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## **N6. SPECIAL BILLING SERVICES**

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### **N6.1 Bill Management Service (*Obsoleted, See Section N106*) (Cont'd)**

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**N106. OBSOLETE SERVICE OFFERINGS - SPECIAL BILLING SERVICES**

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## N106. OBSOLETE SERVICE OFFERINGS – SPECIAL BILLING SERVICES

### N106.1 Bill Management Service

(Obsoleted, Effective July 1, 1999) The services in this *publication, Bill Management Service – Optional Payment Plans*, are restricted to existing customers. No new customers will be accepted after the effective date. (T)

(Obsoleted, Effective April 30, 2014) All remaining Billing Management Services are restricted to existing customers. No new customers will be accepted after April 30, 2014. (N)

#### N106.1.1 *General* (T)

- A. Bill Management Service provides a windows-based software tool that will allow customers to load and manipulate electronic billing data files provided by *the Company* and by other telecommunications providers. Bill Management Service will give the customer the ability to perform the following eight operational functions: load bills, review bills, query, graph, budget, rebill, systems administration, and bill image (for *the Company* only). (T)(O)
  - B. Bill Management Service provides the following two versions of the windows-based software that are designed to operate on a stand-alone personal computer (PC) or in a Local Area Network (LAN) multi-user environment: (O)
    - 1. Standard Software Package: Allows the customer to read *the Company's* billing data and has the capacity to support up to 2.5 million billing records with eight operational functions. This package is designed for small to mid-range customers. (T)(O)
    - 2. Enhanced Software Package: Allows the customer to read *the Company's* and other telecommunications providers' billing data provided in the most commonly used electronic billing formats and has the capacity to support up to 2.5 million billing records with eight operational functions. This package is designed for small, mid-range to large customers. (T)(O)
  - C. Customers subscribing to Disk Analyzer Bill (DAB) cannot subscribe to Bill Management Service. (O)
  - D. Suspension of service is not allowed. (O)
- (DELETED)** (D)



## 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 regulations 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.

##### 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.

Material appearing on this page previously appeared on page(s) 1 of this section.

M1 Material previously appearing on this page now appears on page(s) 2 of this section.

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**N106. OBSOLETE SERVICE OFFERINGS – SPECIAL BILLING SERVICES** (T)

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

**N106.1.2 Application of Rates (Cont'd)**

- E. Customer Software Changes** (T)(M)
    - 1. If a customer under the month-to-month or 12-month payment plans elects to change software packages to either a higher level package or lower level package, nonrecurring charges will apply as specified below: (M)
      - a. If the customer changes to a higher-level software package, the customer will be billed the difference between the nonrecurring charges for the higher level package and the lower level package. The monthly rate for the higher-level software package will apply after the change. (M)
      - b. If the customer changes to a lower level software package, nonrecurring charges for the lower level software package will not apply. The monthly rate for the lower level software package will apply after the change. (M)
    - 2. If a customer selecting the 36-month payment plan elects to change software packages to either a higher level package or lower level package, the nonrecurring charge for the new package will be waived in both instances. The monthly rate for the new software package will apply after the change. (M)
  - F. Software Changes** (M)
 

If the customer elects to change software packages to either a higher level package or a lower level package, nonrecurring charges will not apply. The customer will be billed the applicable monthly rate for the new software package selected. (M)
  - G. Service Charges** (M)
 

Service charges in Section A4. *of the General Exchange Guidebook* will apply for Bill Management Service. (M)
- (DELETED)** (D)

**N106.1.3 Rates and Charges**

- A. Software Packages**
    - 1. Standard Software Package
 

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>12-Month Plan</b>	<b>36-Month Plan</b>	<b>USOC</b>	
(a) Each Package Supporting One User <sup>1,2</sup>	<b>\$150.00</b>	<b>\$50.00</b>	<b>\$50.00</b>	<b>\$50.00</b>	<b>BWBSL</b>	(T)(O)
2. Enhanced Software Package						
(a) Each Package Supporting One User <sup>1,2</sup>	<b>150.00</b>	<b>200.00</b>	<b>200.00</b>	<b>200.00</b>	<b>BWBDL</b>	(T)(O)
- (DELETED)** (D)

**Note 1:** This rate element will also apply for each additional package supporting one user.

**Note 2:** The 12- and 36-month Plans have been moved to Section N106, Obsolete Service Offering.