

# S08 Billing and Collection Services

ACCESS SERVICE

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

The Telephone Company will provide Recording Service in association with the offering of FGC and FGD Switched Access Service for customer messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the customer messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets. At offices where the Telephone Company provides FGA Switched Access Service and has the ability to record the FGA call detail with automatic message accounting equipment and mark the recorded call detail as FGA call detail for a specific customer, the Telephone Company will provide recording Service for FGA Switched Access Service.

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 Kentucky for which the customer has ordered FGA, FGC or FGD Switched Access Service.

For FGC and FGD 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: *James C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

For FGA Switched Access Service, the term "customer message" used herein denotes a completed call over an intrastate FGA Switched Access Service. A completed call includes both completed calls originated to and terminated from a FGA Switched Access Service. A customer message begins in the originating direction when the off-hook supervision provided by the premise of the ordering customer is received by Telephone Company recording equipment. A customer message begins in the terminating direction when answer supervision is received by Telephone Company recording equipment indicating the called party has answered. A customer message ends in the originating direction when disconnect supervision is received by Telephone Company recording equipment from the premise of the ordering customer. A customer message ends in the termination direction when disconnect supervision is received by Telephone Company recording equipment from either the premise of the ordering customer or the called party.

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 detail.

Recording is the entering on magnetic tape or other acceptable media and 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Donald R. Brown  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.1 Recording 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, sorting the message detail, and providing name and address information for the message detail. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Telephone Company.

8.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will record all customer messages carried over FGC and FGD Switched Access Service that are available to Telephone Company provided recording equipment or operators. The Telephone Company will record all customer messages, carried over a FGA Switched Access Service. Unavailable customer messages (i.e., certain FGC operator and TSPS messages which are not accessible by Telephone Company provided recording equipment or operators) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Assembly and editing will be performed on all customer messages recorded during the billing period established by the Telephone Company. Except as set forth in Sections 8.1.2(F) and 8.1.3 following, recorded message detail from previous billing periods will not be recovered and made available to the customer.
- (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 customers six month prior to the change.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jonathan C. Meel  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

JAN 01 1995

8.1.2 Undertaking of the Telephone Company (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(C) . (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

The recorded customer message detail provided to the customer will, when requested by the customer, be sorted to furnish detail to meet the customer's need.

Also, name and address information will, when requested by the customer and to the extent the required names and addresses are available in the Telephone Company customer information data bases, be provided for the recorded customer message detail.

The sorting will be provided in accordance with the specifications the customer provides when it orders recorded customer message detail with sorting. If the information necessary to sort the recorded message detail as requested by the customer is not available in the recorded message detail (i.e., a sort based on any other information other than calling number or called number), the Telephone Company will provide the sorting if (1) the information necessary to perform the sort is contained in its customer information data bases, or the Wire Center Information as set forth in the NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. No. 4, or (2) the customer provides the necessary information. If the sorting is to be performed using information which is confidential due to legal, national security, end user or regulatory imposed requirements, the information will not be used unless the customer secures written permission from the end user for the Telephone Company to use such information as requested by the customer.

The name and address information will be provided with the recorded customer message detail and included on the magnetic tapes containing the recorded customer message detail. The name and address information will be provided in a format in accordance with the specifications the customer provides when it orders recorded customer message detail. The name and address information will be obtained by the Telephone Company

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.2 Undertaking of the Telephone Company (Cont'd)

- (C) from its customer information data bases. The name and address information will be provided for the calling number shown in the recorded customer message detail to the extent a name and address exists in the Telephone Company customer information data bases (e.g., some calling number names and addresses may be confidential). If the name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the name and address information will not be used unless the customer secures written permission from the end user for the Telephone Company to use the information as requested by the customer.

When sorting of recorded customer message detail and/or name and address information is provided to the customer, the interval, minimum period and charges to provide the sorting and/or name and address information will be determined on an individual case basis.

- (D) Recorded customer message detail with or without sorting and names and addresses will be provided to a customer as set forth in (E) following. The Telephone Company will determine the number of magnetic tapes or data files required to provide the recorded message detail to the customer.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.1 Recording Service (Cont'd)8.1.2 Undertaking of the Telephone Company (Cont'd)

- (E) . At the request of a customer, magnetic tapes containing the recorded customer message details with or without sorting and names and addresses will be provided 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 magnetic tapes. Unless specified otherwise by the customer, the magnetic tapes will be sent to the customer via first class U. S. Mail service. However, the customer may pick up the magnetic tapes at a location designated by the 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 details are data-transmitted to a customer premise, the data transmission charges will be determined on an individual case basis. When the customer does not wish to receive the recorded customer message details, except when sorting and name the address information is provided, 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 Section 17.5.1(C) following does not apply. When sorting and name and address information is provided and the customer does not wish to receive the recorded customer message detail, the terms and conditions will be as set forth in an individual case basis agreement.
- (F) Recorded customer message detail which is used at the request of the customer to provide Message Processing and Message Bill Processing 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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.2 Undertaking of the Telephone Company (Cont'd)

(F) (Cont'd)

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 in Section 17.5.1(C) following will apply for all such detail provided. When the recorded customer message details are data-transmitted to a customer premise, the data transmission charges will be determined on an individual case basis. Such a request must be made within 30 days from the date the details were initially made available to the customer.

8.1.3 Liability of the Telephone Company

Notwithstanding Section 2.1.3 preceding, the Telephone Company liability for Recording Service is as follows:

- (A) 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 based on previously known values. The 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 or a corresponding credit adjustment to the customer amounts due to account for the unbillable revenue.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY:  *Gordon C. Neel*   
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.3 Liability of the Telephone Company (Cont'd)

- (B) 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 within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in (A) preceding.
- (C) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than as set forth in (A) or (B) preceding shall be attached to the Telephone Company for its action or the conduct of its employees in providing Recording Service.

8.1.4 Obligations of the Customer

- (A) The customer shall order Recording Service under a Special Order.

The customer shall order Recording Service at least one month prior to the date when the customer message detail is to be recorded.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.4 Obligations of the Customer (Cont'd)

- (B) The customer shall order provision of recorded customer message detail without sorting or name and address information at least one month 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 without sorting or name and address information or have the recorded detail data-transmitted to a customer premise at some times and not at others. Therefore, change in the provision of recorded customer message detail without sorting and name and address information to the customer will be accommodated provided the customer gives two weeks advance written notification to the Telephone Company.

For recorded customer message detail with sorting and/or name and address information, the customer 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 with sorting and/or name and address information.

- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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 records and accounts that 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 without sorting and/or name and address information is provided and for which charges apply is one month.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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 without sorting and /or name and address information on magnetic tapes or data files. If the service is canceled or discontinued prior to entering the customer message detail or 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 canceled. 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

JAN 01 1995

8.1.5 Payment Arrangements and Audit Provision (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(D) Changes to Special Orders

BY: Jordan C. Reed  
FOR THE PUBLIC SERVICE COMMISSION

When a customer request material changes to a pending Special Order for Recording Service, the pending Special Order will be canceled 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 include changes in the location and/or number of Telephone Company recording locations, changes in sorting parameters, provision of end user phone number and address, provision of data transmission to a customer location of customer recorded message detail, and changes in schedules, dates or intervals for receipt of customer recorded detail. Non-material changes to a pending Special Order include changes in customer name, customer address and customer request to receive Recording Service output at the telephone Company location stead of through U.S. Mail. All cancellation charges as set forth in (C) preceding will apply for the canceled Special Order.

8.1.6 Rate Regulations

- (A) For each customer message recorded, the recording and the assembling and editing charges as set forth in Section 17.5.1 following apply except when the customer orders Message Processing Service. When Message Processing Service as set forth in Section 8.2.1 following is ordered for the same 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 and per message assembled and edited whether or not the customer's schedule of rates specifies billing on a per message basis or any other basis.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.1 Recording Service (Cont'd)

8.1.6 Rate Regulations (Cont'd)

- (B) The per Special Order charge applies for each Special Order accepted by the Telephone Company for Recording Service
- (C) When message detail, with or without sorting and/or name and address information 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 file, whichever number of records is higher.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing 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 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 Sections 8.2.1 and 8.2.2 following

The Telephone Company will provide two types of Billing Service: 1) Message Billing Service as set forth in Section 8.2.1 and 2) Private Line billing Service as set forth in Section 8.2.2 following.

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

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 Processing Service. A customer may order Message Processing Service or Bill Processing Service or both services.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(A) General Description

(1) Message Processing 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.

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 Processing Service, the customer, or other entities.

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Jonathan B. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

(A) General Description (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(2) Bill Processing Service

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

Bill Processing 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 Processing 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).

Bulk-billed service is a billing service for an end user account with a WATS Access Line or WATS-type service access line where individual customer messages are not posted to the account and are not listed on the bill rendered to the end user.

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. Message-billed service is also a billing service for a customer credit card end user account without an end user common line or WATS Access Line or WATS-type service access line where individual messages or groups of messages are posted to the account and listed on the bill rendered to the end user.

ACCESS SERVICE

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 Processing Service (Cont'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 implementation of a change in the customer's schedule of rates

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 collection of monies from end users for services furnished by the customer and maintenance of records of all transactions.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal EFFECTIVE: January 1, 1995  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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 Processing Service (Cont'd)

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.

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 as set forth in (b) through (1) following at rates and charges set forth in Section 17.5.2.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Donald R. Brown  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(1) Message Processing Service (Cont'd)

- (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 Section 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.

- (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 Section 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 Section 17.5.2 (L) following will apply if the customer data-transmits its call details to the Telephone Company. If the customer

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

(B) . Undertaking of the Telephone Company (Cont'd) PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(1) Message Processing Service (Cont'd) BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(c) (Cont'd)

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 set forth in Section 17.5.2 (C) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in Section 17.5.1 (B), applies in addition 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 the customer provided call details 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 Section 17.5 will apply.

(d) The Telephone Company will develop the customer's schedule of rates into a rating program. Program development charges, as set forth in Section 17.5.2(C), apply for the hours require to design, develop, test and maintain the necessary programs.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(1) Message Processing Service (Cont'd)

- (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 Section 17.5.2(C), 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 Sections 17.5.2(A) and (B) following apply for all customer messages reprocessed.
- (g) Changes in the rate structure for the 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 of time required to make such changes will be determined on an individual order basis. Program development charges, as set forth in Section 17.5.2(C), apply for the hours required to design, develop, test and maintain the necessary program changes. If any customer message detail must be reprocessed in

ACCESS SERVICE

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)

(g) (Cont'd)

order to apply the rate structure changes, the appropriate message processing charges as set forth in Section 17.5.2(A) and (B) 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 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 it 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 Section 17.5.2 (D) apply to rated messages that are data-transmitted to the other Exchange Telephone Companies. The charges as set forth in Section 17.5.2(E) apply to rated customer messages that are delivered to the customer.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 6.011,  
SECTION 9 (1)

BY: Jonathan C. Reed  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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)

(h) (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: James A. Neal  
FOR THE PUBLIC SERVICE COMMISSION

When the customer message details are data-transmitted to the location designated by the customer, the data transmission charges will be determined on an individual case basis. Program development charges as set forth in Section 17.5.2 (C) following apply for the hours required to design, develop, test and maintain the necessary programs.

- (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 Processing 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.

ACCESS SERVICE

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)

(j) (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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 Section 17.5.2(C), 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 Section 17.5.2(E) also apply.

Unless specified otherwise by the customer, the magnetic tapes will be sent to the customer using first class U.S. Mail service. 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 on an individual case basis.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(1) Message Processing Service (Cont'd)

BY: Jordan O. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (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 Section 17.5.2(E) 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 on an individual case basis.
- (l) 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 Processing 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 by Telephone Company message investigation groups for unauthorized use of the customer service for a period of up to 90 days after the customer message was processed. The appropriate charges as set forth in Section 17.5.2(E) or (G) and (H) following, will apply.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(2) Bill Processing Service (Cont'd)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (a) When Bill Processing 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 as set forth in (b) through (n) following at rates and charges as set forth in Section 17.5.2. The Telephone Company will not establish an end user account with any customer balance due.

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 for established accounts when the first customer message is posted to the end user account.

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 request from the customer.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(2) Bill Processing Service (Cont'd)

- (b) The Telephone Company will provide Bill Processing 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 will separate the rated customer messages into a message-billed group and bulk-billed group for application of rates as set forth in Section 17.5.2.
- (c) At the request of the customer, the Telephone Company will prepare and distribute customer credit cards by first class U.S. Mail service. The Telephone Company will assign the credit card number and will mark its records and files to show that an end user has been issued a customer credit card. The Telephone Company will specify the information it requires to issue a credit card and the format to be used by the customer in furnishing such information. The charges as set forth in Section 17.5.2 (M) following apply. Plastic coated paper cards will be distributed unless the customer requests another type of card be provided. Charges to prepare and distribute other such cards will be developed on an individual case basis. When it becomes necessary, as determined by the Telephone Company, to change the credit card number or discontinue the billing of credit card calls to an end user account because of nonpayment of charges or unauthorized use of Telephone Company and customer service offerings, the

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

(B) . Undertaking of the Telephone Company (Cont'd) PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(2) Bill Processing Service (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

- (c) Telephone Company will notify the customer. The Telephone Company will provide the customer the credit card number, associated end user account name and billing address for the credit card number change or billing discontinued. All charges for calls associated with such a discontinued credit card after the customer has been notified will become the responsibility of the customer. End user questions concerning the issuing of customer credit cards will not be handled by the Telephone Company.
- (d) Rated customer messages are required to provide Bill Processing 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 Section 17.5.2(L) following apply if the customer data-transmits its rated message data to the Telephone Company.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

JAN 01 1995

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(2) Bill Processing Service (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(d) (Cont'd)

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 Section 17.5.2 (C) following apply for the hours required to design, develop, test and maintain the necessary programs. The assembling and editing charge, as set forth in Section 17.5.1 (B), 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 customer six months prior to the change. If the customer requests the customer provided rated messages 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 Section 17.5.2 will apply.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

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

BY: Donald R. Brown  
FOR THE PUBLIC SERVICE COMMISSION

(2) Bill Processing Service (Cont'd)

- (e) For end user accounts in its operating territory where the customer has ordered Bill Processing Service, the Telephone Company will bill all rated customer messages. The bill format will be determined by the Telephone Company.
- (f) Upon acceptance by the Telephone Company of a Special Order for Bill Processing 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 Section 17.5.2 (C), 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.
- (g) The Telephone Company will provide Bill Processing Service only on the condition that (1) it purchases the accounts receivable from the customer as set forth in Section 8.2.3 following or (2) the Telephone Company agrees to act as billing agent for the customer.
- (h) The Telephone Company will not provide any information related to Bill Processing Service accounts under this section of the tariff. Bill Processing Services information may be obtained as set forth in Section 8.4 following.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

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

BY: *James C. Reed*  
FOR THE PUBLIC SERVICE COMMISSION

(2) Bill Processing Service (Cont'd)

- (i) The Telephone Company will, at the option of the customer, provide message-billed Bill Processing Service with or without inquiry and bulk-billed Bill Processing Service with or without inquiry. When the Telephone Company provides inquiry, the Telephone Company will be responsible for contracts 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 the 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 the 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 Processing Service without inquiry, all contacts from customers end user 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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

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

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

(2) Bill Processing Service (Cont'd)

BY: Jonathan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

(i) (Cont'd)

customer service deposits and charges, except prior customer balances due from end users. Inquiry will only be provided when the customer is provided bill Processing Service at the same time.

(j) The Telephone Company will accept customer gift certificates for payment from end users in 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 Processing 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 Section 17.5.2 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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(2) Bill Processing Service (Cont'd)

BY: *Jonathan L. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(l) 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 and will mark the appropriate end user account when a customer credit card is issued to an end user. The Telephone Company will bill to an end user other customer message-billed service charges, such as provision of a credit card, issuing of a credit card, blocking of third number billing, time and rate charges, and subscription charges when it receives an order for such services from a customer. 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 and 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 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 an access line extension, when it

ACCESS SERVICE

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 Processing Service (Cont'd)

(m) (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

receives 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.

- (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 service will be determined on an individual case basis.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

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

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(3) Message Billing Service Ordering

BY: James C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (a) The Telephone Company will provide Message Billing Service, under a Special Order. For all Message Billing Service, other than establishment of or changes to end user account data (including credit card data), establishment of or changes to end user account rate elements and changes to end user balances due, the Message Billing Service Special Order charge as set forth in Section 17.5.2(N) will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.
- (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 (including credit card 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.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(C) Liability of the Telephone Company

BY: James C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

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

- (1) If Bill Processing 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 as set forth in Section 8.1.3(A) 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 Company's liability for damages will be as set forth in Section 8.1.3(A) 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.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete customer detail has been provided, as set forth in Section 8.2.1(B)(1)(i) preceding and/or Section 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 to set forth in Section 9.1.3(A) preceding.
- (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 the laws of the state of Kentucky. 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, a limited amount as set forth in Section 8.1.3(A) preceding.
- (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 on the conduct of its employees in providing Message Billing Service.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

8.2.1 Message Billing Service (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(D) . Obligations of the Customer

- (1) The customer shall order Message Billing Services under a Special Order. The customer shall be responsible for all balances due from end users that exist prior to ordering Bill Processing Service.

At the time Message Processing Service and/or Bill Processing Service is initially ordered, the customer shall order the service for 1,3 or 5 years. Thereafter, upon six months' written notice, additional service may be ordered for 1,3 or 5 years at the rates and charges as set forth in Section 17.5.2. The customer may order inquiry for a service period that is different from that for Bill Processing. However, the customer shall not order inquiry unless it also has ordered Bill Processing Service for the same period. Not later than six 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 an order 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 Section 17.5.2, 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.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

8.2.1 Message Billing Service (Cont'd)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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

- (2) When Message Processing Service is ordered, the customer shall furnish the Telephone Company, or each year in the order, an estimate of the number of messages (message capacity), including those messages that will be bulk billed, to be processed.

In addition, when Bill Processing Service is ordered, the customer shall furnish the Telephone Company, for each year in the order, an estimate of then 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 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 a customers 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.

ACCESS SERVICE

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) 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.
- (6) When the customer orders message-billed or bulk-billed Bill processing 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.

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan B. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

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

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(6) (Cont'd)

When the customer does not order inquiry service and desires credit adjustments to 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 user 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.

(7) 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.

(8) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer 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

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

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

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(8) (Cont'd)

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.

- (9) When the customer desires that a credit card be issued by the Telephone Company for an end user, the customer shall furnish the credit card information as specified by the Telephone Company. The information shall include a statement from the customer that the end user has requested the credit card. When the customer is notified by the Telephone Company that a customer credit card billing is discontinued, the customer shall notify the appropriate end user. The customer also agrees to be responsible for all charges top the discontinued credit card after receipt of notice of discontinuance and all charges to a customer credit card where the end user states in writing to the Telephone Company that the end user did not request the credit card.

- (10) When the customer furnishes recorded customer detail for Message Processing Service and/or rated customer message detail for Bill Processing 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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

(E) Payment Arrangements and Audit Provision

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(1) Audit Provision

BY: Jordan C. Keel  
FOR THE PUBLIC SERVICE COMMISSION

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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

(E) . Payment Arrangements and Audit Provision

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(2) Minimum Period

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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 Processing Service for 3 or 5 years, then the minimum period and the period for which charges apply is that period ordered by the customer. A minimum period of 1,3 or 5 years, as ordered by the customer applies for each additional period of service ordered.

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.

(3) Minimum Order Capacities and Minimum Yearly Charges

Message Billing Service is subject to minimum order capacities and minimum yearly charges. The minimum order capacities are the message capacity and bill capacity as specified in (a) following. The minimum yearly charge as specified in (b) or (c) following, whichever is higher, shall apply.

- (a) The message capacity ordered by the customer for any year in a 3 or 5 year order for Message Processing Services shall not be lower than 25 percent of the largest message capacity ordered for any year in a 3 or 5 year order. The bill capacity ordered by the customer for any year in a 3 or 5 year order for the Bill Processing Service shall not be

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

8.2.1 Message Billing Service (Cont'd)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(E) . Payment Arrangements and Audit Provision

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(a) (Cont'd)

lower than 25 percent of the largest bill capacity ordered for any year in a 3 or 5 year order. The minimum yearly bill capacity for message-billed messages and bulk-billed messages will be determined separately based on the estimates the customer furnishes as set forth in (D)(2) preceding. The minimum yearly capacity ordered for each year for inquiry shall be the same as that for message-billed and/or bulk-billed messages.

- (b) For Message Processing Service, the minimum yearly charge is the product of the message capacity per year furnished by the customer as set forth in (D)(2) and (a) preceding and the appropriate Message Processing Service time 0.9. The appropriate Message Processing rate is the Message processing Service rate as set forth in Section 17.5.2 for the specific year period ordered.

For Bill processing Service, the minimum yearly charge is the product of the message-billed bill capacity and/or bulk-billed bill capacity per year furnished by the customer as set forth in (D)(2) and (a) preceding and the

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(E) . Payment Arrangements and Audit Provision

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(b) (Cont'd)

appropriate Bill Processing Service message-billed and/or bulk-billed rate times 0.9. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the customer furnishes as set forth in (D)(2) and (a) preceding.

The appropriate Bill Processing Service message-billed rate is the average of the message-billed rates as set forth in Section 17.5.2(G) for specific message-billed service year period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Section 17.5.2(G) following for the specific bulk-billed service year period ordered.

For inquiry, the minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. For message-billed inquiry, the minimum yearly charge is the product of the message-billed bill capacity for the year furnished by the customer as set forth in (D)(2) and (a) preceding and the appropriate message-billed inquiry rate times 0.9. For bulk-billed inquiry, the minimum yearly charge is the product of the bulk-billed bill capacity for the year furnished by the customer as set forth in (D)(2) AND (A) preceding and the

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.1 Message Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(E) . Payment Arrangements and Audit Provision

BY: Donald R. Brown  
FOR THE PUBLIC SERVICE COMMISSION

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(b) (Cont'd)

appropriate bulk-billed inquiry rate times 0.9. The appropriate message-billed inquiry rate is the average of the message-billed inquiry rates as set forth in Section 17.5.2(G) for the year period ordered. The appropriate bulk-billed inquiry rate is the bulk-billed inquiry rate as set forth in Section 17.5.2(G) for the year period ordered.

- (c) For Message Processing Service, the minimum yearly charge is the difference of the message capacity per year furnished by the customer as set forth in (D)(2) and (a) preceding and the year allowance times the appropriate Message Processing Service rate. The year allowance will be determined by the Telephone Company and will be the total customer messages for all customers processed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Message Processing Service rate is the Message processing Service rate as set forth in Section 17.5.2(A) for the specific year period ordered.

For Bill Processing Service, the minimum yearly charge is the difference of the message-billed bill capacity plus the bulk-billed capacity for the year furnished by the customer as set forth in (D)(2) and (a) preceding and the year allowance times the

ACCESS SERVICE

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

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(c) (Cont'd)

appropriate Bill Processing Service message-billed or bulk-billed rate. The minimum yearly charge for message-billed messages and bulk-billed messages will be determined separately based on the estimates the customer furnishes as set forth in (D)(2) and (a) preceding and a prorate of the allowance. The allowance will be prorated using the ratio of the message-billed bill capacity furnished by the customer to the bulk-billed capacity furnished by the customer for the year for which the minimum yearly charge is determined. The year allowance will be determined by the Telephone Company will be the total customer messages for all customers billed by the Telephone Company in the calendar year prior to the year for the minimum yearly charge times 0.05. The appropriate Bill Processing Service message-billed rate is the average of the message-billed rate as set forth in Section 17.5.2 (G) for the year period ordered. The appropriate Bill Processing Service bulk-billed rate is the bulk-billed rate as set forth in Section 17.5.2 (G) for the year period.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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

(3) Minimum Order Capacities and Minimum Yearly Charges (Cont'd)

(c) (Cont'd)

For inquiry, the minimum yearly charge will be determined for the year by using the message-billed bill capacity or the bulk-billed bill capacity less a prorate of the year allowance times the appropriate inquiry message billed or bulk-billed inquiry rate. The minimum yearly charge for message-billed inquiry and bulk-billed inquiry will be determined separately. The prorate of the allowance will be the same as that set forth in the preceding paragraph.

When the Message processing Service rates are not shown separately and are included in the Bill Processing Service rates, the Message Processing Service minimum yearly charges will not apply. When the inquiry rates are not shown separately and are included in the Bill Processing Service message-billed processing and bulk-billed processing rates, the inquiry minimum yearly charges will not apply.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan C. Neel*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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

(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 canceled. 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 non recoverable capital costs incurred by the Telephone Company will apply to the customer.

(5) Changes 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Message Billing Service (Cont'd)(F) Rate Regulations

- (1) The Message Processing and Bill Processing Service message charges apply during the yearly periods ordered by the customer. The Telephone Company will not change the rates for the Message Processing Service charges as set forth in Section 17.5.2(A) for the Bill Processing Service charges as set forth in Section 17.5.2(G) that apply to the customer order during the yearly periods for that specific order. Telephone Company rate changes filed either prior to or after a customer's order, or the automatic extension of a customer's order, but prior to the commencement of service for that order or extension, will be applied upon their effectiveness during the yearly period. For the purpose of determining the charges applicable to bulk-billed service for Bill Processing Service, a bulk-billed message is a customer message which is used by the Telephone Company to develop the customer bulk-billed charge.
- (2) During any yearly period in which the actual customer messages processed and/or billed exceeds the message capacity as state in the following, additional charges apply. For Message processing Service, for each customer message processed that exceeds (a) 110 percent of the message capacity ordered for the year or (b) the message capacity ordered plus the year allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Section 17.5.2(A) and (B) apply. The year allowance is the quantity determined as set forth in (E)(3)(c) preceding.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)BY: Jonathan C. Neel  
FOR THE PUBLIC SERVICE COMMISSIONISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) . Rate Regulations

(2) (Cont'd)

For Bill Processing Service, for each message-billed customer message processed that exceeds (a) 110 percent of the message-billed bill capacity ordered or (b) the message-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Sections 17.5.2(G) and (H) following apply. The prorated allowance is the quantity determined as set forth in (E)(3)(c) preceding.

For Bill Processing Service, for each bulk-billed customer message processed that exceeds (a) 110 percent of the bulk-billed bill capacity ordered or (b) the bulk-billed bill capacity plus the prorated allowance, whichever of (a) or (b) is lower, the appropriate charges for the specific service ordered as set forth in Sections 17.5.2(G) and (H) apply. The prorated allowance is the prorated quantity determined as set forth in (E)(3)(c) preceding.

For each year for message-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for message-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Sections 17.5.2(G) and (H) apply.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Message Billing Service (Cont'd)(F) Rate Regulations

## (2) (Cont'd)

For each year for bulk-billed inquiry, the additional charges will apply for the same capacity that additional charges apply for bulk-billed messages. The appropriate charges for the specific inquiry ordered as set forth in Sections 17.5.2(G) and (H) apply.

For each customer message processed and/or billed between the message capacity ordered and the allowance (i.e. 110 percent level or order plus allowance level, whichever applies) specified in the preceding paragraphs, the appropriate rate as set forth in Section 17.5.2(A) or 17.5.2 (G) will apply.

The customer, at its option, may order additional capacity for inquiry and capacity required to process and/or bill the additional messages to the rates as set forth in Section 17 subject to the minimum period and minimum yearly charges as set forth in (E)(2) and (E)(3) preceding. When more than one order exists at the same time for a customer, the rates for inquiry, customer messages processed and/or billed that exceed the total inquiry, message and/or bill capacity, respectively, for all existing orders will be the appropriate rates for the most recent order, plus the appropriate additional inquiry, message and/or bill processing charge as set forth in Sections 17.5.2(B) and 17.5.2(H) for the most recent order.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Message Billing Service (Cont'd)(F) . Rate Regulations

- (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 year 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 that end user bill provided.
- (5) When message detail is data-transmitted to or received from and Exchange Telephone Company location by the Telephone Company, a charge as set forth in Section 17.5.2(D), 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

---

ISSUED: November 30, 1994 BY: Jonathan C. Freck  
BY: Donald R. Brown, President FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.1 Message Billing Service (Cont'd)

(F) . Rate Regulations

- (6) When message detail is data-transmitted to or received from a customer location by the Telephone Company, a charge, as set forth in Section 17.5.2(F) and/or 17.5.2(L) 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 and/or received.
- (7) The Message Billing Service Special Order charge applies for each Special Order for Message Processing Service and/or Bill Processing Service, other than establishment of or changes to end user account data (including credit card data), establishment of or changes to end user account rate elements and changes to end user balances due, accepted by the Telephone Company.

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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5011,  
SECTION 9(1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: *James A. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Message Billing Service (Cont'd)(F) Rate Regulations

## (7) (Cont'd)

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.

- (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.

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. The end user account establishment and change charge does not apply when a customer credit card is

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

EFFECTIVE: January 1, 1995

BY: Andrew C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.1 Message Billing Service (Cont'd)(F) . Rate Regulations

(7) (Cont'd)

(b) (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

listed on a message-billed account associated with an end user common line and does not apply for any subsequent preparation or distribution of a customer credit card. The end user account establishment and change charge does apply when the Telephone Company at the request of a customer, establishes or changes a message billed account with a credit card but without an associated end user common line. The end user account establishment and change charge applies for each account established, rate element established, account changed (except for credit card changes), rate element changed and balance due changed.

- (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.

ACCESS SERVICE

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)

- (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 file whichever number of records is higher.
- (9) The rates as set forth in Section 17.5.2(G) apply for Bill Processing 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 an end user account per month. The rate groups are 1 to 10 messages per month, 11 to 100 messages per month, 101 to 600 messages per month and over 600 messages per month. The rate for the largest number of customer messages billed for the end user account in a month will be used to determine the Bill Processing Service charges for that end user account for the month. The Telephone Company will determine the charges based on its count of customer messages billed each bill day to an end user account.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *James A. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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)

- (10) When the Telephone Company receive an order from the customer to issue on or more customer credit card(s) to an end user, Special Order and Credit Card Issuance preparation and distribution charges apply.

If the customer request another card to be issued for any reason, the preparation and distribution charges apply. If for any reason the customer request a change to be made in the credit card information maintained on an end user account by the Telephone Company, including the marking of the account to show issuance of a credit card by the customer or discontinuance of an existing card, and the customer does not request the distribution of a credit card, only the preparation charge applies. The Telephone Company will determine the charges based on its record of the Special Orders to prepare and distribute customer credit cards received from the customer.

- (11) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.

- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service

The Telephone Company will provide Private Line Billing Service only for those customer private line services for which the Telephone Company is providing Special Access Service. The Telephone Company will not render bills for customer private line services for which it does not provide Special Access Service that are connected at end user premises to customer private line services for which it does render bills.

The Telephone Company will not render bills for usage-based rate elements under this section of the Tariff. Usage-based rate elements will be billed as set forth in Section 8.2.1 preceding.

(A) General Description

Private Line Billing Service includes editing and rating, account establishment, rendering of bills, receiving payments, maintenance of accounts, treatment of accounts and inquiry (when ordered by the customer).

Editing and rating is the examination and identification of all the rateable elements of a customer private line service and the application of the appropriate customer rates and charges to the service. These functions are performed when private line services for a customer's end user are established for changed. Rating is always performed, and editing may be performed, coincident with the implementation of a change in the customer's schedule of rates.

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(A) General Description (Cont'd)

Rendering of bills is the preparation and mailing of statements of the amounts due from end users for service received from the customer. 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 deposits and 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, posting credits and adjustments, and when necessary as determined by the Telephone Company, denial of the customer's Special Access Service.

Inquiry is the answering of end user questions about charges for customer services and negotiating of credits and adjustments to end user accounts and review of customer charges which are removed from an end user's bill.

(B) Undertaking of the Telephone Company

- (1) When Private Line Billing Service is ordered by a customer, the Telephone Company will establish a Private Line Account, edit and rate the billing detail, bill the end user and maintain and treat the Private Line Account (based on the rate and end user data supplied by the customer) at the rates and charges set forth in Section 17.5.3. The Telephone Company will not establish a Private Line end user account with any customer balance due. In addition, the Telephone Company will, in accordance

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

(1) (Cont'd)

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 Telephone Company deposit regulations, determine and collect the service deposit when an end user account is established. The Telephone Company will, when necessary in accordance with Telephone Company deposit regulations, maintain a service deposit balance for each end user account. The Telephone Company will provide the customer a copy of its deposit regulations upon request from the customer.

The Telephone Company will make adjustments to end user balance due to account for application of credits authorized by customer furnished statements.

- (2) Private Line Billing Service records and end user accounts will be maintained by the Telephone Company in a standard format in order to identify the end user and bill the rateable elements. The Telephone Company will establish this format and provide it to the customer. The Telephone Company will also establish the format it will use to bill private line services and provide it to the customer. If, in the course of Telephone Company business, it is necessary to change these formats, the Telephone Company will notify the involved customers six months prior to the change.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (3) The Telephone Company will develop the customer's schedule of rates and charges into a rating program. Program development charges, as set forth in Section 17.5.3(C), apply for the hours required to design, develop, test and maintain the necessary programs.
- (4) upon acceptance by the Telephone Company of Special Order for Private Line Billing Service from a customer, the Telephone Company will determine the period of time to implement such service on an individual case basis.
- (5) Changes in the rate levels of customer services to be billed will normally be implemented within 60 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, set forth in Section 17.5.3(C), apply for the hours required to design, develop, test and maintain the necessary program changes.
- (6) Changes in the rate structure of the customer services to be billed also require a change in the rating programs. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual case basis. Program development charges, as set forth in Section 17.5.3(C), apply for the hours required to design, develop, test and maintain the necessary program changes.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (7) The Telephone Company will not provide any information related to the Private Line Billing Service accounts under this section of the tariff. Private Line Billing Service information may be obtained as set forth in Section 8.4.
- (8) The Telephone Company will, at the option of the customer, provide Private Line Billing with or without inquiry. When the Telephone Company provides Private Line Billing with 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, the billed customer charges which are removed from the end user bill in accordance with the customer inquiry instructions will be reviewed by Telephone Company message investigation groups for unauthorized use of the customer service for a period of up to 90 days after the billed customer charges have been removed from the end user's bill. For any billed customer charges which are removed from an end user's balance due in accordance with the customer's instructions, the Telephone Company will make an appropriate adjustment to the customer's accounts receivable. When the Telephone Company provides Private Line Billing without inquiry, all contact from customer end users concerning the customer's billed amounts will be

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan O. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

(8) (Cont'd)

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 charges, except prior customer balances due from end users. Inquiry will only be provided for those end user accounts for which the customer has ordered Private Line Billing.

(9) When the Telephone Company encounters bills which are to be rendered to end users or end users billing addresses not located in the Telephone Company's operating territory where Private Line Billing Service has not been ordered, such bills will be handled as follows:

(a) If the bill to the end user is for a service for which the Telephone Company provides a Special Access Service to the customer and the customer has ordered the appropriate Private Line Billing Service, the Telephone Company will bill the end user.

(b) In all other situations, the bill will be delivered to the customer and the customer shall be responsible to furnish an accounts receivable adjustment to the Telephone Company as set forth in Section 8.2.3 following

(10) 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 certificates must be acceptable to Telephone Company.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (11) 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.
- (12) The Telephone Company will provide Private Line Billing Services under a Special Order. For all Private Line Billing Services 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, the Private Line Billing Service Special Order charge as set forth in Section 17.5.3(E) will apply to orders accepted by the Telephone Company. The format of this Special Order will be specified by the Telephone Company.
- (13) 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jordan C. Neel*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (14) If the customer requests the Private Line bills be processed by the Telephone Company because of a customer error, the Telephone company will treat the reprocessing as a rate level or rate structure change. Determination of whether the reprocessing is a rate level change or rate structure change will be made by the Telephone Company based on the Special Order the Telephone Company receives from the customer. All appropriate charges as set forth in Section 17.5.3 will apply.

(C) Liability of the Telephone Company

Notwithstanding Section 2.1.3 preceding, the Telephone Company liability for Private Line Billing Service is as follows:

- (1) If private Line Billing detail is not available because the Telephone Company lost or damaged records or incurred processing system outages, the Telephone Company will recover the lost detail based on previously received information. This recovered detail will be provided to the customer if the customer has ordered the appropriate Billing Information Service as set forth in Section 8.4. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed or when the amount not billed is unknown, no more than 3 months charges for the services not billed.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Reed  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (2) When the Telephone Company is notified that, due to its error or omission, incomplete detail has been provided to the customer when such detail has been ordered as set forth in Section 8.4 following, the Telephone Company will make a reasonable effort to recover the detail and provide such information to the customer at no additional charge to the customer. Such request to recover the detail must be made within 30 days from the date the details were initially made available to the customer. If the detail cannot be recovered, the extent of the Telephone Company's liability for damages will be the known amount not billed or when the amount not billed is unknown, no more than 3 months charges for the services not billed.
- (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 of Kentucky. If the error is caused by the Telephone Company's and the Telephone Company cannot timely bill the proper end user, the extent of the Telephone Company's liability for damages will be the known amount misbilled or when the amount is misbilled is unknown, no more than 3 months charges for the services misbilled.
- (4) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (1), (2) or (3) preceding shall attach to the Telephone Company for its action or the conduct of its employees in providing Private Line Billing ~~Public~~ SERVICE COMMISSION

OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: James C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(D) . Obligations of the Customer

- (1) The customer shall order Private Line Billing Service under a Special Order.

When Private Line Billing Service is ordered initially, the customer shall order the service for at least one year. Thereafter, upon six months written notice, additional service may be ordered for a minimum of one year and the rates and charges as set forth in Section 17.5 will apply. Not later than six months prior to the end of an order period, the customer shall notify the Telephone Company in writing if 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 service for an additional year, using the most recent 12 months of bill capacity provided. All appropriate rates and charges as set forth in Section 17.5 for another year will apply and the minimum monthly charges will be based on the most recent 12 months of bill capacity provided.

The customer will be notified by the Telephone Company when such an extension is made.

- (2) When Private Line Billing Service is ordered, the customer shall furnish the Telephone Company for each year in order an estimate of the average number of bills (bill capacity) to be rendered each year.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *James C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (3) The customer shall furnish in the format specified by the Telephone Company all information necessary for the Telephone Company to provide the Private Line Billing Service including an affidavit that states whether the customer Private Line Service is subject to any Federal taxes and/or State taxes. When customer bills are to be rendered to locations not in the operating territory of the Telephone Company, the customer shall furnish an address where the bills are to be sent. If the customer does not furnish an address, all unaddressable bills will be delivered to the customer. The information shall be furnished by the customer in a timely manner.
- (4) The customer shall furnish to the Telephone Company a written schedule of its service rates and charges in sufficient time to allow the Telephone Company to establish a rating program. The interval required to establish a rating program must be mutually agreed to by the Telephone Company and the customer.
- (5) When the customer orders Private Line Billing Service, it shall authorize the Telephone Company in writing to deny service to end users for nonpayment. If that authorization is not received, Private Line billing Service will not be provided.
- (6) The customer shall be responsible for all contacts and arrangements, including prior customer balances due from end users, with its end users concerning the provision and maintenance of the customer's services.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

- (7) When the customer orders Private Line Billing Service with inquiry, the customer shall furnish the Telephone Company written instructions which are agreeable to the Telephone Company, for the handling of user questions about bills.

When the customer orders private Line billing Service without inquiry, the customer shall furnish the Telephone Company with written instructions as to where inquiries are to be referred. When the customer does not order Telephone company Inquiry service and desires credit adjustments be made to the balances due from an end user, the customer shall furnish a statement for each end user account where the credit is desired. These statements shall show the rate element to be credited, the date the rate element was billed and the amount of the credit.

The customer shall notify its end users through is tariff or other appropriate means when the customer handles the bill inquiries. The customer shall furnish the Telephone Company in writing all bill adjustments as set forth in Section 8.2.3 following.

- (8) The customer will immediately redeem all customer gift certificates that the Telephone Company receives in payment for end user charges. The customer agrees to use a gift certificate format which is agreeable to the Telephone Company.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neel*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

(9) The customer agrees to permit the Telephone Company to, when necessary in accordance with Telephone Company deposit regulations, determine and collect customer service deposits from all end users of the customer's 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 collect end user service deposits.

(E) Payment Arrangements and Audit Provisions

(1) 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 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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.2 Private Line Billing Service (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

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

BY: Jonathan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

(1) Audit Provision (Cont'd)

such right appears in a letter signed by the authorized representative 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 sued for any other purpose.

(2) Minimum Periods

A minimum period of one year applies for each additional period of service ordered.

When service is discontinued prior to the expiration of a minimum period, the minimum monthly charge is applicable for each month and fraction of month remaining in the minimum period.

(3) Minimum Monthly Charges

(a) During the initial year minimum period, there is a minimum monthly charge based on the customers estimate of the number of bills to be rendered during that period. The minimum monthly charge is the charge for Bill Rendering, as set forth in Section 17.5.3(B), for 75 percent of the monthly volume. The monthly volume is 1/12 of the bill capacity ordered during the initial year.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

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

(3) Minimum Monthly Charges (Cont'd)

(a) (Cont'd)

If the actual monthly volume during any consecutive three month period exceeds 1/12 of the bill capacity ordered by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is that charge for Bill Rendering, as set forth in Section 17.5.3(B), for the monthly average of the actual volume used during those three months.

(b) During each additional yearly minimum period the minimum monthly charge is the charge for Bill Rendering, as set forth in Section 17.5.3(B) following, for the monthly average of the actual volume of bills rendered during the previous 12 months.

If the actual monthly volume during any consecutive three month period exceeds the monthly average by 50 percent or more per month, a new minimum monthly charge will be established. The new charge is the charge for Bill Rendering, as set forth in Section 17.5.3(B) following, for the monthly average of the actual volume used during those three months.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

8.2.2 Private Line Billing Service (Cont'd)

BY: James S. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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

(4) Cancellation of a Special Order

A customer may cancel a Special Order for Private Line 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 canceled. The verbal notice must be followed by written confirmation within 10 days. The service date for Private Line Billing Service is the date that the customer and the Telephone Company mutually agree service is to start.

When a customer cancels a Special Order for Private Line 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.

When a customer requests changes to a pending Special Order for Private Line 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.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

8.2.2 Private Line Billing Service (Cont'd)

BY: Arthur L. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(F) . Rate Regulations

- (1) The Private Line Billing Service Special Order charge applies for each Special Order for Private Line Billing Service, other than establishment of or changes to end user account data, establishment of or changes to end user account rate elements or changes to end user balances due, accepted by the Telephone Company.
- (2) The end user account activity charge applies whenever an end user account is established or changed pursuant to a Special Order from a customer and/or whenever a nonrecurring or recurring customer rate element or balance due is added to or changed in the account.

An end user account is a record for a Private Line Billing Service which has a unique name and address and billing number identification, 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.

- (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 or rates or balance due associated with an end user account.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.2 Private Line Billing Service (Cont'd)

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

(F) . Rate Regulations (Cont'd)

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

(2) (Cont'd)

- (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 balance 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 for in (c) and (d) following.

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

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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

8.2.2 Private Line Billing Service (Cont'd)

(F) . Rate Regulations (Cont'd)

- (3) The bill rendering charge applies each month that one or more charges is billed by the issuing of a statement to an end user account. When both interstate and state private line service charges are billed by the Telephone Company to the end user on the same bill rendering charge times 0.5 applies each month.
- (4) The basic per hour rate and the premium per hour rate for program development is for the use of one hour of one Telephone Company programmer's time.
- (5) 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 order will be summed and then rounded to the nearest hour. However, when the total is less than an hour, one hour will be used to determine the charges.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5011.  
SECTION 9 (1)

BY: *James C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

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 decides to act as a 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 Processing Service and/or Private Line Billing Service for that customer. After a customer orders Bill Processing Service and/or Private Line Billing 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.

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. A total Current Amount Billed will be determined for each customer for each end user bill day.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.3 Purchase of Accounts Receivable (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(B) Recourse Adjustments

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

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

(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 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 Sections 8.2.1 and 8.2.2 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.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

(B) Recourse Adjustments (Cont'd)

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

(2) Telephone Company and Customer Adjustments (Cont'd)

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.

(3) Uncollectible Adjustments

For each bill day, the Telephone Company will subtract for the Total Current Amount Billed and 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 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 Processing Services and/or Private Line Bill Processing Services and/or Private Line Billing Service is provided to the customer, the 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.

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

JAN 01 1995

(B) . Recourse Adjustments (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(3) Uncollectible Adjustments (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(a) (Cont'd)

This uncollectible amount will include 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 predecessor company's history of uncollectible to develop a full recent 3 month period) will be used by the Telephone Company in an uncollectible apportionment study to determine the realized uncollectible amount for each customer which is provided Bill Processing Service and/or Private Line Billing 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 uncollectible 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

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8.2 Billing Service (Cont'd)

8.2.3 Purchase of Accounts Receivable (Cont'd)

JAN 01 1995

(B) - Recourse Adjustments (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

(3) Uncollectible Adjustments (Cont'd)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

(a) (Cont'd)

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.

- (b) When a customer orders Bill Processing Service and/or Private Line Billing Service, 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 Recourse Adjustments total amounts billed and its uncollectible amounts. The Telephone Company will use these data to develop the customer uncollectible factor for the first 3 months. To the extent that such customer or its predecessor company data do not exist, then the customer uncollectible factor for the first 3 month period will be determine the customer amount for uncollectibles for the first 3 month period.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

8.2 Billing Service (Cont'd)

JAN 01 1995

8.2.3 Purchase of Accounts Receivable (Cont'd)

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

(C) . Payments of Net Purchase Amount to the Customer

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (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 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.

ACCESS SERVICE

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)

- (2) Further, if 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 time a late factor. The late factor shall be the lesser of:
- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state of Kentucky where the Telephone Company provides Bill Processing Service and/or Private Line Billing 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
  - (b) 0.000590 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.

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: James C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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) 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 lesser of;
- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions in the state of Kentucky where the Telephone Company provides Bill Processing Service and/or Private Line Billing 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
  - (b) 0.000590 per day, compounded daily for the number of days from the billed plus date to and including the date the Telephone Company posts the end user account.

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.2 Billing Service (Cont'd)8.2.3 Purchase of Accounts Receivable (Cont'd)(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 Section 2.4.1(C) 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 amount named in this section (i.e., Section 8.2.3 Purchase of Accounts Receivable) to the authorized representative of the customer who is responsible for auditing these amounts.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.2 Billing 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 Sections 8.2.1 and 8.2.2 preceding.
- (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 Section 8.2.3 preceding. The payment of the net monies due the customer will be handled as set forth in Section 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 serviced, any deposits for customer services will be returned to the appropriate end user in accordance with Telephone Company final billing procedures.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Jordan B. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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) here 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 services.

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 enforcement agencies.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.1 General Description (Cont'd)

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 permitted), the service review for possible suspension of service over access lines identified in billing evasion activities and publicity assistance in publicizing billing evasion deterrence.

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 Section 17.5.4
- (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 as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. No. 3.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

(1) Reports of detection service results will be provided on an office-by-office or line-by-line basis at the request of the authorized Security representative of the IC. On an office-by-office basis, a detection service report of any signal irregularities will be provided for the previous 60 days for all trunks equipped in the office (i.e., ESS control group). Alternatively, for an office requested by the IC, a line-by-line continuous scan for current signal irregularities will be provided. When the continuous line-by-line scan is provided, a weekly report of signal irregularities for the office involved will be furnished.

(2) The detection service reports as set forth in (1) preceding will include, for a signaling irregularity observed, the following (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. The report will be provided as a paper printout or microfiche at the discretion of the Telephone Company and set to the authorized Security representative of the IC by registered first class U. S. mail service. 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 week after the end of the 60-day period. Results of the continuous scan will be provided to the authorized Security representative of the IC by a written report and/or a telephonic report within six working days after the end

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

ISSUED: November 30, 1994

BY: Donald R. Brown, President

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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) 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 and documentation scan, preparation of an affidavit and prosecutive summary, preservation of evidence collected, 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 of 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan C. Nash*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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)

- (3) Subject to the agreement of the Telephone Company a detection and documentation scan on an individual line will be provided when an authorized Security representative of the IC provides a written request for such a scan. Provision of a detection and documentation scan on an individual line is the continuous scan of a line for irregular signal and when an irregular signal is recognized, the collection by Telephone Company equipment of information to show an irregular signal and use of the line occurred. Any information collected during the continuous scan of a line will be considered the property of the Telephone Company. The Telephone Company will notify the IC of the results of the scan and will permit authorized Security representatives of the IC to review the results. The scan and any associated information will not be provided to any person or entity until the Telephone Company is requested to do so by subpoena or lawful demand. Any out of pocket payments for travel and/or other expenses of Telephone Company personnel will be billed to the IC.
- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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) Preservation of evidence is the placement of the collected evidence in a secure location under the control of Telephone Company Security personnel for a period of up to two year. Such preservation of evidence will be continued beyond two years by the Telephone Company when requested by appropriate law enforcement agencies or the authorized Security representative of the IC. The charges for Preservation of Evidence as set forth in Section 17.5.4(B) following will apply.
- (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 service 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Jonathan C. Neel*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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)

- (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.
- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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)

- (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 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.

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 Section 17.5.4(B) 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 received from the authorized Security representative of the IC, must be followed by written confirmation within one day. Deterrence services will

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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)

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, 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 ID 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.
- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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)

- (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 Section 2.1.3 preceding, in the absence of willful misconduct, no liability for damages to the customer or other or entity shall be attached to the Telephone Company for its action or the conduct of its employees in providing Billing Analysis Service.

8.3.4 Obligation of the IC

- (A) The authorized Security representative of the customer shall order all Billing Analysis Service under a Special Order. The authorized Security representative of the customer 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 matters.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5011.

SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.4 Obligation 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) When evidence collected by the Telephone Company is to be produced in connection with a judicial proceeding, the IC shall notify the Telephone Company of such a requirement in a timely manner.
- (F) When the IC requests that service be suspended for unauthorized use, the IC shall furnish a written request authorized by an officer. 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.
- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)  
BY: Judith C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.4 Obligation of the IC (Cont'd)

- (H) Except as set forth in Section 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.
- (I) When the authorized Security representative of the IC orders detection service or a detection and documentation scan of an individual line, it shall specify in writing the office, lines or parties to be included in the scanning ad reports the Telephone Company will provide.
- (J) When provision of expert witness analysis is ordered by the IC, the IC shall be responsible for furnishing the evidence to be analyzed unless the services as set forth in Section 8.3.2(C)(10) preceding are ordered by the IC.
- (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.

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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

## ACCESS SERVICE

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

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 notice from the authorized security representative of the IC that the Special Order is to be canceled. 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 and the per week charge for each office where a continuous scan is ordered.
- (2) For investigative service, two times the appropriate hourly charge for the service ordered and the per occurrence charge for each documentation scan ordered.
- (3) For deterrence service, two times the contact and interview of parties hourly charge for the service ordered.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.3 Billing Analysis Service (Cont'd)8.3.5 Payment Arrangements (Cont'd)(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 Section 17.5.4(A), applies for each report provided to an IC even though no signaling irregularities are found.
- (B) The charge per office per week for continuous scan as set forth in Section 17.5.4(A) applies for each week of service even though no signaling irregularities are found.
- (C) The per hour rate for investigative service and/or deterrence service is the use of one hour of one 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 is less than one hour, one hour will be used to determine the charges.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

EFFECTIVE: January 1, 1995

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.3 Billing Analysis Service (Cont'd)

8.3.6 Rate Regulations (Cont'd)

- (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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing 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), Non-Sent-Paid Indicator Data Base (DBAS) 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 service provided by that customer. Information relating to services provided by any other entity will not be provided.

Information is defined as any entry in the records, data base 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.

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 Section 17.5.5.

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

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

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

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)

Message detail is message-billed records in exchange message record (EMR) format in the CRIS file.

Account detail is data that furnishes the end user name, billing address and billing parameters other than message detail and/or service and equipment detail.

Service and equipment detail is data associated with the customer's rate elements.

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

Message detail, account detail and/or service and equipment detail which is confidential due to legal, national security, end user or the appropriate 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.4 Billing Information Service (Cont'd)8.4.2 Undertaking of the Telephone Company (Cont'd)

- (C) Upon request from a customer and when the customer has ordered Private Line Billing Service, the Telephone Company will provide information from its CRIS records as follows:

- (1) account detail for a private line end user
- (2) service and equipment detail for a private line end user

Account detail is data that furnishes the end user name, billing address and billing parameters other than message detail and/or service equipment detail.

Service and equipment detail is data associated with the customer's rate elements.

A private line end user is an account with rate element detail (for a bill period) or an account which is established, at customer request, as an end user of the customer's private line (non-message) services.

Account detail and/or service and equipment detail which is confidential due to legal, national security, end user or other appropriate 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (D) Upon request from an authorized supervisor of the customer for end user information when Automatic Number Identification (ANI) service is provided to the customer by the Telephone Company or when the customer offers a telecommunications service for which the billing is based on authorized calling or called parties, the Telephone Company will provide information from its DBAS records. Only current information which resides in the data base will be provided.
- (E) Where Telephone Company facilities are available and subject to the agreement of the Telephone Company, CRIS and/or DBAS information may be provided on a interrogation basis at the request of the customer.

The interrogation basis will permit the customer to access a data file which contains the data base information from a data processing terminal at a location designed by the customer, furnish an end user telephone number and, after verification that the information is authorized for the customer's use, receive the end user information. The interrogation file will be provided during normal Telephone Company business hours. The DBAS interrogation file will be updated each business day to reflect current end user information. The CRIS interrogation file will be updated each bill day (day bills are prepared and dated for an end user for a customer's service) and will be updated daily when information is available and when the Telephone Company updates the file on a daily basis to reflect current end user information.

The Telephone Company will develop the customer's CRIS and DBAS information order into a retrieval and interrogation program. Program development charges, as set forth in Section 17.5.5(D), apply for the hours required to develop, test and maintain the necessary programs.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5011.  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

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

- (1) The total file basis will permit the customer to receive, at the customer's options, all the end user information that is authorized for this 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 customer request.

Program development charges as set forth in Section 17.5.5(D), apply for the hours required to design, develop, test and maintain the necessary programs that are 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 first class U.S. Mail service. At the option of the customer, the customer may pick up the paper printout, magnetic tape or fiche at the location designated by the Telephone Company or request the information be date-transmitted to the customer. When the information is data-transmitted to the customer, the data transmission charges will be determined on an individual case basis.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal EFFECTIVE: January 1, 1995  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) CRIS and/or DBAS information will be provided on a total file and/or file update basis as follows: (Cont'd)

- (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 tapes will be provided without the return of previously supplies 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. For DBAS information, the file updates will be provided for each business day.

Program development charges as set forth in Section 17.5.5(D), apply for the hours required to design, develop, test and maintain the necessary programs that are used to provided the paper output, fiche, or magnetic tape.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jonathan R. Mack*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

(F) CRIS and/or DBAS information will be provided on a total file and/or file update basis as follows: (Cont'd)

(2) (Cont'd)

Once available, the file update paper printout, fiche or magnetic tape will be sent to the customer via first class U.S. Mail service. At the option 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 date-transmitted to other customer. When the information is data-transmitted to the customer, the date transmission charges will be determined on an individual case basis.

(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 first class U.S. Mail service. At the option of the customer, the customer may pick up the paper printout, fiche or magnetic tape at a location designated by the Telephone Company or request the information be date-transmitted to the customer. When the information is data-transmitted to the customer, the data transmission charges will be determined on an individual case basis.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

---

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (G) The Telephone Company will, at the request of the customer, mark any message-billed message end user account, other than end user accounts with customer credit cards or rate elements, as a user of the customer's message services. After marking is ordered, the end user account will be marked as a customer end user account at the time the first message is posted to the end user account. If not marked at the request of the customer, such an end user account will not be identified as a customer account unless there are customer message details associated with the account for the bill period for which message detail is ordered by the customer. The mark will be removed at the request of the customer. Charges to mark the account and maintain the mark in future months as set forth in Section 17.5.5(G) apply. Customer bulk-billed end user accounts and message end user accounts with customer credit cards or customer rate elements are counted as customer accounts.
- (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) The Telephone Company will provide the format for interrogation of its data files and the format of any printed, magnetic tape or fiche output from its CRIS and DBAS files.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Jordan C. Paul  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

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) 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.

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

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 first class U.S. Mail service.

- (K) If the customer requests the information ordered by the customer but 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 Section 17.5.5 will apply.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5-011,  
SECTION 9 (1)

BY: *Jonathan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.2 Undertaking of the Telephone Company (Cont'd)

- (L) Where facilities are available and subject to the agreement of the Telephone Company, updating of customer data bases or files from Telephone Company data processing terminals or equipment in Telephone Company locations may be undertaken at the request of the customer. The charges for such a service will be determined on an individual case basis.
- (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 Section 17.5.5(I) applies.

8.4.3 Liability of the Telephone Company

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

8.4.4 Obligations of the Customer

- (A) The customer shall order Billing Information Service under a Special Order and shall specify how often it wishes the service to be provided.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jordan C. Neal*  
FOR THE PUBLIC SERVICE COMMISSION

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.4 Obligations of the Customer (Cont'd)

- (B) With each order, the customer shall identify the authorized individual and address to receive the Billing Information Service output. When interrogation is ordered, the customer shall identify the data processing terminals authorized to receive the information and the authorized individual who will be responsible for all terminal activities. When CNA services 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 and interrogation capability 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) The customer shall furnish, to the Telephone Company, when interrogation service is ordered all information necessary to allow the Telephone Company to establish an interrogation program. In addition, the customer shall furnish the Telephone Company, for each data base and file where the interrogation is ordered, an estimate of the number of requests per business day that the Telephone Company data base and file will be asked to handle. The customer's terminals used to interrogate the Telephone Company data base and file must be capable of working with Telephone Company equipment and software.
- (E) The customer shall be responsible for all contacts and inquiries from its end users concerning Billing Information Service.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

EFFECTIVE: January 1, 1995

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.4 Billing Information Service (Cont'd)

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

8.4.4 Obligations of the Customer (Cont'd)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

- (F) 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 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 user of Billing Information Service.
- (G) When the customer orders marking of non-customer credit card message-billed message end user accounts, all accounts containing that customer' messages will be marked starting with the next bill period and marking will continue until the customer orders marking discontinued. The customer shall, when it orders marking removed, furnish the telephone number of each end user account for which the mark is to be removed. The mark will be removed prior to the next bill period.

8.4.5 Payment Arrangements

(A) Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service CRIS and/or DBAS file interrogation is provided and for which charges apply is one year.

The minimum monthly charges for CRIS and/or DBAS file interrogation are the charges for the total number of requests per business day furnished by the customer as set forth in Section 8.4.4(D) preceding times 18 (i.e., 20 business day per month time .09).

When the customer discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.

ACCESS SERVICE

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

8. Billing and Collection Services (Cont'd)

JAN 01 1995

8.4 Billing Information Service (Cont'd)

PURSUANT TO 807 KAR 5011,  
SECTION 9 (1)

8.4.4 Obligations of the Customer (Cont'd)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

(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 canceled. 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.

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

- (1) For any service, the appropriate per hour rate for all hour 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 personnel will be billed to the customer at the appropriate hourly charges.

## ACCESS SERVICE

8. Billing and Collection Services (Cont'd)8.4 Billing Information Service (Cont'd)8.4.6 Rate Regulations

- (A) . The number and type of records for which charges apply 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 the 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
- (B) The number of hours and fraction thereof for which charges apply as set forth in Section 17.5.5 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9(1)

BY: Jonathan B. Neal  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: November 30, 1994  
BY: Donald R. Brown, President

EFFECTIVE: January 1, 1995

ACCESS SERVICE

8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

- (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
- (E) When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each month following the month the account is marked until the customer requests the mark be removed. No charges apply to remove the mark.
- (F) 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.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JAN 01 1995

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: Jonathan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION