based on the most recent 12 months of message capacity and/or bill capacity provided. (T)
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- (2) When Message Processing Service is ordered, the customer shall furnish the Telephone Company, for each state and for each user in the order, an estimate of the number of messages (message capacity), including those messages which will be bulk billed, to be processed. (T)

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(D) Oblinations of the Customer (Cont'd)

(2) (Cont'd)

In addition, when Bill Rendering Service is ordered, (T)
the customer shall furnish the Telephone Company, for
each state and for each year in the order, an
estimate of the number of message-billed and/or
bulk-billed messages (bill capacity) for which
billing is to be provided. Separate estimates
shall be furnished by the customer for message-billed
messages and bulk-billed messages. The capacity
estimate for inquiry for each state and each year
shall be the same as that for message-billed and/or
bulk-billed messages.

- (3) The customer shall furnish all information necessary
for the Telephone Company to provide the Message
Billing Service, including any per month service
charges applicable to an end user and an affidavit
that states whether the customer service is subject
to any Federal taxes and/or State taxes. When
customer messages are to be billed by an entity
other than the Telephone Company, the customer shall
furnish written instructions as to how the rated
customer messages are to be provided to that other
entity. If the customer does not furnish complete
instructions, all resulting unbillable messages will
be delivered to the customer. The information shall
be furnished by the customer in a timely manner.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(4) The customer shall furnish to the Telephone Company a written schedule of its rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The customer's rate structure must be consistent with established Telephone Company rating methodologies. The interval required to establish a rating program must be mutually agreeable to the Telephone Company and the customer.

(5) (Reserved)

(6) The customer shall be responsible for all contact and arrangements, with its end users concerning the provision and maintenance of the customer's service, including prior customer balances due from end users.

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(D) Oblinations of the Customer (Cont'd)

- (7) When the customer orders message-billed or bulk-billed Bill Rendering Service with inquiry, the customer shall furnish to the Telephone Company written instructions, which are agreeable to the Telephone Company, for the handling of end user questions about bills. (T)

When the customer orders message-billed or bulk-billed Bill Rendering Service without inquiry, the customer shall furnish the Telephone Company with written instructions as to where inquiries are to be referred. (T)

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When the customer does not order inquiry service and desires credit adjustments be made to the end user balance due, the customer shall furnish a statement for each end user account where the credit is desired. These statements shall show the customer message, the date the customer message was billed and the amount of the credit. These statements shall be furnished to the Telephone Company under a Special Order as set forth in (B)(3)(b) preceding.

The customer shall notify its end users through its tariff or other appropriate means when the customer handles the bill inquiries. The customer shall furnish the Telephone Company in writing all end user bill adjustment statements.

- (8) The customer will immediately redeem all customer gift certificates the Telephone Company receives in payment for any end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.
- (9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1. Message Billing Service (Cont'd)

(D) Obligations of the Customer (Cont'd)

(9) (Cont'd)

service deposits from all end users of the customer services for which the Telephone Company provides billing for the customer. The customer will notify its end users through its tariffs or other means that the Telephone Company will, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits. The customer will also include in its tariff and service arrangements and obtain regulatory concurrence for the Telephone Company deposit regulations that the Telephone Company will use to determine and collect end user service deposits.

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(D)

(11) When the customer furnishes recorded customer detail for Message Processing Service and/or rated customer message detail for Bill Rendering Service, it shall be responsible to deliver the detail to the location specified by the Telephone Company and it shall retain a copy of the detail furnished for at least 90 days.

(T)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arranaements and Audit Provision

(1) Audit Provision

Upon written notice by the customer to the Telephone Company, the customer shall have the right, through its authorized representative, to examine and audit, during normal business hours and at reasonable intervals determined by the Telephone Company, all such records and accounts as may under recognized accounting practices contain information bearing upon the amount payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

Any information received or reviewed by the customer or its authorized representative during the audit is to be considered confidential and not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

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8.2.1 Hessane Billing Service (Cont'd)

(E) Payment Arrannements and Audit Provision (Cont'd)

(2) Minimum Period

The minimum period for which Message Billing Service is provided and for which charges apply is one year. If the customer orders Message Processing Service and/or Bill Rendering Service for 1 year, then the minimum period and the period for which charges apply is that period ordered by the customer. A minimum period of 1 year, as ordered by the customer, applies for each additional period of service ordered.

(T)

(C)

If the service is discontinued prior to the end of the period ordered, monthly charges apply for each remaining month and fraction of a month. The monthly charge will be one-twelfth of the minimum yearly charge.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(4) Cancellation of a Special Order

A customer may cancel a Special Order for Message Billing Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Message Billing Service is the date the customer and the Telephone Company mutually agree the service is to start.

When a customer cancels a Special Order for Message Billing Service after the order date, but prior to the start of service, a charge equal to the Special Order charges, program development costs and any nonrecoverable capital costs incurred by the Telephone Company will apply to the customer.

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8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(E) Payment Arrangements and Audit Provision (Cont'd)

(5) Channes to Special Orders

When a customer requests changes to a pending Special Order for Message Billing Service, such changes will be undertaken if they can be accommodated by the Telephone Company. A charge equal to any costs incurred by the Telephone Company because of the change will apply.

(F) Rate Regulations

- (1) The Message Processing and Bill Rendering Service message charges apply during the yearly periods ordered by the customer. The Telephone Company will not initiate rate changes to the Message Processing Service charges as set forth in (G)(1) following or the Bill Rendering Service charges as set forth in (G)(7) following that apply to the customer order during the yearly periods for that specific order. For the purpose of determining the charges applicable to bulk-billed service for Bill Rendering Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge. (T)

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(F) Rate Regulations (Cont'd)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)


(F) Rate Regulations (Cont'd)

- (3) The Message-Billed Service charge applies each month that one or more messages or related rate elements are billed to an end user. When both interstate and state customer messages are billed by the Telephone Company to the end user on the same bill for the customer, the Message Billed Service charge times 0.5 applies each month. When more than one copy of the end user bill is provided to the end user, the Message-Billed Service charge applies for each additional copy of the end user bill provided.
- (4) A Bulk-Billed Service charge applies each month that one or more bulk-billed charges are billed to an end user. When both interstate and state customer bulk-billed charges are billed by the Telephone Company to the end user on the same bill for the customer, the Bulk-Billed Service charge times 0.5 applies each month. When more than one copy of the end user bill is provided to the end user, the Bulk-Billed Service charge applies for each additional copy of the end user bill provided.
- (5) When message detail is data-transmitted to or received from an Exchange Telephone Company location by the Telephone Company, a charge as set forth in (G)(4) following, on a per record basis will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted.

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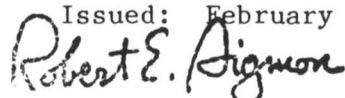
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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(P) Rate Regulations (Cont'd)

(6) When message detail is data-transmitted to or received from a customer location by the Telephone Company, a charge, as set forth in (G)(4) following, will apply. A record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file used to supply the message detail which is data-transmitted. The Telephone Company will determine this charge based on its count of the records transmitted and/or received. (C)

(7) The Message Billing Service Special Order charge applies for each Special Order for Message Processing Service and/or Bill Rendering Service, other than establishment of or changes to end user account data, establishment of or changes to end user account rate elements and changes to end user balances due, accepted by the Telephone Company. (T)
(C)

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

The End User account activity charges apply whenever a customer Special Order requests end user account data be established or changed, nonrecurring or recurring customer rate element be added or changed in an end user account and/or an end user balance due be changed.

An end user account is a record for message-billed service or a bulk-billed service which has a unique name and address and billing identification number, assigned by the Telephone Company, to which a bill is rendered.

The end user account activity Special Order charge always applies and the end user account establishment and change charge, end user account rate element rate level change charge or the end user account rate element rate structure change charge may apply depending on the activity ordered by the customer as set forth in (a), (b), (c) and (d) following.

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8. Billing and Collection Services (Cont'd)

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8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(7) (Cont'd)

(a) The end user account activity Special Order charge applies whenever the customer furnishes to the Telephone Company end user account information that establishes or changes the information, rates or balance due associated with an end user account.

(b) The end user account establishment and change charge applies whenever customer furnished information is used by the Telephone Company to establish or change end user account data or rate elements, or balances due, except for information to change end user account rate element rate levels or rate structure. End user account rate element rate level and rate structure change charges are applied as set forth in (c) and (d) following.

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BY: *Edward C. Neel*
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In addition, the end user account establishment and change charge does not apply when rated customer messages are posted to a message-billed account associated with an end user common line.

(D)
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(D)

The end user account establishment and change charge applies for each account established, rate element established, account changed, rate element changed and balance due changed.

(C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

- (c) The end user account rate element rate level change charge applies whenever customer furnished information is used by the Telephone Company to change an end user account rate element rate level. The charge applies for each end user account rate element rate level changed.
- (d) The end user account rate element rate structure change charge applies whenever customer furnished information is used by the Telephone Company to change an end user account rate element rate structure. The charges to make the end user account rate element rate structure changes will be determined on an individual case basis.

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President, Cincinnati, Ohio

Vice President - Regulatory Affairs

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(8) When message detail is entered on a data file or magnetic tape to be provided to a customer, the per tape charge applies for each data file or tape prepared and the per record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. The Telephone Company will determine the charges based on the number of data files or tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information and load the magnetic tapes or data files whichever number of records is higher.

(9) The rates as set forth in (G)(7) apply for Bill Rendering Service for a customer message-billed service depending on the total (i.e., sum of interstate and intrastate customer messages) number of messages billed for a customer per month. The rate groups are the first 1 to 5,000 messages per month, the next 5,001 to 45,000 messages per month, the next 45,001 to 50,000 messages per month, the next 50,001 to 650,000 messages per month and over 650,000 messages per month. (T)
(C)
(C)

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SECTION 9(1)

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(F) Rate Regulations (Cont'd)

(10)

(D)

(D)

(11) The rate for program development is for the use of one hour of one Telephone Company programmer's time as set forth in 8.2.1 (G) following.

(C)
(T)
(T)

(12) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide program development and will bill the customer in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges

The rates and charges are:

	<u>Rates</u>	(T)
(1) Message Processing Service - per message	\$ 0.0097(R)	(C)(T) (D) (D)
(2) Additional Message Processing, - per message above the message capacity ordered and allowance specified	0.0095	(T)
(3) Program Development, - per hour (applicable to work performed by the Telephone Company)	ICB rates and charges apply.	(C) (C) (T) (T) (D) (D)

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Messane Billinn Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>RATES</u>	(T)
(4) Data transmission,		(C) (T)
- per record transmitted	\$.0070(R)	
- per record received	.0070(R)	(C) (T)
(5) Provision of rated customer message detail,		(T)
- per record processed	0.0041	
- per tape or data file	55.00	
		(D) (D)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

(7) Bill Rendering Service,

(T)

Rates

Messages billed per Customer

Per Month

(C)

1 to 5.000	5,001 to 45.000	45,001 to 50.000	50,001 to 650.000	Over 650.000
---------------	--------------------	---------------------	----------------------	-----------------

message-billed
processing,
- per message

\$0.0201(R) \$0.0196(R) \$0.0194(R) \$0.0191(R) \$0.0186(R)

(C)

(D)

(D)

message-billed inquiry,
- per message

0.0954(I) 0.0898(I) 0.0452(I) 0.0417(I) 0.0293(I)

(C)

(D)

(D)

Rates

bulk-billed processing,
- per message

\$0.0191(I)

(C)

(D)

(D)

bulk-billed inquiry,
- per message

0.0417 (I)

(C)

(D)

(D)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Messane Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	(T)
(8) Additional Bill Processing, per message above the bill capacity ordered and allowance specified,		
- message-billed processing, each	\$ 0.0935	
- message-billed inquiry, each	0.0194	
- bulk-billed processing, each	0.0070	
- bulk-billed inquiry, each	0.0017	
(9) Message-Billed Service, in which one or more messages or message service related rate elements are billed, - per bill rendered for an end user account	0.55(R)	(T)
(10) Bulk-Billed Service, in which a charge associated with a bulk-billed service is billed, - per bill rendered for an end user account	0.55(R)	

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8. Billinn and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billinn Service (Cont'd)

(G) Rates and Charnes (Cont'd)

	Rates	(T)
(11) End User Account Activity,	ICB rates	
- Special Order Charge to receive end user account data,	and charges	
	apply.	(T)
- End User Account Establishment and Change, except rate element rate level changes and rates structure, Charge, per end user account established or changed, per recurring or nonrecurring rate element established or changed and end user balance due changed, each	\$ 2.44	
- End User Account Rate Element Rate Level Change Charge, per rate element changed, each	2.44	
- End User Account Rate Element Rate Structure Change Charge, per rate element changed, each	ICB rates and charges apply.	(T)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(G) Rates and Charges (Cont'd)

	<u>Rates</u>	(T) (D)
(12)		
(13)		
(14) Message Billing Service Special Order Charge, - per Special Order	\$10.51	
(15) Retention of Records Under Accounting Orders, - per order per month	ICB rates and charges apply.	(T)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2

(D)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable

The Telephone Company will, unless the Telephone Company agrees to act as billing agent for the customer, purchase from the customer its accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users. The purchase of accounts receivable will be limited to amounts due the customer when the Telephone Company provides Bill Rendering Service for that customer. After a customer orders Bill Rendering Service and the Telephone Company is purchasing the customer's accounts receivable, the customer is prohibited from assigning, transferring, selling, exchanging or giving these accounts receivable to any other entity or person. The customer will provide a written assurance to the Telephone Company as to such forbearance and any such assignment, transfer, sale, exchange or gift is null and void and will subject the customer to all liabilities, expenses, costs including attorney fees expended and incurred by the Telephone Company in pursuing exclusive ownership to the accounts receivable. (C)
(C)

The Telephone Company's purchase of a customer's accounts receivable shall be with recourse adjustments as set forth in (B) following to account for amounts due the customer that the Telephone Company is unable to collect from the end users which use the customer's services. The amounts due the customer for the purchase of its accounts receivable will be determined as follows:

(A) Total Current Amount Billed

The Telephone Company for each end user bill day (i.e., the billing date on a bill for an end user of a customer's service) will determine from its records the total current amount lawfully billed to the customer's end users for customer services, including all taxes applicable to such services. Total Current Amount Billed will be determined for each customer for each end user bill day. PUBLIC SERVICE COMMISSION OF KENTUCKY
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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments

For each bill day, the Telephone Company will make recourse adjustments to the Total Current Amount Billed as follows:

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BY: Justin A. Neal
FOR THE PUBLIC SERVICE COMMISSION

(1) End User Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed the lawfully billed amounts which the Telephone Company removes from end users balances due in accordance with customer inquiry instructions. In addition, for each bill day, the Telephone Company will subtract from the Total Current Amount Billed, an amount that equals the face value of any customer gift certificates (or its predecessor company's gift certificates) the Telephone Company has in its possession. The customer gift certificates the Telephone Company possesses will be returned to the customer.

(2) Telephone Company and Customer Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed amounts for end user bills which the Telephone Company delivers to the customer and amounts for gross receipts taxes, if any, the Telephone Company is legally obligated to pay in connection with accounts purchased by and amounts billed and collected by the Telephone Company pursuant to 8.2.1 preceding. In addition, for each bill day, the Telephone Company ~~may~~ make adjustments to the Total Current Amount Billed to account for amounts on statements received from the customer for additions or subtractions to an end user balance due for services billed in prior periods. Also, each bill day, the Telephone Company ~~may~~ make adjustments to the Total Current Amount Billed to account for additions and subtractions for customer or Telephone Company prior billing period errors. (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract from the Total Current Amount Billed an amount for uncollectibles. **Uncollectibles** are amounts billed by the Telephone Company to end users on Final Customer Bills that are added to the **Uncollectible (realized) Accounts** of the Telephone Company. The Telephone Company will determine the customer amount for uncollectibles for each bill day by multiplying the Total Current Amount Billed by the customer uncollectible factor rounded up to the nearest 1/1000th as determined in (a) or (b) following.

(a) To determine the customer uncollectible factor, except for the initial three months that Bill Rendering Services is provided to the customer, the (C)

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Telephone Company will determine from its records the dollar amount lawfully billed on Final Customer Bills which, after standard collection efforts are completed, is added to its uncollectible (realized) accounts (uncollectible amount) for bills rendered to end users in the most recent 3 month period.

This actual uncollectible amount will include (C) adjustments to account for any payments received by the Telephone Company for outstanding Final Customer Bill amounts that pre-date the most recent 3 month period and any deposits held by the

Telephone Company for services provided to the end users where Final Customer Bills have been rendered. The uncollectible amount (including where necessary the customer's or its decessor company's history of uncollectible to develop a full recent 3 month period) will be used by

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(3) Uncollectible Adjustments (Cont'd)

(a) (Cont'd)

the Telephone Company to determine the realized amount uncollectible for each customer which is provided Bill Rendering Service by the Telephone Company for the most recent 3 month period. This realized uncollectible amount for a customer will, after the adjustment to account for customer amounts for uncollectibles for the previous 3 month period which were greater or lesser than the realized uncollectible amount for the same 3 month period, be divided by the Total Current Amount Billed for the customer for the same most recent 3 month period to develop a customer uncollectible factor. This factor will be used by the Telephone Company for the next 3 months to determine the customer amount for uncollectibles. Just prior to the end of the 3 month period, the Telephone Company will determine a new customer uncollectible factor in the same manner as above for the ensuing 3 month period.

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(B) Recourse Adjustments (Cont'd)

(3) Uncollectible Adjustments (Cont'd)

(b) When a customer orders Bill Rendering Service, (C)
the customer at the time such services are ordered shall provide to the Telephone Company a history of its or its predecessor company's uncollectibles. This history of uncollectibles shall indicate by month its total amounts billed and its uncollectible amounts. The Telephone Company will use these data to develop the customer uncollectible factor for the first three months. To the extent that such customer or its predecessor company data do not exist, then the customer uncollectible factor for the first three month period will be determined on an individual case basis. The customer uncollectible factor developed either from customer history or on an individual case basis will be used to determine the customer amount for uncollectibles for the first three month period.

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FOR THE PUBLIC SERVICE COMMISSION

(C) Payments of Net Purchase Amount to the Customer

(1) The Telephone Company will purchase accounts receivable from the customer on each end user bill day for an amount (purchase amount) which equals the Total Current Amount Billed as set forth in (A) preceding after known Adjustments as set forth in (B) preceding have been made. On the date (payment date) determined by adding 31 days to the end user bill day or on the next bill date (i.e., same date in the following month as the bill date), whichever is the shortest interval, except as provided herein, the Telephone Company will remit

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(1) (Cont'd)

payment to the customer for the purchase amount less additional adjustments as set forth in (B)(1) and (B)(2) preceding (net purchase amount) received by the Telephone Company prior to the payment date. Payment will be made in immediately available funds. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the Second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for the net purchase amount will be due to the customer as follows:

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

- (2) Further, if any portion of the net purchase amount is not received by the customer by the payment date as set forth in (1) preceding, or if any portion of the net purchase amount is received by the customer in funds which are not immediately available to the customer, then a late payment penalty shall be due the customer. The late payment penalty shall be the portion of the net purchase amount not received by the payment date times a late factor. The late factor shall be the lesser of:

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for

President, Cincinnati, Ohio

Vice President - Regulatory Affairs

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(c) Payments of Net Purchase Amount to the Customer (Cont'd)

(2) (Cont'd)

- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Rendering Service to the customer, compounded daily for the number of days from the payment date to and including the date that the Telephone Company actually makes the payment to the customer, or (C)
- (b) 0.000370 per day, compounded daily for the number of days from the payment date to and including the date that the Telephone Company actually makes the payment to the customer. (C)

Any late payment penalty will be included with the next Telephone Company payment to the customer.

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8. Billinn and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

- (3) Also, if any adjustment that reduces an end user balance due is received by the Telephone Company from the customer after the date the Telephone Company billed the charges to be adjusted to the end user plus 45 days (billed plus date), then a late payment penalty shall be due the Telephone Company. The late payment penalty shall be the adjustment amount times a late factor. The late factor shall be the lessor of:
- (a) The highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state in which the Telephone Company provides Bill Rendering Service to the customer, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account, or (C)
- (b) 0.000370 per day, compounded daily for the number of days from the billed plus date to and including the date that the Telephone Company posts the end user account. (C)

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8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

(C) Payments of Net Purchase Amount to the Customer (Cont'd)

(3) (Cont'd)

Any late payment penalty will be included with the adjustment made by the Telephone Company to the customer's Total Current Amount Billed.

(D) Netting of Customer Access Service Charges and Net Purchase Amounts

When a payment for customer Access Service Charges under this tariff is due to the Telephone Company from the customer on the same payment date that a net purchase amount is due to the customer from the Telephone Company, the Telephone Company may, with at least a 31 day notice to the customer, net the payment for customer Access Service Charges with the net purchase amount. The Telephone Company will pay the net amount to the customer on the payment date when such net amount is due the customer or require the customer to pay the Telephone Company the net amount when such net amount is due the Telephone Company. If either party does not make the payment on the payment date, a late payment penalty as set forth in (C) preceding or 2.4.1(B)(3) preceding, whichever is appropriate, applies.

Upon request from the customer, the Telephone Company will provide a copy of its methods and procedures used to determine the amounts named in this section (i.e., 8.2.3 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

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8. Billing and Collection Services (Cont'd)

8.2 Billinn Service (Cont'd)

8.2.4 Billing Arrangements when the Telephone Company Acts as Billing Agent for the Customer

When the Telephone Company agrees to act as billing agent for the customer, the billing service, payment arrangements and ownership of the accounts receivable will be as follows:

- (A) The billing services, including the collection from end users of monies for the customer accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users, provided by the Telephone Company will be as set forth in 8.2.1 preceding. (C)
- (B) For the customer accounts receivable that arise from bills rendered by the Telephone Company to that customer's end users, the Total Current Amount Billed and the Recourse Adjustments will be determined as set forth in 8.2.3 preceding. The payment of the net monies due the customer will be handled as set forth in 8.2.3(C) preceding.
- (C) The ownership of the customer accounts receivable will not be transferred by the customer to the Telephone Company. When the customer discontinues Billing Service provided under this tariff where the Telephone Company is acting as billing agent for the customer, the Telephone Company will determine and make a final payment to the customer as set forth in (B) preceding. This final payment shall be considered to be all of the remaining monies due the customer for the bills rendered to the customer's end users by the Telephone Company. When the Telephone Company discontinues billing the customer's end users for customer services, any deposits for customer services will be returned to the appropriate end user in accordance with Telephone Company final billing procedures.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service

At the request of an IC, the Telephone Company upon reasonable notice and with reasonable effort will provide Billing Analysis Service for detection, investigation and deterrence of billing evasion activities.

The term "billing evasion activities" used herein denotes Message Billing Abuse and/or Network Abuse. Such abuse is the use of an access line (e.g., end user line or trunk, Pay Telephone line or other access line or trunk provided by the Telephone Company) where there is intent to circumvent or evade the proper charges in whole or in part for use of telecommunications services over the access line, or to conceal the points of origin or termination of telecommunications service.

Such activities include bypass or circumvention of Telephone Company billing equipment, unauthorized use of Telephone Company and IC service offerings, and unauthorized use of Telephone company facilities.

8.3.1 General Description

Billing Analysis Service is the provision of detection, investigation and deterrence of billing evasion activities.

Detection is the provision of equipment by the Telephone Company to identify and collect information on Network Abuse. Such equipment may be located in Telephone Company premises or offices or may be attached to access lines.

Investigation is the provision of investigative services to collect evidence to document that billing evasion activities are occurring, prepare reports, preserve evidence and supply expert witness analysis and testimony. Investigation also includes provision of services to coordinate the investigative activities between Exchange Telephone Companies and/or law enforcement agencies.

Deterrence is the contacting and interviewing of parties identified in billing evasion activities, the recovery of devices or materials used in billing evasion activities (where legally the service review for possible suspension of service over 'access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence

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8. Billinn and Collection Services (Cont'd)

8.3 Billinn Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company

- (A) When Billing Analysis Service is ordered under a Special Order by an authorized Security representative of the IC, the Telephone Company will provide any one or all of the services as set forth in (B) through (D) following at rates and charges as set forth in 8.3.7 following.
- (B) Detection Service will be provided for Network Abuse at any central office switch equipped to recognize and record irregular key pulse and multi-frequency signals upon receipt of a Special Order from an IC specifying the central office(s) where detection service is requested. Subject to the agreement of the Telephone Company, special construction for the provision of central office equipment to recognize and record irregular key pulse and multifrequency signals may be undertaken at the request of the authorized Security representative of the IC to meet the needs of the IC. Such special construction will be provided at rates and charges based on estimated cost to be incurred.

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8. Billing and Collection Services (Cont'd)

8.3 Billinn Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

- (2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following: (a) the calling NPA and telephone number (i.e., NXX-XXXX), (b) the called number (i.e., NPA and telephone number recorded by Telephone Company billing equipment) if available, (c) signaling irregularity data, (d) the holding time of the call, if available, and (e) the date of the call, if available. The report will be provided as a paper printout or microfiche at the discretion of the Telephone Company and sent to the authorized Security representative of the IC via overnight service paid by the customer. However, an authorized Security representative of the IC may pick up the report at a location designated by the Telephone Company. The 60-day report will be available for mailing or pickup 2 weeks after the end of the 60-day period.

(C)
(C)

(D)
|
(D)

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8. Billing and Collection Services (Cont'd)

8.3 Billinn Analvsis Service (Cont'd)

8.3.2 Undertaking of the Teleohone Company (Cont'd)

- (C) Investigative Service will be provided by authorized Telephone Company Security personnel upon receipt of a Special Order from an authorized Security representative of the IC specifying the line or lines or billing evasion activity (i.e., Message Billing Abuse and/or Network Abuse) to be investigated. The services provided include the provision of an identification report, collection of evidence, provision of a detection, (C) preparation of an affidavit and prosecutive summary, (C) assistance to law enforcement agencies, provision of expert witness analysis and/or testimony, the coordination of billing evasion investigative services and the review of an IC's billing evasion control programs.
- (1) Provision of an identification report is the collection by Telephone Company personnel of billing information, party name, party address, service configuration, if any, and the preparation and submission of information pertinent to the IC's service in a report to the authorized Security representative of the IC for each line or billing evasion activity specified by the IC.
- (2) Collection of evidence is the gathering of information pertinent to the line, message, or party associated with the billing evasion activity specified by the authorized Security representative of the IC. Collection of evidence includes a written notification to the authorized Security representative of the IC of the results of such gathering efforts. The Telephone Company will determine the information provided in the written notification.

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8. Billinn and Collection Services (Cont'd)

8.3 Billinn Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

(3)

(D)

(D)

- (4) Preparation of an affidavit and prosecutive summary is the written documentation of the evidence collected by the Telephone Company personnel who performed such activities.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

(5)

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(D)

(D)

- (6) Assistance to law enforcement is the accompanying of duly authorized law enforcement personnel to a location where billing evasion activities have been determined to exist in order to identify billing evasion activity devices or materials. The Telephone Company personnel will provide such assistance to law enforcement personnel only after law enforcement involvement has been arranged by the IC, or under services as set forth in (10) following. If such assistance is required at locations outside the operating territory of the Telephone Company involved, any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC, except to the extent that such expenses are paid by the judicial system.
- (7) Provision of expert witness analysis is the review, study and other technical support activities provided by Telephone Company experts to analyze and/or document whether devices and materials associated with an investigation furnished by the authorized Security representative of the IC or under services as set forth in (10) following operate, perform or contain billing evasion activities. A written analysis report will be provided to the authorized Security representative of the IC. The expert will be selected by the Telephone Company.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

- (8) Provision of expert witness testimony is the preparation of testimony and the submission of such testimony in association with an investigation. A copy of the written testimony, if any, will be provided to the authorized Security representative of the IC. The expert witness will be selected by the Telephone Company. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC.
- (9) Coordination of billing evasion investigative services between telephone companies is the referral of investigative information to other telephone company Security personnel, provision of billing evasion information to other telephone company Security personnel, the collection of information from other telephone company Security personnel, and the tracking, collecting and reporting of the results of such investigations to the authorized Security representative of the IC.
- (10) Coordination of billing evasion investigative activities of participating law enforcement agencies is the provision of billing evasion information to the law enforcement agencies, the collection of billing evasion information from the law enforcement agencies and the tracking, collecting and reporting of the results of such participation to the authorized Security representative of the IC. This coordination will be provided only upon receipt of written authorization from the authorized Security representative of the IC.
- (11) Review of the IC billing evasion deterrence control programs and related activities is advice to and/or training of IC personnel on billing evasion deterrence and preventive controls and the development of billing evasion deterrence and preventive control programs for the IC.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(C) (Cont'd)

The Telephone Company will, at the request of the IC, provide investigation service on a premium time basis. When investigation service is provided on such a basis, premium time charges as set forth in 8.3.7(B) following apply.

(D) Deterrence services will be provided at any location in the operating territory of the Telephone Company that Telephone Company Security personnel can safely and legally enter. Deterrence services will be provided, at the request of the authorized Security representative of the IC, by written or telephonic notice. A telephone notice received from the authorized Security representative of the IC, must be followed by written confirmation within one day. Deterrence services will be provided only after an investigation service has been provided by the Telephone Company and billing evasion activity is found to warrant such actions. Deterrence service includes the contracting and interviewing of parties identified by the Telephone Company as being involved in billing evasion activities, the recovery of devices and/or materials associated with billing evasion activities, service review for possible suspension of Telephone Company service, and publicity assistance for publicizing billing evasion activity deterrence.

(1) Contacting and interviewing of parties is the written or verbal notification to, or a face-to-face discussion with, a party or parties by Telephone Company Security personnel in order to deter further billing evasion activities. Contacting and interviewing is provided at locations identified by law enforcement agencies, the IC or the Telephone Company.

(2) Recovery of devices or materials is the attempt by Telephone Company Security personnel to recover devices or materials which are used in association with Telephone Company facilities in billing evasion activities. Such recovery is provided at locations identified by the Telephone Company, law enforcement agencies or the IC.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

(3) Service Review for possible suspension of Telephone Company service is the request for authority to suspend service from appropriate Telephone Company officers, notification to the end user that service will be suspended and, after review of the end user response, or lack thereof, suspension of service, if warranted, in the Telephone Company's judgement.

(4) Publicity assistance for publicizing billing evasion activity deterrence is the provision of information and personnel to aid in publicizing billing evasion activity deterrence. The Telephone Company will determine what information it will provide, if any, and will select the personnel and media, if any, to provide this service.

8.3.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the IC or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Analysis Service.

8.3.4 Obligations of the IC

(A) The authorized Security representative of the IC shall order all Billing Analysis Service under a Special Order. The authorized Security representative of the IC shall order those Billing Analysis Services it wishes to receive.

(B) With each other, the IC shall designate and identify its authorized Security representative who will be responsible to protect the information and to whom the Billing Analysis Service information will be provided. The IC shall assure and take every effort to make sure the Billing Analysis Service information is provided to and used only by authorized personnel involved in billing evasion activity.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Oblinations of the IC (Cont'd)

(C) When Billing Analysis Service Investigation is ordered, the authorized Security representative of the IC shall furnish all known details of the billing evasion activities, including the access lines, parties or messages to be investigated, and shall furnish all necessary end user information it possesses to the Telephone Company Security personnel. The specification of the access line, party or message to be investigated shall be in writing by the authorized Security representative of the IC.

(D) When law enforcement agencies are to be brought into the investigation, the authorized Security representative of the IC shall secure their participation or authorize the Telephone Company in writing to obtain and coordinate such law enforcement agency participation.

(E)

(D)

(F) When the IC requests that service be suspended for unauthorized use, the IC shall furnish a written request authorized by an officer of the IC. The request shall state the reason for the request and tariff, contract or legal provision permitting such suspension and shall correctly identify the end user telephone number and the location of the end user service to be suspended.

(D)

(G) All inquiries from the IC's end users concerning services provided under this tariff are to be handled by the IC. Any questions to the Telephone Company shall be made by the authorized Security representative of the IC.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligations of the IC (Cont'd)

- (H) Except as set forth in 8.3.2(D)(4) preceding, publicizing of actions resulting from services provided under this tariff shall be the responsibility of the IC. The IC shall not publicize that the Telephone Company assisted the IC unless the IC has written permission to do so from the Telephone Company.

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BY: J. C. [Signature]
FOR THE PUBLIC SERVICE COMMISSION

- (I)
- (D)
- (D)
- (K) When provision of expert witness testimony is ordered by the IC, the IC shall include the name, if any, of the Telephone Company expert it desires and when and where the testimony is needed.
- (L) (Reserved)

8.3.5 Payment Arrangements

(A) Minimum Periods

The minimum period for which Billing Analysis detection service continuous scanning is provided and for which charges apply is one week.

(B) Cancellation of a Special Order

An IC may cancel a Special Order for Billing Analysis Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

notice from the authorized Security representative of the IC that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Billing Analysis Service is the date the Telephone Company Security organization receives the Special Order.

When an IC cancels a Special Order for Billing Analysis Service after the order date but prior to the start of service, a charge as listed following shall apply.

- (1) For detection service, the per report charge for each 60-day report ordered. (C)
- (2) For investigative service, two times the appropriate hourly charge for the service ordered. (C)
- (3) For deterrence service, two times the contact and interview of parties hourly charge for the service ordered.

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(C) Changes to Special Orders

IC requested changes to a pending Special Order for Billing Analysis Service will be undertaken if they can be accommodated by the Telephone Company. However, all changes to pending Special Orders for detection service will be considered as a discontinuance of the pending order and the placement of a new order and appropriate charges will apply. Any additional time required on the part of the Telephone Company personnel will be billed to the IC at the appropriate hourly charges.

8.3.6 Rate Regulations

- (A) The charge per report for the 60 day report, as set forth in 8.3.7(A) following, applies for each report provided to an IC even though no signaling irregularities are found.

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8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.6 Rate Regulations (Cont'd)

(B)

(D)

(D)

- (C) The per hour rate for investigative service and/or deterrence service is for the use of one hour of Telephone Company Security person's time.
- (D) The Telephone Company will keep a count of the hours and fraction thereof used by Telephone Company personnel to provide the service the IC ordered and will bill the IC in accordance with these records. The hours for each service ordered will be summed and then rounded to the nearest hour, except that when the total time is less than one hour, one hour will be used to determine charges.
- (E) Premium time is all hours for work performed outside the Telephone Company's normal work schedule and/or which requires additions to the work force.
- (F) The Provision of Billing Analysis Service per Special Order charge applies for each Special Order accepted by the Telephone Company for any Billing Analysis Service.

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8. Billing and Collection Services (Cont'd)

8.3 Billinn Analysis Service (Cont'd)

8.3.7 Rate and Charges

The rates are:

	<u>Rates</u>	(T)
(A) Detection Service, - 60 Day Report per office, per report	\$75.00(I)	(T) (D) (D)
(B) Investigative Service, - Identification Report, per hour	75.00*(I)	(T)
- Collection of Evidence, per hour	75.00*(I)	(T) (D) (D)
- Preparation of Affidavit and Prosecutive Summary, per hour	75.00*(I)	(T) (D)
- Assist Law Enforcement, per hour	75.00*(I)	(T)
- Provision of Expert Witness Analysis, per hour	75.00*(I)	(T)
- Provision of Expert Witness Testimony, per hour	75.00*(I)	(T)
- Coordination services, per hour	75.00*(I)	
- Review services, per hour	75.00*(I)	(T)
(C) Deterrence Service, - Recovery of devices, per hour	75.00(I)	(T)
- Contact and Interview of Parties, Per hour	75.00(I)	(T)
- Service Review, per hour	75.00(I)	
- Publicity Assistance, per hour	75.00(I)	(T)
(D) Provision of Billing Analysis Service, -per Special Order		(T)

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* Premium time per hour rates are two times the per hour rates.

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8. Billinn and Collection Services (Cont'd)

8.4 Billinn Information Service

At the request of the customer, the Telephone Company will provide information to the customer from its end user records, billing files and account data base.

8.4.1 General Description

Billing Information Service is the provision of information to the customer from Telephone Company record systems labeled as Customer Records Information System (CRIS), and Customer Name and Address Bureau (CNA). Such Billing Information Service will be limited to the provision of information to a customer relating exclusively to end user services provided by that customer. Information relating to services provided by any other entity will not be provided. (D)

Information is defined as any entry in the records or bureau listings which is not listed as proprietary to the Telephone Company. Any entry listed as proprietary to the Telephone Company will not be provided. (D)

8.4.2 Undertaking of the Telephone Company

(A) When Billing Information Service is ordered by the customer, the Telephone Company will provide information on a request by request basis as follows in (B) through (M) following at the rates and charges as set forth in 8.4.7 following.

(B) Upon request from a customer and when the customer has ordered Message Billing Service Bill Rendering Service, the Telephone Company will provide information from its CRIS records as follows: (T)

- (1)
- (2) account detail for a message end user
- (3) service detail for a message end user.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

Account detail is data that furnishes the end user name,
billing address and billing parameters other than service
detail. (C)
(C)

Service detail is data associated with the customer's rate
elements. (C)

A message end user is an account with customer message or
bulk-billed detail (for a bill period), as set forth in (C)
(F) following, or established as an end user of the
customer's message or bulk-billed services.

Account detail and/or service detail which is confidential (C)
due to legal, national security, end user or other appro-
priate requirements will not be provided. If the customer
requires this information in order to bill its services, it
shall secure written permission from the end user to obtain
the information from the Telephone Company. The customer
shall furnish the Telephone Company the end user's written
permission for the information to be released.

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8. Billinn and Collection Services (Cont'd)

8.4 Billinn Information Service (Cont'd)

8.4.2 Undertakinn of the Telephone Company (Cont'd)

(C)

(D)

(D)

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8.4 Billinn Information Service (Cont'd)

8.4.2 Undertakinn of the Telephone Company (Cont'd)

(D)

(D)

(E)

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8. Billinn and Collection Services (Cont'd)

8.4 Billinn Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(P) CRIS information will be provided on a total file and/or file update basis as follows:

(D)

- (1) The total file basis will permit the customer to receive, at the customer's option, all the end user information that is authorized for the customer's use on paper printout, magnetic) tape or fiche. The total file output will contain end user information for the current billing period. The billing period will be set by the Telephone Company. The magnetic tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply the magnetic tapes. After the information system ordered by the customer is in service, the paper printout, magnetic tape) or fiche will be available from the Telephone Company within 10 working days of the IC request.

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Program development charges as set forth in 8.4.7 following, apply for the hours required to design, develop, test and maintain the necessary programs that were used to provide the paper output, magnetic tape or fiche.

Once available, the paper printout, magnetic tape or fiche will be sent to the customer via overnight service paid by the customer. At the option of the customer, the customer may pick up the paper printout, magnetic tape or fiche at a location designated by the Telephone Company or request the information be data-transmitted to the customer. When the information is data-transmitted to the customer, the data transmission charges will be determined as set forth in 8.4.7(F) following.

(C)

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(C)

- (2) The file update basis will permit the customer to receive, at the customer option, all the end user information that is authorized for the customer's use on paper printout, fiche or magnetic tape. The file update output will contain end user information for the current billing period only. The current billing period is the period associated with the most recent bill rendered to an end user. The magnetic

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8. Billinn and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(P) (Cont'd)

(2) (Cont'd)

tapes will be provided without the return of previously supplied tapes. The Telephone Company will supply magnetic tapes. The file updates will include those records added and those records deleted, if any (deleted records may not be retained by all of the Telephone Companies). For CRIS information, the file updates will be provided on a monthly interval.

(D)
(D)

Program development charges as set forth in 8.4.7 following, apply for the hours required to design, develop, test and maintain the necessary programs that are used to provide the paper output, fiche or magnetic tape.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertakinn of the Teleuhone Company (Cont'd)

(F) (Cont'd)

(2) (Cont'd)

Once available, the file update paper printout, fiche or magnetic tape will be sent to the customer via overnight service paid by the customer. At the option (C) of the customer, the customer may pick up the paper output, fiche or magnetic tape at a location designated by the Telephone Company or request the information be data-transmitted to the customer. When the information is data-transmitted to the customer, the data transmission charges will be determined as set forth in 8.4.7(F). (C)

(3) The total file output and the file update output will, at the option of the customer, be provided on a quick turnaround basis. Such quick turnaround output will be provided one working day after the information that the customer ordered is available. Once available, the output will be provided on paper printout, fiche, or magnetic tape and will be sent to the customer via overnight service paid by the customer. At the option (C) of the customer, the customer may pick up the paper output, fiche or magnetic tape at a location designated by the Telephone Company or request the information be data-transmitted to the customer. When the information is data-transmitted to the customer, the data transmission charges will be determined as set forth in 8.4.7(F). (C)

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertakinn of the Telephone Company (Cont'd)

(G)

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(D)

(H) Upon acceptance by the Telephone Company of a Special Order for Billing Information Service from a customer the Telephone Company will determine the period of time to implement such service on an individual order basis.

(I)

(D)

(D)

(J) Upon request from an authorized supervisor of the customer who furnishes the account code assigned by the Telephone Company, the Telephone Company will provide name and town information from its CNA bureau. The CNA name and town data, but not street address will be provided only when the customer needs the information to authorize a call, to bill a call, or to handle an emergency situation. The information will be provided on a request by request basis by voice telecommunications. Name town and state will be provided for a telephone number. A request includes the handling of one call and providing the data for one telephone number.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(J) (Cont'd)

The Telephone Company will specify the location where requests are to be received and the format in which the request is to be made.

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If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement agency, no name or town location will be provided.

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At the request of the customer, written confirmation of the name and town location will be sent to the authorized supervisor making the request by overnight service paid by the customer. (C)

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(K) If the customer requests the information ordered by the customer be resupplied by the Telephone Company because of incorrect customer specifications or errors, the Telephone Company will resupply the information in accordance with a new customer order and all appropriate charges as set forth in 8.4.7 following will apply.

(L)

(D)
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(D)

(M) The Telephone Company will provide Billing Information Service under a Special Order. For all Billing Information Services, the Billing Information Service Special Order charge as set forth in 8.4.7(I) following applies.

8.4.3 Liability of the Telephone Company

Notwithstanding 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other person or entity shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing Information Service.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the Customer

(A) The customer shall order Billing Information Service under a Special Order. The customer shall order those Billing Information Services for the states where it wishes to receive the services and shall specify how often it wishes the service to be provided.

(B) With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output.

When CNA service is ordered, the customer will identify in writing and include the account codes assigned by the Telephone Company of all authorized individuals who will contact the CNA bureau.

(C) The customer shall take every effort to make sure that Billing Information Service output is provided only to authorized personnel. The customer shall agree, in writing to the Telephone Company, that the customer will not provide the Billing Information Service outputs to third parties for any use by such third parties except for work for the customer and which is under complete control of the customer.

(D)

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(C)

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Oblinations of the Customer (Cont'd)

- (E) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.
- (P) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of Billing Information Services.

(D)

(D)

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements

(A)

(D)

(D)

(B) Cancellation of a Special Order

A customer may cancel a Special Order for Billing Information Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for a Billing Information Service is the date the Telephone Company notifies the customer that the Telephone Company is ready to provide Billing Information Service reports or receive interrogation requests.

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements (Cont'd)

(B) Cancellation of a Special Order (Cont'd)

When a customer cancels a Special Order for Billing Information Service after the order date but prior to the state of service, charges as listed following shall apply:

- (1) For any service, the appropriate per hour rate for all hours expended by the Telephone Company to provide the service.
- (2) For any service, any expense for equipment obtained for the service where such equipment cannot be reused within six months.

(C) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Telephone Company. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate hourly charges.

8.4.6 Rate Regulations

- (A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company and the Telephone Company will bill the customer in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the magnetic tape or data file used to supply the detail which is data-transmitted or put on fiche. For each service and type of output ordered, the number of records processed by the Telephone Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, print the paper output and load the magnetic tape or data file, whichever number of records is higher.

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Robert E. Aigmon

for

President, Cincinnati, Ohio

Vice President - Regulatory Affairs

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

- (B) The number of hours and fraction thereof for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company. The per hour rate is for the use of one hour of one Telephone Company programmer. The Telephone Company will bill the customer for hourly charges in accordance with these accumulations. The accumulated hours for each order will be summed and rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.
- (C) When a CNA request is received, the Telephone Company will keep a count of the requests. The Telephone Company will bill the Customer in accordance with these records even though the Telephone Company was not able to provide a name and town location for all requests.
- (D) When records are entered on a data file or magnetic tape in order to provide information to a customer the per tape charge applies for each data file or tape prepared. In addition, the per record charge applies for each record entered on the data file or tape. The Telephone Company will determine the charges based on the number of data files or tapes prepared and on its count of the records entered on the data file or tape.

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(D)
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(D)

The Provision of Billing Information Service per Special Order Charge applies for each Special Order accepted by the Telephone Company for any Billing Information Service.

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8. Billinn and Collection Services (Cont'd)

8.4 Billinn Information Service (Cont'd)

8.4.7 Rates and Charges

The rates and charges are:

(A) CRIS 10 Working Day Information Service,

	<u>Rates*</u>
	Service
Account	
Detail — Detail	

(D)
|
(D)
(T)

- Paper output, per record processed ICB rates and charges apply.
- Magnetic tape, per record processed ICB rates and charges apply.
- per tape or data file ICB rates and charges apply.
- Fiche output, per record processed ICB rates and charges apply.

* The Quick Turnaround per record charge and the per tape charge is three times the 10 working day per record charge and per tape charge.

(D)

(B)

(D)

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(D)

(C)

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(D)

(D)

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8. Billinn and Collection Services (Cont'd)

8.4 Billinn Information Service (Cont'd)

8.4.7 Rates and Charges (Cont'd)

	<u>RATES</u>	(T)
(D) Program Development charge, - Basic, per hour (applicable to work performed by the Telephone Company)	ICB rates and charges apply.	(C) (C)
		(D) (D)
(E) CNA Information Service, - CNA interrogation, per request received	ICB rates and charges apply.	(T)
- CNA interrogation confirmation, per request confirmed	ICB rates and charges apply.	
(F) Data transmission, - per record transmitted		(C) (C)
(G)		(D) (D)
(H) Updating of customer data bases or files, - per record transmitted	0.0389	(T)
(I) Provision of Bill Information Service, - per Special Order	10.51	(T)

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