

**CONSOLIDATED BILLING**

**A. Description of Service**

Consolidated Billing allows the Company to mechanically combine most customer accounts, within a single Regional Accounting Office (RAO) into one customer bill for ease of customer payment.

Consolidated Billing service customers will order a Consolidated Billing Account (CBA) which contains a limited number of subordinate accounts (SUBs).

*CBA* - Refers to the main billing account set up for a customer. This is the account under which a Consolidated Bill will be rendered.

*SUB* - Applies to each individual customer account that is to be billed within a Consolidated Billing arrangement on a CBA set up for the customer.

To the extent possible, Consolidated Billing allows customers to select their bill date, if they so desire, however, the Company retains the right to make the final determination of the bill date.

**B. Rules and Regulations**

1. The service is available for most customers subscribing to services from any Company guidebook in the state of Arkansas, except those customers subscribing to the following service: WATS.
2. Consolidated Billing applies to accounts billed from the Customer Records Interface System (CRIS) only.
3. Consolidated Billing allows for combined billing of accounts within a single RAO only. Accounts in different RAOs or states cannot be consolidated for billing purposes. Both residence and business accounts cannot be consolidated on the same CBA.
4. All payments will be credited to the CBA. No entry will be shown on SUB accounts. Late payment charges will be computed against the CBA balance in accordance with the rules specified in 'Rules and Regulations Applying to all Customers' Contracts' in Part 2, Section 2.
5. Consolidated Billing requires that bills be delivered to a single location, which is the mailing address of the CBA. If the customer requires duplicate bills, they will also be delivered to the same location as the original bill.
6. The number of SUB accounts may be limited due to media size limitations.

**C. Rates**

	<u>USOC</u>	<u>Nonrecurring Charge</u>
Charge to establish CBA.....	D99	\$0.00
Charge to include SUB in CBA .....	D99	0.00

**ELECTRONIC DATA INTERCHANGE BILLING****A. Description of Service**

Electronic Data Interchange Billing (EDIB) will provide the customer with their monthly telephone bill as a stream of electronic data in place of a paper telephone bill. The data will be formatted into the American National Standards Institute (ANSI) format.

**B. Rules and Regulations**

1. EDIB is available only to business customers.
2. Customers subscribing to EDIB will no longer be provided with a copy of their telephone bill in a paper format without an additional charge, except as noted below. If the EDIB subscriber wants to receive a paper copy of their bill in addition to EDIB, the charge associated with providing a duplicate paper bill will apply.
3. For the first two billing cycles after subscribing to EDIB, the customer will receive a complete paper copy of their bill at no charge.
4. At the option of the customer, a paper bill return statement and return envelope will be provided each month.
5. Customers subscribing to EDIB will be responsible for providing the software for interpreting the EDIB data. EDIB does not include any software for interpreting the EDIB data.
6. EDIB will be established and/or discontinued effective with the next billing date following the customer's request.
7. EDIB may be provided to any business customer of the Company whose billing is performed by the CRIS billing system. This includes, but is not limited to, all local exchange telephone service and WATS Service. EDIB is not available to customers whose billing is performed by the CABS billing system. This includes almost all of the services provided out of the Access Services Guidebook of the Company. (C)
8. The Company will be responsible for delivering the EDIB data to an electronic mailbox that is mutually agreed upon by the Company and the customer. The customer will be responsible for any charges associated with maintaining their electronic mailbox, and for any charges associated with retrieving the EDIB data from their electronic mailbox.
9. There is no charge for EDI Billing.

**PRIVATE BRANCH EXCHANGE DORMITORY SERVICE****A. Description of Service**

1. Private Branch Exchange (PBX) Dormitory Service is an optional billing service arrangement available only to accredited public and private educational institutions for the billing of telecommunication services provided to students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institution.
2. Private Branch Exchange station lines located in dormitories or other residential quarters of the educational institution and intended for use by students, faculty members or employees will be termed dormitory station lines.
3. Private Branch Exchange Dormitory Service is furnished to an educational institution upon the basis that all charges associated with the Private Branch Exchange Service, including dormitory station lines, will be billed to the educational institution. All long distance messages, telegrams, cablegrams, and radiograms will be billed to the students, faculty members or employees along with any applicable Directory Assistance service charges.
4. Private Branch Exchange Dormitory Service is available under two separate offerings. (1) The Automatic Dormitory Service offering which requires the switching equipment be equipped with Direct Inward Dialing (DID) Service and Automatic Identified Outward Dialing (AIOD) Service. (2) The Dormitory Service offering which requires each student, faculty member or employee subscribing to this service to be assigned an identification number and switching equipment to be equipped with DID. (C)

**B. Rules and Regulations**

1. The following rules, regulations and rates are in addition to those established for all associated services and equipment, as well as, other regulations as stated in Part 2, Section 2 and those found in Part 9.
2. Private Branch Exchange Dormitory Service is furnished only in conjunction with Private Branch Exchange Service, DIMENSION<sup>®</sup> PBX Service or customer-provided switching systems which are equipped with Direct Inward Dialing (DID) service and Automatic Identified Outward Dialing (AIOD) service as outlined in Part 6, Section 1.
3. Private Branch Exchange Dormitory Service is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges as specified in the Company guidebooks.
4. The educational institution is responsible for payment of all charges except those set forth in C.1. following which are billed by the Company to the students, faculty members or employees.

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**PRIVATE BRANCH EXCHANGE DORMITORY SERVICE**

**B. Rules and Regulations (cont'd)**

5. The Company will bill directly to students, faculty members and employees all long distance messages, telegrams, cablegrams, and radiograms. In addition, the Company will bill and collect all applicable Directory Assistance Service charges.
6. The regulations set forth in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 regarding deposits and payments for service are applicable to users of dormitory station lines.
7. The educational institution shall agree to render assistance to the Company in the prompt collection of all charges billed to students, faculty members or employees.
8. In the event of nonpayment of any charges billed to a student, faculty member or employee, the educational institution shall agree, upon request of the Company, to disconnect the dormitory station used by the student, faculty member or employee until the charges due have been paid. Where the educational institution fails to disconnect the dormitory station line following such request of the Company the educational institution shall agree to assume responsibility for payment of all charges incurred on the dormitory station line from the date the Company requested that the station line be disconnected.
9. With the consent of the educational institution PBX dormitory station line extensions will be provided only within the same dormitory room or living quarters as the associated PBX dormitory station line.
10. Dormitory station lines may be equipped with TOUCH-TONE<sup>®</sup> Calling Service only when the associated PBX system is arranged to provided TOUCH-TONE Calling Service.
11. With the consent of the educational institution, directory listings for dormitory station lines are furnished at the same rates and charges specified for residence additional listing as stated in Part 12, Section 1. Rates and Charges for additional listings will be billed to students, faculty members or employees subscribing to this service.
12. Dormitory station calls to Directory Assistance Service are subject to the rules, regulations, and rates for Directory Assistance Service as outlined in Part 11, Section 2.

**C. Rates**

	<u>USOC</u>	<u>Monthly Rate</u>
Automatic Dormitory Billing Service		
Per station line arranged.....	SNB	\$0.35

**PRIVATE BRANCH EXCHANGE DORMITORY SERVICE**

**C. Rates (cont'd)**

1. Rules and Regulations

- a. The following rules, regulations and rates are in addition to those established for all associated services and equipment, as well as, other regulations as stated in Part 2, Section 2 and those found in Part 9.
- b. Private Branch Exchange Dormitory Service is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges as specified in the Company guidebooks.
- c. The educational institution is responsible for payment of all charges except those set forth in C.2. following which are billed by the Company to the students, faculty members or employees.
- d. The Company will bill directly to students, faculty members and employees all long distance messages, telegrams, cablegrams, and radiograms charged to the calling card number. In addition, the Company will bill and collect all applicable Directory Assistance Service charges charged to the calling card. Appropriate operator handled rates are applicable to such calls.
- e. The regulations set forth in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 regarding deposits and payments for service are applicable to users of dormitory station lines.
- f. The educational institution shall agree to render assistance to the Company in the prompt collection of all charges billed to students, faculty member or employees.
- g. In the event of nonpayment of any charges billed to a student, faculty member or employee the Company will suspend the assigned service until all charges due are payed. The Educational Institution also agrees to provide assistance in collection of these charges including disconnection of the dormitory station. (C)
- h. The station lines associated with this offering must be restricted from the Direct Distance Dialing (DDD) network. Where calls are placed through the DDD Network, they will be billed to the Educational Institution.
- i. Rates and regulations set forth in 'Charges Related to Customer Activity' in Part 2, Section 2 regarding restoration of service for calling cards that must be suspended are applicable.
- j. Dormitory station lines may be equipped with TOUCH-TONE® Calling Service only when the associated PBX system is arranged to provided TOUCH-TONE Calling Service.
- k. Dormitory station calls to Directory Assistance Service are subject to the rules, regulations, and rates for Directory Assistance Service as outlined in Part 11, Section 2.

2. Rates

	Nonrecurring Charge
Calling Card Dormitory Billing Service, Per student identification number.....	\$3.50