

**TARIFF DISTRIBUTION**

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Non-Regulated Services - Pricing cleanup

**TARIFF SECTION**

N106

**PAGE NUMBER**

2

**PAGE REVISION**

0003

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## N106. OBSOLETE SERVICE OFFERINGS – SPECIAL BILLING SERVICES

### N106.1 Bill Management Service (Cont'd)

#### N106.1.2 Application of Rates

##### A. Software Package Charges

For each Bill Management Service software package, an associated nonrecurring charge (License Fee) and monthly rate (Software Support) will apply. With each software package, the customer will receive the Company's billing data in electronic format<sup>1</sup> in addition to the following:

1. Standard Software Package: This package will support one (1) user. The user will receive one software package, one user documentation and initial training delivered by the Bill Management Service Technical Support Group. Enhancements and upgrades for the software package will be available at no additional charge. Ongoing help desk and technical support will be available to the user.
2. Enhanced Software Package: This package will support one (1) user. The user will receive one software package, one user documentation and initial training delivered by the Bill Management Service Technical Support Group. Enhancements and upgrades for the software package will be available at no additional charge. Ongoing help desk and technical support will be available to the user.

##### B. Service Warranty

1. The Company will provide a ninety (90) day customer satisfaction guarantee for Bill Management Service if the customer is not satisfied with the performance of the software and/or software support.
2. When the customer expresses in writing dissatisfaction with Bill Management Service within the 90-day warranty period, the Company shall reimburse the customer all nonrecurring charges paid for the software package(s) and the monthly charges incurred for software support.
3. When the customer invokes the Service Warranty, the following *terms and conditions* will apply:
  - a. The customer will no longer be a licensed user of Bill Management Service and must return the software package(s) and user documentation to the Company.
  - b. Customer support, software enhancements and software upgrades will be discontinued.
  - c. The 90-day warranty period shall begin concurrent with the customer's first bill period.

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##### C. Optional Payment Plans

The following payment plan options are available for each of the three software packages.

1. Month-to-Month Plan: This payment option has a minimum service period of one month.
2. 12-Month Plan: This payment option requires the customer to commit to a service period of twelve months. The customer must sign a 12-month service period agreement.
3. 36-Month Plan: This payment option requires the customer to commit to a service period of 36 months. The customer must sign a 36-month service period agreement. Nonrecurring charges for the selected software package will be waived under this payment plan option.

##### D. Termination Liability

For customers selecting the 12- or 36-month payment plan options, termination liability charges will apply if the customer terminates service prior to the end of the service period selected. These termination charges are equal to the number of months remaining in the service period times the monthly rate for the applicable software package the customer subscribes to. The following conditions will also apply:

1. At the expiration of the customer's service period, the customer will continue service under the monthly rates for the service period selected.
2. Should the customer terminate service after the end of the service period selected, the Company will discontinue on-going software enhancements and updates in addition to help desk and technical support.

**Note 1:** For Bill Management Service, electronic format implies CD ROM.